



FRIENDS & FAMILY TEST RESULTS

October 2024

Number completed: 565

97 % 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: 466

Likely: 83

Neither likely nor unlikely: 7

Unlikely: 5

Extremely unlikely: 2

Don't know: 2

Comments made by patients:

The practice is very personal and is so accommodating and always help myself

We rang first thing in the morning and were seen within three hours. Really looking after us.

Lisa was great and gave great advice

Great response time to be seen. Friendly and knowledgeable doctors.

Quick and flexible response

The health professional was kind ,professional and understanding.

Very very cared for an I got y dr hannah

Seen in timely manner, kind and patient paramedic who explained everything as I was examined

Signing in was easy and I didn't wait long to see the doctor. I love the gentle music in the waiting room.

My appointment was on time and saw Ruth the nurse who was very friendly and helpful

Very through with my health problem

Doctor Loweth was excellent

Friendly staff, appointment bit rushed but fully understand that's nhs policy not the practise

Always a comfortable experience going to the doctors

I saw the nurse who gave me a shingles vaccination and it was good

Seen the same day as I filled in the form, efficient service, clear and helpful advice from the doctor

They sent me an appointment after my online form. I was late, due to a tree blocking my way in and I was still seen

My appointment was on time, Ash was very efficient and yet very friendly as ever. I get top service from all the GP nurses.

Appointments booked promptly and lots of information given

Professional and friendly advice

The doctor was kind, thorough and didn't rush me. Thank you.

I was allocated the appointment on the same day.

Kerry was supportive and helpful

Dr Smith is very professional, very patience. The best doctor I ever met in UK.

Very professional

Saw Nurse Judy for blood test All went well

As always everybody is very helpful at the surgery.

Dr Allam went above and beyond to help me. She talked through many different treatment options and gave good recommendations. I was also seen at my exact appointment time which was amazing

Fast, efficient, friendly

Easy to book appointment, friendly doctor who listened.

I had 2 nurses sorting out my leg problems both so friendly and professional.

Sent in request for an appointment around 9am and saw a medical practitioner by 11am who was able to sort out relevant referrals. Also medical practitioner was very helpful with excellent knowledge

All round wonderful experience!!!! Thank you 🙏

Absolutely fabulous!! Jenny was brilliant and the best nurse I've ever encountered. The receptionist was also a delight and most welcoming!!

Got an appointment quickly, doctor took her time with my son and gave us the outcome we were looking for

Luke promptly referred me to Ultrasound scan which I have had. Now waiting for your GP to contact me re follow up on results.

I didn't wait for too long and my nurse, aisling, was lovely and very chatty and put me very much at ease

Seen on time and was not rushed out the door. However trying to get an appt for Flu jab AND Covid at the same time was a fail disappointing.

On time appointment, very helpful physio who took time to diagnose problem and explain treatment.

Very Professional

In early (first time ever!). Felt listened to and helpful next step / just waiting for physio referral.

Making an appointment by form is a pain!!!

I think the staff are very helpful, they will try to do the best for you, a friendly atmosphere all round, the nurses make you feel relaxed and comfortable, and very friendly

The receptionist are unhelpful and arrogant, you must understand that the people going to the doctor is because they are in pain and not going for fun

Always helpful

The appointment was on time and my bloods taken without pain

Everything was brilliant

I was able to see someone quickly

Very efficient

I was seen by a physician associate and she brought a GP in to check her assessment which gave me peace of mind. Previously, a family member was seen by a paramedic, overseen by a pharmacist and the latter seemed to be asleep.

Short wait time and a very friendly and helpful doctor visit. Thank you

The doctor explained everything thoroughly to me

Very good help from the Surgery Nurse..action and advice.

Have been using this surgery for years and have been friendly and efficient with their service

Dr Kanthi really listened to what i had to say

Quick to respond to my message

I was given an immediate response to my request for assistance with my heart problems ie,af. I already feel better now and my heart although still irregular, my heart rate normal at 61bpm. Some fluttering but BP at 120 over 80. Bloods at 6.9 to 70 so all,s well now. Thank you all so much.

I had asked for an appointment with a GP as my daughter has back pain and it is causing her discomfort. As there was no immediate injury, the associate we saw took her temperature and essentially was unclear on next steps. The only advice given was to see a physio. I am still waiting.

Whilst I was directed to some alternative assistance unfortunately it was not in line with my expectations as I am aware of other services that I could be referred to.

I was seen for my initial consultation with. Physician associate on the same day as my enquiry about my hearing. I had a follow up appointment two weeks later with a nurse where she cleared my ears thoroughly and patiently and couldn't have been kinder or more helpful. Thank you.

Excellent service

Seen within 24 hours, brilliant doctor with magnificent bedside manner on a subject that was difficult. She put me at ease, was very thorough and clear in advice. Thanks again

Always caring not rushed and excellent service

Very good follow up after an email exchange on my condition including a quick appointment which I wasn't expecting and a further follow up communication on the same day, excellent service

It was easy to get an appointment. Dr Sibly gave me time to explain my circumstances, she was kind, knew what she had to do next and offered support for the future, if needed. Thank you.

I attended an asthma review with the pharmacist, I queried if I was using my new inhaler correctly she said she didn't know and googled how to use the inhaler. Previously when I have attended the clinic with the asthma nurse they were very knowledgeable and could advise on these

I only waited a short while to see Nurse Ruth and after a chat she advised me to use a different inhaler which she ordered from my local pharmacy. She also said she would telephone me to see how I was getting on with the new inhaler.

Always good thank you

Very thorough

Good review

Dr Hannah Smithers was excellent. It was the first time I had seen her, but I was very impressed. I shall continue to see her if I can. The only downside is the amount of time it takes to get an appointment.

Wonderful staff, bit of a long wait

Thorough investigation and referral.

Appointment was available when I wanted it.

As I wear a hearing aid (both ears) the reception by phone is not always good for me - I much prefer a direct contact / conversation in person because of my hearing

I received a very quick response from your Reception staff and an appointment that morning. I saw Dr Loweth who was professional, thorough in her examination and very reassuring.

I was offered an appointment very quickly. I saw Dr Kanthi, who listened to my concerns & gave excellent advice as always. Dr Kanthi is always so kind, upstanding and professional.

Quick response, quick appointment and lovely caring knowledgeable doctor

I was offered an appointment very swiftly, which I really appreciated thank you.

Ruth was very helpful and explained what vaccinations are advisable for my forthcoming holiday. She checked my record and gave me a couple of reliable websites. The only slight niggle was that I had to wait over 20 minutes.

Lovely doctor. Reasonable waiting time. Left relieved knowing I had everything I needed.

Efficient and helpful

Dr Allam is an amazing doctor. She is empathetic but firm and professional. She has "cared for me" throughout the years brilliantly and I have total and utter faith in her. Thank you all at the Elms .

Received face to face non emergency appointment quickly. Dr May was reassuring re my problem and I was able to start treatment the same day.

Kerry was very professional, informative and helpful.

Great service

My actual care was fantastic, I can't find enough positive things to say about Kerry. It was just the long wait to see her that stopped me putting very good. However, the wait was worth the excellent care.

The Elms Medical practice were very good responding once I was able to get through filling in the form on line. It took me nearly 2 hours to get the form completed and sent. Each time I tried there was a problem. I find it very frustrating and difficult to get through - far easier when we could just phone, despite the waiting time. This frustration is very unhelpful when one doesn't feel very well.

The nurse that carried out my smear test was very professional and caring. She also took the time to explain everything.

Good experienced doctor with insightful advice

Always good service Making appointments tricky sometimes Busy

The doctor gave sufficient time and focus to diagnose the concern. The advise there after were satisfactory

All questions were answered and various remedies discussed and implemented

Offered an appt.same day. The Nurse was very friendly and was very thorough. I was informed to come back in 2weeks if cough hasn't improved. Thank you so much

Phone call was on time and the doctor was very helpful

Able to get the GP appointments, they did the detailed analysis of my son health condition, and provided the required directions, also the follow up checkup and other tests were handled well.

I contacted the practice and arranged my appointment within two weeks of making contact. I managed to change my appointment from a phone appointment to face-to-face on the day before my appointment - I had not previously been told the appointment was due to be a phone appointment.

Excellent

Dr Impey was very kind and helpful as always

I saw Clare for my appt to unblock my ears. Clare is a real charming lady, very professional and kind. The wax was removed with no problem at all. As usual The Elms cannot be faulted in any way and I am so lucky to be a patient at this surgery. Thank you

I have always found that the reception staff, nurses and doctors extremely helpful and offer great advice and support.

I will recommend this practice to anyone

I was impressed with the GP consultation for being thorough .

No waiting, very friendly and patient doctor.

I was seen very quickly in response to an online submission. The follow up testing was equally quick and efficient.

Good information

Very fast and pleasant service. Felt cared for and reassured. Thank you.

I am feeling anxious about my blood pressure, cancelled operation etc and was worrying about what this message was going to say. Could this sort of feedback message be sent in another way perhaps, not in the same way as health messages?

Caring staff. Always listened to by me Dr. she gives me confidence

Nice nurse. Appointment was 5-10 mins late despite being at 8.40

Felt a bit rushed. Nurse dropped items on the floor half way through the immunisation and had to get new items. Made us feel quite nervous as parents as to whether our child was then given the correct injections. We also noticed a lot of liquid when the needle came out for one of the injection so not sure whether our child was given the full dose of the vaccine.

Staff helpful and seen early

Thorough examination with infection found

Follow up appointment with nurse. Spot on time and happy with treatment

Very thorough and helpful with a follow up message with info

Dealt with quickly and efficiently

I had requested a consultation to discuss perimenopausal symptoms and was given an appointment with a male trainee GP who seemed to not know much about the subject. He was pleasant enough and not his fault - I just think given I had said what the problem was, I could have been given an appointment with a more appropriate person. I have been referred for blood test and would be grateful once those come back if I could be given an appointment with someone who has more of a specialism in this area.

I felt comfortable and fully informed

Elms is very switched on . Others I know praise the practice very highly

Completed on line request for appointment. Had phone call back with a time for the same day. Saw trainee GP who was good so overall happy with efficiency of your service. Thank you.

So many reasons! I'm very happy with the Elms as a whole in terms of my patient management, communication and feedback My telephone appointment with Dr Allam was on time, constructive and reassuring.

Dr Smithers, listened and was precise and gave great advice, she was thorough and I felt thankful for my time with her.

Dr May was very understanding and gave my son excellent information. Thank you

I was seen promptly and dealt with excellently

I have a very serious hand gash which has been looked after by the Lovely Irish Nurse Asegail (Spelling) for several weeks who really knows how to attend this wound which is now healing very well.

From reception to seeing the nurse for blood test all done in 15 mins, I like that the receptionist told me how many were in front of me and the nurse was lovely and friendly , I love this practice 😊

Promptly seen. Sympathetic doctor.

I find the doctors very supportive with my diabetic needs , how I'm feeling

Great service, clean waiting room, polite and helpful staff

Empathetic GP

I have already submitted this form, but I will do it again. Dr Smithers was excellent. She was prompt precise kind and a great listener. She had an action plan for me which I feel very happy about

I've been registered at the Elms for many years and always been very happy.
The nurse I saw was lovely. Even though I'd got the wrong time for my appointment.

Did not feel rushed. Dr very thorough in explaining everything to me. Looked at options for best care and was thorough

Once I had managed to get the form sent (this took 2 hours of my time), The Elms response was immediate and I was seen by a doctor within 30 minutes which was wonderful. Getting a message through to them via the app is a nightmare and if the blood pressure isn't high when you start, it certainly is by the time you manage to send it!

I didn't have to wait for an appointment. Dr Impey was very thorough and had time for me . Thank you

Everything was how I like things to be, friendly receptionist, on time to see the nurse. Nurse was lovely and did what she had to do. All easy. Thank you.

Very friendly and details explained well

Friendly service

Everyone was extremely friendly and welcoming

Always respond

Generally hood experience but have had less so in the past

It was supposed to be a phone appointment and no one called

As always nurse Kerry was efficient friendly and professional she is a credit to the surgery she makes a visit to the drs a pleasure

Always efficient & accommodating, in the 40+ years I have been attending the Elms.

Very quickly seen to and great service

My request for an appointment was triaged promptly and was given an appointment that morning

It was reassuring to know that all was well after my foot check. Kerry was pleasant and helpful as always and gave good advice.

Always helpful and efficient

Dr Patel was thorough and I was seen promptly. Thank you.

Because they were very quick and lovely service

The lovely nurse issued a prescription for my condition which needed urgent treatment.

The script did not arrive at the pharmacy later that day as indicated. Despite a phone call it did not arrive before the pharmacy had closed.

In phoning the next morning to chase we were told the duty doctor had forgotten to sign it.

The prescribing team organised a paper script which we collected.

Luke was thorough and thoughtful in his examination and gave helpful advice about my infected thumb. The Elms ,yet again, provided prompt and excellent service

The associate listened to my concerns, was thorough in investigating possible causes, allayed some worries and proposed a clear solution with clear guidelines on what to do if this did not work.

I felt like I'd been listened to; like I'd been heard.

Nurse great, receptionist could have been a bit more friendly but appreciate it was annoying that check in system was not working

The physician was very thorough and spent time with my issues. Good advice and follow up investigation booked. Listened well and asked good questions.

The doctor I saw was fantastic and very supportive. She was thorough and gave good advice.

After ongoing assessment of an injury I was given further exercises to help with the good progress already made. I received an email with exercise instructions to follow. The practice Physio has been extremely encouraging and has worked persistently on my behalf dealing with Achilles tendon. I also feel confident to ask questions too. Many thanks.

Again always professional and polite caring. We are so lucky to have such a wonderful team .

Kind and thoughtful and thorough.

Appointment on time, nurse provided me with welcomed advice and everything was delivered with care and efficiency. Thank you

Always given professional service

Thorough, kind and understanding

Kind and thoughtful and thorough

Dr Sibly was really thorough. I was in so much pain, she listened to me and was very kind. Wish all doctors were as kind and understanding as she was.

Reception staff dealt efficiently with my admin request to see my test results on the NHS app. The PA was efficient and when she had to call a GP in to give a second opinion it was all sorted very quickly.

Very helpful and efficient staff. Above all, really appreciated their kindness and sensitivity. Didn't feel rushed. Didn't feel talked down to. Explained things well.

Prompt, understanding, caring service and effective resolving of issue with nurse

Very helpful and efficient staff. Above all, really appreciated their kindness and sensitivity. Didn't feel rushed. Didn't feel talked down to. Explained things well.

Very helpful. Excellent all round. Felt listened to. Good advice given Many thanks.

Answered all questions well, helpful and efficient.

Very helpful and efficient staff. Above all, really appreciated their kindness and sensitivity. Didn't feel rushed. Didn't feel talked down to. Explained things well.

The staff attention was excellent. I had the opportunity of being seen by the doctor to explain and discuss with me the results of different tests and also the next steps. Many thanks for your service

Prompt and clear diagnosis. Vg treatment And follow up procedures. Helpful understanding explanations with prescription treatment given .

I was impressed that the surgery chased me to give me a check-up. The GP was very good at listening and acknowledging my concerns.

Prompt, on time, efficient service

Sarah Randall answered all my questions and was efficient

Easy to navigate – sufficient appointment availability, friendly helpful staff

Excellent on time and quick and friendly. Thank you

Friendly helpful staff

Person I saw made time to fully address my condition and answer my questions

Can't fault the service the Elms provide excellent

Dr Smith really listened to me and took time to talk through my options

Consistent excellent service

The Doctor that I saw was very helpful and I now have the correct tablets that I needed.

I was seen Quickly and the Doctor was very helpful.

I was seen very quickly and was very satisfied with the GP that I saw

The service and staff are all ways very helpful

Because that's how I found it to be

Outstanding

Efficient appointment booking system. Lovely GP and satisfactory appointment.

The practice is very well organised and all staff are friendly and supportive. It has been great moving to this practice.

Happy with the service received

Excellent appointment with Dr Smith

As always, professional, sympathetic, friendly advice

Can't thank you all enough

Nurse Kelly just brilliant, so nice to have face to face contact thank you

Very helpful and reassuring. All concerns addressed

My online request was met with a phone call within hours with the offer of an appointment with the physiotherapist, Minakshi, later in the day! And an appointment was made with Dr May next week! Can't get much better than that. Minakshi was thorough, professional, empathetic and efficient. She took careful history, examined me and suggested a forward plan and explained them to me.

The nurse took good care of my son whilst having his injections, she made it fun.

Seen on time by my own doctor, and able to discuss in detail my complex medical conditions

Short appointments (long wait before appt) and not much attention unless serious concerns, no follow ups for chronic symptoms, basic but reliable care. Happy with my last visit yesterday, a physician in room 6, she really tried to understand my symptoms and supported me that things will get better over time encouraging me to return if tests find nothing major.

Helpful doctor took the time to fully discuss my concerns.

Seen on time by my own doctor, and able to discuss in detail my complex medical conditions

Thorough and listened well

Very prompt. Answered my questions and took action

I've had to come in several times with my cough and also sent several messages. The response has been amazingly fast, thorough and caring, thank you

Great service by both the reception and the physiotherapist

I have waited weeks and cannot get access to my medical records on the nhs app. I want them to ensure my chest x-ray and blood tests done in 5th Sept were ok since I have had no contact from the practice

Listened well and implemented changes that are hopefully going to help

Very helpful engaged GP. Excellent service – thank you

Very professional experience

The PA is saw very thorough and compassionate. I didn't feel rushed and she went through my concerns and reassured me.

I didn't feel rushed and felt completely listened to

Booking was easy and responded well. Helpful and listened.

Doctor is patience to explain

The doctor was thorough and asked questions to make sure she understands my problem

Didn't have to wait long and nurse answered all my questions

I was seen promptly by a very considerate doctor

Care and attention given at the highest level. On this occasion I was referred to A&E and all documents were printed off for me to present to the next doctors that saw me. Thank you for the care you showed

Only had to wait a couple of days for appointment and doctor very helpful

They managed to get me a phone call with a doctor

Doctor very helpful

From the time I go into the Surgery, all staff are very caring and helpful. They actually listen to your problem.

Dr Impey very attentive and helpful

The doctor listened carefully to all my worries and checked each thoroughly before giving advice and saying an appointment would be made for the hospital to check my throat more thoroughly . Today I slept till mid day - the first I have done so for months many thanks for the help given to answer my worries

I was seen immediately and Dr Impey was very thorough and made me feel as though I mattered. My best visit to the Doctors in a long while

Both receptionist who booked me in and doctor I saw were kind

Not rushed. Helpful

Appointment given same day as enquiry

Dr Shah was sympathetic and understanding and suggested a treatment option to try.

Everything was as expected, staff were helpful and friendly

My appointment was quick with not waiting time and the nurse very friendly

I received very prompt response to my concerns about reducing the swelling in my legs without increasing my blood pressure. I have now started taking a different blood pressure tablet and it's effects will be monitored.

Great and quick response to my e-console. Very thorough examination by the doctors

Satisfying consultation

Mandy and Jo were very supportive during a difficult period for me in the last 10 days. Dr Smith reassured and I thank him for his time

My doctor was very thorough with his investigation and offered follow up blood test to get to the root of my problem

The GP was very thorough, on time and it was easy to book the appointment

It was good to see Dr Impy who I really like. She was very helpful and sympathetic at what is proving to be so difficult with my cancer treatment

I am always overwhelmed with the amazing service, all round, by The Elms Surgery, from the reception staff to the doctors. Thank you.

It was very good because it was quick and gave me the answers I required

Fast, efficient and kind - thank you 😊

Efficient booking, Dr Impey explained the procedure clearly and I didn't feel any pain whatsoever. The wound had healed well and she texted to confirm the lump is benign. 10/10

Joe on reception helped me to get 4 different, sequenced appointments on the same day at short notice.

I was called from the waiting room fairly punctually and then was examined thoroughly by the medical practitioner. Together we agreed a plan for how to proceed and I left feeling very pleased with the visit, the time I was given to speak and the examination itself. The manner of the person I saw was exceptionally caring and I hope to see her again.

I am a frequent visitor to see Dr Allam and her professionalism, care, helpful and kindness to me is second to none. I always feel safe in her capable hands and am so grateful to be a patient of The Elms. Many thanks.

Dr Patel was quick, efficient and kind

Really helpful GP. Put my daughter at ease, spoke to her directly and gave great advice. Thank you

Very good practice with good doctors. There was a problem in booking the appointment online. I did not receive a confirmation of appointment until about a week before and as a result attended the practice to confirm.

Dr Solomon was lovely and extremely helpful. She explained everything very clearly and answered all my questions and queries.

Very good service

So much has improved over the last year or so

Very efficient Helpful staff

Friendly and detailed doctor

A very good response

The Elms have been brilliant recently.

Also I saw the nurse practitioner last week and she went over and above. I felt very happy and listened to.

My daughter spoke on my behalf. Thank you all very good

Dr Kanthi was exceptional in reassuring me that she would help me "join the dots" regarding my multiple diagnoses to work out a treatment plan. I felt listened to, supported and quite overwhelmed by her kindness. Thank you!

Appointment almost on time. Doctor was swift and kind

Doctors with empathy, booking system seems to work very well

I was seen very quickly and the doctor I saw was friendly, helpful and sympathetic to my needs. I felt I was listened to.

You have bin a good practice to me and my parents and appreciated

Fast and efficient

Quick, lots of help

Quickly seen by an excellent professional

Appointment was on time and doctor was very informative and supportive

Doctor was great but had a delayed appointment (45 mins)

I saw the Physio, Lisa Greenfield, who could not have been more pleasant, helpful or clear with her advice. I had exercises and clear instructions emailed to me within less than an hour of my appointment - impressive and very much appreciated. Thank you!

Happy with the result

This was my first appointment with the practice .

The soundscape playing in the waiting room is a great idea, really calming.

Dr Allam was very warm and welcoming and helped me with my issue giving me the options available. Thank you 😊

Seen in a timely manner and dealt with fairly and kindly

The mini pre assessment form is quick and easy to fill out and responses to next step are quick and easy

I felt heard and taken seriously by Dr Sibly. I felt she dealt with me in a compassionate manner and understood and took seriously the state I was in, given my history.

Efficient

Ms Jen Mascarenhas was excellent!
Attentive , caring and extremely efficient . Top marks !

Dr Smith very clear, understanding and reassuring.

Everything went as planned

Long wait time before being seen which is especially difficult for a baby. I found the GP we saw very dismissive, had to really prod to get any information about what was wrong with my child and get some peace of mind that there wasn't something more serious. It almost seemed my questions were annoying her. A baby should deserve a bit more attention especially after a mother tells you how much they've been struggling for over 5 days before coming to see you. Some empathy would go a long way. Also I don't understand why i keep getting asked if i want antibiotics whenever I have an appointment. I am not a trained medical professional and it is not the reason I come in. I just want a thorough assessment of my child or myself, to understand the diagnosis and the treatment plan with its pros and cons.

On time. Very helpful advice. Good explanation of procedure. Thanks

Doctor was very helpful and cream has worked!

Everything was dealt with efficiently, however depends how quickly I am going to be seen by breast clinic at L&D

The doctor I saw was very caring and sympathetic to my problems

I was seen very soon after my appointment time. The lovely lady who seen me was very professional but still had time for small talk

Quick efficient and friendly

The online Communication is working very well with prompt replies and appointments being offered soon afterwards. Thank you! And a lovely helpful doctor is always a bonus! Thanks to her too.

Everyone is very friendly, nice and everything clean. Very efficient and helpful.

The doctor was understanding

Very happy with the service

Quick and comprehensive response

Dr Loweth was very empathetic and helpful. I felt listened too and she put forward a new treatment to help my recurring condition while responding to the concerns I have.

Easy to use the new triage system, Dr was easy to talk to and took necessary next steps

The doctor was understanding to my issue!

Because she is a good dr.

All my questions were answered and helpful communication

Good discussion with Dr about my medication and next steps

The lovely Irish nurse who gave me my shingles injection is always so cheerful, efficient and has an excellent memory for faces

I was seen the same day I requested an appointment with a nurse practitioner and GP

Seen on time; very knowledgeable and professional appointment; very focussed discussion of my medication; sound advice given

As usual Dr Allam was fully informative to me with an action plan, looking forward .
Dr Allam , NHS at its best .!!!!!!

My visit was dealt with just as I expected it would be.thanks.

My nurse was incredibly helpful ,supportive and kind to me and I was very comfortable while being treated.

Very efficient nurse in and out in 5 minutes

I was given an appointment on the day of my request, I was only 15minutes over the booked time waiting.
The doctor was calm, thorough and informative. The receptionist was helpful

The receptionist was very pleasant and helpful. It was so good to see Dr Allam who takes a great interest in my condition. It was so good to get continuity as I saw Dr Allam the last time I was at The Elms. Many thanks

Nurse Aisling is brilliant, She has been doing a great job looking after my serious hand injury, which with thanks to her expertise and care is recovering extremely well.

Very prompt service. Appointment was made for the same day

The process worked and the appointment was v punctual. Thank you

Listened to my problem and dealt with it in a professional manner

I received a quick response and appointment after filling in the form

Helpful staff and doctors

I was listened to and my problem appreciated. Very sppecuative if that -
BUT I WOULD LIKE TO KNOW WHAT THE RESULTS WERE OF ALL THE TESTS TAKEN ON TUESDAY PLEASE.

As always, I was seen promptly, by a delightful and reassuring nurse, who syringed my ears and I have excellent hearing again. I cannot fault the service which TheElms offers on every level. Thank you

Good prompt service

The GP I saw was interested in my problems and had a practical plan of action
The Dr was very caring during my visit

Lovely friendly and kind nurse

The nurse,& the dr.were brilliant.

No wait , and Julian Smith is a legend !

I've always had really good service in the past but on 9th October I saw Dr Shah about a mole that has changed. I've had one removed in the past that was later identified as having pre cancerous cells. Dr Shah wasn't sure what to do so took a photo of the mole on his phone & said he'd show his supervisor. I'm not confident that you can know whether to refer on from a photo. I don't feel very reassured

Very pleased with service and care. Trying to use new system for contacting, but sometimes causes confusion/ delay (and odd things recorded on my record!). Preferred being able to speak to reception, who were always helpful.

Helpful advice given

Dr Allam was very good has a very courteous professional manner

Good doctor

All brilliant with the doctor but we had to wait 45 minutes to see her

Was dealt with very quickly & efficiently when having my ears checked but I cannot remember the doctors name.

I was fortunate to get a next day appointment with the nurse for information about vaccinations for overseas travel.

People were very helpful

Pleasant waiting room, good checkin facility, specialist nurse friendly and competent

Continuity of care from my GP over diabetes, which does not even appear in the summary of my on-going conditions on this system!

This practise always gives a first class service. I am very lucky

I had to get blood tests and book to discuss the results. The whole process was easy to book and I didn't have to wait too long for an appointment

Friendly and efficient staff

It was very helpful to have been able to have feedback from Dr Allam on the recent tests that my mum had done, and also to to have been able to fill her in on how my mum has been.

The doctor was very thorough and gave advice and reassurance

No problem parking, check in straight forward, all staff friendly

Receptionist wS very efficient. I was seen quickly. Doctor was thorough

Appointment on time. Not rushed through Dr Smith took time to listen

My online message was dealt with promptly, I was given an early appointment and the clinician was very helpful.

Nurse called me straight in, barely had a chance to sit down!!

Personable, had a genuine interest in me, knowledgeable, and caring. Went to speak with physio about question I had to check on approach etc.

Very caring and understanding GP.

Nurse Clare was excellent, the advice for travelling and the immunisation given was totally professional whilst friendly and open

Saw Dr Shah because normal Dr not available for at least a month. Very pleasant Dr but unable to assist following your triage of my blood pressure which is now the third time you have taken my readings as well as numerous BP taking in hospital and enough blood taken for sampling to make me a donor. Now got another blood test at Red House in 3 weeks! Will I get any kind of resolution! Please assist.

Waited an hour for an appointment with an 8 day old newborn meaning we had to breast feed and repeatedly change her and soothe her when already anxious

Well organised. Experienced staff. Sympathetic to elderly or nervous. Shame a fairly long wait in queue but I understand one practitioner down.

Seen nearly on time. Dr May was very helpful and understanding. I'm happy with the next steps.

The nurse was really helpful

Very well spoken and very helpful

Dr May was very helpful and pleasant

I was given an appointment to be seen within 48 hours and referred to the relevant specialist in hospital straight away. I really appreciated this because it was postnatal issue, a follow up with the hospital was taking too long and I kept being sign posted to different departments by Watford General hospital which wasn't helpful and it was very frustrating because I was in pain.

I was seen quickly and the dr referred me to specialist services the same day

On time very efficient

Got appointment very quickly after contacting practice

Dr Impey listened well, was very engaged and spent as much time as was needed discussing symptoms, treatment and options as was required. She was also great at explaining test results.

Dr Kanthi was personable, very attentive and thorough.

I don't usually find the wait too bad, I usually get quick responses to queries I make and I feel very lucky to have such a brilliant doctor as Dr May- she's empathetic and I genuinely feel she is trying to do everything she can to fix my myriad health issues

Even though the surgery didn't check up after I was out hospital after 2 weeks instead was 2 months later. The doctor was very nice kind and helpful.

Friendly welcome and promptly seen

Very efficient service

I was seen by nurse Clare

I need more cream for my face and nose The chemists said i do not have it on the list with my other things please may i have some more please

Kind, listened to me, extremely helpful.

Great service ... very thorough

Very thorough examination and investigation of symptoms to provide correct diagnosis

I received a face to face appointment within 48 hours of submitting the online request

Appointment arranged quickly. Nurse unaware that as well as ECG blood test samples required. These were taken and results obtained in 2days.

Dr listened to me and is going to get some blood tests done to try to diagnose what's wrong.

Appoitment was pretty late but nurse was lovely

Dr was very thorough

It reflects the constant good service I & my family have received from the Elms

Visit met my expectations

Very helpful, informative and friendly staff

Consultation with doctor was good but had to wait around 20 minutes past appointment time to be seen.

Appointment was scheduled quickly and Doctor was knowledgeable and helpful at explaining my test results

Had to wait 30 mins to see doctor otherwise fine

I was able to discuss the problems I planned to address and arranged blood tests relevant to my medications.

Satisfied & concise.

Annual asthma review conducted very thoroughly.

Received ongoing asthma plan promptly and Russell offered broad advice and answered all my queries thank you

Quick, comprehensive and efficient thanks

The person I saw was helpful, knowledgeable and thorough

The appointment ran more than 20 minutes late. In addition to this I am

Not sure if my cry for help was taken seriously. I was told to my OTC vitamins and pointed in a direction that had no support. The reception team has not followed up on the forms that I was supposed to be sent. This was the second attempt at trying to organise a simple appointment with a doctor with too many hurdles along the way. Something needs to change.

Lisa was very helpful. Apologies I declined your work experience person sitting in but I thought more privacy would be needed in terms of my exam than it was in practice! Lisa gave me good advice and exercises to do and followed up very promptly with a note to set everything out. Thanks

I was very satisfied with the help I given and with the kindness shown. I have rated the overall experience as good rather than very good as there was a problem with reception communicating with a doctor which meant I was in the waiting room for over an hour.

Ease of booking and appointment given quickly.

Russel was very kind and listened to and answered all my questions a very useful appointment Many thanks

Nurse Kerry was amazing

As one would expect

Although the Dr I saw was running late, she gave me the care I needed and didn't rush to end the consultation. Very reassuring.

The lady was so kind & let me feel like it was ok not to be ok

The practice responded very quickly to my e consult and later to my requests for blood test information

Seen on time or little waiting, booking in worked well, and announcement for room/ consultation nice and clear

The doctor was very kind and helpful and gave me good advice

It would be excellent if the check in screen worked. Medically it was very good

Caring nurse and questions answered

Efficient and helpful. Felt listened to and the doctor thought about what best to do

Never met Dr. Loweth before. Very pleasant experience thank you.

Prompt response to online request.

I was asked to see Dr.Sibley in person.

Dr.Sibley was extremely thorough as well as kind and satisfactorily enacted a plan.

The actual appointment was really good, but had to wait quite a while. I was lucky because I didn't have anything else to do, and I understand it is sometimes just out of anyone's control, but may be harder for students who have stricter time availability

Dr Smithers is very helpful, kind, and professional. I feel well looked-after and listened to whenever I see her.

Just gppd

A reminder about my jab and quick service

Two recent attendances, the first was last Saturday for 'flu and covid jabs and the second yesterday for a shingles jab.

I didn't get a phone call

As always appointments are quick and easy to arrange.

Doctors are first class. Receptionists very helpful. We are very lucky to be part of this surgery.

Prompt response and I was given time to explain things in my appointment

I was seen on time & was dealt with efficiently & politely

The greatest doctor I have ever met in my adult life, the greatest doctor that I have ever had the luck to experience in over 30 years. The greatest experience of a doctors in my life. I generally loathe going to the doctors as I feel like I'm never truly listened to, that I'm on a time limit to get thrown back out the door with a prescription and a goodbye. My last visit was great and gave me hope, this one renewed my faith and hope in humanity. Five gold stars. 11/10. A truly mind-blowing doctors experience, I can still hardly believe that it happened. I asked for help, someone truly listened to me, listened to me from the heart, took me seriously, listened to what I was really, really saying, that i really deeply needed help and they offered it to me. I am profoundly grateful and humbled that it was me that got to have this experience and the offer of help. Thank you, thank you, thank you x

Very efficient and friendly in every department

Nurse Ashling was very caring, understanding, patient and put me at ease about my hand injuries.

Support admin very helpful and understanding

Always informative and knowledgeable

On time and friendly nurse

Very happy with my visit. Very professional and put my concerns to rest

The booking system by submitting an online message works excellently and incredibly quick response. The doctor gives always excellent care and I feel listened to.

Pleasant amiable personnel. Efficient service

My appointment to see a doctor was arranged the day before. No long waiting period.

Because he got gave the wrong medication what couldn't even be used on a baby as I read the back of it. Tried to say he didn't have an eye infection what I said he did and then when I left . He called me a couple hours later telling me it was and not to use the medication what he prescribed me. And he's sent drops over.

Very efficient, friendly and professional. Thank you very much.

Consult was on time, polite and gentle nurse, informative and correct 👍

My problem was dealt with very efficiently. Appointment was on time, lovely Dr and student attending. Prescription sent to my pharmacy. Thank you.

Everything was very efficient. Speedy appointment and excellent consultation with GP

So helpful put me at ease answered my queries

Dr Shah explained the results of my scan very clearly to me

The lady who did my smear test was so gentle and kind.

Amazing to get such a prompt appointment with the lovely Dr Impey!

Dr was good

Ease of making appointment, no waiting before being seen, well looked after and everything explained clearly.

The response to the triage form is always very quick. We saw Dr Solomons on Monday and she was very helpful. I really appreciate the care we receive at the Elms it is always fantastic.

Caring etc

Lovely nurse that had a sense of humour and a very nice trainer doctor

Came back really quickly with an appointment. Didn't see a doctor but she was efficient, easy to talk to, professional

Nurse was welcoming and thorough

Talk to, professionnel

The physician assistant explained her role, the role of the gp re prescriptions, was really thorough and I felt really listened to. Thank you

Although running late Nurse Ruth was very efficient and informative.

What I don't like is that depressing music they pipe into the waiting room. If they feel they need music why can't it be more upbeat. It definitely doesn't relax the patients and I often hear negative comments about it.

Gave me the service I needed

My appointment was on time and the Nurse carried out the cervical screening in a professional and courteously.

The triage system is very efficient

All receptionists and support team are very helpful

The GP explained everything very clearly and in a warm thoughtful manner. I feel very well looked after.

Great surgery!!

Excellent as usual .. all on time and the Doctor I actually wanted to see.

Seen on time . Lovely nurse gave a full explanation regarding my vaccination

Dr.Smith last night was very efficient and today when i saw nurse Kelly she was very thorough and went over and above her duties all done with a smile another excellent experience at the elms

KERRY HARDING (NURSE) did an egc , was on time with appointment explained things clearly she also did my blood tests gave me results if ECG very good efficient service as it was only booked at 4.20 pm yesterday

Very caring attention to me on my recent visit.

Very fast response to my initial request

Seen promptly, GP very understanding and helpful as always

Good service from the PA except for a half hour wait past my appointment time, hence not a perfect score

I think I saw Sara and she was very caring and thorough. I appreciate that.

Staff were very helpful. But please turn that awful non uplifting in any way whatsoever sounds/music off in the waiting room!

My appts were sorted out straight away

I was seen within the same day of the request, my concerns listened to and procedures put in place to hopefully improve my health condition.

It was OK but the doctor didn't give me enough time because she said she has other appointments and people waiting. I had other concerns I wanted raising

I was very well looked after and explanation was clear and precise

Nurse appointment within a few hours who was excellent and professional

You are very accommodating to all our family. A great service all round.

The nurse was very helpful and engaging.

Detailed clear advice given by the nurse. Overall, a very pleasant appointment.

Arrived early and didn't need to wait, Dr saw me early too

Not long waiting time and very very helpful nurse! Thank you!

Very understanding and checking on me in 2 months time.

When I emailed to book an appointment I got a quick response with date options, one of which I could make so I booked it. When I went to the appointment it was on time and the nurse was very helpful answering all my questions.

Prompt professional and authoritative

Referral from Ambulance Service dealt with immediately Able to immediately consult with Dr Shah and have ECG at the practice Dr Shah promised to refer me to cardiology team at the Lister Hospital and advised me to call Practice if symptoms got worse.

Because I got a doctor that knows me

Prompt and efficient service

Never any issues with either requesting appointments or prescriptions.

I was seen very quickly and my concerns addressed with suggestion of a blood test to be followed by a referral for an xray. Dr. Imphy was helpful in sending me access to the blood test appointment website, although I will need to check whether it is a fasting test which is required.

Because it's true

Was allocated appointment quickly

Dr May was kind and attentive and I felt she heard all of my concerns and addressed them.

Clear plan in place for next steps.

Easy to get an appointment. Staff helpful and Kerry was very reassuring when taking blood sample.

Everyone was easy going made you relax. Very good at their jobs, would come again

Doc did check and issue meds

Not a. Long wait The last I saw obviously knew what she was doing and why very pleasant visit Thanks

direct answer while also listening to concerns and questions

Easy to book appt online. Fairly short wait in waiting room. Dr Solomons v nice and helpful.

On time and very efficient. Excellent service and treatment.

Attentive doctor who spent time with me.

Very prompt appointment, excellent treatment from Doctor Jen! Thank you very much!

As always, Dr Smith gives his time and care. The receptionist on the late duty was jolly and helpful. Thanks to both.

Response was quick, however none of my questions were answered particularly, so I don't feel very reassured or confident in knowing if something could be seriously wrong with me.

Completed medical form outlining my symptoms, which was promptly entered on system by very helpful receptionist. Review by triaging doctor was quick, received a same day appointment enabling my condition to be assessed and appropriate investigations to be commenced quickly.

Getting the appointment worked well, and the appointment was on time and productive.

I got an appointment quickly, I felt my doctor listened, validated and communicated clearly

Not long wait . G.p listened didn't rush me. And dealt with the issue and one other issue I had.

I felt that the doctors listened to my concerns and gave a thorough examination of face

Was seen promptly and was not rushed.

The Doctor was very helpful, caring, she explained everything to me that that's the reason.

Nurse Ruth, was efficient cheerful and polite, she explained everything clearly and was more than competent in her work. Thank you so much.

I was helped by an exceedingly knowledgeable young student doctor called Stan. He was assisted by Dr Loweth who was amazing, I felt well cared for and listened to.

I saw Jen she was lovely and listened to me. The receptionist was also very friendly and helpful. Quick response to appointment request.

Polite and helpful nurse and receptionist

Appointment cancelled but another given the following day. Very efficient thank you.

As always excellent treatment

On time and very helpful team.

Quiet waiting room, enough fresh air, lovely nurse

Had lovely doctor this time that explained my dexa scan and put my mind at ease , very rare that I can't get appointment , requests on line quickly answered

The nurse was extremely friendly, helpful and professional.

Appointment was on time

Dr Impey is incredibly professional and helpful

Excellent as always when you have a problem. Thank you.

The gp listened and I didn't have to wait long to see her.

All working smoothly and in a timely manner

Dr Jacky Impey is a complete sympathetic Professional, knows how to treat patients by going over and beyond the call of duty I am grateful to her

I wanted to better understand the implications of having a cataract operation; I got a clear explanation and was reassured on the procedure - thank you Dr Impey