



FRIENDS & FAMILY TEST RESULTS

January 2024

Number completed: 649

96% 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: 523

Likely: 99

Neither likely nor unlikely: 14

Unlikely: 6

Extremely unlikely: 6

Don't know: 1

Comments made by patients:

I was very pleased with your service as the doctor got back to me straight away much better than being the phone for ages well done you are doing a very good job

Professional and efficient, carried out by a friendly nurse

Very straight forward to get an appointment, didn't have to wait long.

20 Mins late

Ruth is a lovely nurse.

The online appointments and consultation was so easy and so good.

Good because I got a prompt appointment after my request. Good care by the practitioner but I had to wait 30 in the waiting room for my appointment.

Really swift reply to appointment request, despite it being 2nd January and a busy time. We were seen exactly on time by the paramedic. Very efficient. Thank you!

Quick appointment, like being able to request early via e mail.

Dr Allam was lovely, very patient. I felt listened to and reassured. I never have any complaints about the Elms, you're all doing a fab job during challenging times. Thank you.

Good advice and reassurance

You sent me my son vacation list via text message and his date birth not working to access it on NHS authenticator due to error on your end. Found it hard to get the information from you

I was seen as an emergency patient and received excellent treatment from the nurse on duty

Lovely receptionist and kind doctor felt very grateful to have been able to see someone yesterday

Call back and appointment booked although I did ask for a text

Paramedics Dominika was fantastic and very caring - felt like I was really listened to
Request for the appointments made in the morning and were made for the same afternoon.

Both appointments were on time too.

Got an appointment quickly. Didn't wait long to see doctor. Doctor was very helpful.
Answering typical questions in advance is potentially quicker than doing it in person and the paramedic was very nice and understanding.

Good standard of communication.

Caring communications...

I never feel listened to, it's either I'm too young for it to be serious, it's all in my head/anxiety, post viral etc etc, I feel fobbed off and alone

I didn't feel rushed and I thought the doctor was thorough and really listened to me
The doctor is a very calm and understanding. Thank you.

It was quick and straight forward. No more than 5 mins in waiting room. However more painful than expected and still in little pain now.

Since I've started with Dr Sibley, she has been attentive and proactive with my issues. Also, the reception team and whole team at the Elms have been lovely and welcoming

The GP was very thorough

The Triage system was super efficient and Dr Bhardwaj was very helpful

The nurse was exceptionally lovely and really made Phoebe feel at ease! Not a single tear during her jabs. Amazingly good at her job

Appointment quickly. Dr Impey arranged tests immediately and extremely helpful and understanding. Reception staff polite and helpful.

I signed my daughter in on the computer screen and it didn't work so we missed our appointment. The system is faulty

Well done to all at Elms Medical. You have really streamlined your systems and I love it! It was SUPER easy to make an appointment for my sons immunisations, your responses were prompt and easy to manage and the care we received on the day was, as always, exceptional.

You're all doing an amazing job and luckily, I don't have to frequent your service often but when I do you're always amazing. Bravo!

The doctor listened to my concerns and didn't rush me

Because I was listened to. Also, I felt as though I was having treatment that would help. I have seen nurses and a doctors by phone, who understood what was going on

Efficient booking an appointment, physician's assistant was knowledgeable, reassuring and helpful

Scheduled appointment efficiently and Dr Impey was really helpful, caring and professional. Thank you

My appointment was on time and efficient

I saw Dr Impey and what a most wonderful and very refreshing experience. Dr Impey was so friendly and knowledgeable that she reminded me of how good the 'old school' Dr's are. My ganglion problem was treated promptly, we had a good chat and I left feeling very positive!! Thank you

So easy to get in touch online and a response within an hour.

On time

On time. Very efficient and friendly appointment.

Friendly, helpful and very efficient.

Easy to make appointment, didn't have to wait long, either for appointment or on the day. Appointment went well and I felt at ease - Ruth was professional and friendly and answered all my questions. Excellent care from all, thank you

Very helpful and kind

Fast and efficient service

Dr Kanthi is working to help me solve a medical problem which has been causing me some concern for several months.

Received an appointment quickly and the person we saw gave extremely helpful advice. Thank you

Very helpful nurse!

Very fast help with my medical problem. Extremely kind and empathic Doctor. Appreciated her putting me at ease.

Call following my form came through quickly. Short wait time at the surgery. The healthcare professional was excellent, caring and thorough

The practitioner was warm and empathetic in her approach; thorough; informative. She told me to make contact with the surgery if things do not improve.

Super efficient ... my sons issue sorted in hours rather than waiting weeks for an appointment. Spent Christmas telling my sister in law a GP Kent how well it's working at the Elms and they are going to replicate ! Thank you

The practice phoned me that morning ahead of my appt to ask me if I would prefer to see the doctor that morning as they had seen from my notes that smear tests were difficult. I said I was happy with the nurse and Claire was amazing. So considerate and made it easy experience. So impressed they considered my options and the service I received plus the time getting the appt from the time I filled in the in line request form was super quick! Thank you all!!!!

Dr was lovely, caring, understanding and took her time

Very quick and efficient

You managed to allay my concerns and just visiting you made me feel better

I was given an appointment without delay. The doctor was very helpful.

Such an efficient helpful surgery.

The appointment system was very easy and efficient I was able to see the doctor without any issues.

I did not have to wait long Dr Rees was as usual charming and efficient. I had to make an appointment fir a blood test and receptionist was equally charming and efficient.

6 injections over a period of 4 weeks and all went well

The new system of contacting the practice online works well for me, and I feel that urgent attention is available if necessary.

The touch screen check in didn't seem to be working this visit (usually it does) and I couldn't connect via the QR code, but your receptionist was very helpful.

Generally I find the practice very friendly , supportive and helpful.

Nurse Claire was exceptionally kind and understanding with my smear test..

Because the doctor recognised low oxygen levels and arranged for me to be seen immediately at L&D, where I'm now an inpatient! Most grateful.

A range of appointments available. I was asked by the GP to book an appt but the doc didn't seem aware that it was the surgery that asked me to book the appt so it felt slightly pointless.

Met my needs and more

The admin team, nurses and doctors at this surgery are simply wonderful, and can't do enough to help. I am always so impressed with their timely responses, flexibility and medical care. Thank you.

Doctor was easy to talk to. She listened to me and the feedback was thorough and made sense I didn't feel like I was being rushed

Went well, had a nice conversation with the nurse also advised on available vaccinations that I could have.

Dr Smith was brilliant. He told me what he was going to do and I was impressed with the fact that I could have my injection straight away.

Once you get used to the triage process it is ok, does mean that it is taking longer then expected to identify a root cause

Quick response from online form. Appointment with the nurse was later than I needed due to nurse availability and repeat prescription was due to run out prior to the appointment so a doctor was able to send to a pharmacy. Appointment was a week later with a friendly nurse and great to have the text message reminder.

Appointment was easily made in a timely manner via the online triaging service. As always, my issue was dealt with efficiently by a very empathetic and professional Dr Rees.

Excellent response time, wonderful telephone manner and gave me a solution to my problem.

Despite the extremely long wait for each appointments, I am seen , listened to and helped for which I am grateful. If I wasn't I wouldn't be alive today.

I got an appointment relatively quickly and was given plenty of time on the day to discuss my needs. The outcome was positive.

Fast and efficient communication between initial appointment request and response

Prompt and reassuring

The check in computer wasn't working, although it did try to start with, and I couldn't get the code to work on my phone. Other patients had the same experience. Dr Impey was excellent. Just an all-around professional approach and leaves me confident that my health care is being well managed.

Once I was at the surgery the service was good: reception staff were friendly, polite and helpful and the paramedic I saw was very competent. However, I was disappointed that to start with I was advised to go to St Albans and secondly I didn't get to see a GP. I feel the service has been diminished significantly, which is a shame. Where has the family friendly feel gone?

I checked in with the receptionist, but she did not register me. I waited 30 minutes before checking how much longer it would be only to discover I was not checking in! The receptionist sorted the issue out and I was quickly seen by the gp. The gp was very helpful, listened well and gave good advice.

Dr Bhardwaj was very helpful and listened to me. He's a very understanding dr and should be proud of what he does.

Call back service was excellent. Dominika the paramedic was really thorough. I felt listened to heard and cared for

Fast efficient service

Dr. Jackie is very warm and helpful.

Dr Smith doesn't muck about. He quickly assessed where we had arrived and wrote a very succinct letter to the consultant, who had downgraded my condition from urgent to routine. Thank you again!

I wasn't rushed but listen to and my suggestion had been taken to the consideration

Very kind and professional person. Thank you

I went with the hope of discussing my problems

But felt I was in and out before io could turn round

Can't fault the team amazing service

Reception staff very helpful. Doctor Sibly was calm and patient and a great listener and addressed all my concerns. Thank you.

Excellent knowledge friendly staff, Doc Smith is the best

Doctor was helpful and positive.

Prompt appointment and clear explanation for the ganglion given. Also prompt treatment though it appears to be reappearing!

Ease of booking online and same day appointment. Paramedic was lovely with my son and reassuring to me. Only downside was the check in screen was broken and it took the reception ladies 5mins to find his appointment and a long queue started to form so felt sorry for everyone

Prompt action, nice staff and doctor

I think I have already given a lengthy answer to this..... but briefly ...Dr Smith cut through the lengthening red tape and got me to the place where I should have been all along; in front of the consultant. Thanks again Dr Smith!
Excellent !

I felt listened to .

Doctor excellent

I was so impressed!! Doctor was brilliant and my pain is soooo much better! THANKYOU
Quick availability

Kelly was friendly and very efficient

Seen on time

Nurse very helpful

Very quick and thorough response to my email. In person appointment on the day

I was very satisfied with my visit to the Doctor

I was well attended to.

Seen on time

Everything done very efficiently

Easy to get an appt. Reception very efficient.

As I previously mentioned, the Team at the Elms Medical Practice is always kind and everybody has been helpful with me.

Reception staff are friendly and supportive. The Medical staff have always listened and acted on any ailments I have had.

Would highly recommend this surgery.

Doctor was very helpful.

Very prompt response and immediate appointment for a small baby

I got seen quickly and the doctor was reassuring with clear follow up actions. Time will tell of course but the doctor gave me confidence the root cause of my troubles will be found.

Thanks

Nurse was fantastic. Unfortunately, the greeting from the lady on reception was quite rude. Never experienced this before at the practice but never met this receptionist before. Very unexpected, blunt and not what I usually expect when coming in as usually the receptionists are lovely. I understand she may have been stressed as short staffed but only us and one patient in the waiting room. Didn't need to be spoken to in such a rude manner when I explained the screen wasn't working when trying to sign my 1 year old in.

Everything went smoothly and I was treated in a warm, professional manner: Kerry went above and beyond. Very professional, capable and personable.

I was seen promptly and given a thorough examination,

Quick response and efficient treatment

I received a request for me to have a routine blood test, which means the Practice is monitoring my health! The Practice agreed to add a PSA test to the routine tests, at my request, and I was able to print the forms so am ready for the tests which I booked by phoning the Practice. The receptionist was very helpful and friendly! Many Thanks!!

My appointment was on time and doctor was excellent.

Great personal care

Nurse was on time very efficient.

Excellent consultation. Thorough, and insightful. Helpful outcome.

App with Kerry , everything explained to me by Kerry , she is brilliant at her job .

Was happy with my treatment

Nurse Ruth saw me early - friendly, professional and efficient.

I sent in the online form and received a call back and an appointment within the hour. Such a brilliant service.

So quick and got the help needed. Reception team were also helpful
Very efficient, didn't wait long

Fast response and remedial action taken

Booked an appointment with me very quickly, Charlotte Allam was kind and helped well in beginning to solve the problem

The triage process was quick and I was able to get an appointment on the same day.
Simply the lady was pleasant and helpful. She was professional but not authorities, and made the visit pleasing.

Easy access, quick response, ability to handle most issues via text without coming into the surgery. Very impressed with Dr Deb's thoroughness and proactivity.

Still in intense pain. Waiting

fast appointment with solution given quickly

Was given an appointment on the morning of my request. Dr Sibley very understanding and helpful re my ailment.

Dr Deb was very kind and efficient. I felt he listened to me and had a good plan of action

Dr Loweth checked my blood pressure and chest and renewed my repeat prescriptions

Doctor was excellent but took a long time to call

Really kind nurse, she made the procedure so much more relaxing. Really impressed, thank you.

Good

Prompt, friendly and efficient

We received excellent service from Dr. Allam.

Because the nurses had been looking after, redressing my sore damage on leg six ,six seven weeks .

They will now write for me to see some who will test some more , to make a definitive answer to see what is going on .

I didn't wait long to see the gp and the way she addressed my complaint was very good.

Waiting time could have been better but very happy other than that.

I had a telephone call from the practice regarding a blood test result. They made me an appointment as I needed to see a doctor over due to thyroid level. Saw the doctor on Monday who was not at all concerned & suggested have a blood test in 12 months. This was totally a waste of the doctors & my time. I question why I needed to see someone face to face!

I saw the paramedic who was so nice and understanding and I felt she was very thorough in her examination I left feeling positive and supported.

Dr Allum was very kind and considerate to my mother and we were given all the support and referrals needed.

Very many thanks from us both.

The gp was really nice and kind to me

Always get seen on time, friendly team

Easy to book appointment, lovely helpful receptionist, nurse very friendly and efficient. The Doctor was extremely proficient and helpful.

Easy to request an appointment with E-consult and given appointment on the day, as usual.

Very polite staff. A pleasant experience overall. Thank you

Not long to wait for the appointment and the doctor explained everything to me.

Quick to reply to online booking.

Positive consultation

The two nurses and one (I think?) assistant were all fantastic. They helped our daughter, and us, feel at ease and were both efficient and compassionate.

Request was read and dealt with on this occasion very quickly.

Kind understanding Doctor

Swift response, excellent examination and diagnosis, friendly GP

On time - efficient - pleasant interaction

Doctor was attentive. Lady on reception was lovely.

We were in and out, no delays, there were 2 nurses to give the child 2 simultaneous jabs to prevent the distress of anticipation and we were given the time we needed to recover from the event.

The new system of requesting an appointment via the internet works as long as you have WiFi and or a mobile phone.

Perhaps patients over 70/75 could still use the phone to access the surgery if they have an acute illness, this would be less stressful.

Very friendly knowledgeable nurse, appointment on Time

I was seen and checked over. Polite and professional.

Excellent treatment from Dr Smith. Appointment on time and Reception very efficient.

Seen promptly by doctor who assessed the situation, gave advice, and will refer my condition on. Very speedy result of urine test sent to me efficiently by text. FYI I am still under L&D hospital for physio for broken arm.

Very quick and efficient service

The health care assistant was super kind and lovely and very reassuring
Quite a simple answer, they the best doctors surgery in the country, especially for patients care every time you have to go there for illness, all the doctors and nurses are brilliant, they deserve 🌟🌟🌟🌟🌟 ,
Excellent in every way,

Nurse Judy very pleasant and efficient, also very punctual

Due to online booking system and short staffing I had to make subsequent appointments online after being in the surgery.

Excellent Dr explained so I understood it 👍

Arrived 2 hours early 2-15pm (14-15) instead of 4-14 but between everyone there they managed to squeeze me in , which relieved any stress and anxiety that I must suffer now after my heart attack. Bless them all, my doctors and their staff are truly amazing..

Thank you.

Lovely doctor. Appointment running almost to time.

We were seen 15 mins after our appt. time but were warmly greeted by the doctor and there was no rush to the appointment once in the room. Concerns addressed and referred for tests a appropriate

Very good service.

I was seen on time and Dr. Impey was so thorough and never rushed me. Fantastic !

Just as always kindness and very helpful

Very efficient. I always feel confident in the staff and trust the doctors to do their best for me.

Speedy response to my request for an appointment, and a very reassuring and positive session the same day with Sara Randall

Appointment on time. Nurse extremely friendly yet professional.

Doctor was very kind and professional.

The doctor was so lovely and explained how to treat eczema to her rather than me in a really clear and caring way.

I would say - with regards to the online triage system -that I did initially fill the form in for a different elms surgery. Could there be a way of ensuring people aren't able to do this? I know it was really silly of me and I should have checked better but when you're doing lots of things at once it's quite easily done. Could the text reply have the location of the surgery in the name? The response I got gave me no clue that I'd sent it to the wrong surgery. Thank you I've had prompt, efficient, and helpful responses from Admin. My GP telephone appointment yesterday came right on time and as I'm a new patient the GP made sure I had all the information I needed.

The nurse was very friendly and approachable making me feel very at ease.

Nurse was very helpful referring on to appropriate people to help to solve problem
Very efficient and thorough

I find your receptionists very kind and helpful.

Everyone was so helpful at reception and the doctors caring manner can't fault it

Caring doctors, did what they could in time available

A very friendly nurse who put me very much at ease

It was good, but I live online is so difficult for me as I want to go INDIA on 18th of January
appointment 16th October can get early please

Easy to make appointment via on line form, early appointment given - and excellent
consultation with doctor

Easy check in, quickly seen and Nurse Clare is absolutely brilliant.

On time, efficient.

Because nurses take you seriously and try to make you better .

Very quick appointment given for following day and excellent care given during the
appointment.

I was attended swiftly and the nurse was really lovely and kind.

Extremely professional and understanding by all staff encountered.

Just excellent all round

Friendly, helpful and efficient.

Quick to get an appointment. Short waiting time on day and nurse is always personable and knowledgeable/reassuring

Dr Smithers was very pleasant, efficient and competent. Many thanks.

Would have been very good except for I would have preferred not to do the online request form and call back but felt I should. Questions not really relevant and I had a small window to use my phone and was concerned I'd miss the call back. Everything else was very good. Dr Rees always takes time to have a Deep understanding of the wider issues and provides excellent care.

Patricia us consistently supportive, knowledgeable, and caring. She is 100% in the right career and one of the few people I still trust at the surgery. She gave me more helpful signposting, even about non mental health related ailments than any of the doctors I've seen recently.

The receptionist was friendly and helpful

Had an appointment with Kerry , great informative session as usual .

The practitioner was efficient, thorough and helpful

Good appointment booking system, Dr Kanthi was really helpful and understanding with my daughter, made her feel comfortable and relaxed. Thank you!

It was just professional and good

I had a short wait and dr impey was very helpful

Excellent friendly service

Very helpful

Dr Patel very understanding had read up before seeing me and was thorough in her response. Hopefully medication will work.

Prompt response to my request for an emergency appointment.

Receptionist arranged appointment. taken on time. Friendly receptionist who arranged further blood test appointment. All good

Efficient

Very caring and efficient

Dr Maton listened, took notes, and gave me forms for blood test & urine specimen (with container). Also gave me appt. for Mon 15, but I wasn't given a time. So have to ring surgery a.m. on 15th. No text msg. received re this appointment.

Kind friendly efficient staff

Paramedic was on time, very thorough with examination and gave antibiotics I needed

Prompt response (within a few minutes of email) and appointment same day. Nurse gave good explanation, was engaging and responsive to any concerns. Adapted style to suit me. Very little information was provided prior to session. I had no details of what to expect, how long the session would be, objective of it, etc

The lack of information made me very anxious and as a result of that and increase in my fibromyalgia pain I didn't attend.

Because the lady doctor was very good

If you are referring to my telephone communication with Dr. Impey, it was marvellous. She was so helpful and kind, and went that extra mile in the time and reassurance she gave me. I went to bed happier..

Lots of help and support From Dr. Sibley

I was very early and was seen 15 minutes early

The doctor pays attention to details and she asks lengthy questions to have a clear understanding. furthermore she is friendly and welcoming.

Because I was well looked after and my question's was answer

Same day appointment. Lady I saw was very professional, kind and understanding.
Speed of response.

because it is very good

The doctor was very calm, kind and understanding. She worked with me to make a treatment plan and didn't make me feel rushed. She booked another appointment for me to follow up after starting new medications and changing other medications.

Reception staff were helpful and polite. Doctor provided necessary information, was helpful and reassuring.

I came in to see your local doctor. I felt a bit letdown when I didn't feel like she believed how poorly I felt.

But she did ring me back later after talking to one of the doctors and actually making me a prescription for some antibiotics

I'm very grateful she did that as I had to go and get them today at lunchtime, as I definitely think feel worse than I did yesterday and I just can't seem to take this thing that I have can't swallow struggle to talk because my throat hurts so much. My head is pounding and I still have a temperature and I ate all over not felt like this for a long time have tested for Covid and it isn't

Ended up with a little bit of diarrhoea last night

Don't know if I've got

At least I have some antibiotics now. Hopefully this will clear it up. Won't need to come back to the doctors

Long delay

I got an appointment quickly and all my questions were answered.

On time

Friendly reception

Great drs advice

I asked for a telephone consultation but had to contact the surgery as I was not sure if it was a face to face or telephone when I received confirmation.

Dr Allam is very supportive of my issues tho not always able to progress them directly. In addition, she always does as she promises.

The doctor was professional and knew what he was talking about which made me feel confident I would get my problem resolved.

Nurse was extremely helpful and pleasant.

Pleasant and attention to detail

I've been with the elms for many years Great receptionist. Love you, Doctors

You responded quickly to me on this occasion, and I was given a prescription that will hopefully help.

Never have problems getting appointments always seen fairly quickly which stops me worrying, seen on time problem dealt with perfectly.

The service received was better than expected

Short of staff but appointment still on time and received a complete examination

I have been with the elm's med prac for a number of years and have always had good service Seen reasonably quickly. Doctor was self assured and reassuring.

Service was prompt, professional and thorough. The doctor was engaged and very specific. Because she listened and was very thorough: she researched a solution to my problem.

Dr listened to problem and was very caring and took action to resolve problem

Always so kind and helpful

All very professional, Liz the nurse who I saw, I could hear and understand her instructions and very pleasant to interact with especially as I'm usually pushed into making an appointment by friends and family!

We usually get same day or next morning appointment despite being busy. The Drs there are very good.

Very friendly staff and helpful

Very helpful staff and seen on time.

Long time

The Mindfulness taste session, run last Sat afternoon (which was a surprise) was very well organised and welcoming.

I was met by a kind nurse who sorted me out quickly. Thank you!

Short wait time, friendly nurse

Clear discussion with Dr Deb, including steps to be taken. The online booking process is also outstanding.

The nurse was very gentle and made me feel comfortable during my smear test. She also answered my questions.

As it was a telephone appointment, there wasn't time to explain all what I wanted an answer to, though the doctor was very nice and polite.

Was very helpful

Quick, very kind and thoughtful nurse.

Thank you

Had long wait but not a problem. Dr examined me and answered my questions

Very caring and knowledgeable Doctor

Seen fairly quickly, appointment went well.

Only frustration is that I can't see why the online booking portal will not allow you to try and book appointments outside of working hours. Surely it should not matter when you log on to book?

Offered us an appointment straight away. Very helpful as always

Easy to use touch screen to confirm I'm at my appointment.

Very lovely and friendly staff.

No waiting but very clean and well spaced out seating.

Lots of information on tv and in waiting room.

Because the nurse is very patience and funny to help the kids to keep calm in receiving the vaccination.

Because the nurse is very patience and funny to help the kids to keep calm in receiving the vaccination.

Very cheerful and friendly nurse. She made me feel very comfortable.

Doctor was lovely, checked everything, prescribed antibiotics and my daughter is already improving which is fantastic. Thank you very much for your time.

G P didn't rush me explained everything and booked me in for next week

The doctor was thorough and understanding

I was happy how quickly I have been seen. However, I have said in my request that I have had an MRI scan done and would like to talk about it to be told that noone can read the scan. I was very surprised to hear that.

Excellent

Nothing to complain about.

Prompt response to my request for an appointment. The doctor I saw was not one I had met before as he was a locum, however he was really thorough, and I felt very confident with his diagnosis and explanations.

Looked after by Luke he was thorough

The person I saw was very good, very easy to talk to and very helpful.

Because the service was first class since this appointment my holiday insurance company has requested a written letter to confirm that I fit to fly during the next 4 weeks could mr Julian smith arrange that for me or do I need to report to the surgery directly

Nurse was really good and did a great job with jabs.

Always made at ease and told about your examination and what is to be done.

Prompt appointment. Full opportunity to raise my concerns. Listen to sympathetically and excellent next clinical steps proposed.

Very swift service

Friendly and caring doctor

The nurse was very friendly and efficient and made me feel comfortable.

Easy to make appt with the dr of my choice. Dr May is an outstanding GP.

Efficient

Got in ahead of time. All questions answered, good suggestions made, and blood test results communicated clearly

Wonderful Doctor Smith

Dr was very informative and helpful.

First time to visit. Very professional and informative. Many thanks!

Got into my appointment very quickly and the nurse seeing me was so friendly and professional putting me at ease straight away.

The receptionist and g.ps. nurse and paramedics all exceptional and have gone past the call of duty to make sure I'm well looked after and I'm more then happy with them ...

Quick delivery of appropriate service

Timely and friendly.

Made an online enquiry about 0830, received a call back around 0915 and a face to face appointment at 1025.

Prescribed medicine for my condition and received from pharmacy that day.

Good service

Appointment easy to make and care taken at appointment excellent

It doesn't matter who I see. They are very professional, always listen, are respectful and make me feel comfortable.

The doctor was very nice to me and stopped me from worrying.

Dr Impey was very empathetic and removed a skin lesion very quickly. She showed real understanding of some personal issues I currently have and it was greatly appreciated.

Dr Rees was great to deal with my problems taking extra time and care to manage my condition. I am most grateful for that.

Many thanks.

Staff did their best to accommodate me on the day as I did not feel well. Thanks to you all
Good communication post submission of online request.

Helpful appointment with Dr May - appropriate clinician and action discussed.

Got what I needed from appt

As always we have been very well looked after by all at the surgery.

Usual First-Class experience

GP seemed thorough - did several examinations, requested a sample and gave me two prescriptions. It was good to see a woman about women's problems.

Thorough and professional

Given appt very quickly. Was checked out thoroughly and diagnosed and medication given. I was seen almost on time and most of my questions were answered.

Easy to arrange an appointment- especially via online booking system. Limited waiting time and helpful consultation

I feel like there is no real help for me...I ask specific questions but don't feel I get any answers.

Because it was.

Efficient system

Efficient, helpful and friendly consultation

Nurse Clare was very helpful and friendly and reassuring giving us all the information we needed and gave us our vaccinations painlessly.

Luke was well prepared from having read my account of events prior to my appointment. He was thorough, attentive and reassuring. He gave clear instructions on how to follow up and review with a GP in two weeks time. Thank you.

The doctor was thorough, supportive and involved me in the clinical decision making. I left feeling I could make a positive contribution and a positive impact on my health. Because Dr. May was extremely kind and thorough.

After I contacted you, response was within 40 minutes, and I saw the doctor that day – excellent!

My appointment, was swiftly arranged at the triage stage. It started at the agreed time. Liz, the nurse practitioner reviewed my history, gave good advice and sent a prescription to the pharmacy straight away.

I was seen the same day and Dr May put everything in place regarding tests as quickly as was possible.

Easy and quick to make an appointment and fantastic care as always!

Within 10 mins of filling out the form an urgent appointment was arranged.

Quick appointment

Good outcome

Dr Impey was great but arrived at surgery 30 mins after her first appointment

It was my annual diabetic review.

Dr Allam was very thorough and covered all aspects of my health including a review of my meds

Some very good information covering my high blood pressure and a promise to review in 3 months to assess my reduction on the meds

Lovely lady very nice and listened to what I had to say, also very helpful

Kind lady at Reception. Doctor also very kind, efficient and helpful.

Dr Sibley was very kind and informative



Dr Impey is always very professional and explains what she thinks is the problem, makes you feel at ease.

Nurse was excellent.

New booking system is very frustrating and impersonal. Sometimes you need to talk to a human!!

Clarified current position

I sent message, had phone call within mins giving me apt within the hour. An excellent service.

Dr Kanthi took time to listen, explain and set goals.

The appointment was a medical review following a heart attack, not for an immediate medical problem. The text appointment system worked well and I had a choice of dates and times. The review with Dr Smith was very interactive and helped me understand my blood tests and the associated trends across my previous blood tests. I left the review content that all of my questions had been answered.

Dr Sibley was excellent and did thorough blood tests

Her reassuring manner really helps

very sceptical about the on line booking system but it worked very well. staff were very accommodating in making a booking for the same day.

The online messaging system is very convenient and response is excellent. Staff are always friendly and caring

Great nurse, had prepped before consultation so I knew exactly which vaccines were needed. Practice getting better but reception staff still not great.

Dr Sibley was incredibly thorough during the consultation.

Seen promptly, friendly service. Great all round

Dr Jollyman was so easy to talk to and really helped me. The online booking system wasn't as easy to use as being able to call and talk to a receptionist.

Happy with the appointment but 30 min delay

The team looked after me very well

I was seen promptly and the nurse was very amiable, efficient and helpful

Very efficient

Always helpful and polite. Can always get an appointment that is appropriate to my needs I was seen very quickly.

The doctor was kind, warm and helpful.

Reception was short staffed.

However there was a man in reception who was asked to fill in a form when he needed help

for anxiety and suicidal thoughts and I found that upsetting. I had to help him with the form because he was struggling to spell "suicidal" and I felt he had not been dealt with sympathetically.

Nurse was nice

I filled in an online request (in the afternoon) for an appointment, received a phone call from the receptionist within an hour, and an appointment with a doctor for the same day.

Responded very quickly after a visit to the pharmacy

Pleasant, amiable nurse who was efficient and helpful.

Dr Rees very thorough, personable, and helpful in discussing my health issues
Much easier to arrange appointments.

I was seen on time and felt that I was not rushed in the consultation with Dr Allam.

Nurse was delayed with a patient but the receptionist told me she would see me but in about 15 minutes.

Prompt call back for appointment and excellent Doctor. Thank you.

Nurse Aisling was really helpful with our travel vaccinations- undertaking research to find out the effects of taking them while breastfeeding and phoning me when agreed. Thank you nurse Aisling!

Friendly staff and good access

The doctor I saw yesterday was very professional and friendly. She was generous with her time and really listened.

Appointment was on time and vaccinations given by a pleasant and efficient nurse
Efficient

Had to wait for about 15minutes before being seen.

Was happy with my treatment and information

Usual good service

Response to the online request form was very quick, I was seen that day, the physician associate was attentive and very thorough and the receptionist helpful

Seen on time. Nurse was very reassuring that wound it healing well

Prompt and professional

Given the advice and injections needed for my holiday.

Great advice from nurse, understanding nuance of my circumstances

Excellent practice. Many thanks for your hard work to serve NHS patients with such financial strains imposed by the government and the Department of Health.

Good service from reception to the blood test, to the nutritionist

I didn't like that I had to push back on my results to get more suitable advice. The feedback I got following my blood test was generic. Didn't help the wider problem and wasn't suited to me personally.

The conversation and advice from the nutritionist however was very good and appreciated
Prompt sympathetic service

Seen quickly. Any questions were answered and suggestions were given. Very helpful.

The appointment was on time and the Dr was very helpful

Thankyou.

Online form resulted in doctors appointment same day. Very thorough and efficient Doctor.

Everything as I expected

The doctor was knowledgeable and kind, giving clear guidance and instructions.

I was given a face to face appointment on the day I called, which was amazing. The receptionist was very pleasant and helpful.

I saw Dr May and she was very kind and thorough.

Dawn, the dietician was so informative, professional and friendly.
Efficient

I am happy with the way I am treated by reception staff and practitioners.

Nurses are outstanding and so interested and invested in my recovery. I shall never forget their kindness, care and expertise.

I normally have very good service but this time I struggled to get the practice to agree that I was entitled to a shingle job, despite NHS adverts clearly saying I was!

Appointment was very quick

It was excellent

My appointment was arranged very promptly. The consultation resulted in a speedy diagnosis and my prescription was submitted to the pharmacy that morning. A very efficient service. Thank you.

Very happy with the service thank you very much.

Nice waiting room, relaxing music, appointment ran to time, nurse (Judy) was so welcoming, professional and efficient

Super fast response and convenient I didn't have to wait on the phone. Quick appointment and really lovely staff member

Friendly and efficient nurse

Great doctor, who wasn't in a rush and listened to what I had to say.

Because my experience with the Doctor was excellent.

Prescribed antibiotics but feel worse today than I did before my visit

Very good and caring and followed up well but not confident in using BP machine and may have applied cuff wrongly which caused me pain

So helpful when I know what the issue is, to get what is needed rather than having to take up your time with a visit

Because I thought it was very good

It leaves room for improvement

Triage online works well, appointment was confirmed for next day to the practitioner requested and issue attended to and resolved as expertly as I have continually experienced with the practice.

Request for appt dealt with efficiently and lady who called me to arrange appt was polite and friendly and was understanding of my request for a female doctor (although this wasn't possible to arrange at short notice).

The Dr I saw was pleasant to deal with - was very professional - understanding - knowledgeable and caring.

All together - a good experience!

I arrived to an empty surgery ten minutes late for appointment after being held up in temporary traffic lights en route...i was told I would not be able to see the nurse, I offered to wait for as long as it took but told to no.

Liz was fab. Understanding and very reassuring.

Liz was fab. Thorough and reassuring

Quick respond.

I am 89 years old your and your records would show I have dementia and live alone so doing the task of 2x blood pressure each day is tricky not only to remember to do but remember how to use the machine

It would have been very good as the doctor is very proficient but unfortunately the previous patient took 35 minutes. C'est la vie. Not a problem.

Excellent service from all staff and caring and supportive Dr.

Seen quickly, dealt with politely and efficiently

Helpful

Prompt response after symptoms given.

1. I was seen very soon after asking for an appointment.

2. The paramedic who saw me yesterday Jen, was not only very thorough but had a very nice manner making me feel quite at ease.

Thank you.

Felt like my issues were dealt with perfectly.

Helpful receptionist . Doctor was kind and thoughtful with my mother who was first time patient

Very thorough examination and referral

I had an excellent doctor!! Dr ALLAM has been my doctor for many years and I received as always over the years first class professional and caring attention. She is second to none! Thank you Dr ALLAM for your looking after me for long 🙏

I was able to get an appointment quickly, which was good. My daughter made the appointment for me, which is kind of her, but I would much rather be able to phone and make my own appointment. The appointment I was offered meant that I had to leave the class that I was teaching, ask my fellow teachers to cover for me, and run to the surgery. It was too much bother to try to change the appointment. Had I been able to phone to arrange an appointment, I would have chosen one twenty minutes later. I hate the new system, but I don't blame the lovely doctors or receptionists. My next-door neighbour told me today that she will no longer be able to use the doctors again. She has no car and no Internet.

On time, examined ears to see if wax present. Present in left ear, so arranged appointment for Tuesday 30th Jan after I administered olive oil drops for 7 days. I explained that in order to have my NHS hearing aids reassessed at St Albans Hospital audiology dept, I needed to confirm that ears were clear of wax.

Good chat during initial appointment. Blood tests organised. Want to know about how to follow up after results

30 minutes of delay for my appointment. Booking online it is not the ideal

I got an appointment the next day after registering. Excellent. I was seen bang on time, on the day. I had been quite worried and distressed by my ongoing condition, and Jen was so helpful, patient, empathetic and positive, also getting some meds prescribed for me. She also found my blood pressure is high, so has put me on a BP diary programme, again something I'm delighted has been discovered so it can be monitored and treated if necessary. Once again, impeccable service. Thank you to the team and especially to Jen. I'm very impressed with my treatment at the Elms.

Very understanding and helpful GP.

Efficient service

Staff very helpful, polite, doctor explained my symptoms and explained in a way I could understand,

Easy to book an appointment, appointment on time, nurse was very professional, friendly and informative.

Very efficient service

The Doctor and staff were most pleasant to deal with, thanks to all.

Because it is.

Unfortunately, I was late as the road to Harpenden was closed so couldn't be seen which is understandable. I'd tried to phone to explain and couldn't get through after 15 minutes so still went to the surgery. I then waited 10 minutes to speak to reception and was told to wait while they asked if I could be seen. I was the only person apart from one male waiting in reception with my unwell son, and I waited over 20 minutes with no feedback. I went to ask what was happening and told I couldn't be seen and would need to book online and couldn't rebook there. The whole situation was so frustrating and took an hour in total including my journey. It was just an unfortunate event that I was late, but then made worse by having to wait so long without being told if we were being seen or not.

Nurse Ruth is a very warm, kind and knowledgeable person.

Quick appointment, very friendly staff

Was reasonably easy to book appointment, we're seen relatively quickly. Had a good assessment and idea for going fwd. Thank you.

Lovely student doctor who was excellent and explained everything in detail to my daughter about her asthma diagnosis and inhaler procedure etc

Very professional in a caring manner.

Every one so helpful and great service thank you all for being so helpful

I was seen very quickly and was given lots of time in my appointment. My GP was very professional and as it was quite a sensitive matter, very reassuring and responsive.

Dr Julian Smith always shows professionalism, care and understanding by thorough investigation of conditions

Because it is.

Prompt reply to my online application for an appointment. Courteous, diligent, informative, quietly efficient service from the GP. Explanation as to future possible treatment. Very content.

Dr Sibley was very helpful with her advice and has helped me understand the long term condition I have been suffering with.

Quick response and follow ups

Doctor answered all my questions, and he's putting me in touch with the appropriate person

Nurse Clare was very professional and put me at ease throughout the screening process. She was approachable and polite and made the experience more comfortable.

Seen on time and felt Dr Smithers dealt with me in a very thorough way

Doctor was warm and attentive and understood my needs.

All I required was done

Helpful follow up the patients

I was seen promptly.

Nice doctor

Very helpful

1. New appointment booking system is better than previous phone approach which usually required long waits to speak to someone. 2. I got an appointment next day. 3. Dr Smith was excellent and appointment was on time.

Was able to see a dr once getting through to the app having trouble getting on it but drs are really lovely

Quick appointment and a very thorough examination and discussion with Liz as always.

Booking was easy and attending my appointment

Fantastic general health appointment with Kerry - really helpful

Pleasant and helpful consultation with nurse for annual asthma check up. Thank you.

Reception staff were incredibly helpful and Ruth, our asthma nurse was lovely. She explained everything in detail about what and why and I left feeling a lot better about my son!

I was late for my appointment (lots of roadworks and traffic lights everywhere!) And the nurse kindly saw me straight away.

The appointment was on time, I felt that I was given time to explain how I was feeling and I was listened to. The doctor took time to examine me and to suggest possible ways forward

Quick and easy to use on the website and very fast response to getting an appointment, also not much time waiting when at the surgery to see paramedic! Great service so far!

I have had a really good experience the nurse Aisling was understanding very kind, helpful.

Student was thorough. Dr gave swift and helpful backup.

Assistance provided by a doctor even when I had an appointment with the nurse rather than here. Top quality service from both involved.

Very prompt attention

I completed a triage form and the doctors surgery swiftly got back to me with an appointment. Amazing service!

I don't think the diagnosis of the lump in my foot is a foreign object inside. The small round lump is still there and hurts when pressed. I still can't walk in shoes. I would like to see a doctor and not a nurse asap please.

Quick response to my request for a phone call. Very attentive to my needs

Waiting time was over 30'. Some concern about nurse who saw patient and didn't recognise chest infection on first appointment (24th Jan). Relieved they called in a GP on second appointment (25th Jan) but it did delay treatment by 36 hours
The surgery was empty when I arrived.

My appointment was on time.

Dr Impey is such a lovely, empathetic and easy to talk to GP.

The ladies at reception were helpful.
Fabulous staff. Always receive great care.
Kerry was very professional and helpful
Very helpful team

The student doctor was very friendly and made the difficult conversation that we had allot easier.

Helpful nurse.

Staff were very nice. Appointment was 25 minutes late but staff updated me on when I would be called which was good

Quick, efficient and kind

All I needed was a referral to the local hearing aid clinic which I explained in my email so this appointment was a waste of the doctors and my time

Dr Kanthi very pleasant and explains everything very clearly

The drs was really kind and explained what treatment that she thought was best for me.
Jen was lovely and made me feel listened to and comfortable

Lisa was very good very attentive she seemed very concerned thank you

Received phone call and given appointment within 15 minutes of submitting form.
All my concerns were addressed

It was ok but I was expecting a bit more like tests or prescription considering how I was feeling because I am still having back and chest pain from the cold and cough.
Always a pleasure to attend a friendly, helpful and efficient practice

I was booked in quickly and the nurse was very helpful and patient.

Fab way to make contact with dr (best use of time and resources). Able to see nurse very quickly

Booking was much easier than previously. Appointment was arranged quickly and the paramedic was excellent.

Easy to book listened to conerns and made a plan with me for my daughter. lovely manner with her very patient centred care thank you
Efficient and very thorough

The new appointment system gives continuity and Dr Rebecca May is a very supportive, intuitive and empathetic GP

Efficient and helpful

Friendly and efficient

The way appointments are prioritised now with your symptoms being assessed is excellent. I would not have known that I needed an urgent appt from my symptoms. I was seen very promptly and referred on to SDEC very promptly. Everything was well explained.

had to wait 15 minutes past set appt. time to be seen but doctor was absolutely lovely and so easy to talk to and explain issues.

The online consultation booking works well and the practice is well managed

Received very timely, kind and helpful diagnosis and advice, which really helped put my mind at ease. Thank you!

Seen on time very quick and efficient

I saw the doctor on time and it was for diabetic routine appointment.

Doctor was helpful and supportive.

Dr. Was on time. She was patient, went through details which is always good and helps with the anxiety.

I was seen on the same day and helped by the receptionist to fill out the form by phone .

I was seen on time and Dr Sibley was very helpful and informative about my condition.

I have been to the surgery gave them all the medical history and requested alterations of the medication and Dr smith started new medication for BP and PPI for acid reflux.

And ordered all necessary Blood tests.

Will be reviewed in few weeks.

Some questions answered. Doors difficult to get through

Friendly and efficient

The dr was lovely

I feel I was able to discuss my problems without being rushed

I can not put very good because for the inefficiency on getting an appointment to see a doctor even on entering the Elms to be told that I can't make an appointment in person I think is disgraceful to be handed a form take it home fill it out then bring it back is absolutely crazy. Go on line is not an answer to be told you have an appointment with any available doctor when maybe you would prefer to see a named doctor to review some continuity. This could be achieved by being in person at the reception desk.

Very good medical advice

I WAS SEEN PROMPTLY, THE DOCTOR ANSWERED ALL MY CONCERNS, ALL IN ALL A POSITIVE EXPERIENCE.

Vinisha, the medical student, and Dr Impey, gave very caring and professional advice. Everyone is very nice at the surgery.. it's easy to book appointments on line and Dr Sibley was very empathetic and helpful

Dr was great but I submitted a week of blood pressure via your link and they didn't show on the system which was disappointing. This was a major reason for the visit
Excellent physio, very helpful clear and followed up well. Also I was pleased that the appointment was on time.

Would have given a very good if receptionist hadn't had a rather dismissive tone. A kindly smile would have been appreciated.

I think the way you have made it to make an appointment these days is just ridiculous even I struggled and I'm quite literate!

Waiting times not excessive and well organised practice with professional, knowledgeable and helpful staff.

Friendly, efficient and on time.

Quick reply, appointment and treatment. Friendly paramedic and reception. Can't ask for more. Thank you.

I was happy with my treatment

Appointment on time, GP very attentive and helpful.

Was seen very quickly by Liz who gave me advice on how to deal with my infection.

I was listened to and got good advice and help in terms of what i said. Doctor was very nice and helpful. Call was easy and on time aswell.

I was seen on time and nurse explained possible side effects of shingles vaccination.
Helpful, friendly and efficient

Very clean, and Dr Smith very good. Had time to listen to me, didn't feel rushed
It was straightforward booking an appointment, better than waiting on the phone and always 12th in the queue! About 2 hours after requesting an appointment I was phoned with an appointment with the appropriate doctor that suited me very well. Perfect - as it should be.
Prompt response

Because Dr Allam is so thorough
I put in a medical issue, was promptly called to arrange an appointment. Was seen as arranged. Can't ask for more.

Student doctor Fatima, was friendly, caring and thorough. She carried out all the tests and then consulted her GP. Everything was explained fully and clearly and next steps explained.
Receptionist able to give me prompt follow up appointment.

Also brought in urine sample as requested and by the time I was home, Dr Patel had checked it and notified me of the results.

Very easy to get an appointment using the online system. When I saw the doctor she was very attentive and explained everything very clearly.

Caring and sympathetic Dr

Everyone was friendly and helpful

I received an appointment for future treatment

Very professional doctor

It was good

Very responsive and helpful

Response from online form was very quick. Appointment scheduled same day and the paramedic we saw was professional, caring & thorough. Always very happy with service at The Elms

Everyone is considerate and professional.

I came for booster vaccine jabs with the nurse. All done quickly and efficiently.

Very professional and helpful consultation. Although the receptionist could have been more friendly.

Professional, efficient and helpful

Doctor was patient and listened to my concerns

Very quick appointment. GP I saw was very personable and thorough

Very efficient no waiting

Well done with no delays

Dr Deb was very thorough and reassuring. Would highly recommend him

Nurse Mayo was incredibly professional and friendly. She explained everything she was doing and put me completely at ease. She was fantastic!

Friendly and professional.

The Dr was nice with me

The practitioner listened to my worries and gave me as much time as I felt I needed with her. I arrived for my appointment in plenty of time and she called me pretty well on time too. I would definitely request to see her again but understand she will not be at the Elms long. Thorough appointment

The doctor I saw was professional, empathetic and listened. In a busy practice it is easy to lose the ability to listen due to time constraints but this was not the case this time. Great appointment just an issue with the prescription as per my call not being available in stock or on order.

Very caring, professional & thorough treatment.

Kerry was very polite and explained everything to me before she did the Diabetic check up.

We had a 40 minute wait to see the Doctor.
It is always good.

Had to wait a hour but otherwise good.

Very helpful and friendly staff.

Arrived just before time but still had to wait until after appointment time.

I felt I had a good rapport with Dr Allam and she was sympathetic and comforting. I didn't feel rushed.

Doctor Dina was professional, knowledgeable and very friendly.

Always get appointment never any problems friendly doctors and staff.

I had a very candid & important meeting with Dr. Bhardwaj. He explained & answered most of my medical concerns. This was a great help to me moving forward.

The student dr was thorough and very pleasant and then consulted a gp before proceeding. I was delighted that the receptionist was able to book for ecg and blood test at The Elms later this week.

Efficient, helpful, friendly service as usual. Thank you.

The trainee doctor who's name I've forgotten (sorry) was very professional and helpful. I didn't have to wait long for my appointment.

I was seen very promptly and an X-ray was arranged for the next day.

The staff are very caring and listen to patients concerns.

There are very professional too.

Contacted and got a prompt response.

The doctor that saw my son was extremely understanding and made him feel at ease. He came away feeling listened to.

Doctor May was very thorough and professional. Unfortunately there were no blood test slots available in Harpenden (only am sessions) for 3 weeks and the online booking did not work. I will have to go to St Albans which is inconvenient.

Got appt quickly. No waiting.

Very efficient, friendly and helpful. Great service as always. Thank you!

Very thorough

Very helpful and informative discussion adding to my understanding of my condition
Because it is the same ones as the other ones . Very good . I am getting very bored with
being asked every time I go with same issue ,how was visit .