



FRIENDS & FAMILY TEST RESULTS

June 2024

Number completed: 465

95 % 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: 400

Likely: 42

Neither likely nor unlikely: 7

Unlikely: 2

Extremely unlikely: 6

Don't know: 8

Comments made by patients:

Doctors and receptionist are very helpful and caring.

My visit to see Dr Allam is always 100%. My problems were treated with the utmost patience and professionalism. As with someone now in their mid 80's kindness as well.

Doctor was most helpful in discussing my latest blood test results and best way forward with my medication regime

Quick appointment booking and efficient check up from practice nurse

Easy to see doctor. Concerns listened to and appropriate action taken.

It was on time I didn't have to wait long. Kerry was very kind, reassuring and professional.

Getting an appointment was easy and hassle free via the online form. I saw clinician Liz who was very kind, lovely and professional.

Always responsive to my needs

The Doctor spent the time to understand my problems and took care to find crackling sounds in my lungs

Dr Jollyman explained the cause of my illness, how it affects me, symptoms to look out for if my situation gets worse and used a quick diagram to explain it all that was at the right level of complexity for me. It wasn't too simplistic and not too complex.

Effective triage service led to an urgent appointment. Helpful medical professional with good interaction. Could not ask for more.

GP was helpful, sending a prescription to Topkins, printing the form for a repeat blood test and giving suggestion for going private if Watford Hospital doesn't resolve skin complaint.

The prompt response and the caring but professional manner was what I needed. Thank you

I was seen on time and the doctor was thorough and informative

Love Dr May who gives you the impression you can have as much time as you need with her. She's very upbeat and gives a proper explanation of your problem/concern. Also feel she loves her job!

Problem resolved. Apologies for such a delayed response: I am not a regular user of my phone for receiving or replying to messages like this... much more comfortable with email!

The whole process from requesting an appointment to completion of consultation with Dr May was amazingly quick and efficient (special thanks to the nurse who stayed on to complete my ECG which enabled my diagnosis). The recommended blood tests, XRay & new prescription were also completed today. All in 3 working days. We'll done all, especially Dr May who has "looked after" my health for what must be more than ten years.

Same day service with knowledgeable, friendly and efficient staff

I felt The GP gave me the time I needed to explain my issues and talk me through options

Dr Allam is always extremely helpful and professional.

Although the practitioner was held up by traffic I was informed about the delay. I was happy with the consolation and didn't have to wait long for an appointment.

The doctor was very thorough and made me feel at ease.

Very nice lady. Seen in time. No problems

Appointment on time and Dr was very helpful and listened to me

Dr asked colleague to examine my ear as a second opinion before making a referral which impressed me as she could easily just write a prescription for antibiotics and send me on my way. I felt it was a considered judgement.

The nurse was very nice she made me feel very relaxed and she was very professional in her job

Empathetic Gp ,non judgemental and supportive .

As previously Nurse O'Connor provides an excellent caring consultation.

I was given an appointment same day as I contacted them and was reassured about my issues

I came in for two appointments and both nurses were so lovely they spotted I'm struggling alot with something else and took extra time to help me and listen to me and set me up new appointments to help with the other issues I'm facing. I thought they were both really over and above fantastic and o felt a lot better abo it a number of things! Kerry and the nurse who did my injection too (didn't catch her name)

Thorough, clear. I was pleasantly surprised that the vaccination was given there and then, saving me a return visit.

Because it was

Quick response and same day appointment received

I saw a very pleasant lady who listened attentively to my issues and gave me a thorough examination and also discussed possible causes of my symptoms.

Nurse Mealey was very good, she listened to me, and was helpful and positive.

I was happy with the support and advice on offer. Dr Loweth listened and answered my concerns and took time to explain things. Thank you

Nurse Clare Mealey was great! Very informative, knowledgeable, friendly and kind.

The nurse was very friendly and helpful, explaining the whole procedure.

Very helpful doctor and easy to make an appointment. Thank you

Prompt response and action by courteous, informed doctors and staff

I need to rearrange the appointment

I feel confident when seen at the practice. The on line appointment system worked very well. The receptionist was very helpful with the information I needed about specimen collection.

I felt looked after from start to finish.

Because of the concern an assurance of booking another appointment if need be.

I was given an appointment within 10 minutes of completing the online form for that morning and the person I saw was lovely, helpful and gave me a good check over. Thank you

Prompt and professional response when I phoned. For an appointment

Dr Smith - as always - listens then come up with a solution: huge thanks for time.

I was given an appointment next day and very happy with the service and the Doctor was very thorough. Thank you

Happy with the service and professional.

A very quick response to my enquiry and Joyce was very helpful

Dr Smith was kind and helpful

No problems in any way Seen on time

Kerry took my blood and then when she saw that I was having some difficulty in getting up from the chair, she went to find a doctor who gave me an examination.

Friendly, efficient and professional.

Professional and kind

I received an appointment straight away after completing the online form and Luke was extremely thorough and kind after a negative experience in St Albans Hospital earlier in the day. Thank you

Although running late HCA was very caring, efficient and helpful

I felt comfortable, reassured and listened to

Quick response and immediate appointment and nurse was helpful and efficient Thankyou

Got to see a doctor on the day

Very efficient professional and reassuring

Ruth was very professional, polite and booked a further appointment for me.

Very good reception and consultation

1st visit.new patient.

Always get an appointment with friendly staff.

V efficient service

The practitioner I saw was lovely, very professional and thorough, she did all the obs necessary and then asked me to pick up my prescription in the afternoon, she also sent me an app to do my blood pressure for a week and send it in daily which is very reassuring. The only disappointment was I couldn't pick up my medication because it hadn't been signed by the doc, so hopefully I can pick it up today. Thankyou

Msk lady very good, thorough and clear.

Booked an online appointment, therefore no phone calls or waiting .

Dr May was extremely understanding , knowledgeable and helpful during the appointment. She took time to listen and is a great representative for the practice .

The advice and information I was given was very helpful

The dr really took the time to listen and help me

Everything went perfectly as the surgery requested me to see the doctor so I didn't have to fill in the horrible form on line as an appointment time was offered to me.

Completed online assessment at 9.00 and saw a doctor at 12.30

Everything worked well and quickly

Friendly, efficient and easy

Staff v helpful and got done what was needed quickly and completely.

Staff were polite and very efficient. Reception area clean and new layout of chairs meant I was able to see the information screen clearly.

Lovely reception and reassuring appointment

Gave me an appointment and dealt with my problems.

Doctor Allam excellent as always.

The receptionist was helpful and dr rees was caring and understanding

I got an appointment straight away on the day I called, which I'm eternally grateful for as didn't want to worry all weekend. The doctor was very thorough and explained everything to me, many thanks.

Seen on time and review completed quickly and thoroughly.

Dr May is very thorough, patient and kind.

Fast appointment when I really need it

The doctor I saw was very helpful and considerate and listen to my symptoms and gave suggestions on how to help.

Super speedy appointment after I filled in the triage form

Doctor was excellent and thorough. Appointment was given promptly.

On time and friendly service

Doctor was excellent and thorough. Appointment was given promptly.

My last appointment was very helpful and I was glad of the advise given by the physicians assistant and Dr Smith. Very much appreciated

Very prompt and excellent service.

Friendly professional service.

Pleasant,efficient service.The online booking/messaging is very quick and helpful

For a rookie the doc was well versed!! Excellent pharma knowledge

The doctor listened to me and gave me the time to explain my concerns. He understood and knew how to do some checks there and then and then set up a follow up appointment to look at things in more detail. I was impressed

Excellent help when required.

I am always given an emergency appointment for my children when this needed. Nurse Liz is very experienced and always explains things very well. Thank you for the care that you provide.

Every thing was so well explained

Dr Suresh was thorough, asking pertinent questions and having spoken with a colleague she contacted me to tell me how and what she was prescribing me to enable me to better health.

Easy to make the appointment with the Nurse, and quick and effective change of my dressing following recent surgery. Very satisfied with the whole experience. Well done.

Perfect service

I receptionist squeezed me into a cancellation slot which I really appreciated as I was in a lot of discomfort. I then saw Dr Smith who made me feel listened to and validated my feelings. He took the time to answer my questions and explain everything to me. He also gave me options for treatment which made me feel that I was in control of my health. I can't thank him enough for being so kind, he really made a difference :)

Because I was very impressed by the care and attention given to me by Dr Julian Smith. He was extremely kind and very helpful and I'm very grateful for a further appointment in two weeks time which I shall look forward to

Extremely prompt appointment and very good doctor. Agreed a sensible medication plan without introducing new drugs. Excellent news .

Lisa was exactly the right person to see in this particular situation and was very thorough and helpful. She showed a lot of empathy and took her time. No sense of being rushed out of the door.

As on previous meetings for an ongoing foot injury Nurse Aisling was caring and reassuring.

Got an appointment and was seen close to the time

Quick and efficient which was a real surprise. Thanks.

Doctor really good & is trying to find out what's wrong . Only thing it would be amazing if we could have blood tests at the surgery the on line app is awful & available slots are such a long wait & when your worried & work full time they really don't work

Dr Jen was very helpful

Nurse was kind clear helpful prepared with pictures i was reassured it was not a ganglia no surgical intervention thankyou

Appointment running on time. Kerry was very pleasant and friendly and explained everything clearly. Got everyone done that was needed on one appointment.

Excellent, timely care

The doctor was very good and helpful

Ruth, The Nurse, was extremely pleasant. Explained the procedure to me, checked my ears before and after syringing. Explained what symptoms to look out for in case of infection. She made the entire appointment effortless for me. Ruth Mayo is an asset to the surgery.

They are very helpful, always get back when you ask Q quickly. Dr May, Joe, nurse Godfrey are great as is the whole team I thank them for their patience over the last 6 weeks

Evety thung

Smooth system online, with same day emergency appt offered in person or phone. V helpful

I received an appointment at very short notice, nurse Ruth was competent and kind, as ever, and the staff resolved admin problems with maximum efficiency and a minimum of fuss. Thank you so much.

Polite and efficient nursing service

Excellent. For someone with a complete phobia to needles. Thank you

Dr really listened and gave options

I was seen on time, the Healthcare Assistant was friendly and explained everything and I was it was a really good health check service

Dr Smithers was thorough, empathetic and reassuring.

Seen by Dr Julian Smith at the appointed time. Treatment was excellent and reassuring.

Very helpful and friendly doctor. Frustrating to be kept waiting more than 30 minutes for appointment but appreciate this is unavoidable

Seen on time and no issues

Judy is very friendly makes you feel at ease

Excellent help and advice from Dr Impey

I was very happy with the treatment that I got and response thank you very much for your support and help

Friendly staff and seen on time

Lovely service from all.

Lovely people: all the way through from reception, to the doctors and nurses. I really appreciate this surgery- the best one I've been part of by a long way (we moved to Harpenden 2 years ago)

The booking system was good & I did speak to reception on the phone too as I was desperate for an earlier appointment, the lady was super helpful & nice to me. Dr Impey was fantastic in all aspects.

Surgery was quick to respond. Appointment was quick. Nurse was amazingly reassuring.

Great service, fast and efficient, actually listen and take the time to look into the issue not just brush it off like I've had with my previous surgery.

As always the staff are always very helpful and friendly especially when they are working very hard to make it warm and welcoming for everyone,

Compassionate informative care given to me during my cancer treatment. Thank you !

The GP was outstanding service yesterday. Very helpful and thorough.

On time, pleasant nurse, explained things clearly.

Very efficient and a warm pleasant interface with advice and helpful information.

Very prompt and efficient - top notch.

Been unwell for a couple of months, Dr Rees was very empathetic and is trying me with a new medication. Didn't feel rushed. Got a telephone appointment quickly and seen face to face the following day

It's never too busy and the appointment times are near enough on time

Always such a good surgery responsive and helpful

Felt listened to by the doctor Efficient and professional throughout the consultation

The usual kind service!

Quick response to online form and quick access to GP who was very thorough, arranged a follow up appointment and further tests. I felt listened to and concern taken seriously.

A very satisfactory visit to the lovely nurse Claire.

Excellent care

Seen quickly.

Great doctor who listens and good booking system

He was very kind and listen to me. Which helped very much.

Pleasant and professional experience

Appointment on time, doctor explained results clearly, expanded on way forward to maintain momentum to get HbA1c lower

Speedy appointment arranged. Punctual. However I didn't feel there was much asthma expertise in the review.

Nurse Claire is very jovial helpful and positive in your condition it is a delight to be treated by Everyone at the elms.

Appointment on time, receptionist friendly and I saw my favorite doctor

Excellent service, quick, efficient and lovely staff.

Dr Kanthi was excellent! I really feel as though she believed me and listened to me. While using her own knowledge she really took on board how I was feeling to decide on the next steps we would take. Definitely the best experience i've had at the practice. Thank you!

Easy to get an appointment, friendly staff. Just a lovely service all round.

I was given an appointment quickly and the nurse was very efficient and friendly.

Kerry the medical nurse was friendly and professional and understanding and thorough with the examination and made me feel at ease

Dr May is really nice - approachable, friendly and caring. Listens to what you have to say and doesn't rush the appointment.

Not sure it will help

The GP was very pleasant but not particularly well prepared given that I'd written in advance making clear the advice I was seeking; they promised to get back with specific advice after consulting colleagues but over a week later I have not had the advice

Lisa was brilliant. Caring and v knowledgeable

Dr May was thorough, explained the situation as she saw it, and asked me what I was worried about.

Simple check in, didn't have to wait long and I was dealt with in a professional and polite manner.

The Elms is always great. I can always get an appointment for myself or the children when we need one. The staff are very helpful, friendly and professional.

Quick, efficient and helpful advice

Response within 15mins of my request for an appointment with a nurse. I had an appointment almost immediately and was treated thought with respect and empathy although my appointment was non URGENT EXCELLENT surgery abd practice

I was sent appt for 18th June ,I couldn't make . I advised the Elms im booked in for Monday 24th Juneso guess the first appt wasn't cancelled on their system ???

The doctor took her time to understand my condition and offered a great solution to me

Phoned on time and very helpful

Doctor May was kind and thorough. Her reassuring smile was most welcome. I had every confidence she knew what she was doing. An exceptional practitioner

The nurses have been amazing with their care and advice since my surgery.

I managed to get face to face appointment with the Doctor I wanted to see . I had to wait 2-3 weeks for the appointment but that did not matter as it wasn't hugely urgent

No waiting time. Very thorough appointment. Friendly practitioner

On time, friendly, helpful.

On time, efficient and friendly

Pleasant friendly and very efficient

Very impressed with advice given by doctor.

Easy to arrange appt and thorough appt on the day.

I didn't have to wait, the physio was very knowledgeable, helpful and thorough and arranged a follow up appointment whilst I was there and went through exercises

E-consult responded to very quickly and appointment given within 2 hours

I was dealt with in a friendly, professional manner and had a thorough examination.

I saw Lisa about the pain in my knee and about having a knee replacement. She was extremely helpful gave me some advice and exercises to do. Very grateful

My experience when seeing the GP has in the main been really good. However, I had a cycling accident last Sept ish and I found the whole process unhelpful and stressful.

Prompt. Cautious.

Never had any problems

On time. Very helpful.

Seen very quickly and thoroughly. Listened well. Very understanding of the needs of a small child. Excellent care from reception staff and medical staff. Thank you

Receptionist are very rude

Booking in the appointment was very easy and efficient. Nurse Ruth was great with my son - making him feel at ease. Booking follow up appointment was easy. The reception staff were helpful and friendly

Physiotherapist was very direct, explained problem clearly and prescribed good exercises.

Dr Impey was very efficient and dealt with all my concerns diligently.

Great service

Love the Florey facility. Had my explanation ready and pasted it into the form after 7.30am (had assumed it'd be live at 8am but it's earlier than that!) Had a call soon after and was seen at 10.45. Thank you

Very helpful

Doctor gave me very good advice

Prompt and helpful attention

Great service and on time

I was able to be seen quickly and saw very reassuring doctor

Dr May was wonderful. However getting to see a GP is difficult, frustrating and stressful.

A good, efficient and friendly practice. Dr Allam is always superb.

(Mon) Same day appointment, thorough examination, blood and urine tests prescribed marked urgent.

(Tues) Next day blood test at St Albans by simple walk in, wait time less than 10mins, urine sample taken to surgery.

(Wed) Results all back and Dr called me by 9am, discussed results, prescribed antibiotics and sent to my pharmacist, new blood test form raised, next appointment confirmed for next week and haematologist being consulted.

All in less than 48hrs!!!

Cannot be better than that

Applied for appointment online and had one organised for 8:35 the next day.

Submitted my request for treatment at 08.00, appointment at 10.15, collected meds from Topkins at 12.30. Great service!

Very helpful. Answered all my questions

Very friendly and professional

Perfect punctual service.

The nurse I saw was very good and very professional.

I saw a lovely doctor that I have known for several years and it was nice to see her

Very helpful and professional attitude of the GP. Efficient polite and managed all my needs.

I was seen promptly and had a good consultation with Dr Smithers who not only listened but gave sound advice and a good course of action

The appointment felt quite transactional after a very difficult year following cancer treatment.

Easy online form, speedy response and fantastic doctor (Dr Allum).

Efficiency of response to my online request and quality of care during appointment

Prompt response to on-line request. Appointment on time with satisfactory outcome.

Appointment arranged on schedule. Also, pleasant, helpful conversation with Nurse Ruth

Very efficient, I could provide detail that was reviewed quickly and then the Dr knew the details of my problem and could review before seeing me.

Seen promptly, helpful doctor, prompt follow up text

Usual kind advice.

Triaged very quickly. Very good medical help

I really like the set up of online requests, and checking in by the screen. This appointment was very good due to the lovely staff. They were incredibly friendly and informative as well as listening to my responses. It shows a lot of dedication to have that level of interaction with every patient. Thank you!

Doctor was on time, friendly, helpful

I had a 17.30 appointment and was not seen until 18.20. I was waiting with a 2 yr old and a 4 month old.

Even though I know how busy the surgery is, both my issues were dealt with in a professional way and my referral has been made with an appointment now booked. So I'm impressed.

Easy to book appointment. Same day telephone consultation

I thought that Dr Loweth was very thorough and helpful. It was not obvious what was causing my illness and I think that Dr Loweth has identified the most likely cause and prescribed the appropriate treatment.

Dr Kanthi is very thorough and detailed in establishing the issues and arranges suitable tests or medications. She is empathetic in her approach to the patient.

Good service welcoming doctors

The GP I saw listened well and was very thorough

Doctor was patient and understanding. Gave practical advice and has been in touch with other services on our behalf.

Treated problem satisfactorily

Unusually quick and efficient . Thank you

Prompt appointment with nurse and useful discussion re treatment

I was given an appointment very quickly, doctor was really helpful

Emailed a form asking for advice regarding X's mobility issues. Acknowledged immediately. Next day a telephone call arranging an appointment face to face with GP.

Very difficult to get anything done here. They make your mental health worst!

Staff were quick to book our appointment when convenient for us and friendly too. We were seen promptly also. Since joining this practice they have been very helpful. With two young children this is reassuring.

Appointment given promptly, seen, diagnosed and prescription provided

I had a appointment and when I phoned to check the time I was told I didn't have one

Very pleasant and helpful Doctor Good results

Dr Smith was pleasantly thorough and I felt satisfied that he covered all the points that were important to me.

I was seen very quickly after submitting my online form and Dr May was very considerate
Thankyou

I answered your survey on Saturday and I stand by it, I was treated very well and professionally by the practitioner that I saw. Since then it has gone rapidly downhill, the medication she prescribed for me still hasn't been signed off by the doctor, WHY!!! There was nothing I could do as it was the weekend, so I have had an uncomfortable few days, I got in touch with the practice this am and was told it hasn't been signed yet, again WHY!!! After all it is their job, let's hope it arrives today,

Appointment was on time, doctor very good and au fait with my notes.

All staff friendly and helpful .

Carrie was very much attentive and very caring as I have difficult veins and she got it right taking my blood during a diabetic review. Very detailed and professional.

Very thorough check up with further tests ordered. Addressed all my issues in a kind and professional manner.

Relaxing music in waiting room Lisa efficient and very reassuring

Dr Rees is a very good listener. She showed compassion and gave support and guidance during a difficult time.

Ease of booking appointment and Dr was lovely

Excellent service Nurse Kerry is wonderful

Prompt service, precise, and immediate.

Easy service. Good staff.

Dr Rees was very pleasant helpful and professional

Wonderful service. From receptionists onwards. We are very lucky to have you.

Quick response. Given good examination and good advice. .

Dr Kanthi was very thorough in her explanation of the benefits of my medications and gave good advice going forward. I did not feel rushed during the consultation.

Handled my query quickly - saw doctor promptly, handled with sensitivity and care and referred quickly for urgent assessment

Efficiency and professionalism of all staff

The doctor was very thorough, supported me and listened to my symptoms. I was quickly referred to L&D where I stayed for 2 days

Simply Dr May!

Great GP. Always helpful and pleasant

I always receive first class service from all the team at the Elms. Many thanks to all.

Regular asthma appointment. Friendly, knowledgeable staff. I feel my asthma is well managed.

Efficient and effective consultation

I was seen the same day as making a request to see a doctor, via the internet. I did not have to wait too long in the waiting room & I was dealt with.

Not a reflection on Dr Bhardwaj in the slightest, this consultation was to correct a prior error. I was prescribed medicine that would have reacted badly with another med I am on and no checks were made at the time or prescribing. This is not acceptable and only due to my own due diligence I don't tell the meds. I have never given anything but positive reviews for the Elms, but this was dangerous and should be looked into.

The Doctor was very concerned, helpful was comfortable talking to her

Listened very good advice and thoughtful encouraging

My appointment was on time my issues were dealt with appropriately, professionally and thoroughly.

All good. Parking, check-in, waiting and reception. Dr Allam gave me plenty of time and was very caring and helpful.

I got a prompt phone call with regards the online form I completed and an appointment within the hour. I was seen and a prescription sent to my pharmacy which I was able to collect before lunch. Thank you very much to all the staff at The Elms - as always

Dr May is an excellent GP.

V Lovely nurse , good info

The speed of my next appointment

Start to end i was comfortable

Lisa was so efficient and informative. I left feeling very confident in what she told me. She is following up with me on Friday. Very happy.

Luke was really kind and made me feel at ease

Since I have been with The Elms I have had very good service by all the Doctors and other staff

On time Informative Professional

I was seen on time by a very competent person who listened to me.

The GP, Dr Patel was very helpful and extremely thorough and went above and beyond in dealing with my injury. She also, along with the surgery staff, swiftly dealt with the situation and processed all necessary paperwork for referral.

Responsive to my level of stress and supported me as I was late for my appointment .

Staff were excellent and was seen within reasonable time, thank you for your help.

Very knowledgeable friendly GP

Really helpful and considerate consultation.

I was seen the same morning after my original message was read.

Was given an appointment for next day. Was checked over oxygen BP & chest. Medication given

I was given an appt very quickly and on the day was very happy with how I was dealt with too

Taken in just a few mins after appointment time so not waiting for long. Dr Loweth had read the notes from my E consult a couple of weeks beforehand (where I was advised this appointment was needed) so she was up to speed and I didn't need to waste time going over it and she could ask questions that she needed more info on. Very straightforward visit. Dr Loweth has a lovely manner and put me at ease. Thank you.

Staff were friendly and efficient

Dr Franzmann saw me quickly and ordered the tests required. She was lovely and so helpful. We then followed up on the results and I'm happy with the outcome. Thank you.

Extremely good appointment.

Dr May (as usual) gives her time and listens carefully to all my concerns. She is always extremely approachable.

Very good consultation made to feel relaxed

Nurse was on time

The GP advised me not ideal to have an Epley treatment if driving and advised me to ask reception to rebook to come back. My understanding from the conversation was this be would be in next couple of days, specifically we had spoken about Friday and Dr Impey said it would have to be another GP as she was not working Friday. I went to the receptionist as instructed who was very unhelpful saying she couldn't book appointments and I needed to fill in a form for triage, I explained what the GP had said, she then left me waiting over 20 mins so she could verify with the GP and eventually came back to tell me that the GP had not said this, effectively calling me a liar. She reluctantly booked me an appointment on July 8th (first available) which she had originally said she could not do. Had I known how difficult it would be and how long I would have to wait I would have made the decision to have the treatment and take a taxi home. Whilst I understand the reason for your triage system, I feel it has led to jobs worth attitude at your front desk where the process is more important than the people. Most people who arrive at the GPs are sick,

and expecting help and compassion not unhelpful staff who behave as if their primary objective is stopping patients accessing the GP.

Dr Impey dealt with my issue clearly and concisely. I did forget to mention that i had a number of blood tests two years ago to do with being a prospective kidney donor, but she's organised full blood tests at the Elms soon . It was good to be able to change to phone appt on the day

I'm afraid I've become 'a regular' while we try to find a solution to my back pain. Dr Smith has endless patience. We do appreciate it !

I was seen almost on time. I hadn't met Dr Loweth before. She was very thorough and whilst still being professional was aware and respectful of my somewhat fragile state.

The nurse was very friendly, professional, informative and helpful.

Dr Sibley was excellent ! Kind ,caring and I felt very supported and listened to . The least one expects from any health professional is competence but Dr Sibley goes far beyond .

I managed to get an appointment fairly quickly with the Dr I wanted and she was helpful.

Always been very good , the new system is hard to get used to for older patients. Not 100% confident with it yet

Did not have to wait long and the medical professional was very knowledgeable and helpful.

Given time

Hello

Im afraid my car broke down (the coil went) on the way to the appointment from work so I tried calling but the lines were closed and didn't know what else to do to notify the GP that I couldn't get there

Do I need to go through the whole form filling triage system to rebook my appointment?

The cough and wheezing I'm coming about is still very much there from two weeks ago when I requested the appointment. Should I be using 111 perhaps?

Many thanks

Dr was excellent and organised blood test and urine test in preparation for appointment with Dr Impey on 26th next week. Blood test completed today and urine sample handed to receptionist at 12. Only doubt was the receptionist said it needed to be tested by practice nurse first and my concern was whether it would still be submitted for analysis by the 2pm collection deadline. Did not give me confidence at all

I would have liked some actual coaching and practice with the physio for the exercises recomm

The screen in the waiting room wasn't working so my name didn't come up & the doctor had to fetch me.

Always very helpfully and if possible will help you get/see a doctor as soon as possible.

Thank you to all the team

great nurse judy

Was seen by Doctor Julian Smith ...who checked the sprain on my knee and assured me it was healingadvised too to do Blood Pressure Assessments at home on text and send inNext Blood Test for medication is due December gave me form ...checked wart on my nose ...all fine ...can't be removed by NHS ..contact a skin specialist if wanting it removed So covered my main question the sprain and others on my mindso great 👍.....

Staff were very understanding, caring and helpful.

Excellent meeting between myself and the Dr.Rees.

Nurse saw me early and was ready for me when I arrived, she knew exactly what I needed and had vaccinations ready to go. I was back in my car before my actual appointment time!

A good session with the Physician Associate who handled my concerns well. My only complaint is of her insistence on challenging every one of my requests.

Quick response to appointment request. Helpful and considerate assessment. Good interaction with my son who has special needs.

Seen by a lovely Dr. She was very thorough, felt looked after, thank-you.

Attentive and generally seen very quick. Paramedic and Doctors all friendly. Appreciate the workloads of the doctors but only negative is that it can take a while to see a doctor, rather than a nurse or Paramedic.

I was waiting for 25 mins or I would have ticked very good.

The Doctor was very helpful and keen to answer my queries resulting in a further appointment to address my concerns.

I was seen on time and found the nurse very considerate.

Pity about the late start but the appt was v useful

My appointment was with Claire, the nurse. She was extremely friendly and did her very best to put me at ease. She spoke to me all the way through the procedure to keep me informed of what was happening. She is a credit to the practice.

I sadly got the day muddled up in my head and thought the appointment was today but I've now discovered it was yesterday. which I should've had the appointment on. I always struggle with appointments and try to make myself reminders (when I remember to do so) but as I had the wrong day in my head, irrespective of the reminder, it didn't work, because I thought the day I was in, was a different day. I don't usually miss appointments. Please can my sincere apologies be sent to Dr. Smithers

Thank you.

Kind regards,

Prompt appointment and all of my questions and answers were addressed

Dr Lois and nurse Ruth were amazing really listened to my son and needs and what was best for him. Thank you especially with his autism and gender dysphoria..

Liz was really lovely with my daughter thank you for the reassurance

My Doctor engaged with me and not his screen throughout.

My appointment was made quickly and the online system was efficient.

Thank you to the nurses who checked a different issue my son has and gave us some dressings to help. I always feel that they are very caring and considerate and never rush us.

Quick appointment and very good gp

My on line request was answered in person and an appointment made that day. Really helped. Thank you

Friendly professional service

Dr Kanti was great and listened to my problems with great concern.

Dr Impey was so patient, understanding and sensitive to my son's issues. She answered all our questions and concerns, providing solutions and requesting the referral we sought.

Online form easy to use, appointment within a couple of hours on the same day, kind doctor who listened and gave prescription. I was treated same day which is brilliant, overall a great experience, thanks

Good service , informative Nurse explained everything to me .Usual Elms good service Regards

My call for an appointment was answered very soon after my submission. The clinician who I saw was very thorough and friendly.

I was seen quickly and during my appointment the doctor explained everything to me. Thank you. Ben

Nurse Clare was on time and very friendly but professional

Clare is such an asset to the practice!

I generally never have to wait too long and don't feel rushed while taking to the doctor.
Dr P Suresh was excellent, she sprung into action and got things done.

Super easy appointment process and I saw a lovely dr

The booking system when you arrive is good, waiting wasn't bad and nurse very helpful

The doctor was very friendly. Her explanation was very clear.

Very helpful advice and receptionists also very kind and helpful

System works well and given appointment that was within 2weeks and convenient for me.
Dr was very easy to talk to and had a lovely manner.

The original booking was made through the triage system and the response was an appointment for 3 weeks later despite supplying a photograph of the extensive blood "bruising" on my arms! My wife was very concerned and repeatedly called the surgery to emphasise our concerns. She eventually got through and secured an appointment that week which resulted in a blood test and urine test which revealed a bladder infection reported next morning by phone and a series of antibiotics and a further set of blood tests marked urgent. The doctor had not been shown the photographs I had sent! The original appointment came round which I attended after the results of the second set of blood test. It should be noted that the blood tests are assessed at St Albans are not normally accepting "urgent" if handwritten as patients are commonly writing this on themselves. Also the photographs should have been passed to a doctor before determining the urgency of the initial appointment especially when blood clots are evidenced!!! Not a fan of the triage system and will not use it again!!!!

Because I actually got to see my doctor.which was at last brilliant

My online appointments were arranged quickly and efficiently and both consultations were dealt with courtesy, empathy and satisfaction

The booking system worked well and the Dr I saw was excellent.

The system has worked for me so far and the Dr is well informed when I ask questions

Dr Loweth really listened and understood what I was explaining. She organised tests to look into it and went through them all to clarify results. I felt heard and understood and have a plan of action now. Thanks Dr Loweth.

Sympathetic and action will be taken.

Dr.May is lovely and listens to me with patience and tried to address my problem of urinary hesitancy which plagues my life by giving me a fluid chart task to do. This did not address the dilemma I am in and feel distressed about that I have had 6 appointments for the urology department at the L and D cancelled.Next appointment is in November

but I am sure that too will be cancelled. However this is not a complaint re Dr. May as she wants to see me for a follow up to see the results of my fluid output and I am sure she will not fail me with this difficulty I have in passing urine. She is an excellent GP. She is very thorough.

Good doctor and 3 days to get appointment

Very concerned about me and so was the practice

Efficient check in, not too long a wait, consultation was friendly, efficient and on point.

The doctor was very attentive, I was not rushed and was dealt with in a caring and efficient manner

Prompt response every time I left the message. The doctor is very polite and professional.

My questions were answered and the doctor was very thorough.

Never rushed. Always very attentive

Nurse called in doctor to ask her opinion. Gave me the confidence that I was receiving good care.

Very welcoming friendly, and the doctors/nurses listened to our concern etc.

Very helpful advice and receptionists also very kind and helpful

Lovely GPs, fast appointment time and very helpful advice. Thank you very much.

Hi Team,

Although the appointment with Physio was very good, but I made an appointment to see Doctor. I was waiting for 2 weeks to see Dr, but somehow I have seen physio. This is very strange. Thanks.

Was able to get an appointment quickly and easily via econsult. Dr Impey was brilliant - kind, easy to talk to and thorough.

Very pleasant doctor who was interested and listened to me

Nurse Claire is honestly fantastic, I feel comfortable for absolutely everything with her !

Prompt appointment

Good care

This was a good visit but my answer is affected by previous poor experience - especially contacting the practice and their follow up procedures.

Appt with Dr J. Smith, has been very helpful with advice / medication, & also referring me for further treatment / diagnosis.

Was called by the Doctor, who showed great concern for my welfare, having consulted with the Gastroenterologist.

Very professional as one would expect from a superb GP

Always great - doctors, nurses, receptionists are always very kind and helpful

Very prompt and helpful

Doctor was very helpful and answered all my questions

Quick response

Took over 2 weeks to get an appointment

Dr Bhardwaj took the time to explain his recommended course of action and was also open to answering questions.

Clare was quick and efficient with my B12. Receptionist very helpful with a request I had

I was looked after well

Very attentive good system

The doctor was very helpful and understanding

Happy with my appointment but I would like to talk to someone about my medical conditions

Dr Rees provided recommendation for HRT based on evidence as well as knowledge of my experiences to date

I was booked for a phone appointment but no one rang me - I rang the following day and they said they had thought it was face to face although I had had the text from the drs previously advising me of my phone appointment. I have now rebooked another phone appointment

Lisa was very helpful explaining what she believes is the damage to my knee and has given me exercises and advised on treatment to try to bring down the swelling and give me more flexibility in my knee.

Lisa was great, really helpful. Getting access to help via the practice is however difficult.

Very helpful Dr Allum reassured me in phone conversation today.

I am happy with the advice given but there was a 30 minute delay to my appointment

Very friendly

Claire knew exactly what she was doing and was very professional

Appointment made so quickly and on time on the day. Service was really friendly.

Nurse Ruth was great with X whilst giving him his travel vaccinations.

Quick appointment given by very helpful and polite receptionist. Easy sign in at the surgery. Nurse was helpful, polite and very quickly supported me in my appointment

You were able to offer me an appointment quickly and at a convenient time for me

I felt heard

I was seen on time and Dr Smith gives good time to hear and understand my issues and diagnose correctly.

On time, great service

Appointment on time. Doctor was easy to talk to and efficient.

Excellent with clear information.

As with all my appointments at the Elms, I felt that my concerns taken seriously. I feel very confident in the treatment, though of course I am not a doctor. All the doctors I've seen are very empathetic and also kind, whilst always being very professional. Thank you very much to all the staff.

Nurse Kerry was very pleasant and appointments were booked without any fuss.

Your reception and. service perfect

The lady I saw was sympathetic and clear. Most of all she took my blood successfully. I have "difficult" veins and still have bruises in a couple of different places from my visit to the Red House clinic a week before so I am very grateful.

Dr Kanthi was super caring and very supportive of my many health conditions and understood the need exactly what I needed and explained the next steps to be taken. I have felt very confident in her decision and support

Seen right on time. Very useful review of my diabetes test results. Very helpful.

Claire was lovely and put me at ease