



# FRIENDS & FAMILY TEST RESULTS

**August 2024**

**Number completed: 525**

**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: 436**

**Likely: 53**

**Neither likely nor unlikely:16**

**Unlikely: 11**

**Extremely unlikely: 5**

**Don't know: 4**

## **Comments made by patients:**

Really quick appointment time, only reason not v good was 30 min wait in reception for appointment

A simple blood pressure test rendered professionally.

I arrived early and was seen just before my appointment time. The doctor explained everything clearly and listened to what I said.

Doctor helpful

Able to give me an appointment promptly and was very helpful

Receptionist was very kind and helpful. Quiet and calm waiting room environment.

Very polite, informative, explained everything very clearly and very helpful, providing comfort in relation to my health

Having great access to the Dr's. Also very helpful from the reception, which makes things so much easier than it could be...

Thanks ro all !!

My entire experience from filling out the online form to the phone call the my appointment with Like and the speed the prescription was available at the chemist! All excellent. Credit where credits due! Thanks everyone

Elms were very accommodating with my vaccination. Even though the initial booking was cancelled due to staff illness, my son and I were quickly booked for next day. Thank you Elms.

Physicians associate was very thorough and understanding.

Following a triage email, i was contacted and offered an appointment within 1/2 hour

Kind staff, understanding of lateness which they did not need to be, quick, lovely manner with baby. Thank you nurse Aisling

Good triage and clinical care. Receptionist gave me water as I had walked there in the heat. A water cooler in reception would be nice, though!

Very pleased with the eventual consultation, although the wait of over 35 minutes in a near-deserted waiting room was less satisfactory.

Nurse was very thorough and very informative.

Speedy appt and the nurse was super-helpful

Appointment was on time and I was very satisfied with the treatment and advice I received.

Because it was

Efficient service - very friendly staff

Very efficient and organised

Always excellent service

Pleasant waiting environment. I was seen promptly and the nurse was pleasant and explained anything I didn't understand.

Excellent service as ever. Impressive and helpful.

Nurse Clare explained all about the vaccination

Nurse Clare was extremely efficient & knowledgeable

Response to online query quick and helpful. Nurse appointment easy to arrange and nurse Judy was lovely. She also used her common sense to call my wife and me through at the same time for our holiday jabs. Saving everyone time. Excellent

Efficient, friendly and helpful.

Dr Hannah Smithers has a lovely manner, she was welcoming and helpful.

Liz is brilliant- always so helpful and reassuring

On time, and Nurse Clare was very attentive and caring.

On time excellent experience

Nurse was caring and patient

I felt that the service was efficient and the Dr I spoke to was brilliant.

Dr Hannah Smithers is great!

Ever time was so helpful and efficient, professional and caring

Welcomed in lovely by the receptionist as I was the first patient of the day. Dr Rees was efficient and thorough in the appointment and gave me an explanation to my test results and gave me a next step appt to discuss my high cholesterol. I just need to check if I need another blood test at some point to see if it's reduced from 7.2? Dr Rees put me at ease as I have been anxious about the results so a big thank you to Dr Rees.

Sent a message to the surgery, was given an appointment, the doctor made a few suggestions as to possible treatment, followed up by text, then called me as there was a possible side effect and needed to check it out. The Doctor will follow it up on Monday and let me know.

I've never felt so comfortable around a doctor. Even though I panicked a bit about getting the coil out, worried it would hurt as much as getting it put in she made me feel calm

The doctor was very nice and helpful.

Fast, empathic and caring service.

On time professional

On time

Waiting time was a while, but otherwise very good

I didn't have to wait long the doctor was very understanding

I felt that I was dealt with rapidly, the doctor I saw seemed very proficient and I feel that the urgency of my case is realised & acted upon.

Saw Lisa Greenfield she was very helpful and friendly a credit to the practice

Excellent all round,as usual

Quick to get an appointment, although for what I attended for yesterday, a 1week was fine, because the problem had been 'coming and going' i.e. the neck pulled muscle or trapped nerve, and I am now trying anti inflammatory meds for this, so far so good. Thanks to Dr Kolamara, and everyone else too. The practice is very good in particular at answering an 'emailed' question via your online contact form, and text the reply. This is so useful when I am at work, as I can read the text anytime. Great practice, lovely staff - and many thanks indeed. Kind regards,

The practitioner was extremely friendly, knowledgeable and helpful.

I didn't have to wait long. The consultation was clear and addressed my two concerns/questions in an efficient manner.

Dr Sibley is a fabulous doctor. Just had to wait a long time pass my appointment time.

On time , very efficient and lovely member of staff, didn't feel rushed either

The system for getting the appointment was good. I don't have long to wait at the surgery and the doctor was most helpful.

Appointment was easy to arrange and running on time. Dr Kanthi was very thorough reviewing and discussing all my results and explaining the next steps.

The physiotherapist was excellent

My assessment was thorough and a possible solution found. Lisa the physio listened and explained my situation.

Was contacted very shortly after I submitted my online request, very helpful on the phone and the nurse was incredibly kind and patient- whilst also efficient

The GP provided clear and helpful advice. It was fairly easy and quick to get the preceding blood test organised.

Very understanding and great at blood tests

Took a long while to answer the phone but apart from that all was good

Liz was excellent at identifying the problem and dealing with it

Liz is wonderful. So knowledgeable and very friendly.

Logged my symptoms at 8am and by 11.20am I had a phone call from the nurse who then went through all my symptoms and offered practical advice for the present and also if I what to do in case I needed further treatment.

They always find me an appointment. Reception are always very cheerful and kind. It makes a difference

The good is specifically for the Nurse (Kerry) who took my blood, really professional and efficient. Your reception team however are very poor, inefficient and indiscreet. You need a strong office manager who can instill positive customer service experience, efficiency and professionalism. All of these attributes are easily taught and will enforce customer confidence.

Very grateful that the admin team and practice nurse managed to fit me in to a clinic within a few days for the vaccinations. The vaccinations were administered to me and my children efficiently and in a caring way - particularly important for my 12 year old who hasn't had a vaccination delivered by needle since he was a baby so was a bit nervous.

Always efficient and helpful. Many thanks for doing a great job for the local community.

Prompt and efficient and kind and courteous help.

Positive advice from Dr Reece and helpful support from Jo on reception regarding blood test and arranging flu jab even tho on line show "sold out"!

Appointment was with the nurse for the shingles jab. On time and painless injection. Only disappointment as I was 70 in May, I had to book myself because no "invitation" for the jab was forthcoming

Prompts

Quick appt and good feedback/guidance.

The system of online submission of symptoms followed by triage and appointment allocation works really well. Much quicker getting an appointment and also less wait time at the surgery on day of attendance.

I was given an appointment in a short space of time, short wait in surgery and Dr was amazing, she did listen to me, ask a lot of questions and responded well to all mine. 5 stars. Well Done Dr Suresh

Prompt and professional

I saw the nurse yesterday she was very kind and professional  
Didn't feel anything when she gave me my shingles injection.

This was honestly the best blood test I've ever had. I didn't feel a thing and the doctor was kind and encouraging.

I needed some blood taken.  
It was taken within a reasonable time frame

The nurse was very welcoming, explained the reasons for the injection and possible side effects. She dealt with everything in a professional manner so

Fast response to my query about shingles vaccination. Friendly informative nurse Judi. Appointment right on time. All good.

Dr Smithers understood my concerns, suggested an alternative medication and put in place a follow up. Very happy with the service the Elms provides to me.

All the staff is kind and professional. Always happy to help and reassuring when needed the most.

Appointment was on time. Doctor friendly and caring. Consultation precise and quick

The doctor was amazing and lovely to speak to and so attentive

I went to meet Dr. and this was my first bad experienced at the Elm medical practice. Her tone was so rude and didn't explain well and didn't give eye contact when she was speaking. All the time she was busy with typing and explain few about my symptoms. I felt she was so rude to me. thanks

GP very professional and supportive

Doctor was good, I have Covid. Dr took all precautions and was safe for other patients

Polite staff and kind service.

Kerry is fantastic. Such a wonderful warm lady, who genuinely cares!

Prompt and efficient

Punctual efficient great service. Everything was done with urgency thank you

Booking appointments or seeking help/advice for a health concern has greatly improved under the NHS App. I have had swift responses with clear advice. The Dr I saw yesterday was excellent. The blood test app is also brilliant and easy to use. I've seen a GP, been referred for a blood test and blood test completed all within 24 hours. I think that's outstanding service. I know that not everybody is able to use technology and I hope there is sufficient support for those individuals.

I have been given a link to click onto to arrange an appointment, I have tried but can't get it to work, this is why I wanted a FTF appointment??

Lovely doctors very helpful sorted the problem out

Because it was good

I requested information and within an hour had been asked to attend the surgery in 2hrs. I feel very well cared for.

Very efficient and professional service all round.

A plan to give up medication gives hope that I'll be better without it.

Appointment on time, good consultation with Dr.

Punctual and professional.

Excellent medical practice

Received support and information for my concerns

A short wait for my appointment. Sarah explained who she was and even got a doctor to confirm her diagnosis.

I was seen promptly. Treat courteously. Left feeling much happier than when I entered.

As Always can't fault the Elms all of you work hard

Really quick and totally solved the problem!

Received diagnosis and medication for my little boy.

Very prompt and efficient

I saw a very nice nurse who was very helpful and who made my injection a lot easier .

The doctor who I spoke to was very nice all the question I ask was answered and great support thank you

My appointment was cancelled but Ruth rang so I didn't have a wasted journey.

Prompt appointment. Short wait on arrival

Very thorough and helpful

I had requested to see Dr Allam and I didn't see her. Instead I saw another doctor that I hadn't heard of before.

The nurse was very helpful

The dressing was too small for the wound and so a smaller plaster was also stuck on but with the adhesive on the wound. The nurse told me she didn't have anything larger

Easy to make an appointment with the nurse. Nurse and reception very helpful

Caring and professional approach.

Outstanding service. From when I arrived till when I left.

Lovely dr who was really helpful

I felt confident

I was seen quickly. The doctor was thorough and thoughtful and answered all my questions/concerns.

Nurse was very kind and helpful I couldn't get a urine sample and she said to bring one later which I have done today! Big relief really she did a brilliant examination of my feet and completed the session with an encouraging smile God bless her

Dr Solomon was excellent, so thorough, picked up on a crackle on the lungs that no one else had in two visits and checked his asthma doses. She was brilliant and lovely

This is from my blood test today with Kerry. She is amazing. She is one of the loviest people I've ever met. She was very kind to me today and she listened which isn't something that's happening at the moment. I needed to give this feedback because everyone should know this! The NHS is struggling but what would it be without nurses like Kerry... I dread to think. Thank you so much for today x

Very professional

Doctor rang me at home and arranged a visit to the Spire Hospital.

Staff friendly, waiting clean and tidy, nurse very friendly and informative and made the procedure very swift and clear

It was a very thorough test and a Doctor was consulted to make sure everything was covered. Some papers were missing from L&D hospital about my operation in 2019 but maybe Covid is to blame. I will make sure I bring the papers with me next time.

A very quick and efficient response to my online query

The doctor listened to my problem and is acting in a positive way to my concerns and arranging for an X-ray to find out exactly what is going on.

Sara Randall was super helpful to me

Very helpful

Was very difficult to arrange follow up from blood test, when I had to change my availability

Efficient and quick. I did not have to wait long.

Elm's Medical Practice have been amazing since I came out of hospital after a total knee replacement. They organised medication incredibly quickly after speaking to me on the phone. A doctor also called me to check everything was ok. I am incredibly impressed with all the doctors. Thank you for being very approachable and on the ball during a stressful time.

It was all very good xx

Excellent response to request and appointment allocation and seen on time thank you

Prompt and efficient

Nurses doing my sons jabs was extremely friendly

Thank you for the kindness shown to my son and professionalism. And thank you for the speed that he was seen.

Efficient booking system, appointment on time, nice doctor

Very good consultation with a PA and Doctor

Good rapport and professional approach

I was asked to go for a blood test with no explanation of why or what the follow up appointment with the HCA would cover. The appointment with the HCA was late but she was friendly.

I loved the calm music, airy and clean feel on arrival. Minor illness nurse we saw was extremely professional and friendly. Staff all lovely. Moving soon and will be sorry to leave this practice. 5 stars.

I was dizzy in the car park, the receptionist rushed out to ask if I wanted a wheelchair and the nurse took my blood pressure ,every one was very professional and kind for my 1st appointment

The HCA took blood it was a painless efficient and friendly appointment the HCA is a credit to the surgery

Dr Solomon was brilliant. She was so thorough. Listened to my Son's chest for a long time and picked up noise that had been missed at two other appts. She asked about his asthma plan and also gave us advice to go back on montelukast. She couldn't have been more caring, thorough or personable.

Extremely quick, efficient and informative

Prompt appointment and v good consultation.

From completing a triage form I was contacted and given a nurse appointment the next day., who was very helpful and gave me advice.

Thank you very much

I found it Informative and clear, with a reasonable outcome.

Dr was nice, however waited over 20min to be seen. I was the only one in the waiting room.

As usual Dr Allam was very professional and good to talk to. I had an ECG the same afternoon and have a follow up appt next Monday - 100%. Thank you.

Professional examination

Dr Smith is always very thorough and approachable- he is a fantastic GP and instills confidence- thank you for being so kind

Excellent staff and communication system.

Professional

Smdoctor took time to discuss

I needed a quick appointment and it was very efficient

Apt was prompt. solution implemented

I am awaiting the result of xray from

L&D hospital. I was told by Dr Rees to call in to see if the Elms had received the results.

I spoke to the receptionist who said she would look into this but I have not heard back from her.

Fast, efficient, helpful

I saw Luke today for a consultation. He was very thorough and listened. He was able to diagnose the problem and give me antibiotics. I also had a blood test appt today with Kerry who was also lovely and went above and beyond trying to take my bloods which is always very tricky

Doctor was very helpful and tried to help with the situation. Lovely manner

I have given a review of Dr Allam re my appt, so I think this one must be for Kerry who did my ECG. The procedure was first class. Kerry is very professional and very friendly and we had a lovely conversation. Once again treatment was 100%. Thank you.

Within 10 mins of sending message I received a phone call with appointment.

Dr Soloman made me feel at ease and was reassuring

My problem was delt with and explained professional thank you

I was taken seriously and the response I got was very attentive and efficient

Dr Smith caringly injected in to my right knee; examined the mastectomy, and provided details of Macmillan support. Very helpful and timely assistance - many thanks

Ability for an appointment with such short notice was well received



Dr Smith, listen to what you have to say and gives good advice. Excellent Doctor

Very helpful nurse and prompt appointment

The doctor was very kind and efficient and dealt with my health concerns

Timely and informative

Automatic check in screen would not allow me to check in so had to queue for reception. Appointment running behind, not too long, all staff very friendly and explained procedure perfectly

Everyone was very polite, listened to my concerns and actioned them.

There was a delay, but the HCA I saw was pleasant, polite and apologetic and full of information.

I used the online form. Then I received a text quickly asking for photos. After sending them I got a quick phone call and appointment to see minor injury. I was really pleased.

Really helpful

Dr Allam spent a great deal of time dealing with me even after your closing time

Nurse Ruth was very welcoming and friendly which put me at ease

Dr Smithers explained everything to me very clearly taking time to ensure I had all the information I needed.

I went in for a blood sample and they couldn't get one

The person I saw was very patient and helpful.

Easy to book then met with a competent engaged doctor

I booked an appt. on line only to find when I arrived for my appt. that I did not have one! I was told I'd been timed out when I made the appt. I had to make another one 5 days later! When I arrived for the new appt. the internet had gone down and had to wait for 30 mins in the waiting room.

Short waiting time. Very helpful assessment by the physio Lisa. Follow up exercises sent through and message from Dr May regarding medication to try. I felt I was being looked after which is what I needed. Thank you.

Very attentive Dr Allam even at end of day

Liz was excellent, quick, efficient, and quite knowledgeable with my problem, felt quite better even before I started my antibiotics course 😊 feeling better all ready!

I used the on line consult which is a great way of getting immediate advice. I was called in to be seen face to face very quickly & had a very thorough consultation with Dr Sibley who organised for tests & scans. Very reassuring.

The appointment was on time and HCA was very nice in her approach

The doctor is very patient to examine and explain the details.

The receptionist welcomed me to the practice and made me feel at ease - I had questions and they were dealt with to my satisfaction

The doctors I dealt with after my operation were very helpful and listened to my worries. The prescribed medication immediately and I was able to collect the same day. Thank you for doing this, it was much appreciated.

Good communication

Kind friendly staff

Mandy on reception very helpful and Dr Smith very good.

Prompt and thorough

So help full

On line form worked well. Quick appointment. Caring doctor. Thank you !

I fell while walking. Suffered torn skin on areas on my right forearm. I attempted to treat the damage myself but failed. At 9am the next day I sent an email to The Elms Medical Centre,. At 9.40am I received a reply giving me an appointment to be seen by a nurse at 10am. AT 10.30am my wounds had been attended to, advise as to what I should Care for them. That's why I consider the service I was given as Very Good, indeed it was Excellent.

Staff were competent and pleasant

Helpful reception, clean space, easy parking, prompt appointment, helpful conversation with the physician associate with prompt follow up of what was discussed, prescription given as requested

Doctor listened to my problem. Did a physical examination. Arranged meeting with therapist and blood tests

The doctor I saw today was not nice at all I've been with your practice for sixty years and never been seen by any doctor Like I was today I do not wany to see her again

Dr Impey was so lovely and reassuring about my issues, she is such a credit to the practice

The doctor (Jackie Impey) made me actually enjoy my appointment. As have all the doctors I have seen thus far. You run a very welcoming surgery.

Nothing of negative nature at all

Professional and on time service

I got an appointment quite quickly and sent to hospital for immediate treatment.

Prompt response from message sent. Booking an appointment was confusing as it seemed I had to choose a doctor and see when they were available and I wanted to book an appointment asap. I was feeling uncomfortable and anxious and felt it was a long time to wait for the appointment so sent a second message and was able to book something sooner. I would rate my appointment with Dr Kolamala as very good. I really appreciate the care, reassurance and advice she gave. Thank you.

From time online appt frwd, to reception ringing me was less than 1-2 hr. Triage works so well, but we know here is always someone to actually speak to if we need more help, every staff member is very caring and so helpful. We are so lucky to have the surgery here in Harpenden.

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Not all questions answered

Never had a problem in 40+ years & although the system crashed it was a positive visit.

We were attended to promptly.

Dawn discussed in detail

Dietary information linked to high cholesterol and irritable bowel and also sent me information- very knowledgeable and helpful -Thank you Dawn- I think I just need to book another follow up if symptoms persist?

I was able to see face to face the doctor and talk to her. She listened to my health issues, made a physical examination and sent further tests. Her attention was very reassuring to me and I know that I am receiving the necessary treatment.

Great staff smiling

The appointment was for the second Shingles jab. So pretty straight forward and no problems except it might have been helpful to point out the increased risk of some adverse effects because it was the second jab

Seen fairly promptly and nurse explained it all clearly and was kind.

Helpful, efficient, polite and understanding.

Efficiency

Prompt and kind reception from HCA

Thorough and. InformTive

Very helpful to find us another appointment due to an emergency. Also friendly staff

The online consult is an excellent way of getting an immediate consultation. I was then called in for a face to face consultation & referred on for further assessment locally.

Trying to book a follow-up appointment after a blood test and then change it was incredibly difficult

Lisa gave me excellent advice & guidance - thank you

Timely and efficient.

Super quick reply to enquiries.urgent appointment and total understanding of situation.lovely doctor.

Dr May gave me plenty of time to discuss my blood results and I received advice and felt heard

Helpfull and explained well about my problem

Because the Dr listened to me and referred me on for a blood test. But I am concerned that I have now seen several drs and my medical history even though documented is not primary focus wholistically but we are treating issues as they rise. And this is giving me concerns. This comment is essentially as it relates to my blood pressure and medication.

Doctor was clear and professional and made me feel completely at ease

Very professional

Professional advice, no waiting, easy to book

Both staff and Gp are fantastic, very approachable, helpful and take time to listen to concerns.

Appointment on time

Time given to discuss medical concerns

Polite and friendly staff, very caring doctors

The whole appointment with the nurse was excellent, was very efficient & explained everything fully

Appointment was arranged quickly and letter issued afterwards very quickly. The doctor was very kind and efficient

Easy to arrange the appointment, check in and be seen

System went down and nobody on reception informed any of the patients, I was waiting for over 1/2 hr for my appointment

Receptionist very polite friendly and helpful Dr very thorough plus training dr in on appointment was very polite informative on what he was going to do throughout the examination Dr explained everything to me prior to trainee actually doing examination

The doctor was really lovely and spoke directly to x rather than to me as a parent, which I thought was really good and inclusive. She was very reassuring and thorough, a pleasure to speak to.

Appointment was on time and very efficient and friendly

Dr Impey was her usual efficient G.P which is very re assuring she treats me with respect and empathy and tells you effects treatment/ medication "may" have & even had to contact her later the same day but still received correct advice i have EVERY confidence

Prompt and efficient

swift action on my request and GP is nice and professional.

Clear informative doctor who was good with the kids. A very positive experience. Thank you

Can always get an appt and the docs are amazing

I was seen pretty much on time, the nurse was friendly and made me feel very comfortable about the procedure I was having done. The procedure was done quickly and efficiently which I was grateful for.

The practice is always clean and the receptionist are always helpful

Efficient, friendly, on-time, helpful, easy to use system to get an appointment, links to print forms & book bloods, superb service in comparison to my old surgery - almost a pleasure to feel a little under the weather!

I was not made aware of the new bookings system at blood clinic in st Albans by the Dr. There is also 30 minute free parking. Worth mentioning I think.

The doctor listened to my concerns

Very efficient when you keep hearing bad things about the health service well done

Speed, helpfulness and empathy of response

Very efficient service to book - the online process is incredible 😊

Lisa was an amazing physio - very friendly, knowledgeable, efficient and caring

Well done Elm's medical practice 🙌

I am always very impressed with The Elms surgery. I submitted a request on line and had a call from the reception team 10 mins later with an appointment for that morning.

I also recently saw Dr Rees who referred me for several things. One of which was to see the physio. She was very good. Very informative, has a lovely manner and emailed me straight away with exercises to do. This service of physio at the surgery really is a bonus.

My requests to see a specific doctor are always met. An excellent surgery. Thank you to everyone

Simply because my visit was Very Good. In fact it was excellent.

I felt listened to, was given sound advice & diagnosis, very professional.

The doctor explained everything clearly.

Was given appointment straight away. And Doctor treated me with care and respect. Elms practice is the best. Thank you

It was a very supportive environment and Irene the Speaker was professional but approachable and gave useful hints about how to bring mindfulness into one's thinking- thank you Patricia for arranging this for me to attend

Dr very kind and caring gave good advice

The doctor didn't seem to care about anything I said to her She wasn't very understanding at all and I don't want to see this doctor again

Dr Impey was her usual efficient self as were secretaries

Appointment made quick, seen on time, excellent physio.

Dr Loweth was supportive, understanding and thorough.

Doctor was very late and no information given to patients about this. Doctor was unclear about medication and different information to me than he later gave to the receptionist when I questioned why I had not been given a tablet he said I needed.

Quick appt and good advice

I was examined and treated well and the medic explained everything well

As you know you are my go and I am bound to Share my all the medical problems with your

They were very kind and helpful.

Always helpful and kind

Cos it was ok

I requested a routine referral to the ENT clinic that I have been having for years, despite explaining that I didn't need to come in as it is not a new condition or anything that I am not used to - AND despite the surgery having a bible's worth of notes on this problem it was insisted I see the doctor. This process is absolutely ridiculous for repeat referrals

Because it was

I felt heard. I was involved in decisions. A clear plan was made for future appts etc.

Seen promptly and politely.

Seemed to me I was wasting her time

Seen on time, doctor very helpful and targeted advice and follow up.

I was seen quickly.

They were very helpful.

Efficient and on time.

I wrote on explaining concerns and very quickly was phoned and offered choice of phone appt or face to face fir the same afternoon . Dr phoned as agreed and was very helpful and understanding

Quick efficient lovely person

Good to see my own doctor and get to talk about my issues

Sensible interpretation of symptoms and good management plan.

My problem was quickly dealt with and my doctor very lovely.

I have asked the Locum doctor to prescribe me 25 mg of thyroxine which I have been taking for six weeks a month ago. I took 50 as requested by my doctor but feel that 25 mg is the best for me. I picked up my prescription yesterday from Anna pharmacy and they are 50 mg. I would like to request to have these returned and change them for three months of 25s please, I would be most grateful. I'm going on holiday early Saturday morning and would like to have it rectified before I leave as today is now Wednesday many thanks.

Seen on time, good discussion, didn't feel rushed

Professional and sensitive advice, help, and support

Luke paramedic very helpful and so was the doctor. Thank Dr May?

I attended for travel vaccinations and from first contact, initial visit, then follow up for the vaccines, the system you employ ran smoothly and without issue.

A great service, and happy to give the practice a 10/10.

Speedy and efficient

Prompt telephone call which was a final consultation with the dietitian. she had given me helpful advice and sent me useful e mails to refer to.

Luke Hindmarsh impressed me with the way he handled my health issue

The consultation was very successful from my point of view. I received the advice I was looking for.

All questions answered

Prompt and efficient service

Receptionist tried hard to find me a suitable appointment. The doctor was very helpful and informative.

Would have stated that the service was  
EXCELLENT but there was no such statement

Appointment was on time. Nurse very friendly. Minimum distress for son during preschool jabs.

Nurse Claire was super efficient, resulting in a hassle free appointment.

Excellent!

Friendly and professional service

I think I saw Liz Ridley and she diagnosed a UTI and gave me antibiotics which seem to have worked. Unfortunately I still don't very well and hope it will improve.

My son's appointment was for his booster jabs. We were called through exactly on time, had 2 nurses to do a jab in each arm at the same time. Made the experience for my son much easier, nurses were lovely, friendly and knowledgeable.

From contacting the surgery and to my visit it was very professional and very satisfactory

Friendly professional treatment

I was seen very quickly and antibiotics were prescribed for a UTI which have worked. I still feel very tired and lethargic although I have managed to eat a little.

I had this text from you earlier and also replied to it.

I was able to see a nurse for a wound, without any trouble. Also I have been able to see my doctor who I have been registered with for +30 years. Always a pleasure.

Not keen on a receptionist or clerical staff seeing why I need to see a doctor if filling a form? I do feel that's a personal thing between patient and medic.

Because I didn't know what to expect and although it was useful I feel I need another session in order to really gain benefit from it.

I had a short wait and the nurse was very kind all good

The appointment itself was excellent but some aspects of making the appointment were less good

Collaborated with my hospital notes to give me the best care

Very efficient and friendly.

Dr. Solomons was really patient with me and took her time to find out what my complaint was about.

Helpful telephone appointment with dietitian although some advice conflicted with GP recommendations

Online triage service is very efficient and was able to book an appointment for the next day. Doctor was very thorough and reassuring.

I understand with all the changes recently, for everyone, things are not straightforward but with all the changes from a patient's point of view there have been quite a few frustrations.

Not all of the changes are negative, However, personally it has been mostly very difficult and frustrating trying to get an appointment to see one of the more established doctors who know me and my background, within a reasonable time scale, if at all. Obviously with the new doctors, there would have been no time to have established a rapport giving them an immediate knowledge of previous health problems and in my experience it was apparent the doctors I saw hadn't read my notes and also couldn't find correspondence that should have been on my file, making one feels just a unimportant number, especially when given miss information, to be told they can't help, and to go elsewhere and do diy, which I found out later wasn't true.

Also, as so much needs to be done on line now it would be appreciated if some attention could be given to those of us who are not, some not at all, technically proficient.

Without going into any more detail, I do hope something can be done to re establish the confidence previously held in the practice.

Waited about 15 minutes. Saw the doctor who was very thorough having listened to my symptoms. Examination done and blood test form given. Receptionist very pleasant booking blood test appointment.

Good doctor but wait time was long. Tell me if there is a delay please.

Great service.

Everything was at a very high standard.

Seen to on time and very helpful nurse

Lovely doctor so helpful

I finally felt my problem was being dealt with, if I'd been correctly diagnosed I could have had a procedure done by now and started to recover.

I had to wait half an hour to be seen ( after appointment time) but Dr was very helpful.

Dr Allam had a very friendly and pleasant manner. She was very thorough and I felt very comfortable talking to her.

I have always been very happy with the Elms and all the doctors and staff so helpful

I thought dr may was very thorough and was decisive in her suggested approach

The medical staff sorted out the same day the problem I had. I am very grateful for the attention and treatment that I received.

Dr Allam was very kind and handled the appointment very sensitively, thank you so much.

I was unable to attend appt as my back was so bad I couldn't get out of bed, called 111 & ambulance came. I did notify surgery that I couldn't attend.

Effective and kind

Doctor was amazing and really helpful

Staff were very proactive in finding a solution to my situation

Have always had good service at the surgery

Knowledgeable and efficient

Easy booking, really friendly and helpful staff (Kunmi in particular) when dealing with a sensitive issue.

Seen on time and nurse was very good

Great all round and timely efficient caring service.

Dr Smith was very thorough in assessing my situation

I was glad to get the appointment but I had to wait 30.mins to see doctor. Normally wouldn't matter but I was going to a funeral and time was tight.

I've always received excellent care from the doctors

My appointment was at 10.30. i wasn't seen until 10.55. The nurse was very good.

I was offered a choice of appointments, it wasn't urgent but I was seen within 2 weeks. My initial triage & response was super quick & efficient. My appointment was on time. A very good service, thank you

Same day response for my wife with dementia issues

Seemed a delay before being seen.

V quick response to request for appointment

I was seen promptly and given helpful advice about my asthma medication

Get better wifi. It was difficult to do anything from my mobile, including sending the doctor information via email, whilst in the office.



Dr Smith explained results of a scan and discussed further actions. This explained everything very well for me. Thank you for the excellent care.

Because it was very good! I politely received, treat with care understanding, as always.

Was able to speak to receptionist who was helpful and courteous. The nurse was very good and explained matters very well.

This has already been submitted..dietitian appointment via telephone.

Service is always fantastic, no problems

Extremely good customer service.

As always with The Elms, the GP was friendly and able to discuss my ailment and conclude on the way forward. I am always impressed with the staff at the Surgery and their processes. Thank you.

Sucker timely appointment with doctor always of my choice

I was given an appointment quickly, I didn't have to wait too long to see the clinician and in the end I had three different clinicians looking at my ear, one of them an ENT specialist. 👍

Nurse Judy was extremely pleasant and explained everything in detail

Had to wait half an hour to be seen (after appointment time) but Dr Allan was clear and concise and kind.

Good consultation and HRT review

Helpful

Very thorough and informative

Helpful

The reception I got from Nurse Judith or Julie (not sure of the name again) in room 11 was outstanding. She was very patient and spoke kindly to me throughout the time I was with her.

Thank you for arranging an appointment on the same day as our son was not coping. Luke was so understanding and kind. He helped us to understand what is going on for H and suggestions to manage going forward.

I prefer to see one of the Elms doctors as opposed to a locum.

Seen on a busy day after a bank holiday. Paramedic was great, personable and helpful at the end of a long day.

Polite and despite a bit of a wait - good service.

Super quick appointment, first visit with Liz Godfry, really nice, very attentive, great service.

Explaining action to be taken

Dr Allam is so thorough and reassuring. I had lots of questions about my medication which she was able to answer. She is following up the underlying problem. Excellent consultation. I do find the appointment system very difficult. An age thing?

Delightful practitioner. Kind and patient

I was able to get a diagnosis quickly and agree a treatment plan

Very professional and very satisfactory.

The receptionist is really friendly, welcoming and helpful. The nurses were patient and knowledgeable and explained everything to us

Welcoming, short wait, efficient and Dr Shah was very good

Kind and thoughtful GP PA who listened to my problems and took sensible actions

No waiting for appointment. Dr Allan was professional and approachable.

Because you asked.

Dr Impey attentive, kind and sympathetic as ever.

The Dr was very thorough didn't rush took his time felt very confident seeing him

Referral for my 12 year old son to an osteopath for ongoing pain 13 weeks post fracture injury. Thank you

I have always had very good service

Received good service every time

Great service as usual

Nurse Claire was exemplary-thank you so much

Brilliant nurse Kerry

Easy to book, able to park, running to time and Clare is brilliant

Claire the nurse was exceptional during my visit today. She was kind, caring and understanding.

Prompt action. Friendly and helpful staff.

I got a quick appointment and the doctor was very thorough. Really helped me.

Professional, friendly, advice and treatment not rushed or hurried 👍

I felt listened to and heard very well

Lovely staff

Very friendly nurse-very relaxing-shame about the long wait !

Very quick consultation

On time, quick and efficient

Nice staff and seen on time

Gold standard GP care

Quick response and a good service

wasn't kept waiting, good service, didn't take longer than needed. text messages reminding when appointment was useful

Prompt service, and the doctors are brilliant

The nurse was great - kind and efficient.

I have to say that Nurse Clare has been so helpful and supportive at what I'm going through right now and I know she will be there for me with help and advice. Simply the best!!

Everything was ok - except for a bit of a delay. Satisfactory visit.

Gave good as had to persevere to see Dr who had ask for x ray and blood tests. Did get the appt. Dr brilliant and has referred me for procedure at hospital.

Very efficient service from beginning to end

ALWAYS NICE TO ME AND VERY HELPFUL WHEN I GO IN

Liz was very knowledgeable . The online appointment system is excellent. Thank you

Got answers treated nice very happy

The triage system works really well for people such as myself who work and cannot spend time holding on the phone. The responsiveness of the surgery is excellent. The medical advice I then received was excellent too.

Very friendly professional advice and help

The receptionist was very helpful and Lisa, the physio was very informative and interested in my condition

Prompt and efficient service

Not a busy time

I saw the doctor of my choice and saw him within 10 minutes of appointment time

Elm's Medical Practice have been very efficient after my knee replacement. I saw Lisa yesterday and she was very helpful and made me an appointment with West Herts physio. This appointment came through very quickly too.

Diabetic nurse was very helpful

Did not have to wait long and very helpful.

All members of the team responded superbly to my sudden illness. I was very concerned and over 3 rapid appointments in a short period of time I feel very reassured about where my illness is heading. first class care Thank you so much

Dr Solomon was lovely, very patient and explained everything in a way that I understood, I get very anxious and panicky but she was very reassuring and put my mind at rest

Dr

Helpful and informative visit

Sympathetic knowledgeable consultation.

I was listened to and my concerns understood.

Dr. Impey was very thorough with my concerns  
And I do appreciate this.  
Thank you

Urgent appointment allowed. Dr very understanding and helpful. Slight changes in medication have been very beneficial. Knowing that emergency referral is available is a great relief.

This was the first time I had met Luke and he was able to answer all my questions. He was also very thorough.

It was an excellent consultation including advice on how to progress my recovery.

Given the professional and considerate service /advice I have come to accept and expect from the Elms Practice over many years . Thank You.

The doctor was very helpful and perlitte

Kind informed visit

Excellent consultation giving me exactly what I needed.