



FRIENDS & FAMILY TEST RESULTS

July 2024

Number completed: 500

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: 410

Likely: 55

Neither likely nor unlikely: 9

Unlikely: 11

Extremely unlikely: 9

Don't know: 6

Comments made by patients:

The doctor listened to my problem and came up with a solution

Dr Franzmann is so lovely, thorough and could tell she cared. Despite running late still gave me the time needed to check me over. Great service!

As always excellent.

Never a problem booking etc

Prompt responses and appt, felt listened to by gp

Very good overall experience. Reception were warm and friendly and Dr Sibly was excellent.

Quick response, just a few minutes to my online request to see a doctor

Dr Smith took time to explain things and I did not feel rushed. He also asked if there was anything else and I explained about another problem again he explained things thoroughly. He was extremely pleasant and professional.

Dr Smith was very thorough as always. Lisa (physio) was fantastic. So helpful and informative. An excellent service. I'm very grateful to be a patient at The Elms.

Dr Solomons was very clear. Reception people who booked appt after my blood test results came in were efficient

Kerry was friendly and understanding, making me feel at ease for my tests.

I thought the dr/physio I saw was amazing and really helpful

Helpful reception. I felt the GP listened and reassured me without feeling rushed during my appointment

Very quick response to e consult. Appointment offered with little delay and surgery running on time. Health Care Professional very professional.

Thorough examination by nurse and doctor for diabetic foot care.

The hospital don't do my blood test just rang them and they said they don't do it

Doctor good, appts and reception good 👍

I was seen on time and Kerry was helpful and understanding

Appointment started late but was otherwise satisfactory

Dealt with politely and professionally.

Provide many useful information

Kerry was so understanding and helped me to articulate the issues I am experiencing. She was kind and compassionate. She most definitely saw and treated me as a whole patient. I am very grateful for her care.

I was called and given an appointment within half an hour of filling in an online form requesting a gp appointment.

I know just lucky but seen quick and professionally .

Everyone so efficient

Always been very helpful with inquiries, and Dr May especially

Prompt response to my request for an appointment, and Dr Smith immediately understood and dealt with my problem.

Dr Bhardwaj is a good listener who put me at my ease and prescribed a lower dose of antidepressant. I'm very grateful.

Because I had no consultation at all

Excellent service very efficient

Sympathetic care

Appointment on time and given very clear message

De listened and gave me a few alternatives. Extremely short waiting time was a bonus.

Very swift response to my initial request ; appointment arranged very quickly and very good session with Dr Smithers who swiftly put my mind at rest . Thank you NHS at its best !

The doctor was caring and professional as always

Was happy with advice and support I recieved

Efficient appointment booking and GP I saw was very helpful and reassuring.

Didn't have to wait long and my doctor was excellent

Friendly and informative appointment

Prompt reply to my enquiry and excellent advice from the nurse. Thank you

Prompt telephone response. Helped me with getting my blood test

It was complicated accessing the correct route for an appointment as I was in Tunbridge Wells but once it was established I needed an appointment it was speedy and I received excellent care

Short waiting time, the nurse practitioner (Liz?) was excellent with my son and spoke to him directly as well as to me, which we both appreciated, plus good, sound advice given. Thank you.

Prompt and really helpful

The medical practitioner is attentive polite and genuinely desires to help.

Receptionists are always helpful. I've had complicated situations to deal with but they've been great and the doctors are caring and responsive.

They understand you

I never have to wait long and I like the way the doctor Dina handles the situation.

The nurse was knowledgeable, and. had a good manner.

Friendly, helpful, professional reception. GP welcoming, knowledgeable and listened to me, solved my enquiry. Could not ask for more.

I was seen on time and my doctor listened to me and was very helpful.

Online booking, speedy response time, same day appt booked, great helpful care given by all staff.

Lovely nurse nice and quick the appointment was a little bit behind schedule but otherwise it was a great experience easy check-in and The appointment went really quick

Excellent treatment by Dr Sibly. Seen at the appointed time and very happy with the outcome of my visit.

GP was actively listening to concerns and making solutions tailored to individual circumstances. GP also offers to keep watch on patients after prescribed medication.

My first visit from moving to the area. Great service throughout and friendly staff

The nurse who looked after us was outstanding. She was very caring and kind and made sure we were well looked after.

The Doctor was very helpful and empathetic.it's just I had to wait 30-40mins for the appointment. Otherwise it would have been a rating of very good.

Good consultation very informative

I felt listened to and not rushed at all. The doctor was very helpful and has referred me to where I need to be going,

I didn't expect to be offered a routine blood test so I was pleasantly surprised by this. The doctor was very personable and did not rush. It was most informative.

Very attentive and helpful.

Everything went well. Also the dr said she would send me some exercises for my knee and still waiting?

Easy to get an appointment. Really friendly and helpful nurse.

It is so easy to use the Accurx system and as I wanted continuous appointment with Dr Patel it was great to have that option. Dr Patel listens and actions promptly what she has discussed.

A prompt, thorough, friendly response And we got treatment the same day

Quick and easy check in and a very friendly nurse

Prompt appointment and a very thorough call with the doctor. Very please ty

Doctor Impey very efficient and helpful. I could not have asked for more

Prompt appt received with Claire who was very polite, dealt with the issue. Syringed my ear very gently.

I had a very short wait before my appointment. And Dr Impey was very generous with her time. A 15 min appt is much better than a 10 min appointment.

The service that I received was outstanding.

excellent consultation from dr impey

Doctor put me at ease good consultation

Very prompt appointment. I was given time to discuss the problem and felt listened to with a clear plan made for next steps. Many thanks.

The doctor is very caring and goes the extra mile. Outstanding service.

After x complained of abdomen pain, he was given an appointment and seen promptly. Dr Impey was lovely on the phone and then when he was seen in clinic he was given a thorough check. Fortunately, it seems he had gastroenteritis but we were given instructions in case things worsened. Always a great service!

Service was excellent from start to finish. Online booking was simple.

Call back was very fast from lovely receptionist.

Appointment given for an hour later.

Dr Smith was excellent.

Surgery was able to let me know which pharmacies were still open (evening appointment) so I could pick up prescription immediately.

Very happy with every step. Thank you!

Kerry was very kind and proactive with her advice. Thank you.

Let me begin by saying my last two visits to Sarah Randall were a life saver. I've been suffering with a chronic body rash since the mid April and I felt each time I contacted the surgery I was given a diagnosis and medication by text,(all incorrect) I really felt I had nowhere to turn and that's a very vulnerable state to be in. I've always up until this latest episode given the surgery "Excellent" in the surveys. I'm aware the Doctors are on their knees due to shortages etc. but as a patient what are we to do?

Excellent, nurturing and understanding support from the whole team.

Helpful. Dr Allam is especially good

Always helpful & courteous. See or hear from a GP on time

Felt really at ease with the lovely nurse Clare, she explained all what could happen with the treatment, & really put my mind at rest

I was seen at my appointment time. I find Kerri very cheerful and very easy to talk to. All procedures are done well and in a short time.

Doctor listened and was helpful

Appointment was prompt and Dr May answered my questions and did an efficient replacement of my pessary.

Always help when in need and clearly tell what we could help to take care the patient.

I was able to see someone on the same day and a very good examination and really nice doctor

On time and very thorough

Dr May was very helpful

Top class service

Timely and efficient service with flexibility over appointment time.

Very polite nurse very helpful

Excellent consultation with Dr Impey. Addressed my problem and allowed time to discuss other issues. Very welcoming and professional.

Prompt, efficient, professional throughout.

The nurse that I saw was so friendly, warm and helpful-every time I have seen this particular nurse she is the same.

Got all the time I needed from Dr impey. Thorough, helpful, considerate, caring.

Seen on time and dealt with efficiently and kindly

Providing professional advice

I got an appt straight away but filling in online form was hard when feeling so rough.

Mr MUNT was very helpful and knowledgeable.

Thank you.

Dr Impy is terrific!

Dr Impey made me feel very at ease and she was very thorough and helpful.

The go was very thorough and short waiting time for appointment

Very quick but not rushed. Very professional but also friendly. I couldn't ask for any better. Well done!

My Doctor was very patient, and she was thorough with her questions. Also very friendly.

Seen on time. Received good, clear advice. Prescription ready at pharmacy straight away.

The nurse practitioner was lovely professional and showed natural empathy

After filling in the online form, I received a quick response from the duty doctor and eventually an appointment with Dr Impey, who dealt with my problem in a reassuring manner.

Hi saw Lisa about a problem with my hip. She was incredibly informed and thorough in her consultation and examination. She put me at ease and I felt reassured that she understood what I was experiencing and took it seriously. She followed up promptly by text and I am already implementing her exercise suggestions. Thank you Lisa.

This was a very short notice appointment but the Dr still made it happen, giving us adequate and caring attention every step of the way. I felt listened to, not rushed and not ugly understanding but compassion with experience from the Dr and I left the Surgery a happier parent. Thank you Dr!

I had an appointment for vaccination for foreign country. On arrival, nurse had already researched my vaccination record and which vaccines were needed for Kenya. She explained everything to me, gave me a vaccination, then text me a link to further information. Friendly and professional

The doctor I saw was very helpful in diagnosing a condition I have, it has been a slow process over a period of 18 months - 2years but I understand B12 levels can be difficult to finally confirm the condition Pernicious Anemia and I am so grateful now I can have the injections to treat this condition.

Got me in very quick and sorted me out more than happy with the service

I asked for a phone appointment specifically and had to wait a couple extra weeks just to find out it was an in person app. So ended up missing it and have to wait 2 more weeks

Thorough and professional doctors and efficient, friendly reception staff. Good IT systems to remind us re : appointments. NHS app very useful and works well .

Routine blood test. I was seen quickly and dealt with pleasantly and efficiently. Thank you.

Pitted in on the day nurse was very helpful

Dr really listened and cared, appropriately for my daughter's age. Took quick action to address the problem and didn't feel rushed. Thankyou so much!

Jen and Dr Sibley were keen to assist me to the next stage in an unhurried and thorough exchange.

Because I didn't get to speak with a doctor. Reception was first class

Quick response

Very professional Kind Good service

Excellent service from all staff. Dr May very helpful indeed as always. Thanks to all concerned.

Time spent listening - joint treatment planning - clear plan- compassionate approach to conversations

I am always happy with The Elms

Lisa was great. Really listened and gave me lots of useful information. Very personable and easy to talk to. She explained all the exercises and was very quick to send them on. Very impressed

It was very professional and quickly resolved my issue.

The doctor reassure me all is well and took action for further treatment

I have been with the Elms since birth 64 years and have always found the service good despite they having to deal with hiccups like Covid

Very thorough and put us at our ease

Just how I was treated by Lisa

I find the app great and was seen the same day. No waiting in busy room. Saw the paramedic and was sorted straight away.

Excellent punctual service and hospital referral. Exceptional Doctor did all that was possible and got me into hospital in minutes. Thank you

Clean, spacious, lots of information.

Appointment on time as usual, friendly staff. Nice having relaxing music too.

Dr was very efficient

The online system works well

The triage system works extremely well and I have been very impressed with the physicians associate and paramedic I have seen along with very quick direct response for a repeat prescription by a GP. It really has been exemplary and I am very grateful for the speed and efficiency of every contact I have had. Very many thanks.

Fantastic service, getting a same-day appointment and referral organised the following day.

Speed of booking appointment.

Quality of service.

I got an appointment with the nurse quickly. She had researched my needs regarding travel vaccinations, and gave me the ones I needed there and then. Very friendly and efficient!

I was called in just before the appointment time. The doctor picked up straight where we left off before my tests from a couple of weeks before. Listened to me and asked my thoughts about treatment (hrt) and was really thorough in explaining everything I needed to know. Thank you

I requested replacement for Ovestin which is Estriol Cream but I was prescribed gel (Blissel?). I realise this is a recent change to the drug name but is frustrating to keep going back. This was my third attempt at trying to get the medicine. I am on my fourth attempt today.

Dealt with redressing a blister wound very quickly and professionally

Very attentive and helpful

The lady in reception was really friendly and super helpful. The doctor I saw understanding and is helping sort the issue. Would highly recommend

The doctor I saw was very informative and helpful to explain moving forward with my medication

I started my B12 injections and the nurse I saw was very thoughtful and made me feel at ease, I also had a blood test

Receptionist very helpful dr actually listened to me on my visit the previous day and nurse very efficient

Did not see a dr. No offence to the person I did see but they still required a drs opinion

Friendly and informative about treatment

I got an appointment quickly, nurse practitioner was very thorough, receptionist was very helpful with making a follow up appointment

Dr Smithers dealt with our query very sensitively and with great thoroughness and care. Thank you

Top service

Appt on time. Great doc who have practical steps forward.

Because is very good service thanks

The process was quick and good communication

Dr Sibly was lovely but unfortunately running very late and I had a hospital appointment shortly after ,

Everyone from the Receptionist, to the Nurse and then the GP whom I saw could not have been more helpful, responsive and professional. The investigations at the surgery and then the hospital were all arranged and most completed within one week. The Elms Medical Practice is excellent. Thank you.

The booking was easy and straightforward for me to choose when suited us.

Dr Bhardwaj was kind and very considerate towards my son who was reluctant to visit the surgery and discuss personal matters. Dr Bhagwaj didn't rush us or allow any awkwardness for my son. I really helpful advice and follow up leaflet. Thank you for looking after my son so well.

The doctors and all the staff at the Elms are amazing - very kind and although I cannot judge their competence as I have no medical qualifications they seem to be truly excellent. Really explain things and listen. I feel very lucky to have this as my practice. Thanks to everyone

I told the doctor that my eczema isn't responding to my current medication anymore, but she still insisted I use it for another week. When I asked to be referred to a dermatologist, she said that as long as something is working, a dermatologist won't accept me. However, I had already told her that the current steroid cream stopped working. I've been on and off different steroids, trying them all, but my skin only heals for a few days before the eczema returns, often worse and spreading to other areas.

This ongoing cycle is severely affecting my life, making it hard to work, especially since my foot gets inflamed with blisters. I just want the doctor to listen and help me find a better solution instead of repeatedly prescribing topical steroids. It's been a year without full healing, and the problem is starting again with new blisters. When I visited the doctor, she said it looked better, but that's only because it healed temporarily. She told me not to worry, but how can I not when it's impacting my life so much?

I went to see her yesterday, hoping to be referred to a dermatologist before it gets worse, as it's extremely painful and itchy when inflamed. Instead, she told me to document everything and implied that I would only get a referral if it worsens and tried everything. its ridiculous

Always feel safe and welcomed by the staff at The Elms.

Didn't see a doctor and the advice was sorry I can't help you you're doing everything, and you have access to private healthcare so go and use that. Not a fan of PAs as a downgrade from doctors

on this occasion (and every) the nurse was understanding and efficient and cheerful

There very caring and always listen to you

Lovely nurses

I attended for my procedure as booked , the GP was brilliant- as I was nervous- she answered my prescription queries and a very good experience.

Timely and efficient

Because the doctors I seen were very understanding
The receptionist was very helpful and kind

Everything worked and didn't wait long

Prompt response to my appointment request and Liz Godfrey was thorough and explained the situation well

Very efficient, very friendly and professional, and also informative. Appointment choices for nurses were excellent, ran to time.

Very quick and efficient. And friendly.

I was given an appointment straight away and the nurse was very attentive and professional.

Dr Kanthi is great.

It's just always very good at the Elms. Always kind and caring, never rushed.

Dr Impey was fabulous. Very knowledgeable and kind x

Got appointment next day, seen ahead of my appointment time by wonderful caring nurse

Good quick service

Excellent

Super speedy response from Dr Allam via triage and seen the day I sent online consult form through by Dr Franzman who was very thorough and professional. Blood test results received promptly (same day) and appropriate advice given the same day . Very many thanks for such an incredibly efficient service.

The GP was dismissive. I didn't a response or treatment for my symptoms. If it's possible I would like to be seen by Dr, Vidya

Same day appointment and referral. Thank you.

the nurse was really friendly and answered all of my questions, a real girls girl.

Luke was brilliant, he really understood how unwell I was and did everything he could to help. I felt in very safe hands. Thank you Luke!

Doctor was extremely kind and thoughtful, paying great attention to detail. Very efficient and helpful.

My appointment was on time and the nurse was friendly and reassuring

The online forms always get a quick response, the doctors and nurses are always helpful.

Everything smooth also v. Helpful. Pleasant. Manner

Luke the paramedic was excellent.

Excellent advice, easy to get an appointment

Saw Dr May, who is very caring & kind helping me with a plan to try & resolve my medical issues. I feel at ease with her. Also the Reception are very helpful. I am very lucky to be a patient at the Elms. Thank you.

Aside from going to a drs- it was a very good service from start to finish.

Efficient, convenient, lovely doctor

My appointment was punctual, very helpful and informative and addressed the issue. The clinician was respectful, understanding and positive

Efficient, calm service as always, friendly. Dr excellent

Time spent with the Doctor was very useful and the follow-up appointments done on the day.

Helpful Thankss

Kind, thorough. All questions answered and information given in detail. Patient. Not rushed. Left feeling very happy with outcome.

I was seen on time by Lisa and all the questions I asked were answered. A very pleasant experience by a charming person

Very quick appointment, all on time , lovely doctor and received referral letter in under an hour !

Excellent care

Actually saw a doctor

Dr Bhajwar (sorry if I spelt that wrong) was very caring, thorough and listened. Unfortunately the hospital hadn't reported that I had faecal impaction to either me as th

I had a good discussion with a nice doctor, was very happy when i left.

Timely and efficient.

Good thorough discussion and outcome

I had a thorough health check

Professional

Very well organised. Excellent treatment from Dr Impey

I got an emergency appointment on the day for an urgent matter and dr sibley gave me excellent care & advice

Brilliant doctor

Helpful responses to questions

The Dr was very kind, listened , and gave me time. She even sent me follow up information which was thoughtful of her. . It's just that I'm not totally convinced of her diagnosis and am therefore still concerned about my current condition.

Lisa was so helpful!

My query was answered promptly

Efficient and helpful

Got a very quick appointment. Dr very helpful. Sent a referral the same day.

Prompt appointment and very understanding doctor

Easy to book. Doctor was great. Amazing service

Efficient appointment setting with good advice

Easy booking. Friendly doctor.

Dealt with efficiently and tests carried out promptly

V friendly

The receptionist, while understaffed, was v efficient and came back to me on my query. Also, Nurse Aisling, who did my smear was very courteous, efficient and professional friendly.

You gave me a emergency appointment and it was very needed thank you

It was informative. Helped me understand the condition more, particularly relating to the steroids and being pre diabetic. Came away with helpful information and some positivity about getting myself "sorted".

Response time from initial assessment form was rapid. Once seen, an emergency appointment with the hospital was request immediately.

My query was dealt with kindly and efficiently. 1st class service from Elms Medical Practice. Thanks to all involved.

Appointments are never ever in time.

Dr Franzmann is great, very thorough and lovely manner.

Kindness and efficiency

Usual kind help.

responded to and seen on same day.

Very helpful and informative

Not happy as I ended up in hospital Saturday bad reaction to the quitapine feeling very unwell

Careful care

My appointment was on time and the objective achieved professionally.

Helpful. Answered my medical questions, booked a blood test

Three appointments arranged in same day within hours of initial contact. Very professional and fast.

Very quick, friendly and professional

Very pleasant and helpful nurse.

Firstly, the attention to the problem - it was prompt and quick. Then the triage itself. Mrs Dina was spot on with her diagnosis to pull me out of my pain very quickly (the night after). She not only diagnosed me for the situation but also assured me that it was nothing to be worried about.

I have never given so detailed feedback but this time I feel like.

Thank you Elms.

Excellent

Got back straight away

Easy to book, nice staff

They were very helpful 😊

Efficiency with dealing with my problem. Polite and friendly staff.

Always able to get an appointment

Staff efficient

Thankyou

Good advice given which is what I wanted

Kindness and full of passion

Easy to get an appointment, really friendly approach. There was a 45 minute delay which left me feeling unsettled. On asking at the desk it was explained that it was due to an earlier appointment. I think it would be very helpful for someone to make an announcement - or put it on the screen. We all understand and will wait, but knowing is best.

At the appointment Dr Smithers was excellent, and immediately referred me to the SDEC at I& where I was seen in the afternoon and put on warfarin for DVT. The poor rating stems from the 2 week gap triage form to appointment. I had not expected this compared to past speed of response given my brain injury and bipolar history. What was up on bipolar at the outset developed into swollen legs feet and possible DVT by 16/7. I also felt like being back to school from admin person at the desk after having to refill the triage form by hand at a desk designed for someone half my size, told to go back and do it again. To cap it all they could not provide a photocopy as their device was broken. Fortunately I had taken a photo on my phone, something they could have done if they had a backup business process documented. I have 40 year business analysis, process, project management and change experience, and may be able to help the practice improve if you're interested. Before getting ill in July, I have been a volunteer a day a week with the heart failure community nursing team for West Herts within the Central London Community Healthcare Trust at Hemel One. Thank you to Dr Smithers for getting me on the right path, plus finally a prescription for zopiclone as requested for about the last 10 years as backup in case I hit sleep problems in hot weather etc, which is the leading cause of triggering a bipolar person off stability.

I was so impressed by the speed of communication and how quickly I got an appointment. Lisa was really professional and was efficient in her diagnosis and plan of action. Her communication was great and clear and I left feeling really reassured. I thought she was brilliant and such an asset to The Elms.

Dr Loweth took time to understand my needs & discussed appropriate treatment. Thank you.

Very efficient

Excellent care

Despite the new process of making a request for appointments online, the receptionist kindly helped with making a written request whilst at reception desk.

Dr Suresh's manner and approach to diagnose was perfect and not rushed.

Excellent recent consult with Dr Sibley, professional, knowledgeable and kind, many thanks

Quick appointment and professional consultation.

We waited for nearly an hour.

Always so prompt and helpful. Professional and approachable

Attentive attention to my predicament

I was given an appointment within 24hrs . The doctor was spot on time and I was very happy with the service I received

Prompt phonecall and thorough review from GP

The service is constantly good and the staff knowledgeable.

There was lots of available chairs in the reception, a quick check in process, no delays and friendly staff

Very pleasant experience all concerns fully explained excellent all round

I was very satisfied with the way the visit went, room in the car park, was seen on time, now waiting for the results.

Prompt and excellent service.

Totally efficient No delays clear advice

Had to wait 50 minutes for appointment and was told it was due to a patient before us however we were there 15 minutes before this and no one came out of the room we went into.

Dr Patel is an excellent doctor, both technically and in her people skills. A credit to your surgery.

Request for advice on line quickly replied with an appointment with Liz. Liz was kind, informative and 'new her stuff'.

Still awaiting acknowledgment that request was received

The last time I had a cervical screening it was nearly painfree. So I wasn't at all nervous about the appointment this time. This time it felt very painful when nurse opened the speculum. I think it would have helped me if she had gone slower and given me even another minute to do some deep breathing. She asked me to relax but I didn't have time to relax my muscles.

The nurse was good I asked her to do my BP there was no problem very kind nurse

I saw a doctor within 2 weeks for a non urgent issue & given the check I wanted & advice

Excellent care

Prompt response and helpful, caring GP

Invitation for face to face appointment to update health condition, which is carried out regularly. The week before request for appointment was granted next day followed by same day blood test, results reported by phone call to me at 9am next day and further blood test same day. The following week had a further appointment to discuss conclusions of all tests.

I went online at 9.30 and had an appointment at 11.20 a.m

Excellent service quick and efficient - very nice nurse thank you.

Quick service and kind, caring interaction

New online system seems ok.

Appointment with nurse on time . Nurse Clare clearly explained the vaccinations I was due - implication & protection timescale & why it was proposed to delay 2nd shingles jab

Pleased for the reassurance but tests results had not arrived, so nothing more we could do.

Doctor was quite thorough

Excellent service from receptionist and doctor

Quick

Quick response. Fast appointment. The best doctors surgery I know. Receptionist are so helpful and kind. Dr Smith listened to me and we've made a plan to hopefully help. Thank you

Appointment given within 48hrs, tho not an emergency. Dr Patel was excellent. She listened carefully and made instant referrals for blood tests and investigation for reasonably long term problem, plus prescription for trial thyroxine medication following blood test results. Very impressive.

Despite of the computer breakdown the staff handled everything professionally

Sara listened and explained

Very professional thank. You

Because the doctor had no idea and proceeded to read off the BHS website which I could have done myself.

Appointment was running late and felt like I was a little dismissed in my appointment.

Appt changed, unable to attend revised appt as only text contact - I do not normally read texts at work and may not check for hours, at 76 my phone is not my life, best to phone in all circumstances, thank you

The receptionists phoned me to make the Appointment and were very helpful (as ever). Despite the extra pressure of the IT outage Dr Sibley couldn't have been kinder or more helpful

I was impressed the phone appt went ahead given IT issues. Dr Kanthi has great knowledge and interpersonal skills.

Despite the system being down they did their best to make the experience pleasant for me. The doctor was super helpful

The doctor was thorough, thoughtful and helpful. I did not feel relished at any stage.

Dr Sara Randall was very nice and helpful.

Nurse Clare was everything a great nurse should be. Kind, compassionate & flexible when dealing with my needle phobic daughter. Thank you

I received very good advice about my daily diet which I should be able to put into practice.

Late but the system was down and fast response to my request I. Very good doctor!

Efficient, informative, friendly

The doctor was very good, the rest was as expected.

Injections received with care

Because Dr May is very efficient, she listens carefully and answers questions fully and where necessary sets further actions going.

I have great confidence in her.

Seen same day, medication prescribed started getting better within 2 days

MHP was empathetic, supportive, knowledgeable and pragmatic. I have been offered help and support from GP and MHP immediately

It is now 3 days after my appointment when I was prescribed painkillers and anti-inflammatory medication

I have had no notification that my prescription is ready to collect from Tompkins

I visited the surgery and there seemed to be no record of this on the system

Very professional helpful and friendly

Dr Rees is amazing. Kind, caring & compassionate!

Online message was dealt with quickly and I felt listened to at the surgery

Good smile and good patience

Dr Rees had read the notes on why I had made an appt. She was very thorough and picked up on something in my medical history not related to the appt. I felt she cared and had time for me.

Easy to set up appointment via online request.

Appointment was prompt and on time.

Disappointing that the medical practitioner who called me had not read my notes prior to the call and did not know why the blood tests had been requested and was unable to offer any advice other than a prescription (which, had they checked my notes, they would see that I had already been prescribed previously and had not been taking due to the side effects).

Mention was made of slightly raised cholesterol but no suggestion made other than "you might want to look at your lifestyle". This also indicates a lack of looking at my notes (during a previous consultation about the migraines I had outlined my healthy lifestyle); no suggested link was made regarding migraines and cholesterol which my osteopath has suggested may be due to lowered progesterone.

The person who called me also had an accent that made them hard to understand over the phone (the word "consider" was pronounced "concede" which made for some confusion).

I appreciate that time is limited per consultation but this one felt rushed and careless with no regard at all for context.

I had two appointments - one was cancelled but Dr Rees was able to help with that appointment too so that I didn't need to rebook it. Also my appointment was punctual.

When you get to see someone it's superb but I do find it difficult to get an appointment. I often end up having to do the online again. The physio experience was fantastic. Such an excellent idea. Lisa totally brilliant

Friendly, Professional and helpful

Very helpful.

Dr Patel was sympathetic and helpful

The doctor listened and took time to explain things.

I got an appointment within one day of asking. Everything was on time. Dr Suresh was very attentive and helpful.

Appointment was not too far away and practitioner helped with my queries which need to be taken further and she organise this

Always excellent

🌟🌟🌟🌟🌟 attention

Nurse Ruth was kind and efficient.

25 minute wait

Appointment time was accurate, nurse both well informed and pleasant to deal with

Very experienced Paramedic. Knowledgeable, thoughtful and gave good advice and treatment.

Trouble free appointment.

Efficient and courteous

Always helpful...

The doctor was good and thorough in exam, however she told us to ask reception to book the blood test due to it needing to be done at a certain centre for his age. The receptionist was exceptionally rude when asked and told me to contact the centre directly, when asked for contact details, she told us to look it up on our phones, you have Google don't you?

Prompt service and felt listened to

Dr. Silbey really took the time to treat the whole patient and her compassion and kindness, above and beyond, was truly appreciated.

Nurse was very helpful ' and sorted my problem

Nothing to complain about

As always I felt that the nurse cared about me ,it was good consultation 😊

The appointment on the day went well I felt listened too and my baby was checked up well. However the medication prescribed doesn't seem to be suitable for his age and weight therefore I need to make another appointment for further advice which is frustrating.

Quick reply to enquiry and very good help and advice from Lisa Greenfield.

I was able to see the doctor the next day; the doctor listened and was very efficient with her diagnosis and recommended course of action.

You guys have always given efficient service. Direct and to the point. Appointment started on time. Always courteous. Dr Kanthi seems like a really nice lady. I've forgotten the name of her colleague, but she was very pleasant as well.

Appointment the same day clinician was very caring despite me being her last patient at 7pm she answered my concern and has forwarded a request to a consultant

Dr spent whole time on her computer

I had 3 specific questions and I got answers to none of them

She was either fed up with me or with the practice

I was given a telephone appointment and nobody telephoned me so I didn't get to speak to anyone.

The online portal is very efficient and I was seen quickly and the doctor is very helpful

Efficient friendly and on time

Good experience

Excellent advice from the person I saw. Appointment was on time and the waiting area was uncrowded.

Excellent advice and care from Nurse Claire

Offering mindfulness session

Efficiency

Very thorough well explained procedure. I felt confident in the nurse and the practitioner training with her. Polite and caring and clear instruction and explanations all the way through. Thank you.

Lisa is always very pro active, helpful and attentive. Her input has helped me to manage my case/condition better.

The Appointment was on time, I was contacted in advance to book, and the Staff friendly and efficient

I'm wary of crowded spaces with sick people. The waiting room Wedn lunchtime was not too bad. Window open. Sign up on entrance to discourage infectious people. But there was a bit of a wait.

Also no privacy at front desk - I don't want to hear about a random persons medical history, nor discuss my own in ear shot of whole waiting room. But open structure is better for airflow. You can't really win.

Good enough overall.

Lovely friendly guy , check me out and like i thought , I have an infection

The Nurse Claire was excellent and very caring. Also explained all her actions whilst I was there. Excellent service of care, put me at ease.

The doctor was thorough and had a pleasant attitude,

Even though I had to wait 35 minutes to see the Dr.

The receptionists were BRILLIANT, I can't thank them enough, I visited on Wednesday lunchtime. This feedback is for them.

Seen very quickly.

2 appointments in one day

The nurse is nice

Both Ruth and Dr Rees were very patient and understanding. Good appointment.

Nurse Ruth was very caring and took time to check that I understood the procedure & that the Dr had given me the necessary advice and change of medication relating to this. She also made sure I was ok afterwards! Thank you.

Fabulous care - thank you.

Quick appointment time and great help. Thank you.

Dr Patel was thorough and a lovely lady

Pleasant interaction and very helpful

I got good treatment and answers to all of the questions I've had. Thank you:)

Appointment not rushed. All issues listened to and positive action taken.

Good

I was just so pleased to be seen on the same day rather than waiting when I phone the doctor it means I not very well and sometimes you have to wait for days or you do not get seen at all so I'm very happy this time

Excellent advice and knowledge

I had a great experience with the Dr and left happy with my treatment plan. The only issue was the text I received about my blood result as was wrong.

My appointment was changed to a phone call with no hassle and on time

Got an appointment at short notice. Practitioner very thorough. Promised to get back to me after consulting with a doctor which she did.

Dr Sibley was helpful and listened. May I point out, that the articles sent to me were from 2020 and 2021 and an enormous amount of change has occurred re: HRT since those dates.

Furthermore, I am still unsure, why I have been prescribed progesterone tablets for 1 - 25 days, when the article stated daily, unless I have misunderstood?

I would be grateful for clarification on taking progesterone tablets.

Thank you

Gp was really helpful, thorough and I felt she really listened to what I told her about my symptoms.

I arrived before my appointment time and had to wait half an hour after my appointment time because I had been 'over looked'

My appointment was on time and achieved the aim in a comfortable and respectful environment

They were polite and efficient.

A quick response to my initial email, a same day appointment with Nurse Liz who dealt with my issue with kindness and care.

Had an emergency appointment all. Very good

Lisa was very good and helpful

Dr Franzmann is excellent. Really helpful and a lovely person. Great experience, thank you.

Fast and efficient, combined with practical advice.

Clear and helpful advice, empathy was appreciated and made me feel comfortable to share. Clear next steps agreed.

Because Lisa was very helpful with managing my condition.

However, she said I needed stronger anti inflammatory and painkillers which she would discuss with GP to arrange.

This has not happened and apparently it's not in my notes either said the Responder when I called 10 minutes ago.

Apparently I have to go through the whole appointment process again to be seen!! Seriously?? Please call me back to arrange appt/prescription

Very efficient response and offer of appointment.

Consultation that was informed by the information given.

Inclusive approach with clear actions communicated.

Excellent prompt and professional help.

I got an appt the same day. I didn't have to wait too long past my appt time and the paramedic who saw me I thought was very thorough.

Warm reception . Professional thorough consultation with doctor.

GP did everything you could ask for and more. Had blood test, urine test and CT scan in the same hospital on the same day. Dr Franzmann was very kind and very professional. Many thanks

All went smoothly. Arrived early for appointment and was taken early

Dr very nice and informative. Has given me extra meds. Will be having x ray and blood tests. Feel I was listened to.

The gentleman who saw me was kind and considerate he actually listened to me.

Very organised and I got the holiday jobs I needed after a thorough consultation

I was treated like a human being

My request was dealt with promptly and efficiently

Efficient service and care tailored to my needs. Very satisfied.

Seen very quickly and given help needed

Responsive and sorted the issue promptly

Quick service and felt comfortable

The doctor was listening carefully to my issues and has made me feel like my problem matters and should be solved. At the end of the appointment she has given me a referral to a specialist and therefore I am happy with the experience so far.

I was extremely anxious in view of situation and to be honest I have always avoided these situations to my detriment. I was seen promptly and received a letter from hospital within days. I am in a great deal of pain with this situation and multiple physician have attempted to remove this Pessary even when in hospital but it is far too painful for me without sedation. I will follow this through promptly. Thank you for your help

On time, good immediate feedback on a test. Thorough questions and examination

Really efficient and focused response to my online query. Excellent communication following the appointment. Clear communication.

Just an excellent service and thorough consultation

I asked for an appointment as I was suffering from dizzy especially I was given a face to face appointment in Jan at two hours. The practitioner gave me an in depth examination to timeout a potential stroke and checked my ears her reassurance went long way.

Felt listened to and heard !

Appointment was on time!

Speedy appointment

No waiting

Caring and thorough doctor

Excellent as always

The doctor gave me time to explain why I was there and listened to my concerns. She was thorough in investigating my symptoms and gave me useful advice

Helpful and sympathetic treatment from the doctor. Seen promptly and given reassurance regarding diagnosis.

Doctor did proper assessment and logical next step

Nurse Godfrey was very friendly, professional, helpful, efficient although not rushed and saw me on time too. Thank you

Dr Franzmann gave us excellent care.