



FRIENDS & FAMILY TEST RESULTS

October 2023

Number completed: 522

89 % of our patients would recommend our GP Practice. We really appreciate your feedback and strive to continue improving our services.

‘How likely are you to recommend our GP practice to friends and family if they needed similar care or treatment?’

Extremely Likely: 398

Likely: 69

Neither likely nor unlikely: 23

Unlikely: 15

Extremely unlikely: 10

Don't know: 7

Comments made by patients:

Very organised, friendly and efficient.

Not too long waiting time

Always very polite and professional.

An extremely long queue.

Seen more or less on time. Very good staff on reception.

After receiving an appt time there was half an hour queue! However I was pleased to receive both the flu and covid injections. Thank you.

I was seen on time. I was listened to and heard and my questions answered. A good experience.

This is with regard to the flu injection. It appears that the team were overwhelmed. It felt that not enough planning took place.

I was able to have both vaccinations done at the same time.

Problems with organising two vaccinations in a schedule originally designed for just one. Luckily the weather was kind!

Unlike previous autumn visits for my flu jab this year it was a little chaotic as there were also patients queuing for their flu and Covid jab. There should have been signage or a clearer instruction from the Harpenden Trust team as to which queue you needed to join.

Listened to my concerns and gave instructive answers

From the doctor to the staff, everyone was very professional and attentive.

Both poor and good! When I arrived for my flu vaccination appointment I found a queue of about 50 people waiting. Poor. But it moved though at about 1 per minute. Good. And I also received a COVID vaccination. Very good.

In future, please add clarity; send us a message that you are also doing COVID vaccinations so there may be some delays. And tell people in the queue what is happening in case we haven't got the message! Overall, as I didn't have any other appointments to get to, GOOD. Also, it wasn't clear that if we only wanted flu vaccine it was possible to skip the queue.

Always a very professional and efficient

Starting with the reception, very helpful Dr Elizabeth was wonderful and very helpful

Friendly professional service

Excellent doctor appointment. 30 mins to wait could be improved. But still very pleased with quickness of appointment booking and happy to wait

First rate and considerate of the patient. Thank you!

Staff approachable and helpful.

I have been given an appointment quite quickly, managed to see my doctor face to face.

Quick call. Questions answered and outcome discussed

Lovely doctor. Sympathetic and understanding. Advice given and felt reassured

The doctor was excellent. I hate the new system. After seeing the doctor I was asked to make a follow up appointment for after my blood test. I was told I couldn't do this in person and had to do it online. I did this, included all the information regarding when I needed the appointment making for and was then given an appointment the day BEFORE the blood test so had to call anyway. I also want to mention the elderly lady who came in to make an appointment and who didn't have a computer. She was given a form and told to take it away and bring it back. She was so confused she didn't think to fill it in in the waiting room! Receptionists should be directing people to fill it in there and then, better still helping them with it as it suggest they will do on the phone line. Not good enough!

The workers are passionate and they treat you with love.

Always helpful doctors and staff

Always very efficient and thorough as well as courteous.

Very efficient vaccination system.

Well organised and efficient. The only inconvenience was the long queue to get to the "jabbing centre", but the problem was understood.

Achieved the point of the appointment

This was my first ever appointment with Elms Medical Surgery, as a new patient. Extremely happy with Dr. Smith's help, advice & the medication he has prescribed for me, also for arranging further blood tests to see what's going on. The online appointments system was easy to navigate and I was called back quickly for an appointment that day by an efficient and pleasant Receptionist. Dr Smith was thorough, professional and reassuring. All in all it was a positive experience, hopefully I will feel better soon.

Dr was very efficient and pleasant, fitted well the pessary, and listened to my question about my statin medication and gave good advice

Am unused to such a large number of people using the surgery for treatment. I thought it excellent that so many were able to have 2 jabs before the season starts. The volunteer support was excellent too

The Vaccination was professional and friendly with unexpected bonus of COVID jab at same time. Queueing down the road was unusual for the Elms but presumably you had problems on the day.

Appointment on time, friendly team. Would like to have seen a doctor to talk about my diabetes control but still got the information I wanted

Needs neglected. Not listened to. A referral to the dermatologist was requested but declined.

Doctor was very good and interested with my problem albeit after 24 hours I'm still waiting for my appointment with the dermatology department.

Very knowledgeable practitioner and very lovely with a nervous baby. Bubbles even as a lovely distraction for her. Thank you.

Person I saw was running late otherwise would have rated Very Good

Dr Allum who I always see as I suffer with panic attacks and anxiety is always so caring and gives you time to talk.

Wonderful doctor

Was not sure at 1st about having to give details online before I made appointment but very happy with result, quick appointment.

Slightly long waiting time but reception staff is friendly and the doctor was very thorough and helpful

The doctor was so calm & reassuring also informative thank you

Prompt responses and immediate action with a referral resulting in a hospital appointment being fixed quickly.

The best practice in every respect !!!

I received prompt attention/kind advice from a telephone consultation. Thank you Elms.

Long wait in a queue outside

Usually fantastic but the last couple of occasions booking my 4wkly injection for breast cancer, it's been too hard and not efficient at all. In August, I ended up having to bother the chemo unit at L&D to get my injection done on time as Elms were not offering any solutions and delayed getting my prescription to Springfield for the actual injection med. Nurse Judy said there was a new system so will see how it goes next time.

Prompt response to appointment request. Outcome from appointment was good.

Ran smoothly and efficiently with half hour wait down to double jab as opposed to single

The staff were very pleasant and courteous. I do think, however, that instead of fixing the appointments at 1 minute intervals was not the best way of dealing with the vaccine appointments. There was a massive queue despite the given appointment time. I wonder whether it might have been better to just tell patients that the Practice would be open for vaccinations between certain times. I doubt whether the queue would have been any longer.

Seen on time but a qualified professional and referred on and sent resources

The appointment response is very fast, and the doctor is very helpful. But the waiting time is 30 minutes (little bit of long).

Very good interaction with receptionist. She was so engaging, helpful and very willing to help. Makes such a difference when it's someone who is kind, empathetic, polite and willing to resolve. Thank you. Sorry I didn't get her name but, blonde hair and there at 2:30/2:45. Shame the GP that I saw wasn't as switched on, nor very helpful. Bit of a waste of an appointment. But at least the receptionist was able to resolve a separate admin / system coding problem :-)

Very satisfactory visit.

The receptionist was very polite and helpful

The nurse was nice

As usual, just a helpful, kind, caring surgery. Always there to help if needed.

Seen on time. Very thorough and professional. Everything clearly explained

I had written to the doctor regarding my last visit when we had discussed that the medication may need to be increased after 4/6 weeks, i asked if we could increase the medication because I did not feel any better. I then received a link for me to access the doctor. The link was for a telephone appointment, which was fine, but the appointment was for one afternoon only on a specific date, with no option of another day, date or time!

Which I found strange! I work and it is not possible for me to take personal calls whilst at work, also I do not want my colleagues knowing my personal business. I decided to visit the surgery to make an appointment in person, the receptionist said she could not make me an appointment to see the doctor I have to do it on Line! When I mentioned that I had had a text with a link from the doctor, which was for a specific afternoon and no option for any other day or time, the receptionist spoke to her colleague and I was given a telephone appointment for the following day!

I found this whole process very stressful, I understand that the practice has to change, what I cannot understand however is, if you actually go into the surgery you cannot make an appointment to see a doctor or speak to a doctor by a telephone appointment! This I find very strange and very stressful.

Dr Loweth very approachable and thorough . Pity you are making it so difficult for older people having to try to make an appointment to see a Dr by having to do it on line.

Efficient booking, all running on time, but most importantly Dr listened and helped.

My health issue was dealt with excellently.

Understanding and caring doctor

Very informative

The receptionist was very helpful when I enquired as to how to go about sending a letter from another doctor to the surgery. When I had a telephone appointment the doctor listened and said he would write a letter to the Royal Free Hospital and to check that it had been done in 7 days.

Good online booking, polite call to arrange appointment, friendly reception and nurse who took the time to listen.

Thank you

I requested an appointment online and was called back the same day and received an appointment three days later with the doctor who had the expertise needed to treat my condition.

Efficient, caring, put at ease.

The waiting area was calm and clean and very informational. I did though had to wait for 20mins to be seen

Helpful and friendly nurse made experience easy

Felt concerns were listened to and needs were met

Received an appointment within a few days of requesting one & at a time I had asked for. Thank you.

E triage system worked really well and efficiently. Got an appointment within 2 days and then was seen promptly when I arrived. Dr Impey was thorough and kind

Easy online appointment system, SO much easier than sitting in line on the phone! And a very speedy response. I saw Dr Impey who was fantastic - so friendly and professional and I didn't feel like I was taking up her time, she was very thorough. I was going to email the practice to tell them what a wonderful service they all provide. Thank you so much.

Response to online form for appointment answered very quickly. Appointment ran to time and I was most impressed by the presence of 2 nurses to do the immunisations at the same time for my 3 year old - such a good experience. They were fantastic with her. Thank you.

Seen on time. Nurse very friendly and informative

The nurse was very professional listened responded and checked out the symptoms and gave me a way forward

On time and Dr Impey knows what she is talking about

Helpful got fast appointment

Very efficient and friendly.

Fantastic GP dr Loweth is very knowledgeable and respectful.

Good service, prompt appointment. Dr on time

Excellent service Doctor to the point no fuff excellent thanks keep it up well done again

Doctor didn't interact with x at all .Doctor literally text us websites . No useful information given . Expressed our concerns about the children (psychological/physical impact on x and x with his speech/SEND needs (as x3 appointments combined) . No empathy or expression off the doctor throughout the appointments . Felt judged by her after information shared . Could have been given the information/websites off the receptionist . As an experienced NHS nurse I wasn't impressed with the service especially towards my sons . My husband got the impression the doctor had no interest with our needs.

Very nice lady that took time to explain everything to me

Was seen within 48 hours of my enquiry and cyst was lanced successfully

Nurse very efficient at blood test

Looked after we'll and very professionally.

The paramedic I saw was lovely. She explained everything really well

My son really liked the woman who gave the vaccine, he went up to her and talked to her. Thank you for your service

I felt very listened to and had clear guidance on next steps. I was also able to get an appointment quite quickly
GP's are excellent.

Dr was thorough and listened to my health concerns. She was very reassuring

Found new online system confusing

Much better appointment booking and shorter wait time.

Attentive, polite and good bed-side manner of the practitioner. Genuinely wants to help.

Saw a doctor on the day of my request, at a time which suited me. My problem solved. Thank you

My recent appointment was arranged as a follow up to my previous appointment (27th September, with Dr Julian Smith). This second appointment was instigated by Dr Smith and I was impressed by this caring follow up.

Because someone at the Elms changed my original Vaccination appointment into a blood test at the Red House (I had that on Tuesday) so was rebooked in the afternoon but made two visits so a huge waste of time.

Was able to receive medical appointment the next day and received an excellent service from the paramedic I saw

Seen promptly and problems discussed .

Good service as always

HCA was friendly and explained some things re Diabetes

The whole team at the Elms is brilliant. We always get an appointment no matter how much of a short notice we give. Everyone is so friendly and reassuring. Thank you so much to the whole team for being so helpful.

Staff friendly and professional

I got a quick appointment using the online system. Dr Patel was very thorough and I felt she took time to talk things through. She also called me back to request blood tests once she had spoken to a colleague.

Quick and effective

We got an appointment they same day. No waiting time. My son was seeing one of the paramedics ladies. She was lovely and very helpful.

Quick booking. Early appointment

A little chaotic I'm afraid. Queued for 20 mins before someone in queue said we were being split into flu only and flu/covid queues, but this didn't come from your staff....also the patients that needed assistance didn't get it, able bodied were blocking the corridor, some needed help which wasn't available. Eventually another exit was opened instead of having to squeeze through the corridor where the rest of us were queuing. Maybe this needs organising beforehand!

Appointment was made for me within hours exceptional service

The HCA who saw me was friendly , kind and professional, very happy with the service today

Efficient service and issue referred. Thank you

Very informative

I am a long standing patient always happy with this practice.

Staff went out of the way to help.

Efficient despatch of a queue of patients awaiting flu jabs.

The staff are very welcoming and helpful

well,i'm not sure if i like this Triage business , i did like the previous way the surgery worked ,before Coved.

Dr seen promptly....which was a relief as I have struggled to get an appointment in the past

Good communication and service

It seem to work

The practitioner I saw was very kind, gave me the time I needed to discuss the problems and was very thorough in her examination

Got seen on time

The practice always does it's best to get you seen asap

Addressed my need straight away and gave me a quick appointment. Dr Smith followed up efficiently and arranged a changed prescription after the urine sample analysis. Things are looking up now and my symptoms are disappearing. Many thanks.

Miranda was very understanding of the issues and made great effort to get me (back) into the Musculoskeletal Service. Promise of additional help if needed will hopefully not be required.

Very satisfactory

Easy to book, seen on time, routine yearly monitoring - completed fully and with no problems. I had chance to ask any questions.

Appointment was on time and Dr was extremely approachable and friendly. Reminder text was helpful and the surgery was neat and clean.

Although Miranda was surprised that I had been referred to her, this did bring to light that the notes for the last few weeks were so confusing with misinformation etc. Since my return home from Taunton hospital, having had a partial hip replacement, caused by a fall. It appears that a couple of appointments have been made and then cancelled? I had no knowledge of this! Also the district nurse team declined to visit as I wasn't house bound. In fact I had one visit and my dressing was removed. All was as it should be. However Miranda promised to advise the Practice Secretary to refer me to an Orthopaedic Specialist for evaluation and X-ray. Then to have Physiotherapy. That is all that's needed.

30 minute wait from appointment time but that's ok

The care I received from Nurse Ruth was excellent. I do not like having to fill forms in to book an appointment; it is easier to speak to a person so that you can make a mutual arrangement instead of having to go backwards & forwards with forms

I like the new system. Saves waiting on the phone for ages. The doctor was really nice helpful and understanding. I felt listened to and she was very thorough.

Prompt and efficient

On time call as planned. Useful discussion.

Excellent advise from Dr Smith

My appointment was cancelled. Am waiting for next appointment

Seen on time. Lovely nurse who took out my stitches & gave me my Flu jab which was much appreciated. Very caring. Thank you.

I had a very quick response, call back and referral. Kind reception staff and doctor.

I sent an email to ask for appointment. I was phoned back and given one for the following morning. I arrived early and was seen early.

The feedback was comprehensive

Dr Allan very good. Reception confused and confusion laden bureaucracy. Having been sent to reception by the doctor to arrange a follow up Asthma appointment, I had to fill in a form for the doctors instruction to be triaged by a doctor. This seems unnecessary, if not ridiculous.

The lady handling my appointment was excellent in all her tasks.

Quick and helpful service thanks

Seen promptly and doc imply was first ass

Sorry first class

As I arrived I spotted a message on my phone telling me my appt was cancelled due to staff illness

The booking system was terrible before and now it is even worse - I am a working parent which makes the juggle hard, this meant I had to miss a morning of work to wait for a phone call to then attend an appointment which was late, so my baby could see a doctor (of which he didn't even see a doctor - he saw a paramedic)

I received helpful advice.

on time great service

great

Appointment on time

Doctor Patel was very helpful

Paramedic was very friendly and helpful

On time and lovely practitioner who was wonderful with my child

Great GP

Used online triage and was contacted and seen within the day.

We were seen on time and the nurse was excellent with x and made her feel very happy and relaxed during her nasal flu vaccination. Thank you

The nurse x saw was fantastic. She put her at ease, made it into a game, and x was happily telling her brother and sister all about it later that day.

Waited for 45 mins Then waited at desk to hand blood test page in 15 mins

The appointment was cancelled and no one has called to reschedule.

E mailed at 645am responded to by 830am seen by 11am, really impressed the way it worked.

I'm not sure about your Triage system.

Sarah is interested in trying to help me get better takes time to listen and is efficient in checking details and is really nice with it!

Appointment was made swiftly after Elms received x-rays back from the hospital. Doctor was clear about future treatments which were thoroughly discussed.

The communication to make an appointment was fantastic and the nurse gave me thorough advice with respect to travel inoculation

Because I thought it was very good!

6 tests clearly reported. Results very useful.

Quick reply and delivery of cream from Manor Pharmacy.

I felt listened to, involved in the decisions and happy that I'm trying a new treatment.

The appointment I had yesterday was a smooth process, from logging in, to seeing sister, and there wasn't a long wait, very efficient.

The booking system was very easy and efficient. The receptionists were very pleasant and helpful. All medical staff were also very pleasant and efficient.

Everything has been really prompt and responsive

The physiotherapist diagnosed my issue and recommended exercises. She was very good.

The personal at Elms were lovely and made me feel very comfortable I like how there is a blood pressure machine that can be used

Claire was so friendly and lovely to deal with thank you !!!!

Easy check in at the touch screen on arrivals. Only a short waiting time. The doctor was very attentive, thoughtful and thorough. Dr K is luculent in her communication and an affable practitioner.

Went in early to see Nurse Claire. Very kind and caring and explained everything fully. She is a credit to the practice.

Very good 1to 1 felt with all the issues I wanted

Nurse Judy was excellent! Competent, efficient, punctual and just lovely!!

Very responsive service, seen quickly

The receptionists are always polite and helpful. The doctors were understanding and helpful.

After 13 days still waiting for follow up appointment at the hospital!

Reception polite and efficient. Medical attention superb as is all the staff.

Dr was great but running 30 mins late by 9.45am

My appointment was cancelled as I checked in almost 20 minutes late, unfortunately. This was because I was held up by roadworks by the common but when I finally arrived @ 9.54 I was unable to park. The car park was full as were the spaces on the road!! By the time I had gone backwards and forwards it was 10.10 and my appointment had been cancelled.

Awaiting information from GP further Appointment next week

So friendly

I think The Elms practice is absolutely fantastic! As a relatively new patient I am highly impressed by the service provided by all the staff and doctors. Thank you very much.

I was booked in for 10:30 yet I wasn't seen until 11:15. I was on time and no one was being called into the room I eventually went into, yet every person that came in after me was being seen and I didn't understand, I asked the receptionist to check I was booked in and maybe there was an error, but at no point did she tell me he was running behind. I also got a text from the doctors surgery while I was sat there at 10:41 to remind me of my appointment at 10:30!! When I told the receptionist she could care less and basically said it wasn't her problem!! I think the new booking system has some areas to smooth out. While I sat there I heard the receptionist being rude to each person coming to the counter who didn't know about the new booking system, and then proceeded to sit there and do nothing but sigh while having nothing to do!! Very disappointing.

The appointment was ahead of time, the practitioner who administered the vaccine to my daughter was very engaging and gentle during the appointment.

Very quickly identified problem and promptly dealt with it. Attentive and professional.

The doctor was very friendly and gave me the assistance I required.

I saw Dr Allam and she was very understanding and supportive about my problem and offered very helpful advice.

I also found the new online appointment booking system very good and efficient!

Fast response to online request for urgent assistance.

The communication around timing was confusing, I was given a time of 11.20 and I appreciated that it may not be at exactly that time but I thought, allowing 20 mins either side I could still make it work. Then I received a message to say it would be between 10.20 and 12.20 and because I was seeing a client until 10.50 I thought maybe I should cancel. I took a chance and didn't cancel and thankfully the dr. Rang at 11.40 ish which worked well in the end.

The nurse was super friendly and put me at ease

Speedy response to form followed by friendly and effective consultation

I got covid so telephone call and got antibiotics for my chesty cough straight away same day.

The Lady I seen was extremely thorough and very reassuring, she checked everything and answered all my questions, thank you.

Was disappointed to not be invited for a Shingles jab, but once I enquired, all was good

Easy to arrange a telephone appointment and gp warm and friendly and felt I was listened to.

Dr Rees is the best. She took the time to explain and to reassure me. I feel comfortable under her care

I submitted a request by email and received a same day telephone call to arrange the two appointments I required

I got an appointment the same day for my child with a paramedic

She said what I expected her to say and was very pleasant and helpful. Sorry she is leaving.

Thorough appointment, great all round appointment

Dr Rees, was very thorough in her examination and communicated very effectively.

Speedy appointment and great empathy with Doctor who understood my problem, and it's complications.

Pleasant reception staff. Excellent Dr Allom. An amazing practitioner .

Hi there, when I got to the surgery there was a long queue going round the corner. I wasn't expecting this and couldn't stay unfortunately. I walked down to town and got a jab very quickly from a Chemist next to Gail's cafe.

Can't remember the name. Thanks

I was seen quickly, at my appointment time.

Very thorough and listened

There are a wonderful staff who always kind with patients and supported them.

Clear explanation of medical terms in recent CT scan report and good advice.

Dr Sibly actually listened. I can't thank her enough, honestly from the bottom of my heart, thank you for taking my concerns seriously. I now feel like I'm on a path towards feeling better about my health, there's a plan.

Very efficient

You guys have definitely stepped up several notches since the dark days of COVID!!!

Good but I was not told who I will be seeing

Respond for online appointment is good. The doctor and nurse are nice and helpful, providing a lot of constructive advice.

Prompt response once I'd got through on the phone

I sent an online consultation and was offered an appointment later that day. Dr May was very thorough and explained everything clearly. Even made a follow up appointment whilst I was in her room. Excellent service.

Easy book in & only had to wait about 15 minutes after my appointment time which is pretty good.

Professional service

Face to face with a trusted Dr helps to speak about personal problems like a valued friend. A lot of the time I feel as though I'm on a production line. Fed pills as a guinea pig different doctors everytime you manage to get an appointment I know doctors are overworked and under paid but I ask you one question how many illnesses are stress related so how do you treat someone who's illness is surgery caused. Thank you Dr Patel for bringing some old school ethics back into health care.

Dr Bhardwaj was really helpful and is open to me reducing my medication -thank you.

On time , no eating

My consultation was done in a warm, friendly manner, any concerns were taken seriously and where necessary follow up investigations were set up a once!

Straight forward online booking and great to have face-to-face assessment for my son with good advice

Doctors are always good but when I do need an appointment I feel like I am inconveniencing the surgery. The new online form is good as you don't have to hold on the phone for ages but again it feels like you are being kept away if possible.

I have been to the Practice quite often recently for myself and my children. Luke Hindmarch and Dr Godfrey have been so kind and helpful. I appreciate the time they have spent looking after all of us. The appointment system is so efficient and the receptionist always gets back very quickly which is great. Thank you very much. I'd like to say you won't see much more of us but I'm afraid that won't be the case this winter!!

Easy to book, didn't wait long for appt

4 days to get appointment and good go

I've been to the surgery twice this week, one for my Covid and Flu jabs and the other to see Dr Patel. Although I'm not at all happy with the new triage process when I finally get to see an actual doctor it was really roductive, excellent. I'm

sure me and my husband are not alone in finding technology really difficult. Not everyone owns electric devices and even if they did how to work out how to use them. The receptionist I spoke to regarding rebooking an appointment on the phone helped by filling in the appropriate form but that wasn't a good experience as she sounded stressed and I was too. I can't blame her for that, I'm not surprised.

Great service from reception all the way through to seeing the doctor. A great team!

The paramedic was welcoming, introduced herself. She was methodical, professional and polite. She explained everything clearly and dealt with the infected wound effectively and promptly. An excellent service.

I sent an on line form in with a sensitive confidential matter and received an appointment. Doctor has provided clear next steps on an assessment plan

Nurse made up a story about fairies when giving the flu vaccine

Not all my concerns were able to be addressed during the consultation

The online triage system seems to work but being unable to book an appointment with a receptionist after receiving a reply telling me to book an appointment seems a little ridiculous.

I can't remember the doctor's name but he was male. He was so nice and checked everything and listened so well to my concerns, I was seen on time which was even better as I had my 3 year old son to entertain at the same time as well as feeling poorly.

Always helpful

Excellent service and lovely admin staff. I feel so lucky to be part of the Elms

My email request was answered within 10 minutes of posting and I received a same day appointment

Efficient, friendly, running to time, very thorough and knowledgeable with my visit to the doctor

Nurse was wonderful with the children

Attended for 3 year old child's flu vaccine. No waiting involved and seen quickly. Nurse was very good with child no problems with him taking the vaccine

I was seen very quickly

Dr Allam phoned on time and helpful as ever. Reception kindly changed our telephone number 30 mins before the call. Everything worked really well

Have always found staff helpful and have never had a problem getting an appointment if needed

An appointment at a convenient time within one week. Doctor very kind and approachable and great with my son.

Good online booking system.

Excellent consultation with Dr Patel.

Extremely efficient with appointment booking and very helpful in resolving problem and referral

All the front facing team very helpful. My Doctor was excellent.

Ruth was brilliant -

Prompt and sympathetic treatment

Overall the practice is excellent. I am however not in agreement with the current filling to get a face to face appointment with a doctor. This can put a patient in a life threatening position.

I felt listened to and that she would try to help me

Completed the form at around 8am, received a callback at 9 and was in front of the paramedic by 10.

Prompt and clear service

Responded to my concerns very quickly and I felt listened to, thank you

Receptionist could not be bothered to contact the secretary's on my behalf and thought it satisfactory to answer my question with "don't know" and continued to sip her coffee. Astonishing.

Booked appointment easily at a convenient time online, efficient movement of the queue by the The Harpenden Trust, was seen quickly by the nurse/doctor

Luke Hindmarch has been excellent in looking after us. We appreciate his help and advice.

Quickly saw doctor. Given clear explanation of possible cause and issued prescription and exercise regime.

Ruth is a very professional nurse and always asks after me.

I asked for an appointment online, within 10 minutes I had a call back with an appointment time, the clinician I saw was on time and very efficient.

We have had two visits to the Elms so far and have managed to get an appointment in good time. Both doctors seen were attentive, respectful and knowledgeable. Thank you.

Dr Loweth was running close to time, was incredibly helpful during my appointment and arranged seeing my son last minute to avoid us having to go to A&E. I am incredibly grateful.

Didn't have to wait too long. Doctor was very nice and understanding

Apart from Dr running late I got all answers I needed from Dr Sibley. The receptionist was very friendly and helpful and so far the new on line booking system is easier than I thought and I got a appointment within the hour

I wasn't kept waiting for my appointment. Nurse Ruth was lovely and knowledgeable, as well as being happy to answer any questions that I had. I didn't feel rushed.

Efficient and friendly.⁸

Nurse was on time. Informative and gave me my vaccination at the same time

More efficient on line appmt booking Very professional Gp Dr Maton Thanks to all staff at the practice. Your jobs are not easy.

Dr Lowther was very helpful thank you!

Efficient, easy process, left listened too and a very professional service. Not like any surgery I've ever experienced. Impressive on every count.

Appointment on time. Easy to book. Doctor was great with my daughter.

I was telephoned and seen v promptly

Good communication to make the appointment and excellent care.

Nurse Judy is very helpful to speak to and generally very reassuring. The receptionist was also helpful with a question I had about blood test centres.

The appointment system through the web site was very easy and quick and was contacted and offered an app the same day.

My online request was to see Dr Allam or Impey as I had seen them before about my symptoms but my appointment turned out to be with a locum who knew nothing of my history. I asked at reception why I hadn't been given an appointment with the requested Drs and was told that the GPs have a meeting and decide who to see which made me feel that my appointment wasn't important enough for me to see one of them. I also noticed that the locum didn't input my blood pressure results that I provided which was one of the reasons I was there.

Prompt response to online triage, felt supported during my appointment

The doctor I saw was very thorough and caring. I did not have to wait too long for the appointment.

I was seen as soon as I arrived. My asthma review was thorough and all my questions were answered.

Dr was fully informed from reading thru my medical records before I went in. Could easily have been dismissive of my concerns as unfounded, but despite shared doubt over significance, I was referred for further assessment.

Efficient and effective consultation, tho I fear that my referral might still be found to have been unnecessary.

Very helpful and professional staff

Easy appointment booking, appointment was on time, nurse was very efficient

Doctor was excellent. Was a little frustrated to wait c.15 mins beyond appointment time for an early appointment (10.30). I also cycled and there was a note on the railings to the front to not attach bicycles which is understandable but it would have been helpful to highlight on the same note that bike rails are located out of sight on the other side of the reception entrance (apologies if I missed this as the notice was curled up). We should certainly be encouraging patients to cycle to the surgery rather than driving if they are able to do so 😊

My Gp Dr Allam took prompt action arranging tests and a referral to address concerns over latest blood tests and my current depressive state. The Nurse I saw was kind and helpful.

So quick and efficient getting an appointment.

The process works well & I received prompt requests for further information & a telephone call to book appointment. Feels somewhat uncomfortable providing personal health details on internet.

Good behaviour

Very helpful nothing to much trouble and more importantly a lovely person

All round first class service.

Easy to book through online system, no wait once I arrived and lovely nurses looking after us. Thank you

On time and treated professionally.

Seen quickly and giving good advice

Dr Patel was excellent. Took the time to do a proper investigation, asked lots of questions, repeatedly checked to see if I understood what she told me. Ordered a prescription which I collected straight afterwards. She booked a follow up appointment for blood tests. Could not have asked for more!!! Very happy.

Reception were extremely kind as was Dr Smith

Dr Smith dealt efficiently with all my issues

The doctor seemed very rushed

On time - quick and efficient - friendly

Delighted with consultation. Very pleasant and helpful nurse/doctor. We were well informed on the treatment against viral chest infection.

Nice professional consultation

Very good service

Clare is amazing please don't let her over do things

Prompt response

Everyone was friendly and efficient

Really friendly and professional nurse and the speed of the appointment and lack of a wait time worked well for me as I needed to go back to work after.

Always kind and caring

She was very nice and she was very understanding about the health issues

Wonderful way to make nasal vaccine fun - thank you

I always receive first class service from The Elms team. On this occasion Sarah Randal was extremely helpful & informative with regards to my carpal tunnel / arthritis in my hands . Many thanks .

Everyone who attended to me was kind and very professional and I was deal with on time without any problems.

As much as I do not agree with online communication it was an ok experience

It's super difficult to organise an appointment

Having phoned in the morning to ask for form to be filled in to ask for urgent appt to see or speak with a Dr. I was told a Dr would ring me in the morning. During the afternoon I had to ring again to ask why I had not heard from the practice. After holding on I was told a Dr would phone between 5 -6-0pm. I did have a call at approx 5-45 pm . This I did not feel was good service. The new system doesn't seem to work for elderly patients who find filling in forms on line complicated. We are patient when requiring assistance from a receptionist having to wait on average about 15 mins to get through to the practice In most instances .

My appointment with Sara was on time, and she explained exactly what was happening with my pains, and now I can understand more and change a few things with my life style

Ease of filling in the online form, speed of response and the excellent advice and compassion exhibited by Dr Impy.

the nurse was so nice and efficient and sorted everything to a good conclusion 🌟🌟🌟🌟🌟

Student, Despina, supervised by Dr Allam very attentive, caring and helpful so after a long wait I now feel things are moving forward - so many thanks

Speakers weren't working. Couldn't book an appointment because you have to book on line. What exactly are the 2 receptionists doing there. Can't book on line unless it's surgery hours yet you send me this link on a Saturday.

Dr was very helpful

Dr Patel was very attentive and carefully listened to my problems

The doctor who saw me, (Dr Kanthi) was absolutely incredible. I felt listened to and heard which is something I had been worried about. The best experience with a doctor I've ever had.

Very friendly and efficient

Excellent appointment with Dr Vidya Kanthi . I have let more detailed on your website

Very good

The healthcare professional I saw was good

Quick appointment. Trainee doctor was friendly, but did not give any advice. When Dr Khan came she was very helpful. I will need to see what happens next to judge further my experience

Excellent information and of giving the injections

Dr Impey was extremely knowledgeable and x feels we are now on track for finding a solution.

Prompt appointment and Dr Patel listened carefully and rang back to confirm the necessary change of medication. I'm an newish patient. Asked about asthma clinic / review. Was initially told there wasn't one (I had already checked on line so knew there was a review process as with my previous GP practice). However the receptionist checked again and booked a review for the 2 days later. However today (23/10) when I had to cancel that spot due to a heavy cold, the online system said to telephone and cancel. I called and there were no options for cancelling !! Does the website need updating ? Instead I called into the surgery to cancel rather than just not turn up. I waited and was ignored by 2 other staff (not their job?) and eventually a receptionist appeared. Not openly rude but less than friendly. My husband then asked if he could make a dr appointment and was told to go on line ! I appreciate that you are trying to reduce telephone calls but today was a bit ridiculous - can't call or go online to cancel a valuable appointment and can't make an appointment in person !

Dr Allam was very caring and kind.

your modernising and adapting to change seems to be working effectively and to your credit i get nothing but great services

On time fast efficient friendly nurse Kerry and reception staff

The doctor was well informed about my problem and ordered an ultrasound . I think that the online request form for the appointment is good because helps doctors and patients to be more focused on the specific symptoms.

Fantastic support from my GP

Quick and efficient

Dr was fantastic

Appt given straight away and Doctor was thorough with checks

Very prompt response thank you

Person was pleasant, friendly, efficient and thorough.

Appointment was on time and good service both from doctor and other staff.

Very quick response to my online request and same day appointment

Saw Despina and Dr Allam. Very caring, thorough and helpful

Initial Response from my contact yesterday was followed up very quickly and saw doctor this morning who was very understanding and thorough

The GP dealt with my son very patiently and kindly. Was on time, and didn't rush him at all. The appointment was arranged in good time also.

Given time and space, needs were understood and met

I was seen on the same day I booked. Dr Patel was very nice and professional

Really prompt appointment and great doctor

Seen promptly and Dr Smith was very helpful

Dr Smith listened carefully to my worries and concerns, was happy to discuss treatment options and was clear on his recommended approach.

nurse was nice and check in easy

Excellent, swift service. Great with children. Thank you!!

Lovely people as always but couldn't have the spray as it had egg in... this should have been flagged in advance to save my husband taking unnecessary time off work

Good, efficient service. Got seen on same day. Lovely dr

GP very good

Wonderful nurse who was able to change the dressing on my baby's leg without me having to take her back to a&e.

We're so lucky to have such a great GP practice!

Dr yonis was fantastic.

Went online to book, which I've never done before and it was easier than I thought I will be able to do that again

Whilst I was late for my appt through no fault of my own, I was happy to wait until end of clinic to be seen. I was then told that the nurse was fully booked and wouldn't be able to see me! When we are on time and the clinician is running behind we are expected to sit and wait and I have in the past waited for over an hour for my appt. I have been rebooked for another day, and I have had to cancel another appt to accept this one.

I walked into Elms practice to ask if I could book an appointment. I was told it MUST be done online. Disappointed that the receptionist made no further effort to ask if I was able to make an appointment online. A bit of training perhaps, receptionists are a first point of contact and they are supposed to be working in a « caring » environment. However I managed to book an appointment online 100% for the service and 100% for the doctor that saw me.

Very understandable

I visited for a shingles vaccination. My original appt was cancelled due to illness. I was impressed how smoothly, the original booking and the rebooking went. Your practice manages very efficiently

The new online request to get an appointment is dreadful. Not only as an individual who was seeking help and got sent a text message with a link to a website and told to come back in a year!! instead of the help I wanted - even though my records show I suffer from anxiety and that seeking help for something should not be met with a text response denying me the help! But I am actually an Equality, Diversity and Inclusion manager for the NHS at x hospital. And your new form is not at all inclusive - it's going to be a barrier to health care for so many people that require help- like visual impaired, like neurodiverse people, learning difficulties, physical disabilities, people of old age, access to technology, literacy, socio- economic background, and ethnic diversity and language varied people. The form works for the 'normative framework' of being white, able bodied, middle class, and heterosexual- (what if you were trans or queer- are you expected to declare this in writing on a form and out yourself?!) I think you need to consider a far better approach to equality in access to your service - you are creating yet more obstacles to the very people who need the help

It was good but it so keen on website triage rather than talking to someone

Dr Rees, Jo Smith and the reception staff were lovely to me when I came in, I'm a mental health crisis

Very good

Appt on time, doctor had a great manner and was very thorough. Reception staff v helpful

The clinician gave me the time to be heard, and guided me towards important decisions that needed to be made.

Unlike other occasions at that surgery I did not feel rushed.

In time nice people to deal with

Appointment was on time and next visit arranged

The doctor's exceptional care and consideration make me feel like royalty, making this the most remarkable consultation I've ever experienced.

I was out before I was due to be seen! Easy booking appointment.

Appointment with Dr. Jollyman arranged for the same afternoon. Excellent service

I was early for my appointment, but had to watch people going in and going out while I waited. The doctor said he had a patient who was more than 10 minutes, I waited over half an hour, I was there 9.50, for I thought was 10.0, but found it was 10.10 when I signed in. I went in at 10.51. I was longer with the doctor 15 minutes. He was very helpful.

I asked to be seen as I had a painful ear. I got a cancellation on the same day. GP was helpful and reassuring

Much better system to book appointments Very punctual Very understanding nurse
Good appt. Thought blood pressure reading needed but was not taken, couldn't give me absolute advice on how to reduce my cholesterol and diabetes HB reading even further although did mention herbal remedy plant stanols tablets but this also because I am already doing a lot of what has been advised to do. Feel a dietitian would be good to speak to as well.

Very kind and thoughtful doctor. Went through each medication with me carefully.

Dr Deb couldn't have been more professional or considerate. He clearly is a top class doctor. I cannot praise him enough. Thank you.

Just think the surgery is very good, lovely doctors

The Elms staff are always kind professional and efficient. Thank you for supporting us.

Student and supervising doctor were dedicated to solve my problem

I hope that an x-ray of my foot can be arranged to ascertain that there is no break

Because I waited 30 mins and had to ask reception and she was not helpful

Visit was informative and productive

Prompt timing, low patient numbers so car parking available. Experienced Physiotherapist rather than doctor but well able to answer queries and pass on messages to other professionals.

AM very good session with physio. Maranda. PM we were late for an appointment but Dr Impy kindly phoned us before we left our house

I was rather taken aback with the total lack of professionalism from the practitioner I saw. She was very standoffish when she found out I had an appointment the previous day for the same issue. No compassion was shown for my distress as to why I was there again until she agreed to examine me then perhaps realised her error. I do not wish anyone else to be treated in this manner. I expect help when I go to the doctors when I'm clearly in severe pain not bombarded with questions as to why I'm there again for the same reason. Read the notes in front of you before making judgments. I did not ring 111 for no reason. If the doctor had taken me seriously the day before and sent me for the correct tests then maybe I wouldn't have been back on the following day.

Managed to book appointment at reception. Nurse was very clear on what she was doing and ensured all checks made before giving me my injection.

Easy to get appt All on time Lovely doc and nurse

A 2 years old child was left for the last appointment of the day

Nurse saw me on time and was very efficient.

I used the e-consult I was phoned back the same day and offered a face to face appointment, The appointment was not rushed and the Dr took as much time as was needed

Saw a student doctor very thorough, good communicator n excellent manner.

Saw nurse Ruth for ear syringing. Very professional and gentle. Great success. I can now hear!!!!

Immediate response to my on line request

The service of what I've known all my life with the practice is changing - I really don't like booking via the app online- it is getting all very impersonal 😞 But you can't ever fault the doctor's care ❤️

She listened and we are processing forward

didn't have to wait long to see the Dr

Quick and punctual and friendly and good communication

The receptionist was very helpful and friendly

Calm atmosphere excellent staff

Much easier to make a booking online.

Thank you - your responses have been prompt and very helpful so could not ask for more.

Excellent care of my mother-in-law while she was registered as a temporary patient at the practice.

The staff are always very helpful and friendly. The GP was very supportive of the request I had. Big Thank you as always I appreciate all your h hard work.

I was seen quickly and efficiently

Service was very good - Dr Rees listening and was relatable. Appointment was 10 mins late so marked as good.

Doctors app on the 3/10 still waiting for a referral to hospital!! Not great service is it ?

Relatively easy to make an appointment. Dr Rees helpful and knowledgeable.

Dr was excellent for the whole appointment. I was worried about coming in but was put at ease straight away. She listened and solutions were given. we talked about all the possibilities of HRT and I was offered review in a month to see how things are going.

Appointment on time, friendly practitioner, easy to book appointment

Very kind, straightforward, understanding and made a couple of changes to my medication

On time, quick and efficient.

On time helpful thoughtful answered all my questions

Very prompt call back and prescription sent to Boots, with no need to visit the surgery

Dr Patel was very informative and helpful

Receptionist ladies very helpful & friendly. Had a good consultation with Dr May. She explains & gives u solutions to your problem. Also very helpful & friendly. Thank you.

Nurse very nice Receptionist very patient too

Appointment was for discussion of blood results and medication. Seen on time and helpful conversation.

Efficiently booked an appointment online.

No appointments available with a male Doctor for TWO WEEKS! Fortunately, the Receptionist was able to call me with a cancellation.

Because Dy Jollyman did his job well.

Every patient care. GP was friendly and approachable. Very happy with outcome

Excellent online communication. It's a shame you can never speak to human to arrange these things, but the technology works.

current booking system works much better. Easy to book, quick response. Nurse Judy explained the process well and made my kids feel at ease

Very professional

Receptionist pleasant Dr.J.Impey superb and sorted out 2 problems i didn't feel hurried

Excellent service

Online booking of appointments very good. Doctors offered appropriate appointments. The care of doctors of high standard. Dr Bhardwaj particularly helpful on the telephone yesterday evening.

New system where fill in form far quicker than hanging on phone. Fast response and call back. Very efficient. Saves so much time and allows urgent/ non urgent queries to be addressed/ triaged and thus freeing up appointments for more urgent requirements. Found this system very reassuring and proactive.

Dr Jollyman took my concern seriously and gave clear and non basic explanations.

GP was excellent. Appointment was 30 minutes late, but the care and sensitive dealing of my issue was outstanding.

Superb 'bedside manner' as well as a competent and reassuring approach.

Go listened and discussed. I felt heard and options for treatment given and discussed Follow up offered in person

It met my needs and expectations

Appointment was as scheduled and issue sorted with follow up arranged

Making an appointment was easy and efficient. x was seen quickly and treatment was given.

I think Dr Kolamala is great. Very efficient and very polite.

Understood my non urgent request for appointment with most suitable GP. GP took time to understand my concerns and has provided a treatment plan.

I had a parking space. It was simple to register my arrival The appointment was on time I had a simple and focused consultation And a clear after appointment plan

Staff polite the nurse who gave my blood test and ECG made me feel relax as I was very nervous of having the blood test done , she made me feel at ease thank you nurse

Got a face to face appt. Dr Smith listened to my problems carefully and hopefully has sorted. Hate the new system as when I had emergency on Friday last I had to wait a long time for a call. In the meantime it was urgent advice I needed and had to call paramedics who had been with me for at least half an hour before someone from The Elms called back. This is not good enough

I don't like the online booking, I'm not very good with computers. No problem with my care at all.

I was able to get an appointment for when I severely needed it, and the doctor was friendly and helpful

Quick to get appointment, doctor made feel at ease

Quickly responded to with an appointment. Was spoken to kindly and respectfully by my doctor.

Unfortunately the receptionist gave me the wrong cholesterol test information. This is the first time since 1971 I have experienced a malfunction! Ordinarily you would receive top marks.

Pleased with the interview and follow up afterwards.

Service is perfect

I arrived at the surgery 10 mins late as there was traffic through Harpenden due to the road works. The receptionist advised the practice delivery person had also been 30 mins late coming from Redbourn too. As I arrived there was a gentlemen who was insisting he saw a dr immediately as thought he was having a heart attack. The receptionist had advised he needed to go to a and e but he was refusing. The kerfuffle lasted about 15 mins before I could be seen by the receptionist. I explained I was late and she asked me to sit. About ten mins later someone came up to me and advised I was too late for my appointment and had to leave. At the same time someone else, also ten mins late for their appointment arrived and was told that they could be seen. So having been ten mins late, I waited an additional 25 mins only to be turned away. I wasn't offered another appointment and was told they would look at what I had come for and be in touch. I've not heard back.

Appt ran on time. Dr listened and made a referral and changed existing medication. Thank you

Easy to book an appointment, was seen before my allotted time and was out within 15 mins! Also my doctor was very nice and offered a good treatment

Was given an appointment on the same day. Issues dealt with efficiently and next steps organised immediately. Dr Smith is always excellent, he dealt with a number of issues including a steroid injection on the spot and the reception staff were professional and friendly and a real pleasure to spend time with. A wholly positive experience all round. Our family have used The Elms Practice for over a decade and we can not recommend them enough. Receptionists and secretaries respond quickly to requests for phone calls from doctors. As do doctors. On time and good consultation with GP

