**FRIENDS & FAMILY TEST RESULTS **

**December 2023**

**Number completed: 496**

**93% 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: 370**

**Likely: 91**

**Neither likely nor unlikely: 15**

**Unlikely: 9**

**Extremely unlikely: 4**

**Don’t know: 7**

**Comments made by patients:**

Good fast service

I (mum) thought the overall service was very good. X says he thought the care was good. He felt that he would have liked more of a chance to explore the option of more conservative treatment although I thought the doctor was clear that based on her substantial experience this was no longer a viable option.

I only ever ask for an appointment when I am very worried about my health. I don’t find telephone calls or texts very helpful. I am much more confident when speaking face to face. It took two attempts to actually get an appointment. When I did see the paramedic I was given good care and information to help with my problem.

Seen very near to my appointment time. Dr Smith was thorough in his research of and report back from consultations recently by phone from Luton and Dunstable Hospital. Reviewed tablets in the light of the afore. Reception welcoming and efficient as well.

Prompt, efficient, professional treatment from start to finish, although your online booking system is pretty woeful.

Brill

Attentive, got an appt straight away as they thought it was important

It was good the waiting time wasn’t too long

Fairly prompt service which is good, saw another doctor who knew nothing about me , advice was clear but do sometimes get the impression decisions are money focused. Not this time particularly

Short waiting time. Dr Jollyman was very helpful, kind and understanding.

They listened to my concerns and were very thorough in questioning and following up

The new way of communicating is much better than being in a call queue. Replies are prompt and helpful.

Appointments for the kids and elders could be on the same day .. doctor was clear in explaining the cause of the issue … thank you

Superb care

My questions were answered in a very efficient manner and I was pleased with the advice I was given.

Very helpful and reassuring. Thank you.

Because I wasn't asked about my heart.the appointment was about cardiology.

All fine but a bit of a wait

On time and thorough enabling me to ask questions and getting clear answers

Because everything ran smoothly.

It’s due to the I was received I saw the doctor on time.she examined me in a friendly way . Both the receptionist and the doctor were friendly and easy to talk to. Thank you for the good service.

Easy to make appointment and efficient service at surgery.

Dr Impey gave over and above professional time and advice as ÀLWAYS

Excellent service from start to finish. Diagnosed and treated all in the same appointment. Dr Impey is fantastic.

Easy to use on-line consult, got an appt quickly and extremely happy with the ‘service’ provided by Thea.

I used the online booking system and received a very quick response. The doctor was very informative.

I had seen this doctor once, my appointment was ran over by about 35 mins which meant I wouldn't be able to get to the pharmacy till the next day I explained about my water infection and that I had been given tablets that I can not take due to allergies, only hr ago having been issued by another doctor via the nurse, the Dr went over and over the story then asking why I couldn't take them, explained again, asked to look at my notes as I could remember what the hospital had told me to take for my kidney infection, he wasn't listening and said he'd give me something else, I repeatedly asked had I had it before- he said no at the beginning and then said yes, I then asked could he look on my notes as to the hospital - he said he couldn't find any! He was actually making me question myself how he was speaking to me while smiling all the time, he finally looked properly for my notes while I was like a berry so hot with my infection, he found it and still questioned what he was going to give - the saga continued with the lump on my head. By this time I was a little tired and tearful of being questioned in not a nice manner. I've been with this surgery since it was in Redbourn - I've seen lots of doctors coming and going but that doctor I will never make an appointment to see again.

I saw Dr Sibley as requested although there was await as she’d been very busy.

I did not know that I would be seeing a locum doctor. I specified on booking that I would like to see Dr impey, and assumed my appointment was with her as I had not heard otherwise. On arrival I was told I was seeing a locum Doctor which was very disappointing. I would have liked to know that I was not seeing my preferred choice of doctor. The reason I specifically asked for her is because the reason of my visit is her specialism.

Nurse Judy is very good and so nice

Dr Smith listened, did not rush

Couldn’t get an appointment made it just petered out. Still looking to book an appointment please

Dr Patel was very helpful and thorough

Very efficient blood test. Very friendly and helpful nurse.

Prompt reception and clear consultation with good follow up plan

I feel lucky to belong to the Elms practice.I get excellent care and the staff are always helpful and efficient.I have found the on line booking service to be particularly helpful.

I felt comfortable discussing the problems with Thea and when she wasn’t sure about one of them, as it was unusual and didn’t fit any conclusive diagnosis, she checked with dr smith and suitable referrals have been requested for further investigation. I received a text from Thea later confirming she had made relevant requests. So for the moment I am happy all was dealt with appropriately. Obviously at the moment I don’t know how the next stage will progress. Thank you

Dr Patel was clear concerned helpful and agreed to refer to spire after a month! For septal hematoma? Needing urgent treatment now 🙏

Dr Allum was brilliant.

As always the medical attention interest and support is greatly appreciated .

While the physician I saw was excellent. The attitude of reception staff to me and others in ear shot was poor.

Seen promptly and questioned thoroughly

It was outstanding but definitely not bad hence it was good

I was given prompt attention with careful examination offering tests and brief interventions to explore best way forward for a speedy recovery and offering advice and medication for relief and prevention.
Both doctors and the nursing staff as well as the reception staff were kind courteous and helpful

I felt I was listened to with care and my concerns dealt in and effective way.

I was treated with consideration and respect.

Appointment on time and useful

Helpful and informative

Doctor Allam has been good about checking me over thoroughly, was sensitive to my poor state of mind, but has now helped me get back to grips with reducing my blood sugars. I really do appreciate it.

Because Dr. Patel gave me very helpful advice and welcome reassurance about my medical problems. Thanks very much.

Got the right treatment and advice I see Dr Smith he is excellent

Thorough and friendly interview

Excellent expertise, care and communication

Prompt service

I was offered a choice of same or next day appointment for my concern and was seen on time by a very friendly, helpful and thorough GP. Within an hour, I had my prescription. An extremely efficient experience. Thank you

My issue was dealt with really quickly and professionally. I got a face to face appointment very quickly, which was very much appreciated. Thank you very much!

From phone call seeing someone was excellent.

No waiting and excellent service

Dr Tim Jollyman was very kind and took its time to help my mum

Very nice nice and caring nurse. Appointment 20 minutes delayed even though it was at 10 in the morning. It's not very good because she could not extract blood from my hand, as my arms are no good but she quickly referred me to st Alban's hospital.

My daughter made contact with the Elms on my behalf by submitting the on line form. 10 mins afterward she received a phone call with an appointment with the paramedic at 10.45. I was seen promptly by the charming Dominique who checked me over and reassured me that I didn’t need antibiotics but had a rather nasty viral infection Absolutely brilliant service, well done to you all

I have poor eyesight and I find it difficult to read the names as they come up on the screen which is a bit stressful. It is worse if the doctor or nurse is running a bit late. Sometimes names are called which is very helpful.

Pleasant and helpful doctor.

I have been taking steps to improve my health by exercising and changing what I eat but I felt very dismissed, judged & unheard in what I was sharing with the doctor immediately writing off a referral based on my weight and that there would be no point as NHS waiting times are too long. I do not feel this dismissive approach is supportive in any way to lifestyle change & would recommend reviewing the way you approach this circumstance in future. It is not the first time that this has happened, it has happened on numerous occasions. I feel neglected of medical care and once again discriminated against. This is to the point where I don’t want to make an appointment for a problem as I assume it will always be blamed on my weight. I have considered several times in changing doctors surgeries even though I have been using the Elms for my entire life.

Swift , Efficient appointment booking and excellent device from Doctor Dev

I was hugely impressed that I could submit a medical query online and got a same day face to face appointment for my young son. The paramedic is super. I got medicine same day too. Thank you very much

I was about 10-15 minutes late because of parking and waiting in the queue they didn’t see me many times I have to wait more than half hour to be seen yet because I was late they cancelled my appointment. The service is very bad now

Seen on the day and very reassuring advice given.

Very well looked after

Yes efficient

Doctor took action to progress problem.

First time meeting doctor Ali and he was very thorough with my examination

I was fully worried about my son. And thought the worst. The doctor we saw explained to me and reassured me that it wasn’t what I was thinking (obviously I thought the worst) the doctor was lovely. Thank you.

The website was easy to navigate, and the response time excellent. Staff and Dr fully engaged.

Helpful dr

I am not entirely happy with the new triage system . The Cabridge student Mohamed was polite and professional with his examination of me.

Dr Selby was very kind and thorough

The Doctor was punctual and he quickly realised I needed to talk about caring for my 95yr old mum - he was a good listener and gave some pointers going forward. Very helpful. I much appreciated his time and kindness.

Appointment with Nurse Judy, she was on time, my questions were answered which was reassuring and did my repeat prescription that I come for 👍😁

I was seen on time and the manner and professionalism of the two doctors I saw was excellent

Excellent service from a delightful person

Friendly reception. Good, positive and clear medical advice.

Very efficient. Seen on time and doctor very helpful and friendly.

I was seen by a student who was thorough in his examination and had a pleasant manner, followed by the GP who then made a referral

I saw a student doctor. The appointment was late but the young doctor was charming as was the practice doctor.

Got an appointment straight away. All on time problem sorted out

I am so lucky to have probably one of the best doctors surgeries in the country, they are amazing and extremely excellent in care for all of the patients,

Very helpful information

I leave feeling fully aware of what the plan is and how we are tackling things to find a cause / solution. Very kind, reassuring and detailed when covering medical issues + i don’t leave feeling unsure or confused :) thank you

Used the electronic prescription service and had to wait 6 hours before doctor signed it. Will get a paper one next time

Because care has gone !

Excellent and helpful members of colleagues. Always be there if you need any questions.

25 minutes wait.

Seen on time and Dr Impey was lovely.

Dr Impey is very good and takes her time listening to you

Very professional and friendly staff and appointment was on time.

The team of doctors, nurses and support staff are always very approachable and caring. The surgery is run very efficiently whilst delivering fantastic care.

easy booking and on time

prompt

I initially found it difficult to know how best to make an appointment. I looked at The Elms website and my NHS app and seemed to go round in circles until I found a link to the triage form that worked.

Efficient, knowledgeable and considerate practitioner who also listened

Thorough, thoughtful, acting and knowledgeable- everything you want from a GP

I am still in a lot of pain, which doesn't abate at all. My sleep is very disturbed. I now need further treatment which I hope to have soon. Throughout this long period I have felt fully supported by the Surgery which GPs have taken the time to listen and direct me to the appropriate help. It's been a long year with more treatment to come. So, thank you thus far!

Because we saw the Dr we wished to speak to

Because I was with a trainee GP I got an extended appointment which is what I needed in the circumstances rather than being rushed.

Seen promptly by a doctor an appointment offered same day which unfortunately I couldn't attend so seen following day. Given a thorough examination by a student doctor overseen by Dr May.

Comprehensive attention to detail from Nurse Clare - very methodical & no Qs or issues too much of a problem

Nurse was very informative and helpful

I was seen on time, the medical student was very friendly and asked lots of questions and I have been referred for further advice

It was the first time I have used the online appointment booking system. It was easy and the response was extremely prompt. I was seen the same day by a trainee doctor under supervision. I could not have asked for better experience/outcome.

Waiting time was minimal and Clair greeted me warmly. She was quickly able to confirm that my ears were free of wax or obstruction.

Receptionist, as always, extremely helpful but I was not very satisfied with the physician associate I saw. She was not able to tell me why the wound on my ankle was not healing or exactly what it was and I felt she could have taken advice from a Doctor. She was however very attentive and caring and gave some advice.

I had a prompt reply to my request for an appointment and was offered one that afternoon and saw a really nice paramedic, Luke, who was very thorough.

Dr listened to Me

All was satisfactory thank you.

Judy was very friendly to me.

Short waiting time

It was easy to use the new email process, I was given an appointment with who I wanted.

Appointment within 2 hours of request Student was very thorough but kept repeating questions. What would normally have taken 10 minutes, took 30!

Clare is always greeting you with a smile. Her caring and helpful nature is very much appreciated

Very friendly and helpful staff Hate the appointment by form system

The online form-only booking system can be frustrating. For emergencies, it would be good to be able to book on the phone. For non-emergencies, it would be good to be able to submit booking requests outside of opening hours

I was given the blood test results clearly and discussed how to deal with it. Also discussed my main issue of my health and waiting to hear what will be the next step forward.

The appointment was on time, I felt that I was listened to by the dr and given time.

It was quick and easy. Everyone was very supportive and helpful.

Very attentive

I was immediately referred for Ct scan

Efficient, very quick further appointment

I am pre-diabetic and doing okay managing my numbers… helped a great deal by having one doctor take a 360 view on my overall health

I was expecting a phone call from the doctor but the automated message you sent seemed to be for a face to face appointment with doctor. The doctor did call but half an hour after allotted time and I missed the call. Very pleased doctor made the effort to call but disappointed with admin as caused me confusion.

Helpful and reassuring

Doctor was very helpful. Appointment was delayed.

Brilliant practice - can't believe how good they are. Took years for me to finally pluck up the courage to leave my previous family GP practice. However, finally swopping to The Elms has been the best decision i have made in a long time. Would highly recommend this practice. Thank you.

No solutions/help given of the conditions .

The Practice Nurse was kind, empathetic, patient and professional. I couldn't have received better treatment! Thank you so much.

Almost no waiting time. Thorough, considerate attention.

my gp was excellent and i was given a very prompt appointment!

Very pleasant receptionist. Quickly see. Very nice doctor who was lovely to my son. Only marked down because I don’t like your booking system.

Good bedside manner, respectful, polite, helpful.

Clear advice and not rushed

I didn't have to wait for my appointment, I was seen in time, and GP was very helpful and understanding

I have been very busy with the children and left my request very late. I was amazed that the GP actioned it so quickly and we are grateful. X said the phenergan did not help but I felt it helped. We did make it to the hospital, and he did appear more relaxed than on our last journey. He did feel tired as well. We are grateful to the GP concerned.

My left side arm was ok next day ...but wright side arm I have 4days pain now both are are ....thanks

Dr May was really kind with lots of empathy. She understood my situation and was able to alleviate my concerns

I waited (concerned) for 10 days for my results appt to be told I needed to see a gynaecologist. I could have saved time by just receiving this with a quick call or email, and made a consultant appt quicker. Otherwise the appt was made quickly and dr nice

The appointment was on time and very helpful

Swift professional treatment , as usual

The person i saw was very helpful but not easy to get an appointment

Quickly booked an appointment and on time to be seen

The Doctor and Paramedic were very professional and helpful during my appointment.

Appt on time. GP very helpful.

Important meeting following Endoscopy.

I had an appointment for 9.00. I was asked to change it to 11.20 and that was fine. Actually got seen just before 12.00. The booking-in system did not work properly for me or anyone I saw. I would also mention that the screen that advises patients it is their turn and which room to go to, does not audibly announce the details. Therefore those with poor sight do not know its their turn. Also, not all seats are within sight of that screen.

The check in machine didn’t work properly and the receptionist seemed stressed and didn’t want to help us initially. Then she did.

Dr impy dealt with me promptly and with concerns

Easy to book. Seen pretty much on time.

Nurse Judy was lovely and explained what she was doing as she went.

I feel it good and everyone try their best yesterday informing the patients about the systems being down and trying to see to their needs. Even though I waited for an hour, I was still seen to. Thanks

Good. I was 20 mins late going in for my appointment. Student Dr Vinisha was very thorough and had a lovely manner. I was in the appointment for a long time, fine as I wasn’t in a hurry.

Your student nurse look after me people got a senior nurse who sent me straight hospital and had an emergency operation last night caught in time Thankyou you to room 3 sorry don’t no the other, you have bin my practice for years helpful and friendly but booking is absolutely awful even the little bit of on line I cud but again had help thanks receptionist Mandy and thankyou to the elms just change booking in x

Excellent appointment-Thank you NHS

Excellent time spent with me by lo student dr and dr allum

The doctor was able to resolve my issues

Managed to find appointment paramedic was very efficient. Only difficulty was finding parking space.

Response to my appointment request re prostate concerns was very quick and I was able to see a doctor within 2 days.

Dr Jollyman was very helpful, explaining what he believes the issue now is, and advised if bext step to take

I was expecting my appointment to be a counselling session rather than an assessment

Nurse was lovely but booking an appointment is absolutely tortuous

We had to wait half an hour

The doctor called me as I was late which was great as I have tried to make an appointment through the online service unsuccessfully for weeks

Even though the internet was down , still managed to see me

Everyone at the practice are helpful and polite

Went in on time. Welcoming gp.

I was able to flag my issue on line and make an appointment very easily

Excellent nurse, v quick, no wait times, very happy!

I was driven to the surgery at 8.15am and was given a form to complete, which was a surprise, not being able to make an appointment on the spot as my symptoms needed urgent treatment. However, I was called within 2 hours for a face to face appointment. The doctor, who I hadn’t met before, was very thorough and had a pleasant, kind bedside manner.

Knowledgeable, helpful and able to offer help for my issue.

Listened closely to the problem lovely lady

Setting up the appoinment in the NHS app was simple with a fast response from the Elms and the appointment on time and effective. Thank you.

Did not have to wait long The doctor was great knew what the problem was I was in and out in no time

I feel like I have been looked after since the start of having medical issues, I feel like the people I’ve seen are really trying to help in every way they can

The doctor was very professional

Student doctor was on time, very pleasant and listened. The senior doctor explained what was going to happen in a kind straightforward way.

I saw Sara and then Kerry later in the day. Both were lovely, empathic and showed compassion when I was pretty much ‘a mess’. They didn’t rush me and I really felt looked after. Thankyou!

I contacted the surgery to say we couldn’t do this appt so they gave another appt time for Monday 18th Dec. They obviously didn’t update the system so this has ended up being a missed and wasted appt.

The Doctor called when she said she would. We discussed the issue and my prescription was ready to pick up in 24 hours

Appointment on time - follow up appointment pre booked by receptionist- Nurse sympathy to my situation- wore mask when asked & opened window to circulate air

They listened to what I had to say the student doctor was wonderful she helped me so much you need to have her their permanently

I emailed the surgery requesting a pneumococcal vaccine and received an appointment that afternoon. I realise I got a cancellation appointment but nevertheless it was excellent service. Many thanks indeed

The nurse was so kind and patient with me, she talked me through everything and made me feel at ease.

The nurse was very professional and friendly and saw me about 10 mins late due to my being held up in a traffic jam caused by the Stewart Road road works

Efficient and welcoming

Happy to book online and get an appointment that worked for after school preferred timings. Nurse Claire really kind and caring.

The consultation was great but I had to wait 45 mins(after my appt time) to be called into see the dr

I was made to feel welcome and there was no rush.

Had to wait but thorough & friendly check up

Different Doctors or Clinicians all don't seem to know my medical history !

Privacy for patients during conversations at front desk could be improved. Thanks.

Doctor very helpful appointment delayed by half an hour though.

Face to face meeting was a real bonus

I got to see the doctor almost on time, he was thorough and unhurried.

Dr Smith was polite, explained the reason for my visit and made me feel very at ease. He explained the reason for introducing another medication. He was very professional yet friendly. Nothing was too much trouble for him when I asked several question. He took the time to explain to me so I clearly understood. I then saw nurse Clare who again was very professional yet friendly and polite. She explained what to look out for if I experienced further problems with my asthma and what to do if I experienced another attack. Fantastic doctor, nurse and surgery.

Excellent service and Dr

Apart from the backlog which happens everything else was very good.

Find it helpful

Quick appointment for an acute hearing problem. Excellent support from Dr Rees and an urgent referral to L&D with a phone call to follow up.

Claire was very friendly, informative & made me feel very comfortable

I clear logical discussion on my immediate medical priorities .Not rushed & very positive on the plan and next stage.
Good GP interface and very down to earth and professional. Regards and thank you

Quick response to my query, however no explanation of why I was experiencing these symptoms was asked to wait and see how symptoms developed in the next few days. Not ideal when you are in a lot of discomfort

I phoned to say I was in traffic and would be 3 or 4 minutes late for shingles vaccine. Couldn't check in and had a long wait to speak to receptionist . I was told to wait and MIGHT be seen at the end if time . I waited but then told 2 more people ahead of me but unfortunately I was unable to wait much longer so asked if I could rebook .It was not possible to do this .

Dr was very helpful

I received comprehensive examinations, advice and follow on care for several ongoing conditions. I felt listened to and supported. Dr Allan was really generous with her time.

Answered all my questions

I was able to get more antibiotics. And send off a urine test. It wasn't possible to review the situation re UTI and antibiotic I wasn't checked for a persistent cough and pain around my ribs I really needed to have seen a doctor- which has now happened.

Excellent doctor

Totally efficient in every way and welcolng at the same. Thank you

Very helpful advice from my GP

The Online Booking system was easy to use and we got an appointment the same day. The Doctors were very diligent, supportive and reassuring .

When I filled in the online form, it was a very quick response. I was offered an appointment within an hour or so. Not much waiting time at the surgery and the doctor was great too.

All the staff are so friendly and welcoming. Really made me feel at ease during a difficult time

It’s easy to complete the form, I had a call about 20 mins later offering me an appointment that morning

Care of both the student doctor and the doctor was excellent. They really took the time to listen to concerns, take a thorough history and thorough examination. Really pleased and helped put my mind to rest!

Professional, friendly and caring service

I got an appointment within an hour of ringing up as it was my second visit within a week. Dr Mohanned was excellent again in his thoroughness checking my chest, BP, temperature etc. on the previous visit he changed my inhaler and the new one has made such a difference to my asthma. Couldn’t recommend him more highly.

Very helpful reassuring and quick.

The Paramedic was very good and helpful and proactive.

I was asked to attend a medication review so I can carry on being prescribed medication that I am dependent on . There is a lot on offer but nothing that is useful to me personally at present. It was useful and encouraging to see more investment in assistance for people with ill health. However what would be most useful to me would be a referral or recommendation of a psychiatrist who has progressive and up to date evidence based knowledge of anti depressants and withdrawal side effects . Without this resource , I’m unable to make any properly informed choices about my medical treatment for depression going forward. If the Mental health practitioner or a Gp have a consultant that they would recommend, It would be helpful to be provided with this information.

This particular doctor gives you time

Was disappointed that I'd been sent to collect my prescription 'from 12', so tried to pick up at 12.30 and it wasn't there... and didn't get there until after 3. Just be transparent if things are going to take longer rather than wasting patients' time going pharmacist.

Very thorough checks by the student doctor. Thought she was excellent and knowledgeable. Dr who supported her was also very good and reassuring.

Did have to wait over half an hour beyond time of appointment, with no update. I thought that the consultation itself was excellent though and GP did apologise for the wait

Had a call from doctor at virtually time given.

Attentive, appeared to care, I didn't feel rushed etc

I found the new appointment system much better than hanging on the phone for ages & was able to get an appointment within the week. Dr Jollyman was very thorough & reassuring, he organised several tests & explained what would happen going forward regarding results etc…

Excellent service

Seen quickly, Dr was very friendly and kind.

Polite and helpful receptionist. Getting respond from GP soon.

Helpful mindfulness course

Good diagnosis plus follow up appointments made

In previous appointment, we have been told that my son X will get some help. This appointment should not have been made as nothing has been done. Dr. Jollyman has made it absolutely clear that it does not matter if the condition worsen. If nothing has been found in the sample, we wants us do further test and NO advice should be given to us emotionally or with medication.

Excellent thank you

I would have given 'Very good' but I had to wait a while to get an appointment with the doctor that I wanted to see (for continuity) . Everything else was very good

Dr Allam was again very helpful. She has been very thorough explaining how each scan etc will help. She has been supportive of family matters.

Doctor helped son at very last minute and gave us medicine that enabled me to take him to the hospital he would have been too anxious to travel. My personal view is that Elms go above and beyond to help patients. I am not having the experiences I hear about from friends.

Was easy to get appointment. Happy with an early one. Dr Rees is lively and listens.

Reasonable advice.

Very fast response and triage Professional and attentive staff

Seen on time. Had a thorough examination and all my questions answered.

Dr Allam was very helpfull

I was seen on time by a friendly proficient nurse. I had reminders of my appointment by text.

I came in time and waited 35 minutes for a calling. Unfortunately, l had to leave without visiting the doctor.

The nurse I saw fully answered any questions I asked and was confident and professional in the way she dealt with the appointment.

Reception staff very professional and caring. Helped me with my issues quickly

Excellent consultation, very thorough and clear. I felt all my concerns regarding my son’s health issues were listened to.

I was given the treatment I needed quickly. The nurse was very pleasant. I got alled promptly

Kelly was great .

Prompt appointment...sound advice resulting in positive outcomes.

From years of experience and very good service. Thank you.

Appointment on time Friendly demur Concise questions Listening to answers Good feed back Confidence

Doctor Maton so knowledgeable and helpful.

Dr Maton was polite, patient, caring and helpful. She was reassuring, explained her thought process, discussed options with me and we collaborated to make a treatment and follow up plan. It's a shame she's only with the practice short term.

Considered

I saw Dr Smith who was very helpful. It was just like pre covid.

Dr May was very helpful, encouraging and courteous! A pleasure to have the consultation with her. Thank you

Prompt

It was prompt and efficient

Excellent as always ..

Overall the consultation was good and very reassuring. Doctors should be mindful to not (physically) corner a small child as my daughter was quite scared when this happened.

I needed an appt. for my baby and given it the same day. I had to understand how everything goes via an online form now. But once discussed and after initial phone call wait time - I got there and did everything correctly online.

Very efficient process Practitioner very good and gave good advice

Quick response to appointment request. Almost immediate appointment. Excellent consultation with Liz who was very thorough and prescribed the best medication with other advice to help alleviate symptoms.

A very helpful appointment with my doctor

On time. Efficient, helpful service all round

The appointment with the doctor was fine, but the Receptionist was very unhelpful and her manner and attitude was abrupt. The doctor asked me to make an appointment with the nurse and she said there were none and wouldn’t entertain it further. I left without an appointment.

I fainted in the waiting room and was helped brilliant by a doctor, nurse and receptionist . Outstanding service.

The appointment was a bit late - but the doctor listened and took my concerns seriously

Dr Jollyman is an excellent GP, a good listener and caring.

Liz was v friendly, obviously suspected my problem, diagnosed it quickly and prescribed antibiotics immediately. We were made to feel important and not time wasting. My first experience of the new appt system - I now thoroughly approve! Happy Christmas to the hard working team!

I find the practice is very good with speed of appointment and the consult works especially well.

Recently I have advised to go straight to A&E which I did and it was correct thing to do.then yesterday I had a phone call to discuss my revised medication and the Doctor was really on the ball ...explained everything and answered all my questions.

Punctual, caring, helpful and explained each test and result.

The new on line form system so quick and easy. Saves waiting in a phone queue, frees up lines for other. Fast response back.

Good experience with practice nurse who gave me shingles jab

I didn’t have to call to make the appointment. Online is so much easier then you can choose the doctor and time. My Doctor is so helpful. Takes time. This new system is 100x better. Thank you

I was able to get an appointment quite quickly, the doctor saw me earlier than my appointment time, he reassured me but gave me a clear guideline about what to look for, if it got worse so I knew what I needed to look for if needed to come back.

Punctual appointment and friendly nurse

Able to make appointment easily. Consultation commenced punctually Dr Jollyman very knowledgeable and helpful as he could be given the constraints on treatment imposed by NHS standard operating procedures.

I saw Dominica and she is really considerate and caring

I went on line for appointment and soon received a call asking if I could come in a couple of hours. Doctor quickly recognised my symptoms and I came away confident I would get better

The lady was so positive Gave me new medication that I needed.

It was good and thorough but is this really necessary after every visit especially when you feel really unwell.

See by Dr May who was thorough, sympathetic and professional. X and I are very appreciative of the care shown by the Diabetic Team.

I would have selected very good as the doctor and staff were great, unfortunately my appointment was 35 mins late

Received a prompt and helpful contact

Easy to get appointment

I managed to get an appt.by telephoning.!! I couldn’t see my own Dr. But the paramedic was pretty efficient.

Quick and professional

I was happy with the medical advise

Doctor was awesome. Very patient with our concern and understood it completely. Particularly with being a mother herself. Thank you for the time.

Helpful and answered my questions.

The nurse was very friendly, informative and caring towards my 9 week old baby who was having her immunisations. Couldn't have asked for more.

The triage system on line worked well and Dominica was very helpful

Dominika was lovely, very knowledgeable and friendly. She answered all my questions and helped with my problem. Thank you.

Positives:
Doctors, paramedics and receptionist are always very polite and friendly.
I haven’t been there that many times but each time I manage to get appointment very quickly, although not with a Gp, which would prefer.

Negatives:
Although myself or my daughter get seen, I don’t feel that anything gets really resolved. In most European countries, you get a quick test, which tells you straightaway if the cause of illness is viral or bacterial… Or get a swab from a throat so you know what is really wrong. I feel that patients just have to wait if they get better or keep coming back to investigate more, which I feel is waste of time for everyone. As a mother it would give me great piece of mind knowing what’s wrong with my little one straight away and not waiting to see…

Appt was only 5 mins late and person was friendly and helpful.

The nurse was efficient and professional

Dealt with well

Lovely and professional nurse. Easy to book appointment via a link and the online form. Thank you :)

Was in on time with nurse for shingles vaccination. The nurse Clare is a delightful person

Appt on time and nurse very considerate and professional and advised on other tests needed at my age

Pro active communication, in a very timely manner

Excellent from start to finish. Excellent triage system in place and great consultation with a doctor on the very same day.

Excellent and timely service. I enjoyed seeing Dr Kanthi, she didn't hurry me and listened to my concerns.

The wait was a little while but to be expected and nice comfortable waiting room. Kind doctor dealt very satisfactorily with my problem - fully . Doc was very patient considering I did talk too much . Thankyou Elms

I got quick feedback.

It was very good , but I do feel the new online system is difficult for elderly patients and people wanting emergency appointments. The phone option is no longer a quick and easy alternative such a shame

Fast, prompt, perfect. Thank you for your help x

Jackie Impey has been my doctor for over 30 years. I respect her honest approach and her guidance. Jackie always gives me clear advice and follows through with my concerns. I couldn’t wish for a better Doctor.

All staff at the Elms are very helpful. The electronic check in system is quick and easy to use and Dr Impey is very knowledgeable and thorough.

Nurse Judy was excellent; really pleased!

Excellent service as always

Paramedics advice and tests were very good.

Fast and efficient - and friendly!

I was seen promptly and examined with care and given excellent advice. Ms Ruth was kind and considerate

Got seen to in reasonable time. Doctor sent me for tests. Nurse lovely and efficient

Thorough examination identifies the issue and appropriate medication given which has helped his condition

I was seen swiftly and the service I had in clinic was brilliant.

Easy checking and appointment on time. Nurse was informative and friendly and reassuring.

The recent appointment with Dr Loweth was very informative and helpfull

Easy to get an appointment with your new on line system . Dr was efficient and thorough

Good service. Please look at your online service. There was not an option to book an asthma review online.

On time good advice and very caring

On time seeing the doctor, who was very friendly and efficient

I used the on line service , response was very quick completed the survey questions and received details of an appointment with a GP the following morning .

Easy to book the appointment, seen on time, doctor was very thorough and understanding, staff at reception also extremely helpful.

I got a response within several minutes and a call back at the time stated

Extremely fast service, excellent staff

The advice given was spot on and X is much improved this morning Thank you

We have always found them proactive and helpful

Prompt attention. Easy to book appointment.

Everyone is most helpful

The lady on the reception was very very helpful. The doctor dealt with my illness over the phone without seeing me as I had just tested positive for Covid and prescribed antibiotics for a chest infection. Extremely happy

I was able to get an appt within 24 hours and Dr Ellen Sibley was very helpful

Competent and friendly GP dealt with my issues.

It was easy to book in, the appoint ment was on time. Dr Maton was very helpful. I always have a positive experience at this surgery. Thank you!

Dr May was very understanding, thorough and gave me a way forward and follow up. The whole experience left me feeling confident that my problems would be resolved.

The physician was lovely, thorough and respectful.

The woman at the front desk was really lovely and happy to help me . Dr May was excellent listen to me and gave me what I come in for

Busy practice and still managed to squeeze me in. Thanks

Prompt, authoritative and friendly

High Service level given by the nurse.

Dr Jollyman finds time to listen, observe and provides excellent recommendations and advice

Excellent service

Doctor was really nice and explained everything clearly

Staff were polite and efficient. Making an appointment was straight forward, checking in on arrival was easy and next steps were clearly explained.

Helpful and informative

Judy was very helpful

Seen on time, check in easy, Kerry was delightful

Seen promptly. Excellent removal of stitches by nurse. Thank you very much

Prompt reply and same-day appointment offered

Appointment was offered quickly. The doctor was very knowledgeable, gave me time to explain my health problem and offered follow up appointment. Friendly and at ease.

Quick efficient service

I was very concerned my husband had another Dvt. Were given an appointment very quickly and saw Dr. Patel she was very through and got a second opinion from another Dr. to reassure us that in their opinion it was not a dvt. but told me what to look out for , and to get in touch if anything changed, luckily it hasn't changed ,so thank you for the reassuring us .

Saw nurse on time and receptionist very helpful with other matters.

Thanks to dr Patel she’s got a gold

The online system for making an appointment is so easy. You can get a prescription or see a doctor so easily. The receptionist was polite and helpful when she called me back to make the appointment. The doctor was friendly and professional.

yiu have a very good nursing team🌟🌟🌟🌟🌟

Nurse was very understanding and knowledgeable, made me feel at ease and gave solutions to resolve illness.

Prompt appointment system

I requested an appointment, got one, it happened roughly at the planned time. Matter dealt with efficiently.

Because however many doctors I have seen over the last few week since I walked into a Tesco delivery box on my kitchen floor , understood my concerns .It has been weeks now since I first hurt my self . They still want me to cover the wound . Because it is open and in the Sumer I had cellulitis , which I do not want to return .

I was given an appointment the same day for my ear and the doctor (and attending student) were thorough and very pleasant

I was very impressed by the thoroughness I experienced at my appointment yesterday. I came away from the appointment feeling reassured.

GP was very thorough and informative with a kind understanding manner

Swift and professional

Lo was really nice and very helpful

Got appointment when I need it. Nurse was very pleasant and efficient

On time and comprehensive.

Nurse Claire was absoloutely fantastic.

Nurse Ruth was kind and listened. She was helpful and advocated for me. The reception team were friendly and helpful too

Quick response

Timely response - all issues dealt with.

Easy process as always

Because all of you are always so very helpful. I did forward this text to my 4g router to reply (so I cheated a little). Many thanks to Dr Jackie Impey, because regarding the skin problems, I now know what the problems are, and have creams to treat it. Thanks to her expert knowledge in this field. It all makes more sense now. Kind regards to you all, and best wishes for 2024.

Great surgery/practice, but my advice to anyone is just be that extra careful when driving along Carlton Rd, its very tight due to parked cars. Just to say, I don't use apps (this means being dependent on google, and spending money on data). I can't get on with smartphones and just go round in circles. I don't recommend facebook, social media is the root cause of many problems that we have today, and facebook is controlled by an American called Mark Zuckerberg. Your contact form is easy to use, but could be useful if available out of hours e.g an email can be sent any time, but I don't want to be typing stuff during my work hours, as I have to use my work p.c. to do this, and it is not very private, whereas evenings/weekends when I am home, it doesn't matter, I just uses my laptop or P.C. Thanks once again and happy new year.

The doctor I spoke to about my scan results was very good and took time to explain everything to me and to make sure I was happy with the conclusion. She had very nice and professional way with her. Her name was DR Patel.

Was seen quickly

The nurse was very proficient and very very kind. The receptionists did an outstanding job of organising a number of appointments for my wound dressing to be changed twice a day over a number of days, and even printed out the schedule of appointments for me to make it easier for me to remember the time and day of the appointments.

Excellent dr who gave me lots of time and booking was easy

Quick appointment time and doctor who spent time to understand to my concerns

Easy to check in and was seen right on time. Thank you.

The response to my online application was very quick and I was given an appointment with Dr Sibley who was very helpful and reassuring.

Appts available Doctors are great

I could choose a time I wanted the appointment. Dr Patel listened well and asked lots of pertinent questions.

Prompt response to my request, Dr Patel called me at stated time and dealt with my problem. Also organised follow up test and advised me of results immediately. Very satisfied, thank you

Getting an appointment was quick and easy. GP was very caring.

Very thorough consultation and yes, the new booking system does seem to work

Excellent response time to filling out form. Actual consultation was thorough, sympathetic and gave me a clear plan of action.

Excellent service. Would give ‘very good’ but Unfortunately the drugs prescribed were not available at any of the town’s pharmacies due to an ongoing manufacturing problem. This meant I had to go back to the surgery where the problem was sorted out very quickly. This has happened before, and a few other customers in the chemist were suffering the same problem. It would be ideal if prescribers could see which medicines are available and if there are known supply problems, should be flagged on the system somewhere. Perhaps that sort of system is a way off, but seems in this day and age it should be possible. Otherwise, everything was brilliant. I love the Elms!! Best surgery I’ve ever belonged to!

Liz was kind and patient and listened to what I had to say/ I’ve already felt the benefit of her prescription after over a week of feeling rubbish. Huge thanks.

Quick response and listen to with effective solution

I always manage to get an appointment, and on Friday I even managed to get Dr Sibly who has been seeing me regularly. My request was made in the morning and I had an appt with her that morning. This is fantastic. Dr Sibly has also spent quality time listening to me, being kind, empathetic and reassuring, which is exactly what you need when struggling with mental health. Thank you for all you do at The Elms

Dr B was very helpful and reassuring.

I did wait long to see doctor, who was kind and helpful. Thank you!

I had a call from the doctor. He was excellent. Didn’t rush. Explained everything. Very very good service and he was friendly and helpful. Thank you for this.

I was seen on time. Good friendly professional advice. Thank you!

I was able to see a Doctor when I needed one. Initially at very short notice. I am grateful for the help and support.

Booked in by pleasant lady at reception,waiting room nice and clean,seen by doctor and treated well

Thanks Doctor and nurses for the prescription. Finger crossed and hope X will feel better. Thanks for your great effort!

Within half an hour of filling in an e consultation form I had received a phone call and had an appointment for the same day. The GP that I saw was incredibly kind/ empathetic and thorough and I left with a clear diagnosis and medication. Absolutely incredible service. 5 stars!

Getting back to me the same day with an appointment

Dr Jollyman took a great interest in what I had to say and offered good advice. Thank you.

A very good service, helpful staff and quick appointment.

Got an appointment fast.

Had a long wait to check in as the check in computer wasn’t working. Everything else was good.

Used the on line system which was easy to complete. Got a phone call within half hour and a later that morning appointment. Turned up 10 mins early and was called in early. Got needed prescription which I collected that afternoon. All very efficient - reduced discomfort in my ear within 24 hours. Thank you.

Welcoming , very sound advice and raising of optimism concerning recovery.

Wanted an appointment with Dr Impey and was given one very quickly, and with the treatment now feeling better. Thank you all Happy New Year. Mary Bates
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Dr Impey made me feel very much at ease and diagnosed problem and booked apt to deal with it

Good Doctor

The physician assistant seems to follow a checklist looking for particular symptoms rather than listening to actual symptoms. Eg she asked if I had numbness in the genitals which I don’t. But I told her that I have pain and soreness in my testicles and groin, which she seemed to ignore as it wasn’t the numbness she was checking for. I expect numbness is a symptom of something serious but it left me feeling that the pain and discomfort and inability to do some things was not listened to or explained or treated.