



FRIENDS & FAMILY TEST RESULTS

April 2024

Number completed: 486

92% 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: 385

Likely: 64

Neither likely nor unlikely: 18

Unlikely: 9

Extremely unlikely: 5

Don't know: 6

Comments made by patients:

Visit to the practice was excellent in every way

Dina was very kind, professional and informative. She put me at ease.

Prompt, efficient, authoritative

Quick response and friendly staffs

Easy and quick to book, called in on time and lovely nurse who put me at ease straight away

Prompt, knowledgeable and friendly team, great appointment system

Very efficient

Was seen on the same day on contacted surgery.

Saw Kerry for a blood test and ECG and she was so great as I was nervous. Such a lovely lady

It was faultless - I text'd my queries to the practice just before 8am, by 9am I had a call from the surgery inviting me to be seen by Dr Patel at 10.10am that same morning. If that alone wasn't incredible the GP that examined me that morning was beyond lovely - reassuring, professional and talked through all my options. Had this been a private consultation I would have been thrilled with it - being NHS I'm astounded. There is so much negativity spoken about GP practices and the lack of care, but here we have at the Elms true excellence ...thank you warmly and deeply.

On time. Kind approach.

Nurse on time

Nurse explained everything she was doing. And took the time to ask how I'm coping with everything.

Nurse who did my smear test was very lovely and professional, put me at ease and made the whole process very comfortable.

I made an urgent request for a Dr appointment following up on an emergency A&E visit

From booking to GP response, all fantastic

Immediate response

Dr Patel took the time to read my history before my appointment and listen to my thoughts during our consult to come up with a plan to investigate further instead of just prescribing medicine to help symptoms. I felt heard and in good hands with her. Reception staff also very kind

Dealt with my situation perfectly And also helped with my wife's situation.

Just so caring, reassuring and attentive thank you.

Dr Smithers is very caring, professional and thorough. She gives me confidence that my symptoms will be addressed and a solution found. She is an asset to the practice.

My appointment was on time and the nurse who saw me was friendly and efficient!!

Only reason was the 20 minute wait after I had turned up on time.

Efficient and helpful!

Nurse Ruth always good.

Very informative and helpful consultation with the nurse

Dr Patel listened to me and has organised a number of tests . I have confidence she is going to help me work out what is wrong with me. Thank you.

Tim Jollyman prescribed me a cream and recommended a blood test which I've booked. I'm grateful.

It was quick and painless

Thank you for Dr Jollyman professional medical assistance and advice.

Nearly on time and gave me a thorough examination. Sent a prescription directly to my chemist.

Very efficient friendly and helpful

Doctor esa excellent

Doctor explained everything well and was friendly. Requested urgent consult online and was given appointment later that morning

Ruth is knowledgeable, kind and all round lovely

Efficient, friendly admin team. Absolutely superb GP demonstrating very high level of emotional intelligence. Dr Kanthi was very interested in my wellbeing and took a holistic view. Very rare, in my experience - certainly unheard of in my previous practice - Bridge Cottage. I am very grateful to Dr Kanthi.

Dr Jollyman was very thorough, kind and courteous. Mandy, your Receptionist was professional and attentive to all my needs and documentation. Exceptional service.

We arrived slightly earlier and was taken in 5 min before the actual appointment. I was explained everything perfectly. The nurse did her best as quickly as possible so the baby is not overwhelmed. They helped me with my stuff when baby was crying in my arms

I .messed in the morning seen in afternoon . Also the staff are allways attentive

Dr Jollyman was great with my 6 year old. Covered everything. Listened to us and have advice needed

I recently saw Dr Jollyman and he was very understanding when I spoke to him about my recent anxieties. I also came with my son recently and he was advised to have some bloods - the receptionist was great and followed up by calling me back with the last blood result. A fantastic surgery in my opinion!

I wise given exceptional help and the doctor contacted the L & D to follow up why I did not get results after CT Scanning Felt listened too

The efficiency of staff was exemplary, and on my very rare visits this has always been the case. The 'new to me' online appt. service was very smooth running, and my request as followed up by a telephone call unexpectedly quickly by friendly and helpful staff. Many thanks.

Bit frustrating not being able to talk to a person re appointments. The online forms, not great for all

The doctor that saw me was very professional. I also think your new online system is working well.

Very responsive to appointment request. Seen on time.

Flexibility in checking 3 extra problems at same time as a regular B12 shot and having input from nurse and a doctor

Dr May was very pleasant, easy to talk to and professional. Very pleased with the care she is taking to help me.

First visit to Dr Smithers, very efficient and polite answered all my questions.

Response was very prompt.

The doctor was wonderful

The nurse who done the blood test was very nice and she knew what she was doing

Poor reception, slow to check in did not understand a simple question the machine was not working long queue and no parking

Easy to submit the initial form, offered an appointment the same day, appointment with the nurse was convenient and the outcome as I hoped

Appointment is fairly difficult Not easy

The online form is easy to use and efficient. We were grateful to see a doctor.

Promo appointment. Thorough doctor

I was seen on the day that I emailed in for an appointment. I was very worried and the Dr was able to answer all my questions. I have had a follow up letter and contact via the surgery also within 24hours.

Very annoying system trying to book an appointment. Would have been a lot quicker and less stressful if I could speak to a receptionist rather than back and forth with emails then having to keep my phone available to receive a call back.

Had 1st available appointment All Blood test urgent via practice nurse. Link to L&D Hospital who are contacting me to day 4th April Doctor at practice was great professional kind and reassuring could not asked for more.

I have always experienced very good service from the practice

I saw Dr Bardwahj with a nasal problem, suspected polyp in right nostril. He examined me and diagnosed only inflammation in the nasal lining, but did not identify the cause of the inflammation. I asked if the symptoms might be linked to the head trauma I suffered in a traffic accident in early November 2023, and which was still troubling me. Dr Bardwahj thought that was not the case. But neither did he show any interest or concern for my ongoing head trauma, and which is still troubling me.

It seems silly that you can't fill out the form to book an appointment unless it is during the opening hours of the surgery. It is very inconvenient.

Cuz it was good

The nurse (Clare) who removed my stitches was very kind and helpful. I didn't feel anything when she removed the stitches.

Only 15 mins late going in to appointment!!

I had nothing done as the nurse very politely explained that my smear test was not due yet despite the doctor advised to have one done prior to the due date. She clarified that smear tests are not diagnostic. I found this quite strange as there should be exceptions if necessary but the nurse reassured me that I am under the care of the gynecologists so I should not worry.

Quick response to online form and appointment booked. Luke was very good, friendly, helpful

Outstanding care from nurse Kerry

The new appointment system is not fit for purpose

The system worked very effectively and staff helpful

On time, thoughtful and helpful advice.

Great service as always

Efficient and effective

A very thorough and successful consultation with asthma nurse Claire.

Kerry went over and belying to make me feel comfortable and relaxed - a credit to the practice

I was seen promptly and given helpful advice

Friendly, helpful

Really efficient appointment which was on time. Doctor Kanthi was really kind and caring, felt very reassured about the next steps. Thank you

Fast respond

Was seen on time and Lisa listened to be and took the necessary action. Very happy.

Because my treatment was excellent, and I was seen promptly. I have always found the service polite.

Doctor was very pleasant and informative

I was listened to & given clear advice. Thank you for the excellent service.

I found the GP I saw very helpful and seemed to understand the medical conditions I had. Had a good knowledge of physical and mental health conditions.

I saw Lisa the physio who very helpful friendly and professional

Lisa answered all my questions and gave a firm diagnosis .

The nurse was very nice and put me at ease. Appointment was on time.

Efficient, friendly service thank you!

Friendly, helpful and responsive

Prompt appointment offered. Was listened too well.

Would have been very good without having to use the contact email. I much prefer talking to a human.

Every contact professional and extremely helpful. Such a quick response too. Thank you so much.

Requested to see the physiotherapist but was referred to a doctor. She was very good (Dina) and gave good advice. I have now been referred to the Herts Valley Musculoskeletal service. I can't help feeling that for my condition, (sprained achillies tendon - on going non serious symptoms for 3-4 years), just seeing the physio as requested would have been sufficient. Obviously only time will tell.

Appointment arranged quickly and injection was done on time. Very satisfied.

Dr Allam listened to my concerns and worked with me to formulate a plan to move forward in terms of diagnosis and helping my symptoms. Which is a very welcome change to previous appointments, where I felt dismissed. It is difficult to discuss all the ongoing issues in an appointment, which Dr Allam, highlighted during the appointment, so I had to decide which symptoms were to take priority, I'm hoping I can address the others at a later date.

GP was amazing and very informative

Lisa was excellent

Result of Injection has meant relief and ability to do what I haven't been able to do for some time . Dr Smith was very patient but I will need another appointment with him soon to discuss long term treatment

Empathetic

I am a new patient to the Elms having moved from London recently and am used to the triage online service. However, for this incident with my back, I am surprised that my condition didn't warrant a tele-conversation or face to face with a doctor. I have filled in multiple online forms on the 2 occasions I have contacted you, and as the screener doesn't look at medical history, you fill in the same information multiple times. It's been through my own endeavours and expense that I have found out that I have disc issues. I've been prescribed medication through you based on my consult at A&E , with no follow up, no information on how long to take it, how and when to reduce. I couldn't face filling in more forms so made my own efforts to find out what to do. I typically am happy not to have face to face visits with a doctor but telephone consults were the norm in my last practice and solved issues quickly and efficiently. It feels a form filling exercise here all at arms length. I have seen Lisa the physio twice - first time when I contacted the surgery and second time following my A&E visit - no issues with her care. The receptionist when I asked for the email address to send my MRI scans in told me to look on the website - I did and outside of a prescription email there isn't one available. You want people to use the nhs app - on this occasion I couldn't upload the info and needed a simple email address.

i've always found this practice to be accommodating professional and efficient with a consistent good relationship

The appointment was fairly prompt and the doctor took time to listen and suggest help for me, plus follow up advice and appointment.

Online booking system failure - blanked screen then produced 2 panels of source code. Receptionist kindly spent 15mins filling in form for me. Triage responses within 1 hour with f-t-f appointment. Appointment was over 2 weeks away. 15 min session with doctor was very thorough and concluded with agree way forward over the next month

Listened so well and was compassionate and understanding

I saw a dr and she referred me on to the Lister where I have an appointment on Fri.

Grateful for the amazing consultation I received from GP and reception/admin. Feeling grateful for health related support & information always given at The Elms Medical Practice.

Online booking system works well but takes a long time to confirm appointments. Otherwise good experience.

Reception team responded very promptly to my online form and got an appointment within 24 hours. The Doctor listened to all my symptoms and history and the course of action seemed very appropriate. Thanks

Although I was happy with my appt, I was kept waiting an hour before I went in to see the doctor.

Always excellent service and treatment

An appointment made for me to see a dermatologist quickly.

Not a long wait and the doctor was very nice and thorough

Quite long waiting times but generally a good service.

Very friendly appointment and good advice given.

It was on time and very useful advice

Friendly staff , didn't wait long for appointment.

My appointment was at 2:40 and I was called in at 3:00 pm.

The nurse was kind, friendly and helpful. Gave useful advice.

Efficient and kindly treatment

Rapid appointment given and Doc was on time.

Surgery looks tired and unclean

Got an appointment on the same day and seen on time. Dr. Impey is always thorough and a pleasure to see.

All worked smoothly

I came out feeling the that Dr Reece had listened to me and explained what I need to do going forward

Generally efficient and fast

I was seen promptly. Dealt with well.

Fast & efficient

From appointment date, to waiting time iat the surgery to seeing Dr.H. Smithers

I failed to turn up for my appointment. A family emergency took over and I forgot to let Elms know I wasn't coming, for which I am terribly sorry. I don't quite know how I can forgive myself for this.

Excellent response to my concerns. By Dr Julian Smith.

Swift reaction once got bloods results

I saw Lisa & she was very kind and professional. She listened to what I had to say, which is important to any patient and then made arrangements for me to have a blood test and said she will contact me with the results. Overall an extremely good experience.

Very helpful

Appointment on time Clinician asked concise focused questions to get my history Diagnosed a cause (viral gastro enteritis) , I had thought it was a bacterial infection. Suggested I cease my starvation treatment and eat normally(was happy about that). Violent diarrhoea continued for another day but stopped now

The practitioner I saw, she was amazing. She was so thorough, listened to everything I needed to discuss and offered lots of information and advice. She was professional, personable, and I left feeling like I'd been properly listened to and seen. I really appreciated her help

The nurse was very pleasant and was able to remove the lump of wax from my ear without any discomfort. She also checked my other ear and advised how to avoid the same problem occurring.

I was seen pretty much on time at the appointment on the day that best met with my other daily business and all the staff I met were very helpful and friendly. Thankyou to all concerned

Quick and professional.

Because Dr.Impey was extremely kind and helped me a lot.She often goes that extra mile to help me and this appointment was very helpful.

Always has been fabulous

I saw Dr.Impey and she gave me a lot of answers to my questions and resolved my problem.

As iam still not well after seeing a doctor and don't know what's wrong at the moment feeling ill all the time

The Doctor had time for me and actually listened to my problems. I've still got a long way to go and I hope all Doctors at the Elms surgery can help me to get well.

I did not have to wait long for an appointment. The physiotherapist was very thorough and helpful.

Really supportive, pragmatic and caring. Successfully dealt with several complicated issues in the time allocated and followed up late that evening. Great job.

Really prompt and easy to use the screen to check in. The physio Lisa is really friendly and made me feel comfortable

Quick to arrange an appointment

On time, very thorough, very kind and follow up immediate as promised

Excellent care by Lisa and she fitted me into her clinic which I was very grateful about

The Physio was very helpful and gave me good advice.

The paramedic was amazing, was a pleasure speaking to him and he put me at rest.

Always efficient and caring

Very good staff

No feedback given on situation my anxiety levels are high!

As always I found the staff friendly, efficient and generally prompt in their timings.

Excellent care and advice by Lisa

Efficient

Luke was very reassuring, prescribed antibiotics for my chest infection, and gave good advice to visit A&E for the head injury, which we did, and this was stitched/stapled there.

Really helpful and informative.

On time and very helpful. Not rushed.

Quick response to my request for face to face with Doctor.

Good advice

The nurse/doctor I saw was thorough, kind and very helpful. V much appreciated

Very prompt response to my online request, same day appointment and Dr Smith listened and didn't rush me, and I felt like my concerns had been carefully considered.

The nurse/dr I had was lovely and always is. Happy to answer all my questions and gave me much more advice than she needed to

In an emergency situation the practice has always been very responsive. I like the online service

Very efficient service, always able to get appointments in a timely fashion.

Very thorough help and advice

Elms are always excellent, across the board, the whole team. Doctors are knowledgeable and supportive as are all of the support team.

X saw 2 people over 5 days because of a dreadful cough. She was treat with the utmost patience and help given by Jen and a trainee on Monday. Because there was no infection it seemed the cough was a virus and X will have to ride it out. Many thanks to both ladies.

Next day appointment. Seen promptly. Treated with care and compassion.

The Pharmacist was very pleasant and she discussed how I controlled my asthma and I was doing the correct things with my relatively new inhaler.

Prompt, professional treatment..

Efficient

I had long wait, 40 mins. I was only person left in waiting room snd was trying to speak to a receptionist but they were all at the back and seemed to ignore me although they must have seen me. I was pleased with the treatment I received from Dr Sibley

New appointment system is excellent. Can explain problem and upload photos.

Nurse Judy was kind, friendly and confident when I saw her. I am happy with the support of all the nurses who have each repacked and dressed my head wound.

Doctor was very nice and professional

Satisfactory and helpful explanation

I had a helpful appointment with Dr Allam

I got seen fairly quickly. .

Short wait. Thorough, listening and gave me time.

The doctor I saw was so helpful and considerate and was really caring

The nurse was able to resolve the problem with my ear

The doctor was really listening to all my concerns, she visited me and took immediate action.

I was given an appt within a week, my appt was on time , my GP was helpful and responded promptly to my symptoms referring me to specialist service. The receptionist was patient finding a nurse appointment that fitted in with my working hrs . Thank you

Short wait and brilliant consultation which addressed my concerns

It is so difficult to get an appointment now through the Internet as, when you don't feel well, it takes so long to fill it in and then have to wait for your response. I also do not like having to explain my problems, these are personal with my doctor. However, once I have an appointment, the Practice is fine.

Helpful Receptionist & HCA - I filled in an enquirey form & got a same day reply from the doctor

Nurse Ruth was fantastic, very knowledgeable and reassuring. Had my coil removed and she made me feel comfortable and offered a second appointment the next day to help me.

GP very approachable and very happy with advice and next steps

Nurse Kerry was very kind and supportive. After discussing my problems got the relevant help I needed.

Dr Rees was her usual caring and supportive and arranging appt for husband who I am struggling to support re his mental health.

The appointment request form was easy to complete, I received a call and an appointment quickly, the receptionist was friendly and the he appointment was on time

I really appreciate the screens in the waiting room that show the name of the patient and the room. As I am deaf, this means I know when I am being called and can attend the surgery independently and not need to have someone with me for fear of missing my name being called. A great step forward in accessibility. The clinician Russell Foulsham was also lovely and friendly.

I was seen immediately that I got there and was very happy with the medical advice I was given

It was a pleasure to meet Dr Foulsham for the review. All of my questions were answered perfectly and I felt confident about my medication.

The practice is always kind and helpful

Quick to get an appointment and great service

I received an appointment quickly & an efficient diagnosis from the doctor.

Swift appointment with appropriate person who dealt with me in a friendly and professional manner

Doctor met all my needs

The Doctor always makes you feel at ease, and explains the best way to treat the situation.

Seen quickly, responded to quickly, treated with kindness, great staff

I was able to get an appointment for same day . It did take a bit of negotiation with receptionist. She was very nice . I saw doctor Patel. She was very thorough. Lovely lady.

I think Dr Impey is delightful, a pleasure to speak to, and the genuine interest she takes is very reassuring.

I am very happy with service from you

Because my appointment was on time (or even a few minutes early). The doctor gave me time and answered the concerns that I had.

Was seen on time and was given plenty of time to discuss my issues. Dr Smith was very helpful and compassionate.

Very prompt appointment scheduling let down by 40 minute wait with zero information. Had another commitment so had to leave.

Dr Kanthi is excellent very supportive and helpful Appointment on time

Dr Jackie Impey was brilliant for me. Reception very good service.

Was very dubious about using the online system but it worked very well. Dr very helpful.

Quick response and effective consultation, although despite asking me to arrive within 20 minutes I then had a 50 minute wait. Not a problem but surely more predictable 29 minutes out. Hence overall only average.

Dr Patel was efficient and helpful

Proactive, professional, very helpful.

Paramedic saw me on time, asked lots of relevant questions.

Kerry is great, very warm friendly and professional. Appointments are always on time

Comfortable environmentstart to end. ...I have explain everything.....thanks

Dealt with quickly

Seen on time Excellent advice

Helpful efficient and friendly

Very helpful and always willing to listen

I was allocated a much needed, next day appointment where I was prescribed medication that is already helping to restore my health and the quality of my life

Everyone was helpful. Even the receptionist which is a big change

More direct quicker effective system. Saves time for patient and probably hopefully for staff aswell.

Quick response

The surgery was virtually empty - unlike previous visits over the years, when it was rammed!!! I checked in easily on screen & was seen within a few minutes. The assoc physician I saw was very good & extremely helpful, so I was very satisfied. Thankyou.

Very efficient easy booking system and the nurse was lovely

Check up...thanks

Excellent service, although it was a 3 week wait for an appointment I really appreciate how hard the practise and the staff work. Thank you NHS.

Everything was dealt with efficiently.

I was pleased with my appointment with Dr May and feel that things are in place as a follow up after my recent procedure.

Prompt response to online appt request. Empathetic and thorough appt with GP

Brief and to the point. Helpful.

Fast, helpful and expert response

The promptness of the appointment . The care and attention I was given. I was given an appointment plus tests in a about 24hrs! Very remarkable. I found everyone nice, from Dr to reception and nurse who attended to me today.

You invited me for a health check. I questioned it with the receptionist when I went in to collect the blood test form, as I thought I was a bit young. Assured that was therefore correct. I arrived at the surgery on Thursday morning. A couple of questions into the check, the lovely HCA, Kerry, advised that I shouldn't have received an invite as it was for patients over 45 and as such, the questions were aimed at patients at that age and beyond. This was upsetting as my blood test was horrific, as usual, as they struggled to find a vein. As someone who drinks almost 3 litres of water a day, the suggestion that I was probably dehydrated was irritating. They had to try in both arms. Two weeks later, I still have a bruise on the successful arm. Anyway, as I got up to leave at being told I was too young (and therefore went through the usual drama when doing a blood test and coming into the surgery unnecessarily), Kerry could see how upset this was making me. She then went through the questions as best as she could, but when she asked about depression, I broke down. Kerry immediately comforted me and showed great compassion. Kerry is a credit to The Elms for that. However, I am unimpressed with The Elms for inviting me to a health check which is relevant to those over 45. I will not be picking up a blood test form to repeat the test on my U&E. No more blood tests for at least 10 years. Unless I'm heavily sedated at hospital due to an accident.

Dr Impey listened with empathy and answered all my questions helpfully. She didn't rush me and made helpful suggestions.

I would prefer to book my appointment via a receptionist and the current system is not to my liking. However the minor illness nurse Liz was excellent and I left the surgery feeling my issues had been resolved.

I completed the online booking system for the first time I was given an appointment on Friday morning
Later that day I received a text message to say a referral had been made for me Very impressed with the advice I was given

Really attentive, polite and informative and on time

Dr Amir explained in details of X's situation

It was easy to use the form requesting the appt. The appointment was made quickly and easy to accept. Liz was so brilliant with Henry who is very nervous of the dr surgery. He left feeling okay about it all. Thanks Elms.

It was alright

Consultation with Lisa excellent, she listened well to my history and gave really good advice pity the IT wasn't working when I checked in.

Friendly and efficient

The receptionist was so kind to an older gentleman confused about when his appointments are. Dr Impey was fantastic and really listened to me and my health concerns.

The doctor was very thorough and helpful

Dr. Kanthi was very thorough as always and was able to answer all my questions & concerns

On time. Lovely nurse.

The 'service' WAS very good. I was treated kindly. My problems were listened too and the answers were explained with clarity and when called for sympathy. What more could I want?.

Accommodating receptionists great care by Kerry the nurse . Doctor May is my type of doctor approachable knowledgeable and to the point .

The consultation was very good. However, i had rather a long wait before I was called in. the doctor did, however, apologise several times for the long wait. That is the only reason why I ticked 'good' rather than 'very good'.

Olney because I was well looked after

Efficient and on time. Satisfied with the help I was given.

Really prompt in person appointment offered on the same day that I submitted online form and seen by extremely helpful GP. Very many thanks for offering such an efficient service.

Quick appointment, immediate help with antibiotics

I did the online request. Was called back and received a text about my appointment. The consultation advice I received was very informative.

On every other visit, the automated checkin doesn't work. Otherwise excellent

Prompt and caring service

Seen on time Good advice

Seen in time not rushed. Thank you.

Dr Loweth is great, very thorough. Your admin team, receptive and kind and Claire Mealy is great, so kind and bright and gentle! Thank you wonderful care team x

I was seen at short notice which allowed me to obtain the medication prescribed prior to leaving for the airport.

Very simple and straightforward experience

Doctor was thorough and I have already received an appointment at Watford Hospital later this week.

Appointment provided quickly and all dealt with efficiently and pleasantly.

It was good

Very quick appointment time given and lovely doctor

The doctor was very thorough and helpful

Seen on time. Very helpful Doctor.

Jen was extremely helpful and caring.

I had excellent treatment

Easy to make appointment. It was allocated straight away

Simply, because I was well looked after

Appointment given straight away. Friendly service and good advice. Was emailed straight after appointment with after care advice.

The physician I saw was very thorough, checking my bp, temp etc. She examined both my ankles and gave advice on what I could do to help with the swelling and pain. Took time and I didn't feel rushed. Also impressed with the speed with which I got an appointment. Thank you.

I was referred for spirometry follow up to a recent chest Xray (Enphacema?). I have also been prescribed alternative medication for the treatment of ongoing skin problems.

Doctor was very positive and pleasant and helpful

Would have been very good except still running very behind appointment times

I was happy with the appointment that I had with the doctor but the process to get there was frustrating. I asked for an appointment with Dr May for a reason but was given an appointment with another doctor which was at 3.30pm in the middle of the working day. It is not ideal not to be able to respond on either of these points because the only communication from the practice is via a text which you cannot respond to.

Fantastic service from Lisa the MSK specialist

Outstanding service from Dawn

Clean, quiet and efficient

The doctor was good but the online booking process took almost the same time than calling to book in the past. Not saving much time.

I saw the physio, Lisa and she was very thorough and helpful.

Care and attention taken by doctor, Also appointment online system very good.

I have been given a very detailed and clear advice on my journey to avoid diabetes

My GP was exceptional, really Caring and listened to my needs!

De Allan is just fantastic. Very thorough and friendly

The Physio I saw was very helpful and informative

I was seen immediately and the Dr was very empathetic.

Not invasivrr

Ruth was the nurse who syringed my ears. She was very friendly, chatty which put me at ease. I liked that she explained the technical aspects of the process and was clearly very good at doing her job too.

Thorough review of position, inspiring confidence, and sensible procedures instigated to hopefully resolve matters.

No waiting and thorough

Listened to concerns that I have and acted upon them.

Short wait. Very professional doctor who reassured me and set up a positive course of action moving forward

Dr was lovely and thorough

I arrived on time for my appointment and was seen with very little delay. I had the injection and left. Unusually it was difficult to park.

Care was taken and it was a relaxed atmosphere.

Much prefer seeing Ruth nurse so much more helpful

Clean, quick appt and experience service

Updated me on new inhaler, displayed sound medical knowledge and took the time and trouble to take my bp.

Ruth & Luke provided first class support and swift diagnosis of next steps.

The system for booking in was easy - we didn't have to wait beyond the allocated time and the Dr was kind and professional.

The Dr was very good, but I could not understand what was going on when I arrived. There was no one at the desk and the screen check in did not work and said report to the desk. I just sat in the waiting room and fortunately the doctor came out and called my name so there was no problem.

Excellent consultation very patient well explained diagnosis and treatment plan discussion

Helped me to know how to do self-administered injections and associated advice

Very helpful and usually answers queries very quickly. Bit of a wait for blood test which was problematic as medication ran out before an appointment was available. All sorted now though.

Quick booking, on time appointment and efficient & pleasant Doctor.

The doctor was good but the online booking process took almost the same time than calling to book in the past. Not saving much time.

I used the online system. Very quick response. I could collect my prescription straight away. The following day I was still in severe pain and I was able to obtain an appointment the same day.

Ruth was helpful as always and explained my son on how to use inhalers.

Very rushed and running late (which is understandable) however I felt that my concerns were being humoured rather than being heard. Rather than suggesting a blood test, I had to request it initially. I still have limited understanding of how to address issues with hrt (just trial and error and really need someone who is more expert in advice,).

Dr Smith is helpful and gives lot of time to listen to issues and diagnoses accordingly

I got an appointment by the next day. Jen was lovely and answered all my questions. Downsides were the inability to select a convenient time. I just had to go with what was given. Secondly, I will have to pay privately for my treatment as it's not covered by the NHS

I got a same day appointment just a couple of hours after I contacted the surgery.

Lovely nurse could not find a vein so I had to come back

Go phone appt was on time

Polite staff and attentive doctor.

The nurse I saw was very kind and caring and listened

Helpfully efficient and friendly service.

The nurse was very professional in redressing my wound after surgery.

Quick response to my e-consult. Appointment same day. Sara Randall was super helpful and friendly.

Only problem was that it took about 2 hours to get my prescription signed off by a doctor which felt like a very long time in my situation.

Having written that I needed help with depression , and told by someone whom I donot know to double my prescription for six weeks is not good enough . They do not know why my depression is worse I find that really sad .I wished to speak to dr may and especially wouldnow . I have never not been seen and told to double my tablets . Especiiall when it's to do with depression .

Kind and professional GP Also Patricia (mental health support) is also the same Very good service, I've been very well supported

Superbly efficient appointment with a very competent and personable nurse.

I was kept waiting 30 minutes by the nurse for a blood sample which took less than 5 minutes. My appointment was at 2pm and I arrived on time and as far as I could tell there was no patient being seen before me. I had to leave work for the appointment and am busy so the delay was very frustrating. The fact that patients names aren't called out and only shown on a TV screen was also annoying as my view of it was blocked and there is only one of them! I haven't been to the surgery for probably for 10 years but I wasn't overly impressed tbh

I was seen promptly and was dealt with in a kind and professional manner.

Doctor had asked for all the details and Completed diagnosis was done. Happy with the visit.

Loving the relaxing claming music 🎧 not so sure about the chairs think they were better the way they were before

We missed our morning appointment and the surgery was able to fit us in again in the afternoon so baby X is up to date with his immunisations. Also the staff are friendly and empathetic. The facilities are good but the only improvements I can suggest are to get automatic doors on the first entrance and out the waiting room to the clinic rooms. It's hard for the elderly to open the doors annd those with children and prams. Also better toilets and baby changing facilities. Thanks

Was able to be seen the same day and excellent support and advice from the GP.

I had an appointment with the nurse. I was able to book easily. The appointment was on time and nurse Claire was really helpful and approachable many thanks

Two great appointments with the nurses. Friendly, informative and attentive.I found the lady at reception quite frosty both with myself and other patients. Definitely felt a lack of empathy and almost that the patients were a nuisance.

I was seen promptly and all my questions were answered

Nurse Claire was fantastic! I've asked for her every time!

Very prompt response from the surgery and an urgent appointment arranged with the dr to assess the problem followed by blood tests.

Many many years of Elms support : always a positive experience .

Sarah(PA) was friendly, efficient and supportive.

They were very kind and friendly.

They were very kind 😊 and friendly.

Had a very inspiring chat with Dr Impey.

Quick to see me

Very friendly and a quick response to the request for an appointment.

Quick to call and give me an appointment and the doctor was kind and helpful

Primarily, the fact that the Practice is relatively easy to access either by phone or by visiting the Practice. Friendly receptionists.

Thanksss

In short time beautifully explain everything....

Quite thorough and helped with several issues

I saw Aisling yesterday as part of the 18 month plan of inoculation boosters that UCL have advised I have. I found her to be warm, friendly, caring and sensitive in her approach. As I have in previous visits by her and Ruth I was clearly advised about possible side effects and the next lot of inoculations that I would receive. As dates are important on this she advised the from date for the next lot and even offered to ring me as this appointment could not be booked as it was too far ahead.

excellent service, very polite and very professional

Doctor was friendly and helpful

The service to get me seen was very prompt and appreciated however the Dr. didn't leave myself or my mother feeling too confident when we left. She had to google several things and dithered whilst doing it then started to speak about the medication I was being prescribed being used to treat cancer which I didn't feel was entirely appropriate.

I had been informed, via text msg, that I would be receiving a call at 14.30 on 26th April from Dr Patel to discuss my blood test results. The call from her came through promptly at 14.25 - she gave me the results explaining clearly, and in a very pleasant manner, the best way forward and to follow this consultation with a repeat blood test in 2months time to check all is well. A half an hour prior to this phone call I had a query that I needed to check with the Elms reception and again my query was dealt with in a very kindly manner So many thanks one and all for helping make The Elms the best of the best !!

Reassuring/Friendly/Professional

Close attention and excellent response

Great service, excellent doctor who make my daughter feel comfortable

I never have a problem with the services received from the doctors and nurse. The only occasional difficulty is the wait time getting an appointment for non urgent problems .

Doctor took time to listen to me, auscult me and advise me.

Attention and listening from the nurse.

Very efficient service and helpful receptionist

Quick response time

Appointment was on time

I love the online forms as I can write down all that so think the Dr will need and like the choice of appointment times. They are really quick to come back to you. The Dr I saw was great. Really thorough and informative. Thank you.

Seems so complicated to get an appointment . 2 forms to complete, then a telephone call. However the person who contacted X me was excellent

It was a quick response to my text and I received good attention

Appointment on time Although I had to wait an hour, I am happy with this as I was seen the same day (as my appointment request) which I consider to be a huge positive. Time was given to listen to my concerns and to examine me and I did not feel rushed.

Nurse did what was required quickly and efficiently

There is no continuity of care and the appointments are being given to either associate GPs or pharmacists or referred to our own pharmacy.

I did not wait to long for a face to face appointment. The doctor showed compassion and professionalism when I talked about my problems. Thank you for the service

Has a very detailed phone call with a dietician. Got some very useful advice and everything was discussed in a lot of detail

Saw doctor on time, excellent service

Efficient and helpful Ms Greenfield is kind and patient.

Dr Patel was very pleasant. She examined me and described the different things that could be wrong with me. She also gave me a follow-up date to see her again.

Doctor was very helpful and the next steps happened promptly

Quick reply for info requested

I was able to see a medical practitioner and examined, also given advice and what I should do.

Dr Smith was first class re dealing with my kidney results explaining them clearly. He also looked at a mole I had concerns about and knew dactyl what it was

Dr Allam was caring, thoughtful, inquisitive and listened to me carefully. I felt very well taken care of by her. Thank you.

Was given prompt appointment after triage, was seen roughly on time, examined and referred.

My telephone appointment with Dawn (nutritionist) was very thorough and informative and I found it extremely helpful

I contacted surgery 1.30pm, had ECG 3pm and saw paramedic 3.15 to discuss abnormal results. I couldn't have asked for more tbh, thank you.

I liked the professional but sympathy and friendly manner in which my appointment was conducted

Absolutly fantastic. Jen listened to me so well and is now referring me to the right person. This makes me feel so good to finally knowing that I will be look after well. Receptioniste was lovely and helpful too.

No mess, no fuss, effective and friendly

Dr Loweth was very welcoming and thorough with my examination and answered all my questions

Liz, minor illness nurse, was kind and caring and listened. Very good service

Seen on time for appt with nurse who was kind and caring. Explained procedure well.

Professional and addressed all issues at one visit

Very quick response to my online enquiry, booking an appointment with the paramedic for the same day. Paramedic we saw was brilliant with X and gave us expert advice. Thank you.

Nurse Ruth Mayo was friendly and professional. Thanks

A very quick response. Much appreciated.

Empty waiting room and seen on time

I was happy with the service I received

Dr was very sympathetic and helpful

The gp practice is always responsive to my requests and always helpful when needed

Very responsive although no telephone appointment.

I had a question about my health. I got to the doctor very quickly and received excellent service. The doctor was attentive and very polite.

Very professional and thorough.

Quick efficient and helpful

Quick and efficient service

Because the doctor I saw was very kind and really spent time listening to my problem. I am always a little scared of the reception staff usually but even the receptionist was helpful this time. So Manythanks

Nurse was ahead of schedule and very informative

I'm very happy with the service

Very quick response to the online form, knowledgeable and helpful paramedic

Excellent help with my query about required vaccinations. Knowledgable, informative and very pleasant.

Check in computer a bit slow and errored first time, worked OK second attempt. Wait time good and doctor good

Ruth is excellent.

I was pleased to get a face to face appointment and be given the specific gp that has expertise in my issue that I had requested

Easy to use app, quick follow on call, appointment next day and on time, pleasant staff and excellent nurse.
Very responsive to all my requests

Lovely friendly and organised Kimpton lady in reception. Dr Kanthi is kind, caring and thorough.

Friendly and professional, expert

I had no problem getting a quick appointment especially in relation to my problem Dealt with very well with diagnosis.

Great nurses as ever.

Dr Impey went out of her way to help me. Very kind and professional service

Excellent care provided by the GP

Prompt and empathetic help and advice.

Dr Impey was professional, friendly and helped me with my problem. Checked my prescription and updated my medication as needed. Dr Impey always puts me at ease which is so important as a patient. Many thanks.

I got a quick response from the nurse

There was a quick response from the receptionist

Great consultation with the asthma nurse. On time, very thorough and a delightful / helpful nurse.

The appointment was on time and the health care lady was very professional

Sarah was very efficient and made me feel confident in what she was doing.

Was efficiently dealt with.

I was so impressed by the caring nature of the Doctors

We have been with the practice since we arrived in the UK and the doctors and nurses have been amazing with their services. Always getting quick appointments and information makes us feel we are in safe hands.

A special shout out for Nurse who helped us patiently with my son's ingrown toe nail.

Didn't have to wait too long for an appointment and Dr Impey was extremely helpful.

The staff are so kind, caring and knowledgeable.

The lady I spoke to on the phone was so helpful and kind.

Can always get an appointment and staff are always helpful, polite and courteous.

Ruth was super lovely and was more than happy to chat about another issue and answer any questions even though I was just in for a smear. She really seemed to care!