



# FRIENDS & FAMILY TEST RESULTS

November 2024

Number completed: 513

94% of our patients would recommend our GP Practice. We really appreciate your feedback and strive to continue improving our services.

*‘How likely are you to recommend our GP practice to friends and family if they needed similar care or treatment?’*

**Extremely Likely: 410**

**Likely: 71**

**Neither likely nor unlikely: 13**

**Unlikely: 10**

**Extremely unlikely: 6**

**Don't know: 3**

## Comments made by patients:

I was seen quickly and had all my questions answered

Everything was straight forward and hopefully I'll hear soon

Good attention and service

The nurse made me feel very at ease All your nurses are very friendly and professional.

On time

Nurse attentive and bloods taken with ease

Ruth who X saw is always clear, precise in the information she needs to say, always said in a lovely manner. Very kind, doesn't rush you, makes you feel at ease

Very welcoming nurse, made to feel at ease

The staff are always very friendly and professional.

Quickly seen and problem helped! Thank you

Dr Solomons was friendly, caring and easy to talk to.

Pleasant nurse

Nurse has great bed side manner

Efficient, understanding, convenient appointment times, friendly staff - I consider myself lucky to have such an attentive surgery, given my previous surgery experience

The nurse (Ruth) was proactive in professing an unexpected issue she identified during a routine smear test. Took as much action as she could (called in dr for review) and advised on clear next steps.

Dr Impey always has time for you. Never felt rushed. Wonderful care and attention.

So good. Efficient, reassuring, really good with our son who is only 2. Can't fault them, thank you to the team!

Easy to get an appointment and the nurse was excellent

Dr. Tim Jollyman truly interested in multiple problems - had time and provided most professional immediate advice and service. Would like to ALWAYS come to the doctor like him. So well mannered also and friendly personality . More doctors like him - please 🙏 .

I have already submitted about dr. Jollyman high standard medical professionalism ( approach and time given ) and also his personal charisma / friendly doctor with interest and time for the patient - excellent 🙏 - thank you

Seen early, given the right treatment

Efficient for me

Helpful knowledgeable staff as always. The links sent post appointment I had hoped wld be more specific to my condition, but it might have been a slight misunderstanding as to what I was being sent. Still a high quality visit as always.

I felt listened to and understood.

Appointment on time. Had appointment on same day as calling. Very in depth examination.

First appointment with this doctor. Felt at ease and comfortable at all times with obviously very knowledgeable doctor. Would be very happy to see her again. Thank you.

Excellent and prompt communication, easy to get an appointment, fantastic service from reception team and Dr Jollyman.

Very knowledgeable doctor consultation

Always a 'good service' from this surgery. & has been since 1971 !

Despite clinic running late. Always welcoming and the gp did apologise

Listened too and good advice given

Excellent doctor

Mum's appointment was changed due to sickness from dr smith to dr Jollyman however dr Jollyman hadn't injected a knee is 7 years. Luckily, Dr Smith was doing triage and able to step in and do it. It would be helpful if the practice checked what the patients are booked in for and whether the stand-in Dr is able to carry out the task. Just a comment not a complaint

Very friendly and thorough

I had a thorough check up

Everyone really helped me with my ear infection after I've had been to a and e and got antibiotics and the elms gave me more antibiotics and stronger painkillers as the pain is unbearable where very polite and pleasant to talk to doctors got my appointment very quickly

I was given contradictory advice from the doctor during the appointment. Will be seeking a second opinion as left unsettled and would prefer not to be allocated him again.

The consultation provided me with a greater understanding of the condition and gave me some reassurance.

Good diagnosis with solution

The GPs are very good if you can see them but the booking system is absolute disgracefully poor. Every time there are issues from being referred inappropriately to missing messages and callbacks because you can't speak to anyone. It is so inaccessible I am sure patients will die as a result. It's gone from a god surgery to absolutely terrible

Seen early. Test completed fairly easily. Felt reassured.

Nurse put my daughter at ease and explained what she was doing

The gps are very good if you can see them but access through the triage is awful. You never know when your appointment will be or when they might message you.

Quick triage and appointment. Pleasant helpful receptionist, doctor on time and listened to problems

The doctor I met was exceptional, and very kind. She took her time to explain and everything and it was so reassuring. I want to say a big thank you to her.

The appointment wasn't rushed in anyway

Excellent service. Clear and understandable communication. I felt throughout that I was listened to and involved in my treatment plan. Thank you.

Quick triage and appointment  
Very pleasant and competent practitioner

Pleasant helpful receptionist, doctor on time and listened to problems

Because I was seen on time and the doctor was most helpful.

Excellent communication, speed of appointments, choice of appointments. Not too long a wait at the surgery. Very happy!

I was very satisfied with the service and particularly the GP. He was very patient and helpful.

I was seen by a very efficient and helpful lady named Jen.

Always happy with the service provided by the Elms Medical Practice

Very good doctor but waiting time was half an hour which I thought was a bit long.

As a UK taxpayer and I'm really fed up with being ignored by my GP and the NHS. I asked for a proper knee check referral because my pain has been getting worse over the past 40 days. After two visits, I still haven't had the x-ray my GP promised. I'm very disappointed because I mentioned the pain from the first visit, but it feels like no one is listening. I don't know what to do—I can't sleep and I'm worried I'm losing the use of my right leg when I walk. It's frustrating to feel like my concerns aren't being taken seriously by the system that's supposed to help us.

Prompt efficient and very supportive and helpful consultation.

I have been to review the health visitor head measurements for my daughter, and the person in the practice room he had no idea about that, and I had to explain it to him...also I have told him my daughter had fever all night and she still had a fever when we arrived at the practice, and he didn't even check her temperature...which I don't think is normal.

He asked me only if she had enough liquids since I noticed the temperature.

It might be better if the staff on training are supervised not just playing as a doctors or nurses.

Is the second time when I have a hostile experience with the staff are on training at the practice, but this time was worse than I could ever imagined....

I can get an appt without waiting for ages. I feel it's a very progressive practice. Forward thinking and looking to the future.

The doctor listened and acted appropriately

Lovely staff, informative, put me at ease, helpful

Given an appointment, had the appointment time changed and then got a 3rd message confirming my appointment but it was at another new time. Also the appointment could have been a 3 minute conversation on the phone rather than fave to face, even the doctor said this.

Knowledgeable and thorough

I arrived anxious about having to have my smear test and your nurse Ashling was so kind, professional gentle and quick. All on time and so relaxed. I was very grateful to her. I'm now 60 and that was the best experience I have ever had visiting a practice nurse. Many thanks

I needed more direction I am a new patient. I am now trying to find the email for the practice to get my health records sent from overseas and it is impossible to find it

Appointment was on time and in depth, my daughter felt listened to and a number of solutions were offered to try. Very much appreciated the advice.

Good consultation

The nurses were excellent

Sympathetic doctor. Thorough check up

Very helpful and knowledgeable

Friendly and professional service

This was my first visit to the surgery, found Stan very pleasant and Dr May very helpful and informative. The lady at reception was also very nice and booked an appointment for me at the Red House. I also got a swift response after submitting my online appointment request so all in all it was an excellent first visit however, I hope not to have to see you often!

Because I was seen quickly and I was listened to. Referrals were made.

The booking process was easy and efficient. The Dr was helpful, kind and effective

Very thorough and helpful

My appointment was via a phone call, the Dr called.

I have had an ongoing problem. This has been dealt with so efficiently. Excellent treatment

Was not rushed, was listened to and acknowledged

Nurses for the vaccination were so caring with my 3 yo and super friendly to make him feel safe and he was brave because of the security he felt

Swift response to triage. Jo on phone was great. Dr very professional Kerry also lovely. Overall the whole experience was above and beyond my expectations. Thank you

Swift response to triage

Jo on the phone was great

Dr was very professional

Kerry was also really lovely

Overall, the whole experience was above and beyond my expectations. Thank you 😊

The doctors are always supportive and kind

They check all the details they need

Luke put me at ease, was interested in why I was having an ECG and looked back at my notes to understand more.

Lovely nurse, efficient, interested.

Always friendly.

I was contacted promptly, given appropriate information about my appointment and I was seen promptly at the surgery.

I was meant to be sent a link so I could send in pictures of my lump that were taken by but this hasn't happened. Can someone do this?

Great service every time I've been for myself or my children.

Problem resolved efficiently

The GP in training Dr Shah asked me lots of questions and also rang me back to book me in for another blood test and also an ENT appt. I have however got my blood tests on 26th nov and my ENT appt on 19th nov and thought would it be best to have the blood tests before I go. If so can you please book me in for an earlier blood test?

Clare was calm, kind injected me well no pain a lovely peaceful gentle lady

Appointment time was very close to schedule and the level of attention to my condition was very good

Everyone I have come in contact with either in person or on the phone have been helpful.

Nurses were very attentive and efficient. Please pass on my thanks.

Easy check in very helpful and respectful receptionist only a small delay and appts and doctors and nurses always listen and are helpful

Polite and helpful

I saw Dr May on the morning when you had IT issues, she herself was not well and another doctor was off sick. Dr May was really good, listened to me and I had a really good discussion with her resulting in a positive next step. Please pass on my thanks to her

Appointment was on time and the nurse was very nice.

I have been checked and heard.

I saw Dr Allam. She is always very kind and listens well. She was very helpful and understanding

Dr. Smith was prompt. Very helpful and reassuring. I feel confident regarding the advice and medical assessment he provides.

Very satisfactory visit.

I was given an appointment on the same day I spoke to reception and I was able to discuss and display where my pain is situated, in my left arm.

Prompt and professional service

Was responded to quickly via the online system. Got appointment fast for my injury. Thank you

The surgery responded quickly to an acute episode of a chronic condition. The GP was .Compassionate and understanding.

I had been offered an appt for a Carers ? health check 'with the nurse'. I don't think we should be told that a health care assistant is a nurse. A health care assistant does not have the same professional responsibility or breadth of knowledge. Anyway, I was listened to and my blood pressure taken and told about social prescribing. We have had the same issue with our daughter's care. Being told a social care assistant was a Social worker. Seeing a health care assistant is ok but we should not be misled.

Dr Impey was excellent

A very helpful nurse who was quite happy to talk about one or two simple medical questions I had, no rushing. She also performed a very gentle blood test!

Friendly and on time

On time and helpful

Very professional as one would of expected

The Doctor and receptionist were very attentive and thorough. Thankyou

Appointment on time and doctor dealt with my questions and needs very well.

The online triage system has made the system of getting an appointment so much better. Dr Jollyman is excellent,

Polite reception and doctor. Informed and intelligent doctor

Easy check in and running on time

Really appreciated the kindness from the reception team. The PA took time to listen and understand all my concerns and involved me in my treatment plan. Once again, I feel listened to and supported. Thank you.

Good nurse with a sense of humour.

Seb saw a student Dr who was understanding and caring

We didn't have an appointment but Dr May kindly saw us. She was very kind and caring and rearranged for us to be seen on the same day at the SDEC at L&D.

Got back to me very quickly

This was the second appointment in the last fortnight where an XL blood pressure cuff was not available for me to have my reading taken. The last blood pressure reading I had taken was high, so I really need to be tested! I was told to go to Boots to have it taken, which I have done - but they do not have an XL cuff either, so still no reading!

Apt was called earlier than time allocated. It was a relaxed and helpful apt.

As ever I experienced the highest level of care from Kerry at this visit for my annual diabetic assessment. She was welcoming, caring, professional, reassuring and treated me with respect and dignity.

Phoned at 2pm and had an appointment at 6pm. Amazing....

Had a good discussion with Dr Kanthi who understood my concerns. She drew up a 4point plan to implement.

Excellent treatment- so grateful for the service

As always, amazing and compassionate GPs.

Dr was friendly and kind

She understood what i was saying, and had the time to look at my face, i told her i had an appointment 2nd December, NOW that has been cancelled

Dr May read through my hospital notes re a Dexa scan and prescribed medication to take until my consultant appt and was extremely helpful and good to talk to.

Receptionist good. Ventilation good, sat by an open window. Seeing the nurse was also a good experience. Thankyou.

Very efficient and prompt service

Very efficient and prompt service

Receptionist good. Ventilation good, sat by an open window. Seeing the nurse was also a good experience. Thankyou.

Efficient, helpful consultation with HCA

Receptionist very helpful

Have always received excellent care. Very efficient. Appointments available in good time.

My issue was dealt with quickly and efficiently

Dr listened attentively to symptoms and made a few referrals to check if everything was OK she was very thorough 👍

Just got so much care from Dr Smith

Dr Smith explained the results of the urinary tract ultrasound test , gave me the choices that ensued and discussed any questions I had .All was done totally satisfactorily

Excellent, easy to book appointment and great staff! Keep up the good work and thank you for your service!

I had a referral for my sore on my arm.

Efficient and professional.

Competent doctor, sound advice, thorough examination and questions

Prompt appointment and very kind understanding doctor

Fast appointment and good service

Extremely well organised and quick with as always a friendly approach from the staff

Very knowledgeable and proactive

I always find all staff at the practice so pleasant and helpful. The only issue i have is that I was seen quite late after my appointment (but do understand the pressure GPS are under at the moment).

First time using the triage system , was easy to do and seen quickly and referral on to physio was also quick

The service wss good

The clinician was wonderful and answered all questions.

Was seen on time and offered additional services on the spot. I didn't know I was eligible for flu and Covid vaccination. The nurse informed me and made the appointment for me.

Consultation very helpful and proactive Consultation very helpful and proactive just usual delays in appointment times. Thank you

Luke was very thorough along with Doctor Allum. we are now monitoring but having trouble to book a follow up appointment.



On time, seemed efficient, responsive to my questions

Brilliant service as usual. Can be hard to book as not really computer literate

Efficient, mostly on time

Very prompt call in (although just the 'ping'/no announcement might catch some out if, like me, aren't regular attendees to the surgery). Through advice and checking session

Seen on time by a very pleasant and efficient nurse

Good bedside manner giving confidence. Got the medications needed. Hopefully the L&D clinic will be not too long.

It generally is good but there was a hic cup yesterday as appointment was in surgery but on arrival I was told it was phone and the doctor was not there but in fact when she called me 10 mins later she was there

Very efficient

GP was great.

I had an ECG with Kerry who was very kind and made me feel very relaxed.

The surgery was clean and my wait to see the doctor comfortable. The doctor I spoke with listened and offered a treatment option and arranged a blood test.

Would have been very good but I had to wait 40 mins after the appointment time. When I got in it was all very good

Quick, efficient and helpful.

Easy to book appt, appt on time and nurse Ruth very good

Son as seen on same day as request but due to time of his appt (515) he waited nearly an hour to be seen

For an appointment promptly, everything ran efficiently. Clinician excellent. Hopefully prescription will work!

Previous problems were sorted out quickly

I do not visit the surgery that much, but, have had cause to recently. My visit on 1 Nov was with a non qualified trainee, who had to call on a colleague. My next visit was with a physician attendant, they were both very nice, but, I feel unqualified for the role. I was asked on booking my preferred doctor, in five years with the surgery, I have never seen the same person twice, so had no idea who to ask for. Although not a regular patient, when I do need an appointment, feel like the feel like I am getting a huge favour. Two weeks ago I had a piece of cotton wool stuck in my ear, which I couldn't remove, after inserting drops. I was told to go to Welwyn to a walk in centre for such a simple procedure that could be done in two minutes. Very disappointed in the surgery at the moment.

The Doctor was pleasant and understanding.

Nurse Ruth saw me on time was pleasant

Efficient processes.

Prompt appointment and speedy focused treatment

Got an appointment in a reasonable time. Doctor Kolomara was very helpful. 15 mins wait in waiting room all perfectly reasonable.

Nurses are nice.

The nurse was very empathetic to me when I was extremely stressed and I felt so much better after seeing her I think it was Kerry I'm not certain that is the right name .

I was seen promptly. The doctor was very pleasant. The consultation was fruitful.

The nurses giving Emilia her jabs were very kind and informative. They helped put me at ease during different jabs.

Nurse Ruth attended to me ahead of my appointment time and I left being able to hear a lot clearer after having my ears syringed. Excellent treatment.

Surgery was running on time, Ruth the nurse was welcoming and very good at what she had to do for me.

Managed to get an appt . Saw a clinician she was extremely caring and thoroughly check me over. After she talk to GP given medication. Felt reassured and medication worked.

Very happy with service

The doctor was very thorough and understood my problem and took appropriate action. Thank you.

Was seen on time for my vaccination

I was seen promptly and the asthma nurse gave me clear information about my condition.

After my consultation I received a text message from the doctor saying I needed to a urine rest for a myeloma screen due to abnormal blood test results. To be told I needed a test for cancer via text message was insensitive.

Dr lmy and student were wonderful. They explained why steriods not working on lump on my arm, then all options. Then they removed it. Great, friendly and professional.

I rarely have a problem getting an appointment

Waiting time good

The nurses are very friendly and professional.

Efficient, empathetic and professional service

contact via email is excellent.

In Nurse Kerry you have a treasure. She told me more about my recently diagnosed PBC than any doctor. Such a nice and helpful person.

Dr May was very reassuring and helpful. I am very reluctant to take lots of drugs but I felt sufficiently confident to follow her advice to the letter and slept for the first time in a week. The pain has been excruciating and after one day it is now at least bearable. Thank you to you all for your unfailing help and support.

Really needed to be seen and was pleased to be helped

Ok I only saw a nurse but I was in and out within 5 minutes.

The practitioner was very thorough and helpful.

Very serious hand injury. Great care from the Elms Nurses.

Good and kind professional service

All staff are always very helpful and welcoming and I was pleased with the Drs advice I was given.

Super service. Many thanks.

Great staff at reception and the nurse who sorted me out!

I find this medical practice ticks all the good boxes for me as a patient throughout its whole structure

Very helpful, thorough and reassuring. Also explained the best way of recording my blood pressure.

The lady was very efficient with detailed analysis of recent blood test, asked searching questions and was extremely efficient and a delightful personality.

Took time to discuss issue and sought additional information from more senior colleague. I left with coherent forward short term plan and look forward to a review after this week's trial.

Easy to complete initial online form. Speedy response with appointment date and time. Good consultation with GP and left reassured.

Clare was very pleasant and efficient.

Timely, professional and friendly

Elms have lost what a special about the surgery. Patient care now seems secondary to process and speed of service.

Quick response time and very thorough examination

The surgery are looking after me very well

Dr Smithers offered excellent and compassionate care.

Because your service is very good.

The nurse was extremely reassuring and gentle throughout.

Kelly the nurse was amazing

Because the appointment went well!

Excellent and professional.

Efficient and thorough

Pleasant competent professional

Got a quick appointment – seen on time

Always respond speedily to requests and my recent appointment with Dr Sibly was good and the advice and help was great. Thank you.

One of the receptionists is very unpleasant and unprofessional. Thankfully I do not have to deal with her most of the time but it does put me off from visiting the GP.

Kerry the nurse was so encouraging and kind. I was at put at ease with many smiles especially with a thorough foot examination. Thank you.

Please thank Melanie on reception for liaising with Dr Sibly to bring forward the time of my appointment on Tues 3 Sept. Much appreciated.

Staff were friendly, Kerry was particularly helpful, made me feel very relaxed, answered my questions.

Offered my son an appointment same day early morning. The Doctor we saw was so good with our son and very reassuring for us as first time parents. Would like to see her again for any future concerns regarding our son.

Very helpful Doctor. Super-friendly reception staff. Much appreciated. Thank you

Russell didn't rush me and actually explained a few things to me I hadn't been told before. He sorted out my prescriptions. Extremely helpful

Discussed results of blood test, current conditions and medications. Arranged medication to cover forthcoming travel

I would have rated very good as the dr I saw was very helpful, however we had to 40 mins for our appt which is less than ideal when the appt was for my daughter who is 6 weeks old. No one informed us upon arrival that the gp was running late either. After 20 mins I asked a receptionist and she simply just stated we were next to go in- there was no apology or explanation.

Efficient,,the health nurse Kathy is a credit to the surgery , making you feel at ease and makes the whole process easy

Sent in my concerns, got an appointment quickly,

Every thing from start to finish was easy

Standard Diabetes foot check procedure was done efficiently.

Seen by nurse on time. Good advise given by nurse re the NHS app. Waiting room not crowded with lots of patients.

I am embarrassed to say I got date wrong & missed appt, I called to explain & apologise asking receptionist to please convey my apologies to Dr.Smith she was so understanding & empathetic.

Dr Smith was kind enough to text my test result. Once again my sincere apologies for missing appt I understand how frustrating this is for the practice it was a genuine error on my part.

Needed to have a face to face and was palmed off by the first doctor Only because I reapplied and voiced my concerns that i did get an appointment - Don't like this way of trying to get an appointment much prefer phoning up and speaking to receptionist than this long winded procedure

Usual great service from the Elms practice and the Nurse practitioner

Called on time.

Understanding when I had to cut the call short and rebook due to an emergency . Booked straight away

The paramedic we saw was absolutely fantastic. Great empathetic manner, making my child feel at ease and he reacted quickly to what we were saying doing lots of checks and tests while we were there. Got an appointment within 24 hours on the easy to use online app too. Thank you Elms!

Test results were explained clearly. Further concerns were discussed and a plan agreed.

Jen- Physician's Associate, was a really nice clinician to see. She was very thorough in all her checks and we came up with a plan and what to do after two weeks if things haven't resolved. She's a really good listener and evaluated any information that I gave her. She's an asset to your practice.

An extremely thorough appointment from the GP Jen

Becky is lovely - compassionate, friendly, constructive.

Pleasant staff, On time appointment - Great doctor

Receptionist , Sylvie, very kind and helpful when I was in distress and Dr Allam and trainee very thorough, reassuring and lovely. Excellent that the Elms is training up young doctors . Thank you all for your unfailing care.

Good GP

I was seen by a student, but as it was the surgery that had asked me to come in, he wasn't sure what to do so had to get a doctor in. This felt like it was wasting his and the doctor's time. However everybody handled it well.

Very efficient

Quick appointment and competent clinician.

Quick appointment booking, very good caring and listening Doctor.

My appointment was at the booked time. The doctor dealt with me in a very pleasant and informative way, completely answering all my questions.

I was able to to get an appointment very quickly. The consultation with the pharmacist was on time and she was helpful and clear with her advice.

The receptionist really helped with my difficulty scheduling an appointment alongside work commitments, the updates were fast and efficient, my nurse was so kind and informative

The nurses were brilliant, super supportive and caring towards my little one.

Prompt and professional

Seen the day issue reported

Appointment was on time. All very straightforward.

I was seen promptly and carried out a good assessment of my asthma and the nurse kindly ordered my new inhalers! I felt reassured and happy afterwards Thank you very much

Quick and efficient

Efficient and informative. Thank you

Very good visit all my questions answered.

Very professional and looked after my needs

Very efficient

Lovely doctor and reception very helpful

Discussed my problem fully

The Elms staff and doctors are great! Only problem I have with NHS is getting treatment. Waited a Yr to have stitches in eyelid and getting treatment for painful wrist . HELP!

Quick appointment and great communication. Lovely care by medical student and doctor. Thank you.

Seen by someone knowledgeable and helpful.

40 minute delay in waiting for the appointment. Once meeting nurse was excellent.

Because the lovely physician associate I was seen by sorry I can,t remember her name was absolutely splendid.She was so kind and very thorough.I felt she went that extra mile to help me.Sh was genuinely sympathetic and she really made me feel that an old lady mattered. I have to say that she in no way treated me as though I am old. I would be happy to see her again.x

Cancelled my appointment 40 min prior to it when it was booked two before after seeing a GP. I didn't receive an apology.

The staff are amazing and the doctor I spoke to was so kind and thorough and really positive and helpful - thank you very much.

Seen by someone knowledgeable and helpful who gave clear advice

Good service

Nurse Ruth was very engaging. Appointment was on time

Because it helped

Was sent to L&D and was told info had been sent to them, but they couldn't find it!!

Very helpful nurse

Too early in the process to give feedback

The nurse Ruth was lovely, very welcoming and not judgemental at all and took the time to go through all my options with all the relevant information

Very understanding GP. Very patient and calm atmosphere where patients can fully explain concerns.

My last appointment at the Elms was with the mental health nurse. She was extremely kind and informative and made me feel my emotions mattered which was very helpful. She mentioned that she never got feedback and actually I don't think this feedback was meant to be about that appointment but about one that I made and then cancelled for Tuesday morning. If I had been asked for feedback on my mental health appointments which took place about 2 months ago, I would have liked to have left it then, as I was extremely grateful to the mental health nurse whom I saw twice.

Pleasant interface and very efficient and on time.

For once I didn't have a long wait time which usually seems the normal.

Pleasant, on time

I was seen very quickly by the medical student Stan. He was very thorough.

Waiting time was short. Straight in and out

The nurse was lovely and very caring

Efficient and friendly

Claire was fabulous and carried out her job impeccably.

Because your service is always very good and appreciated

Ruth was excellent and really puts you at your ease.

Straight in to see the Dr and very helpful.

Wasn't running too late. Dr was very nice.

Very helpful and understanding GP - asked many good questions and was decisive regarding the next steps. A very pleasant experience and I felt very comfortable and confident after the appointment. All good

Wasn't running too late. Dr was very nice.

The Dr was very friendly and showed a real interest and concern about me.

Simply because this surgery is without any doubt is the very best, always there to help you, and look after you, before treatment and after treatment,

Every time I go they explain everything thoroughly

I was fitted in to receive a Covid vaccination and once in the practice didn't wait long to see the friendly nurse, Clair.

Despite difficulties in logistics, both the admin team & Dr Smith went out of their way to accommodate my appointment. & Nurse Laura was so bright & kind & professional, as was Dr Smith, that the procedure was less painful & the aftercare advice about dressing etc was excellent

Dr was professional, friendly, kind and treated me just right. She also gave good advice

My doctor was amazing, very welcoming, kind and professional. It's the second time I see him and I couldn't ask for more.

The surgery was very efficient. I got the same-day appointment and was able to pick up my medication from pharmacy on the very same day.

Thank you.

He was very kind caring and knowledgeable. Patient with us and solved the issue thank you

My Doctor was thorough, professional, good listener and addressed all my concerns. I was seen quickly and reception staff were lovely

Prompt reply to appointment request and a short wait for the appointment. Very helpful physician associate.

Excellent kind progressive GP

Fast efficient timely friendly great

Staff were all helpful and efficient

Friendly and helpful nurse/clinician. Kind to child

Appointment achieved in only a few days

Due to my autism, the elms surgery was very helpful and understanding

Ease of booking appt. Helpful receptionist

Dr May is excellent

Friendly and helpful staff

Had to change appointment due to clash with another health appointment. Everything-and everyone very helpful and professional. Thanks to all

Prompt and efficient. Dr Smith

I thought the doctor was pleasant and thorough

Dr Solomon was very helpful

I visited the nurse Aisling who was very helpful, thank was having stitches out. But I also had a bladder infection, which Aisling took a urine sample and spoke to one of the doctors who gave me a prescription for antibiotics, Everyone was helpful thank you.

Just a very quick asthma check up. Pharmacist answered my questions and concerns.



No waiting time and easy to get an appointment

Friendly and efficient

Jen was exceptionally clear and supportive

From booking my appointment, checking in upon my arrival and seeing the doctor was professional. Thank you

Kind helpful , checked detail , made plan

On time and pleasant atmosphere in waiting room. An appointment with a kind, reassuring and helpful GP. Thank you.

The request for appointment was virtually instant and for a time that was perfect as after school. The nurse was then super helpful and put my sons mind at rest in just the way I had hoped for.

I was listened to

Seen the next working day, and had a very thorough discussion about the issue. The following examinations were done respectfully after clear explanations of methods and reasons. Forward pathway suggested and agreed which left me feeling extremely valued as a patient. Excellent treatment from all staff concerned.

Appointment easy to book and on time

Short wait. Friendly nurse

My asthma review was very good. Went in early which was very good. Went to see the receptionist about a follow up doctors appointment and well women clinic. Was told quite abruptly that I had to do everything on line which I find which I find very strange as I was in front of her. This system is not people friendly. Have managed to get an appointment which is good.

Because I'm happy with the service

It has been so beneficial to be able to have an appointment with the same GP, particularly when it is to follow through a treatment. Thank you, it is appreciated. Dr Smith has been very supportive.

Swift effective treatment in a friendly manner

Kerry the nurse was very calm and thorough reception lady calm and resourcefull

Nurse was very helpful and friendly

Because I was professionally treated

Efficient

We saw Stan, the student doctor along with Dr Allam. They put my daughter at ease whilst asking lots of questions to understand exactly her symptoms and were clear on what the next steps would be.

Knowledgeable and pleasant

Luke was very attentive and thorough. Very nice patient rapport.

Because Luke & Dr Allam spent a lot of time on me, very thorough & I feel like a whole weight has lifted, from my shoulders

Appointment time given swiftly after contact with current health problem.

There was a lot of care and attention given to my case and my needs. And further measures have been proposed to come to a solution.

Doctor Shah was attentive, and has put me on a good pathway for the future.

Dr Allan is always very professional, kind and helpful.

Great medical practice 😊

Reliable helpful available well informed consistent kind courteous THANKS!

Took time to listen to concerns and showed empathy and interest

Very quick and punctual with useful sensitive consultation

Saw a student doctor who was thorough and polite

Always very prompt with requests after submitting triage forms on line.

Dr Smithers has been amazing

Easy to talk to the student doctor, nice to see young people coming through

35 minute wait otherwise perfect

Appointment on time

I received a phone call from my enquiry form within 2 hours which is good. However the practice is no longer patient friendly. It appears to be run in a way which suits the doctors not the patients. There is little kindness in the matter the patients are spoken to trying to obtain an appointment with a doctor. The clinician I saw was very efficient and very thorough and arranged for some tests and suggested some gel which might help with the pain I was experiencing in my neck and shoulders.

Very professional and friendly

Tap in to let system know u r here

Clean premises

Doctor was reasonably prompt timing

Doctor was professional, courteous knowledgeable and helped my issue

Thank you

Received needed by txt after

Quick and supportive appointment

Time given to me by the Dr Smith regarding my problems

I got an appointment very quickly and didn't have to wait, the practitioner was very pleasant and straight to the point.

Ease of changing appointment. Friendly service.

Fantastic advice and speedy appointment as always, with a baby. Thank you so much for being so amazing. You really are!!!

Staff very happy to help when needed. Surroundings comforting. Pretty good at sticking to appointment times. Thank you

Very helpful

An early appointment with a caring and supportive doctor. Couldn't be better.

Nice team

I was pleasantly and sympathetically received my questions answered and my problems attended to. I left feeling better than when I arrived.

Very prompt and friendly

The staff that dealt with me were fantastic

The nurse was very kind and just lovely

Absolutely lovely nurse - Ruth.  
Made appt as comfortable as possible.  
Thank you

Great service thank you to nurse Ruth for calling us when Grace was unable to attend the surgery

I was offered an appointment quickly after filling a form and further checks have been arranged.  
Thank you

I see the doctor simit Today Dr smith and then he was really good. He done everything perfectly. What I want. He tried to sort out my problem. I really want to say thank you to him.

Had a telephone appointment, rang on time, Dr Kanthi was welcoming, answered my questions, dealt with my diabetes

Dr Jen gave me a very thorough consultation and she made me feel my case was as important to her as it is to me

My latest appt was with Dr Kanthi, she is delightful, shows great concern over my medical conditions, and I feel very confident that she is giving me the best advise required.

Very good appointment

The reception and office staff are very helpful and friendly. The online triage system works well. Waiting room times are generally very good. The seating area is warm and clean. All the doctors, I have seen, have been thorough, professional, and caring.

Was hoping to see Dr May as she had requested the follow up but no appointments were available with her. Dr Solomons was very helpful so I got the feedback and information I needed, that was excellent.

I was treated very well

Very helpful

Pleasant professional help from both the medical student and Dr May. Please convey grateful thanks also to Sara Drummond who rang me following our visit offering help. We do not need any just at present but I now know who to contact in the future .

Apologies for the delay in responding. I was seen by Luke a final year student at Cambridge University. I was very impressed with this young man. He was very polite and very thorough with his questions and covered all of my health problems. He sounded my back and chest, took my temperature and tested something on my finger (sorry I don't know what that was for), and everything was fine. He asked lots of questions and made me feel at ease. Dr Allam came in and talked me through what changes could be good for me. I wish Luke every success in his career and I thank him for his care. I am sure he will be a fine doctor.

Didn't have to wait long and nurse was very efficient and friendly

On time and efficient and friendly

Claire has been very welcoming, explained everything, made me feel at ease

Ruth was excellent. Thank you

The Nurse Practitioner Ruth was kind and helpful. She treated us on both occasions and individuals

On time and answered my questions

Both Luke and Dr. Loweth very thorough and caring.

Nurse ruth always first class attention i was only there fir ano2 shingles jab

Arrived for my 9.50 appointment but after waiting 25 mins had to leave for work being seen

The Practice responded rapidly to my request to see a Doctor. My appointment with Dr Impey was very good, meeting all of my expectations. Dr Impey was very attentive, discussing my medical problem and then sending me for a number of tests. Many thanks

As always an excellent service

Prompt appointment and doctor was good

As always an excellent service

The nurse that I saw could not have been more helpful in every respect.

I was seen promptly by Stan (student) and Dr. Smith. Both were very helpful and understanding.

Ruth was very kind and I was made to feel comfortable. She explained everything really clearly and I was so glad to have had the procedure with her and it is now done

Very thorough appointment, considering all options and listening to us. Talking through with both myself as the parent and my daughter as the child. Very friendly and approachable - thank you

I was happy to be seen by the training doctor and felt he was very attentive, what I wasn't happy with, which I understand wasn't his fault his previous patient came back and knocked on the door twice during my consultation because their prescription hadn't come through and they couldn't find a way out. Not sure the trainee doctor knew what to do but just slightly annoyed it happened, possibly could have asked reception to help and he wouldn't have come back the second time.

The questions I had were answered or I am getting tests to find answers

The nurse was so nice and knowledgeable. The wait was too long though.

I was seen on time by a medical student, Luke, who asked lots of questions before referring to a doctor who came and talked to me also. I felt I had time and opportunity to explain and discuss my concerns.

Pleasant physician's assistant

Very reassuring

Answered my questions and gave tests for more answers

In the instance of my daughter I don't feel this is really a necessary appointment I also think having it with a totally different practitioner every year means you can't build a relationship they don't know my daughter they can't talk to her they don't have her trust nor mine. All really rather pointless

I was seen on time by a pleasant nurse

I was listened to and had all the time I needed

Good to see young doctors coming through

Wonderful GP, gave time to discuss issues and very professional . Wouldn't go anywhere else!

Fitted appointment in for my daughter who is in a bit of a crisis. Very helpful and supportive appointment with Dr Solomons. Thank you.

Because its true

Appointment close tomorrow booked time

Appointment on time. Helpful doctors

Dr Sibley was very patient and understanding and gave me hope for the future

Dr J Smith always excellent. Efficient, skilled, professional and unfailingl pleasant and a good decision maker.

I arrived for my appointment with my purple folder on time .Waited nearly 2 hours

Swift check in, called in on time and no questions asked about my carer coming in with me,

The Physio, Lisa Greenwood, promised a follow up call following an initial consultation and did so exactly when she said she would. My initial consultation was excellent as was the advice and exercises she recommended. She is now referring me for further private treatment.

Seen on time. Treated well

Very quick call back and I was offered a same-day appointment

Prompt appointment and addressed issue

Nurse Kerry was professional yet friendly so makes her patients feel at ease

A thorough professional approach from the female doctor I saw. Also, I liked her kind and supportive attitude.

Listened, understood, made suggestions, gave advice, pragmatic in approach

Dr Impey was very attentive and helpful to me. The only downside is that it took 3 weeks+ to get the appointment