



FRIENDS & FAMILY TEST RESULTS

May 2024

Number completed: 502

94 % 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: 409

Likely: 62

Neither likely nor unlikely: 11

Unlikely: 13

Extremely unlikely: 3

Don't know: 4

Comments made by patients:

I was dealt with very efficiently. Thank you.

Nurse realised that I needed extra help and got a doctor to come in to have a quick chat. Something I wouldn't have organised myself

Seen quickly and great doctor

Very good all round

Dr Kanthi is an exceptional GP. She listens, is very understanding, whilst very exact in next steps. Thank you

Booking via the online form was really easy and the nurse was really lovely

Quick response to online form and instant appointment. Luke great on the day - explained everything really clearly. Excellent overall. Thank you.

Always attentive care by the nurses and doctors

Very prompt response to triage form with same day appointment given

Sarah was so kind, thorough and pragmatic!

Because it was understandable to the people

Obtaining a diagnosis was one step further forward.

The appointment was on time and the nurse was thorough and efficient as well as friendly.
Great service and good to be seen on the day

Dr Smithers is very kind and professional- she carefully listens to the issues and never fails to give a thorough appointment. Also, the receptionist was very kind and helpful.

I gave this answer as the Doctor Was excellent

Simply because you are very good.

I have had and continue to have excellent care from Dr Loweth and her colleagues.

Nurse Clare checked wax in my ears and said all was clear

Easy to complete the initial form for an appointment. Response time to getting the appointment excellent .

Very good consultation advice and real care thank you so much

Very thorough examination.

Always lovely to see Dr Rees.

Very understanding staff and efficient

Professional and caring support.

Nurse was very easy to talk too and helped me well

I had number of symptoms to discuss and felt really heard by Dr Impey. She took the time to listen and talked through various conditions & tests in detail. The only negative was that the appointment was almost two weeks after I requested it.

Treatment was brisk and efficient. Not seen on time but delay was short and not a problem.

I didn't have to wait for very long. The doctor was friendly and efficient and dealt with my medical problem to my expectations. She told me that she was a trainee doctor and said that she would check about one thing with her colleague and would contact me later which she did. The receptionist made me an appointment to have a blood test. I visited the toilet on my arrival at the surgery and reported to the receptionist that there was no toilet paper. I used the loo before I left the premises and was disappointed to find that there was still no toilet paper in there.

Appt with Dr Franzmann was absolutely brilliant but the surgery needs to look at accessibility issues for people in wheelchairs!!

Nurse has taken the time to read up on my condition and stayed up to date on new developments. It's great that I don't have to explain myself every time

The doctor saw me on time and very kindly reviewed my medication and advised me further

I take your point that we need more than a couple of days to see the efficacy of the medication

Apart from being seen 10 minutes late everything with Dr Smith was fine

A quick assessment of the problem

The paramedic was thorough but since my visit I have learnt 5 other people, some related but most not have had the same symptoms/problems as me and wonder if it is a wider spread problem

Because she was new. And she was very nice to me

Helpful reception. Didn't have to wait too long on the day. Treatment completed.

Lisa, the physio, helped me to understand the reason for my pain and offered me advice to follow. Backed up with an email confirming what I should do. Couldn't give an excellent rating because I had to wait three weeks for an appointment at a time when anxiety is playing upon me.

Apart from being a few minutes late all seemed OK and what to expect at the doctors

The NHS process to see a doctor is stressful but Dr May herself was excellent.

Saw a doctor and appointment on time

My appointment was on time, so I'm happy

After waiting 30 minutes I saw Dr Sibley who very informative and understanding. Thank you

It was a phone call not a visit!

Don't know other than Dr Smith sorted out the issue, where a nurse should have been given me an injection. Tried to book online but it said not taking bookings. Waited quite a long time on phone but then very good service. Bright cheerful efficient receptionist. Timely appointment, good smear test, clear understanding of what happens next.

Long wait to be seen, though waiting room had very few in there. Nurse was pleasant and professional thanks!

Didn't have to wait too long in the waiting room and Doctor Jollyman was knowledgeable and reassuring. Thank you

I have been prescribed an antibiotic that I'm not sure I can take. Have asked someone to call me back....

I'm sorry I have replied .

Friendly, helpful and explain in detail to idiots like me.

Got appointment on the same day which was good but GP and paramedic could not diagnose my problem. I was given cream to apply but so far no signs of recovery

Quick and efficient

All excellent

Quick response times to get an appointment . Friendly staff

Appointment arranged easily and received the treatment I was hoping for

Very quick and very efficient

Appointment punctual, efficient and answered all my question

Good advice from the phone call and didn't have to wait too long for the appointment

After our previous vaccination appointment that failed and left very upset, this one was totally different. The nurse was kind and put my 3 year old at ease, listening to her tell her that she needed to doctor her Teddy who had hiccups, before getting Holly to hug me and Teddy on my lap for her vaccinations. did cry because she found it painful, but the appointment went well.

Phone appointment made quickly

Ease of booking appointment via internet with GP who was helpful

The consultation did not offer me a solution to my complaint, only the recommendation to continue with my current treatment in the hope that it will resolve the problem in the fullness of time

Late going in but dr was efficient.

The doctor I saw was quick and efficient.

I was called back quickly and got in to see the doctor on the same day

Saw nurse re astma stuff trying a new alternative to other sprays pro tem

well organised, and Dr Suresh did a through inspection of the legs/toe (Gravitational Eczema), and the appointment was quick, so many thanks indeed to all concerned. I rate the surgery very highly. kind regards,

Despite late fri nite The on duty dr arranged for continium of anti biotics for the weekend

Very efficient and well organised service

Dr Impey & the admin team were great. Dr Impey followed up with a possible diagnosis for. So I am thankful for her email.

Dr May was friendly, efficient and helpful. The only wrinkle was the half hour delay, which during with an 8.45 appointment, but I know doctors are hugely busy and that unexpected things crop up so I was fine with it.

It was a phone call and made some progress with my current problem

Quick acknowledgement / action of e consult form, which was great and so much better than the old 25 mins on hold 🙄 however clinic was almost an hour behind which wasn't so good

The receptionist told me to my face that it would be "much easier " to make an appointment on line. I did ask who it would be easier for (clearly not me). There must be better ways of phrasing this. In the past I had an online appt request ignored. This was apparently my fault because I didn't press the submit button (despite receiving an auto response), no hint of apology. I submitted the online request clearly stating in the specific box who I wished to see. I then received a call offering an appt with a totally different Dr. The lady admitted she hadn't read the form properly. Such a waste of time (hers and mine)

Somehow feel that in days of e-mail and instant messaging, discussions with doctors should be online first, then face to face. But face to face meeting was as good as can get.

Care by doctor was excellent, unfortunately there was a long wait due to a situation beyond anyone's control

Good discussion of my current treatment plan and recommendations for discussing high ureate levels with consultant.

Visit was good however the wait was very long.

The physicians associate Jen, was incredibly reassuring, took the time to actively listen to my concerns and validated my feelings. I wasn't rushed and she told me she would happily see me any time to talk things through. Both she and Sara Randall have been so supportive in what has been an incredibly difficult time for me both personally and health wise.

The doctor and nurse tried hard, but I've had problems with the new diabetes equipment given to me, and even the pharmacist couldn't get it to work. Will send a fuller explanation.

It was relatively easy to get an appointment and the doctor I saw was very friendly and professional.

I was given a same day face to face appointment and Dr Smith gave me the appropriate medicine for a chest infection and suggested a follow up appointment if needed.

It was fine

Always get seen ... or at least a phone call .. not always immediately but the service is amazing

Can you explain why I am referred to a hospital in Hammersmith for hypertension and not to a nearer specialist eg Harefield I feel confused.

Doctor was excellent, but appointment waiting time was long

Medical staff professional and approachable.

Appointment was on time and the doctor was understanding and helpful. Thank you.

Very helpful with appointment booking and quickly seen

Looked after well.

Quick and efficient. Jen the PA was very pleasant. Spent a lot of time on the computer before actually looking at me! I have not yet had the promised referral letter though.

Dr was nice, i

This is regarding today (my query on the next blood sugar test and an audiology enquiry) - thanks to Dr Kanthi for such a fast response. I will await the 'blood test form' as and when, and collect it on the way home from work when it is ready. Kind regards, p.s. Many thanks for the audiology referral.

Doctor as always very helpful and knowledgable

Comprehensive review- thanks.

Dr Smith is wonderful dr, he gives lot of time and listens patiently to my issues and I always trust his diagnosis. Thanks

Dr Patel was very thorough in checking out my symptoms and examining me. Then within an hour is seeing her with texting me to advise that she was making my case an urgent referral. The receptionist was also really pleasant and helpful advising where I could have my urgent blood tests.

The response was quick, the staff I dealt with was professional and competent.

As soon as I arrived I felt at ease - no pressure friendly welcome - Dr Kanthi excellent at no point did I feel uneasy

Can't think of anything that could have been handled better from start to finish

Could the info from the triage form be used (eg cut/pasted to Dr's notes and the Dr read it to double check/make adjustments) rather than the patient saying it all again and the Dr typing and listening at the same time? It makes the appointment quite stressed. Also since these forms the emphasis is on what the patient wants. Although it is good to have the chance to ask about things you have found out yourself, when I come to the Dr I want to know what they think I need, not to keep being asked what I want. Maybe the triage form could ask if there is anything you want or would like to enquire about rather than just what you want (which you don't necessarily know.) It is good to be able to discuss options you have heard, with the Dr, even if only to rule them out but ultimately you want to go away confident you have the best considered plan. That did happen anyway and I was happy with the outcome of my appointment but I found it quite rushed and felt the Dr was a bit irritated by me (and I wasn't trying to demand anything)

I saw the Doctor but found it very difficult to explain what was worrying me.

I had to wait 25 minutes after my appointment time before being seen

I tested positive for Covid one of my symptoms was dizziness headache temperature yet I was still asked to drive to see a doctor. Parked up outside listened to my chest agreed to give me antibiotics and repeat my inhaler prescription. Felt like it could have been done over the phone. The questionnaire that was sent to me after I completed the online triage bit was not relevant at all so I phoned which was when I was told to come in.

I have been having dizziness for a while and saw Dr Impey who did the Epley manoeuvre on me. She was so gentle and talked me through what she was doing. As usual Dr Impey was professional and kind and put me at my ease. I could not have had better treatment. Thank you so much. Yours

Appointment was on time but availability when booking online was poor, too far in the future

On time efficient listened to what I had to say and took all on board many thanks

A visit to surgery nurse...she got Dr Smith to have a look at me as well. Helpful.

I was seen by Dr Jollyman who admitted he couldn't diagnose my condition so he took some photos and said he would contact a dermatologist he knows and would get back to me.

Came for ECG- was on time and medical assistant was very nice and efficient. :)

Not really any further down the line re my condition!

Triage system works well, replies quickly with appointment, msk Lisa, on time, very personable & able to diagnose & recommend treatment.

Find it frustrating to fill in a form and then wait by the phone in case you get a call for an appointment.

Speedy assessment after given an appointment very quickly. Dr Impy was kind enough to give me due attention and listening to me. I was examined thoroughly and measured. You are all doing a great job under such financial pressure and hostile government. Many thanks

Speedy response to my e-mail. Sound advice provided

It was very good

You answered all my concerns

Nurse was on time and lovely. Reception staff incredibly rude upon arrival when I was just 5 minutes late for my appt. not that warm welcoming manner you would expect in a drs surgery.

Although I'd gone to the desk to check in, I wasn't checked in. Luckily the doctor was able to fit me in when I realised what had happened.

It was very straight forward and I was in and out

Friendly reception. Approachable and very helpful doctor who listened and didn't rush. Excellent help well above expectation. Thank you for seeing me before my registration was complete.

Having been advised by a GP that my experience with the trial of a different antidepressant to wean me off a long standing prescription would be followed up by a call from my previous long standing GP, as I feel there is no continuity in the current regime, to see how I was coping. This didn't happen and after a week of silence from the Practice, I contacted you for help as I was unable to continue with the drug. I'm in a very fragile state after the loss of my beloved husband and I hang on every word, so I was quite disappointed by the lack of communication. After a short time I had a call back and there was some action to resolve the issue.

Appointment machine not working. Reception not acknowledging I was waiting. Wandering off to do other tasks with no acknowledgement of my presence.

Dr was great. Very attentive and answered/dealt with all questions very well. However, the booking system and appointment availability is not good. There needs to be a more personalised booking process IMO.

I found it so difficult to get an appointment I found it so distressing trying to get some doctor to see me sorry for the poor review it used to be just perfect I hate all this can't phone up and make an appointment it's ridiculous that's why I go to the hospital most times

Waiting quite a while Doctor didn't seem very interested in me

Great at reception as always ...but I felt the locum gp wasn't thorough and I didn't feel confident. To add ...I am attending the practice frequently at the moment and I am always highly satisfied with the elms gp's and never feel a burden and always feel listened to.

Doctor was not interested in what I had to say at all, and I am in a lot of pain all the time

Prompt, professional with strong attention to detail in follow up

I didn't feel like my concerns were properly listened to and my doctor was not very sympathetic

Genuinely feel so very lucky to be a patient at this practise. No matter which doctor you get, they are always kind helpful and never make you feel embarrassed. Dr May has been so helpful re my recurring thrush, Dr Randall was incredibly kind to me when I went in feeling tearful due to the discomfort I was feeling and Dr Kanthi has always been incredible and so knowledgeable about perimenopause and hrt. I hear of so many female friends struggling to get the help they need in the hormonal/gynae department and just feel very looked after by the Elms in all matters like this.

Challenging to get an appointment with a GP who specialises in peri/menopause)HRT. Had to wait nearly a month for the appointment. Dr Rees was excellent and worth waiting to get an appointment with though; wish there were more GPs in the practice with her specialist knowledge given that 50% of the population is female and will inevitably reach this stage in life

Sister Ruth was so kind and helpful. And incredibly patient. I'd filled in the form incorrectly and she still helped me out with everything.

Doctor Kanthi was most helpful.....listened to what I said and took positive action.

We saw Dr Smith,we had a few different questions,and a problem we didn't know how to deal with.He was a very good listener and managed to solve everything for us.

Always great service and on time

I thought the appointment with sara Randall was good and there has clearly been a positive change at the surgery that makes getting help possible. The follow up has also been speedy. Many thanks

I think the team members I have interacted with to be of a very empathetic and professional nature.

Because it was a speedy response to a request for the doctor of my choice

Professional friendly helpful, punctual without feeling rushed

Doctor was running to time and gave me her full attention and time to discuss my problem

Doctor really listened and asked how my other symptoms of stress were, and said that she would refer me to mental health team.

Staff pleasant doctor was really good had time to talk with me didn't feel rushed

Lisa was very helpful & informative

Very quick to respond to my request for an appointment and very happy with the next steps of my treatment.

The response to my appointment request was in a reasonable time. I saw the doctor on time. She was very clear in explaining what needs to happen.

The Dr treated with my symptoms

Nurse Rurh was excellent

A very thorough appointment

The doctor I saw listened to what I had to say and gave me good advice

Particularly pleased with the help and advice from the doctor. Took my blood pressure as well which was really beneficial and helpful to me to accommodate the request to do so. Many thanks.

Very quick response to my email enquiry Very quick appointment, 8.35am next morning Very efficient, professional and welcoming consultation

I have just been diagnosed with diabetes..the doctor was great

Always a great service. But it is taking longer now to get an appointment.

Nice friendly nurse and waiting.

Quick and professional assessment

Always friendly and very supportive

Using the online system is now so quick and easy. The doctor was helpful and thoughtful. Thank you

Booking an appointment is easy once you work out how to do it. Registration is straightforward at reception. Reception staff are great, and the doc was great too. I'm not keen on the whale music but nothing is perfect 😊
My prescription was waiting at the pharmacy and I got a further appointment for Monday

Friendly helpful & efficient staff plus was seen bang on time

Lovely nurse

Was seen immediately and had a lovely nurse and was dealt with most satisfactorily.

On time, friendly staff and attentive GP.

I arrived early and was able to attend my appointment early. Dr Roshni Patel was very helpful and had a very good manner about her that put me at ease.

Prompt response to my online request, and the GP was great with my 5yo!

I requested a face to face with healthcare person using your electronic format. I was seen within a few hours. Thankyou

Very helpful.

Receptionist was calm, patient & kind and knew how to handle our situation. Nurse practitioner was friendly, approachable, professional and helped us quickly. She also answered all our Qs. We left with a way forward which we were confident would help.

GP did listen to me. Gave me good advice. Appointments running late but worth wait. I expect all patients given good consultations

The nurse was very good, discussed the situation with me, which was very helpful and encouraging. She was very clear and engaging and professional. And she explained the next steps to me. Send her my thanks

Efficient. Polite and helpful receptionists and lovely doctors

Promptly seen and great interaction with the GP

Always there when we need you.

Jen was very thorough in her assessment.

Glad to see the log on screen had reverted back to the simple format you've had for years. Why change it to the complicated QR code that didn't work?

Receptonist attended to me immediately and i was seen within 3hours

Very lovely nurse! I have been really looked after by the nurses, as I have to come in so regularly at the moment!

Prompt efficient service

The chat cleared up the confusion which arose after I was given conflicting information earlier this year.

Very prompt response to e consult. Appointment offered with very little wait. Doctor running virtually to time and very understanding. Had read relevant notes prior to consultation

I needed an urgent appointment and was able to take up a cancellation and was seen the same day.

Aisling was super helpful - thank you

Easy book in, reception very helpful . 😊 Doctor very understanding of my situation and acted upon it thank you.

Very professional

The doctor, Mrs Jen Mascarenhas was very kind and helpful with regard to my medical problem.

Fast and friendly efficient service

A quick and efficient visit.

A thorough check and good advice received, helpful and caring.

Prompt appointment and was very happy with the service. Very good.

Quick

Dr May listened and was thorough. My experience is not always this positive with other doctors and particularly with the text-based triage system.

I only waited 10 mins. Kerry was lovely. She answered all of my questions.

Fast, friendly and efficient

Really good service

Had my dressing removed after an operation and the nurse was very careful

Doctor so thorough, interested and tried to be helpful but no solution

Because it was

Always very helpful

Good help understanding of my needs

I suffered an injury to my skull and back of my head in a fall on a bus in early November, 6 and a half months ago. I have been suffering constant tenderness and slight pain, plus physical deformity, at the point of injury on my skull ever since the accident. Additionally, I have recently been experiencing mild headache symptoms on the left side and above left eye. DrJollyman did not seem to fully recognise my concerns, although he did briefly examine my scalp. I feel I would like a further examination of my injuries.

Dr Suresh took the time to listen to me and then we discussed ways forward and what could work best for me. She was also going to talk to her supervisor to confirm we have the right approach/medicine for my current needs. I also like that we can contact you online as so far all the responses I have had had been pretty quick/sufficient. Not sure how it works if I pop in for an emergency appointment to try and get it done quicker but thankfully I haven't had to do this yet and hopefully won't have to.

Appointment given within three hours of request. Seen exactly on time. Nurse very pleasant, helpful and knowledgeable.

Doctor very thorough all problems dealt with

The surgery have always responded promptly to my enquiries or appointment requests. They have always been very helpful and do their best to assist.

As iv'e said before have always had good service from the practise

Dr Loweth was brilliant at focusing on key readings and identifying the best way forward.

Both Doctors and Nurses show great kindness, understanding and professionalism at the Elms surgery.

My online request to see a GP was dealt with very quickly offering me an appointment the next day. The Doctor I saw was very nice, gave me a thorough consultation and at no time was I rushed and also had a very pleasant manner.

A good experience - no delays, informative meeting with Dr smith and all my questions answered.

Prompt appointment and great service from nurse Clare

Very informative and I know what to do

I was totally catered for.The on line booking service is excellent and I was able to see the GP of my choosing.My issues were discussed fully and efficiently,I was reassured and very happy with the service.

Kindly, patient and professional

Seen on time from quiet waiting room and given clear advice

On time , lovely lady , very efficient

Short wait Professional nurse Quick procedure explained well before hand

Very good appointment Very professional at all times The promised medication has not yet been delivered to my Pharmacy

Very thorough examination. Explanation was clear. And the next steps in the process clearly explained. Personable approach too

The online system works really well. Got an appointment same day. Pleased with who I saw.

Ruth is always helpful and friendly

Doctor Impey when you get to see her is fantastic

I appreciate there is a new system now and rarely need to visit the Dr but having needed to this week I have been disappointed. After submitting my online form to ask for help. I was not offered a dr appt to be examined but prescribed a painkiller and an appt with a physio a week later! If the pills had helped temporarily that was fine but it didn't, and contacting again out of desperation I was offered a physio appt next day. Very nice lady Sara, very empathetic to the pain I was in and examined me and wanted to help but later text to say a Dr declined prescribing me a stronger painkiller. Despite saying I was unable to sleep for the last week and was in so much pain. As a result I was up all night again in a lot of pain with no relief and very upset to be left like that. I have now seen a consultant at the Spire and I have a trapped nerve in my neck and an MRI scan booked with stronger medication which has helped me sleep and reduce my anxiety with the pain. I don't think it was necessary for me to have been in that much pain all week from contacting the surgery on Monday, I think someone could have seen me earlier and helped.

Easy to book appointment. I saw Dr Impey and very much appreciated her time and advice.

As always professional and speedy appointments which I'm grateful for. Can't thank you enough. Much appreciated.

Nurse was very informative and gave us the information we needed

Easy to get Brough to reception to make appt Receptionist was business like but gentle, rather than brusque/defensive Appt was punctual, informative and useful with very knowledgeable and understanding nurse

I always receive good service and feel respect and listen too

I was given a prompt appointment following a triage form and a good discussion with doctor re the problem

No waiting

The person on reception was so lovely and helpful and I didn't feel like a burden. It was easy to book a blood test over the phone and the nurse I saw was also lovely and helpful.

I had an an appointment with a surgery nurse wh[was delightful and helpful...lifted my spirits...

Welcoming and efficient

Paramedic who saw my daughter was very patient and helpful. I trusted he was doing the best to help my daughter and I did not feel rushed

Saw lovely nurse very up lifting !

Dr Patel was extremely helpful and professional and is arranging further consultations etc

The receptionist were welcoming, only had to wait a little bit. Dr Kanthi put me at ease and discussed my diabetes, she is very professional and solution focused.

Your HCA Kerry was so good with my father in law. Got blood first time (most people can't) and was super cheery with him and had everyone laughing. She is a real asset. She was also very kind to me on a tough day.

The lady I saw was very nice but not a doctor. We had to call the doctor in for diagnosis. I am still waiting for a response for another question that I had that she could not answer. I suspect I'll have to get another appointment to answer that. All in all it's not efficient for me to do this but most importantly it's not efficient or cost effective for the NHS.

I was given an appointment promptly.

Doctor listened to my concerns

Seen on time and concerns discussed and advice given.

Kerry was very helpful, reassuring and supportive and I left with a good plan in place to target my cholesterol level. Thank you .

Everyone totally professional . Pleasant to deal with .

I was given plenty of time to explain and the doctor was very kind and helpful. The receptionist was also very kind. Thank you.

I had an appointment to syringe my ears for the second time again as I have had a mastoid I was told it could not be done. Again I was given a referral which has not happened!

On time appointment, very proactive and helpful nurse (Kerri)

Really impressed by the nurse whom I saw, she was both friendly and professional.

I received a very good service, it could not have been better

Kind doctor, who listened carefully and was understanding.

The entire process, from the 1st blood test, to yesterday's appointment was very straightforward, with very clear messaging throughout. Thank you for all your assistance.

Dealt with at reception very efficiently If I contact the practice this is always 100% Practitioners always patient and understanding, never feel I am being rushed to leave.

Caring and informative

Dr Kanthi was thorough and reassuring. I didn't feel time pressured and she had a good bedside manner.

Dr Bhardwaj recommended iron supplements for borderline anemia. I'm relieved as I've struggled with itchy skin for months.

Welcoming, pleasant and reassuring

Very helpful and informative physiotherapist. Didn't have to wait too long for appointment (it wasn't urgent).

Quick appointment . Polite staff. Friendly professional nurse. Seen not to past appointment time. Thank you

Dr Impey was very helpful

I saw the doctor I requested and only had to wait a short time.

Dr Impey is AMAZING, she was so lovely, so understanding and helpful and supportive

My request for an assessment was very swiftly responded to. I was given an appointment quickly and conveniently. At the appointment I was given careful assessment and advice.

I can never see a GP I am always sent elsewhere eg minor injuries clinic, or paramedic in the surgery, other surgeries you can ring and make an appointment to see a GP not sure whether there are any GP's left at the Elms Surgery as this is not the first time I have been sent elsewhere

The GP fully understood my concerns and clearly explained everything to me arranging for further blood checks

I didn't have to wait too long for the appointment and I saw the doctor who was very understanding. I could empathise with her which is important to me.

Receptionist was responsive to my situation and I was given an appointment with Dr Ress who is such a good GP

Easy to make appointment via online form. Just a short wait and systems for waiting room are good. Nurse doing smear test was very good - conducted the appointment in exactly the right way.

Because I saw the doctor I wanted to see.

Excellent service and doctor

An amazing surgery. Staff and doctors are wonderful, kind and very prompt and efficient. Thank you very much.

Very helpful

Despite tremendous pressure, everyone was lovely. Dr.Impey is an angel.

Helpful and responded quickly

Because the Doctors are so helpful.

Best service

The doctor listened to my feelings and offered me a choice of options. She explained clearly why she advised against continuing the current treatment dose. She also helped on another issue I had contacted the surgery about separately.

I think the g.ps and staff are all very pleasant and have gone more than their extra mile to meet my needs . My health over the past year has been very complex . And I find them all very kind. Professional. And precise. Considering the pleasure their under there all doing a. Brilliant job.

We all were delayed by three quarters of an hour to see the Doctor. A Receptionist could easily come out to tell us how long the wait would be. Some people had time limits with children etc.

Because the Doctors are so helpful.

Dr Franzmann was, as always, attentive, a good listener, efficient and very professional.

As usual very efficient and helpful

Prompt and efficient and friendly

Appointment online system is excellent, Doctors really listened to my concerns and responded in detail

I had an issue which meant that I could not attend the surgery and it was dealt with very efficiently. Thank you

Very quick response and very nice and understanding about my problem

Nurse Aisling is a very caring person.

I was seen on time dr was ver thorough and explanatory

Dr was on the case, and I think made a good decision to enquire with appropriate consultant at L&D on marginal decision regarding what combination of drugs I should have with my new chemotherapy course. Thank you.

The new triage system is very good. Both times I sent the on-line communication in, I received a response very quickly. I was promptly sent a referral for an X-ray. Thank you all. Lisa Greenfield is very good. Very thorough and helpful. My knee issue will not be a quick fix however I have confidence that together we will solve the issue. Thank you.

Quick appointment which was on time. Nurse Aisling also managed to give me my jabs on the day rather than having to book another appt! Amazing!

We were given an appointment when we needed it and it ran on time. Also Nurse Ruth was just brilliant

I received all information I could hope for at this stage.

The usual kind service

Doctor was able to quickly identify problem and prescribe medication. He was also able to advice where to get the prescription made up at a pharmacy that didn't close as early as the others so that I could start the medication that evening.

Reception was very helpful and friendly. Appointment was on time, nurse was lovely and made me feel at ease.

Very helpful consultation

I liked the triage process. The surgery was empty when I arrived which was a pleasant surprise. Jen was excellent, all aspects were checked and a sensible conclusion reached. Thanks a lot.

I was seen quickly and diagnosed quickly

The whole process was so easy from start to finish. From putting the request in to getting an appointment the next day and a prescription a few hours later. The clinician I saw was very nice and knowledgeable. Overall, great experience :)

The doctor was very proactive

I see the nurse and she was very nice kind . I had a jab and she was very ccondid3nt and made me feel comfy . No long waiting also waiting room clean bright and not buisy at all.

I met with a lovely trainee Dr Suresh. I'm sad she isn't staying at the practice. Kind, thorough, reassuring, didn't make me feel I was wasting her time and, whilst I'm now going back on statins, I was able to discuss why (rather than just a text telling me I should!). I also raised another concern as have some symptoms and am satisfied this is probably not something to worry about but a blood test in the future anyway. Thank you.

Quick response, friendly paramedic put son at ease.

Another excellent, thorough and caring consultation from Dr Loweth. I feel I am in a totally safe pair of hands.

Excellent care appropriate to my child with special needs. Good advice and helpful action.

Dr Loweth is very professional and I feel listened to and supported in my health investigations.

Very helpful and kind

Because I had a doctor who clearly understood what I was asking about , Also advice re my medication from a doctor who I have seen several times before

Very attentive and reassuring appointment.

Received an appt on the same day to address my concerns with my son.

the Doctor, really took her time, fully explained everything and was comprehensive, kind and compassionate, everything you want in a Doctor! Thought she was fantastic!

I was dealt with in a very efficient and helpful manner

The nurse dealt with my problem efficiently and successfully

Efficient

She was thorough, professional and took my sons concerns seriously

Really easy to book the appointment. GP was lovely and we felt well looked after

Because she listens and gave good advice

Experienced the usual high quality standards of care when I attended my appointment.

Jo was friendly, caring, very thorough and sensitive to my needs. She sought a Dr's opinion as my pulse rate was rapid.

I liked the doctor - she listened.

All excellent

Immediate response to request for consultation, short wait for appointment, where Gp gave me plenty of time to discuss my concerns

My appointment was on time and Dr Streeter was very thorough in her medical assessment.

Dr Danielle Franzmann was excellent In every way

I got an appointment in a good time and everything went smoothly

My appointment was made for me quickly although I wasn't able to speak to a receptionist to book an appointment myself as I was working. The wait time for my appointment was short and the paramedic I saw was very thorough, he listened to my concerns and was very helpful

Very professional

When I have start exercise aftr 2days full body pain with throat headache ears pain I was worried I can't sleep walk ..so I have take parastmol every four hours brofun 2time did olive oil michajj put warm cloth feel better.....after 8days I am good hips pain gone.....I think every exercise should be do before practice with physio then became rzt good...in short time she told me practice every thing I have understand....thanksss

Dr Patel very good

Prompt and efficient service

Brilliant staff and cleanliness

I was seen on time and my consultation with Dr May was informative and a pleasant experience.

Easy to book, Appointment on time, Aisling was lovely and didn't feel rushed. Left with info required & Qs answered.

Appt on time. Dr Smith very supportive and helpful.

The annual review of my medical wellbeing with regard to an historic condition since my childhood is comforting and informative, as my own condition changes along with advances in the medication. The appointment itself was, as always before, conducted in a friendly and positive way by the member of the medical team and reception staff. I am, I consider, privileged to be a patient of the Elms Medical Practice.

All staff from the Admin staff to GP's are always polite and proficient.

Reception was not very friendly when I asked a question but I understand they have a hard job to do keeping everyone happy with limited appointments but a more friendly reception would always help.

Dr Kanthi is so very knowledgeable about the perimenopause and has just been a great help and support during this time.

Seen promptly, doctor was helpful and gave good advice

I feel that Dr Julian Smith really listened to what I was saying. I'm worried about having had the cough for around 12 weeks but I wasn't made to feel that I was being silly and worrying about nothing.

Very efficient. Not long to wait for an appointment.. Very thorough doctor (Dr Kirsty Loweth).

Doctor Julian explained clearly my situation. He is nice.

Same day appointment

Nurse Clare is a lovely nurse who is looking after me very well.

Dr was extremely helpful and useful. Explained more was sad couldn't help us. But willing try help .

I was contacted very quickly and offered an appointment on the same day after getting in touch with the surgery.

Always helpful and take time to to listen without giving the impression one is wasting their time, very good.

The secretaries who called me were helpful and understanding, Dr Kanthi very kindly texted me some hospital results for peace of mind and dr Impey saw me and reassured me further that very same day. Thank you to the team!

Speed of response to email request & timely appointment

Very nice GP, was listened to. Very pleased with outcome.

The doctor was very thorough , clear in explaining everything and kind .

Friendly and reassuring service

Staff are always so helpful and friendly, they answer the phones very quickly and accommodated the date I needed for an appointment.

Very friendly nurse, who made the process very easy and was lovely to chat to about another issue.

Clean surgery, good service and excellent Doctor Smith. I felt very well listened too. Thank you

Dr Patel is very efficient and punctual as well as being a very kind and sympathetic doctor

I was particularly pleased to be given an appointment so promptly with Dr Julian Smith who has been my GP for over 20 years. He referred me to a gastric specialist as a matter of urgency, which is a great relief.

Nurse gave good information, appeared knowledgeable and performed my procedure (ear syringe) effectively.

Not too long to wait. Dr Smith was excellent, listened and was kind

Telephone appt for between 2 & 4pm. I missed the call at 3.15pm & no contact number to ring back

I felt listened to and secured the answers to the questions I arrived with

appt on time. helpful and friendly service from both Dr May and the paramedic Luke. given appropriate treatment and advice. felt very reassured. Reception team were also great both on phone and when I arrived. thank you.

Consultation with doctor within 3 hours of submitting request. X ray at hospital very quick and efficient. Downside is having to wait 2 weeks for blood tests.

Great service. Ruth was fantastic and gave me lots of information relating to my upcoming travel and vaccinations. Thanks Ruth!

Very efficient and excellent service from Ruth Mayo.

Speed and efficiency of response to a blood test. Pleasant and caring attitude of both reception/front desk and Dr Smithers.

Thank you

Nurse Ruth was very helpful and efficient.

The appointment was available in a reasonable time and the GP was great

Friendly receptionist. Dr very easy to talk to and appt didn't feel rushed

Quick response to online appointment request. Given good advice to manage asthma exacerbation, Sara and Russell were friendly and helpful.

The service was good and I got good help and advice for my healthy.

Dr Rees was very concerned about the long wait to see a doctor in the L&D. Hospital. The option of private referral looked to be the best way forward. The system is not as it should be and not working as we would expect it to be operating. We need to get it put right and this needs our surgery to support us to get it back to how it should be and for me to see the NHS working as it should.

Wonderful physio who was very thorough & informative. Know which exercises to do now.

Service was good as nurse understood my concern. The receptionist was very helpful as well.

Nurse Ruth was excellent

Asking who took my blood sample was very attentive and passed B/P readings to Dr May who responded quickly by increasing medication. Overall superb service

The nurse was very friendly and I had some assistance from reception with my little girl as I had to have blood samples taken everyone was really nice and helpful all round

Prompt appointment. Lisa showed a good understanding of the issues and provided clear advice.

Easy to book in. Appt. was only slightly delayed. Doctor was attentive and efficient. Can't fault her.

My concerns were listened to and prompt action taken.

Got appointment same day with the G.P I'd requested Dr. Jackie Impey went over and above a normal consultation and has arranged many tests she would have been VERY late leaving the surgery but at no point did i feel rushed. The Elms has to be the most efficient surgery in Hertfordshire..

Quick appointment Seen on time

Jen was thorough, polite, listened to my concerns and made a plan of action WITH me. Jen helped me to understand parameters for attending A&E over the bank holiday weekend and helped set realistic expectations about time frames for treatment and actions to take if those time frames were exceeded.

x was seen on time and examined very thoroughly.

X was examined thoroughly and his symptoms explained and we felt reassured. Thank you

Lisa was very thorough and well informed.

Friendly an knowledgable. Same day appointment.

My appt was with Liz ' she was kind and caring

my appt yesterday was with Liz ' she was kind and caring ' and she knew what medicine I needed ' like seeing a doctor thank you

Appointment on time and doctor was very clear and helpful in responding to my concerns.

Called in early to Judy and was in and out in a couple of minutes , how efficient I thought .

Friendly, prompt and informative service thank you.

Easy to book, appointment was on time

Dr Suresh was informative and listened closely to my concerns. Doctors discussed and I received a text by the end of the day as promised.

I had two appointments which were both on time and the nurses I saw were very helpful.

I was impressed how quickly the Elms responded to my 'contact' request for an appointment and how quickly I was given one.

Provided me with an emergency appointment and were helpful and kind to me.

I saw Kerry Harding the healthcare assistant. She was so amazing. She listened to my issues, and really made me feel for the first time that I was actually being helped! She was very kind, caring and very observant. She took time to talk to me about my issues, and took another blood sample for testing. I cannot thank her enough. I felt that at last, I may be able to get to the bottom of my fatigue. It feels like there is some hope!!!!

Thank you Kerry. So much.

Appointment on time and medical advice excellent

Booking I worked, only slightly late for appointment time , but made up by great staff nurse. Thanks
Friendly and helpful.

Dr Allam performed the Eply Manouvre and the result was good. She also explained that they had to get the BP lower before it could be done.
So far so good. Thanks

My daughter had her vaccinations yesterday and the experience of those nurses running this service at ELMS makes all the difference. Very gentle, patient and compassionate. Thank you.

Because there is no one there and Dr Allum was very helpful. Very good to supply me medication and good at listening.

The communication process between submitting my online form and the subsequent follow up in calling me to provide an alternative and convenient time slot. The appointment with the Dr Franzmann was both informative and reassuring.

Yesterday it was the blonde haired receptionist and she is always so pleasant The Drs and nurses are always good but not all your receptionists

Booking appt online was straightforward. Dr Kanthi was attentive, clear and thorough.

Nurse we saw was very kind, she explained everything so well. Overall very pleased with the care we received

The nurse who helped me was very helpful

Listened. Knowledgeable. Caring. Effective.

Nurse Judy was excellent as usual

I was advised accordingly

The receptionist was very helpful and compassionate and went to speak to the doctors about my mother's condition

Kind Staff

Prompt personal service after completing on line form. Offered routine appointment with GP specialist within two days, who fully resolved my problem. The new on line triage system works brilliantly.

Dr Allam was very kind and helpful. She took the time to find out why I was calling ahead of our consultation.

Friendly and helpful.

Very kind and efficient nurse

Very efficient booking service. The doctor I saw was amazing

Very prompt reply to my online consultation form and offered a dr's appt that afternoon.

Always happy to help

The service is all ways good

Prompt appointment time and service .

Always helpfull , explain everything and friendly .

Prompt attention. Friendly, professional consultation. Resolution of disorders in hand.
Dr Smithers was very thorough yesterday. Aisling was very helpful today when I went for blood tests

Nurse Judy listened and removed a very minute piece of wax from my ear very efficiently.

Everyone is always very kind. When we need an appointment the Practice is extremely responsive for which we are very grateful for.

The doctor is giving me a special care which is encouraging my wellbeing.

Dr Allam was outstanding as usual, explaining everything to me and listening to what I have to say. Also the speed of my appointment, went to surgery filled in form and saw the Doctor same day. I love the NHS

The response to the online form was quite and relevant

I saw Luke and he listened to everything I said and he sent me to the hospital, where I still am. So glad he was on the ball and I didn't get any worse.

Saw nurse on the same day

Dr Rees really took her time explaining everything to me

Very helpful reception staff and Doctors

Aisling was lovely- efficient and welcoming.

Really knowledgeable doctor, love the online appointments system

I managed to get an appointment for my baby within couple of hours. Both the receptionist whom called me & the doctor I saw were really helpful. Thank you

Fast appointment and good service

Quick appointment and very friendly and empathetic staff. I was having a blood test and I am very nervous and Kerry was very understanding and reassuring.

Brilliant! Asked for a routine vaccine as I was pregnant and was offered an appointment on the very same day. Nurse Clare was kind, friendly, efficient and altogether brilliant. I think this surgery really is great and would highly recommend it as I have been so pleased with the excellent care received since joining 6 months ago. Thank you!

Efficient, kind and practical advice.

Telephone call appointment and good result from doctor

Prompt appointment and good diagnosis. Collected prescription within 10 minutes

My Doctor spent his time to explain my current situation in great details

Dr Imperial always take the time to see how I am regardless of time and make me feel heard which means a lot at the moment

Aisling who did my bloods was very helpful

Appointment on time Booking online is very user friendly

Dr Impey very considerate and informative

Appointment on time and a good consultation

Helpful discussion with Jenn to deal with my problem and future action if necessary
Seen promptly as arranged

Quick on time appointment and very informative face to face with the doctor. Thanks everyone