



FRIENDS & FAMILY TEST RESULTS

December 2024

Number completed: 387

96.5 % 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: 330

Likely: 44

Neither likely nor unlikely: 4

Unlikely: 4

Extremely unlikely: 2

Don't know: 3

Comments made by patients:

Very helpful towards me feeling awful

Extensive, professional and pleasant experience.

I am very lucky to have the high level of quality health care from the Elms medical practice.

It was a very positive appointment but I am continuing to experience continual discomfort with an ear and its effect on my hearing and well being

Aisling treated me with the utmost care and attention. She is warm but professional and has organised my immunisation plan and ensured I have received all the appropriate treatment.

Appointment was on time and one of the senior doctors verified the likely diagnosis.

Didn't have to wait long for an appointment and the doctor was brilliant

Excellent care as always

If all you need for an asthma review is a peak flow reading, then I could have provided it online instead of having to make an appointment. Seems a waste of staff and patient's time.

Between the receptionist and Kerry I was treated with exceptional service and help, many thanks to all

Reassuring doctor who was thorough

Very kind and professional.

Dr Allam was very caring and encouraging. Dr Allam gave me time and I was not rushed. I am very grateful to her.

Caring staff, availability of appointments and referrals.

Because of the very professional, helpful, knowledgeable, conscientious and compassionate approach to helping patients with health issues.

Short waiting time.

The lady I saw was excellent

Good listening and advice

Friendly, efficient nurse

Very thorough consultation and examination

Sympathetic and attentive doctor. Explained matters very well.

I got an appointment the next day to see the nurse and she was excellent. It was a smear test and she was very professional, efficient and friendly.

Review of tablets all went well. Friendly and polite s always

Dr Sibley was caring, professional and she listened.

Usually very good and the care received was very good but and to lower the score slightly as had to wait 30 minutes for my appointment.

I managed to arrange my follow up diabetic appointment through one of the very helpful receptionists not via the online form which I think puts patients off. I was seen on time by Dr Allum who, as always, was excellent. William the student was also great. Many thanks.

Very helpful

Really impressed by thoroughness and compassion of Dr Solomon's. Felt heard and understood.

Dr Solomon was just perfect. She listened and obviously cared. So different to the doctor I saw the previous day who I think is probably in the wrong job!

Appointment was easy to set up, I got a reminder, I was seen on time, practitioner was very helpful

100 percent attention the doctor gives to me

My request was granted thank you

I got an appointment quickly and the appointment was reassuring.

I got an appointment within 48 hours. Helpful GP. Was running slightly late.

Because it was dealt with efficiently

Great service so far. Prompt appointment and assessment of my online form. Keep it up.

Prompt and thorough

Dr Solamans is lovely and very reassuring as I suffer from panic attacks and anxiety

Good friendly service

Completed online form and the. Following review swift appointment and action plan

I was given an appointment on the same day, which I was not expecting and I was treated very kindly with patience and respect. Thank you.

Checked my skin and looked at what medication would work , also requested a photo to check for a 2nd opinion

I saw Sarah Randal who was very helpful in answering all my questions and was very knowledgeable. I felt happy with the service I received

I have been in communication about Jack about spots on his arm, different doctors and pharmacists have communicated mixed messages and the appointment seemed a waste of time. The appointment was 16:30 and didn't get seen until 30 minutes later.

Kunmi was very helpful thorough and informative. I felt well looked after.

Care was outstanding

I contacted the surgery late in the afternoon and completed all of the questions asked. I was told a dr would call me at 8.00 am the next morning { I chose the time } the Dr was super, really helpful in her diagnosis and guided me to a website to help with my problem . She was very understanding of my problem , extremely thorough detailed questioning and I was so impressed. Thank you .

Really caring friendly nurses who vaccinated my one year old. They were thorough, kind and didn't rush us out the door. Thank you.

Always lovely kind helpful staff. Lovely Dr and convenient appointment

Apart from bring sent 2 invites for asthma checks, and 2 appointments being made before I realised the issue, everything good.

Efficient service

Felt listened to

Easy booking. Ran on time

Very efficient, empathetic and professional support given from start to finish. Easy online appointment process , appropriate appointment given (receptionist gave a before school appointment for my teenager without me even asking for one), follow up call by staff to arrange a consultant referral and then letter sent. Personal and professional- great service. Thanks so much!

Was seen on time by very pleasant nurse, Kerry. She was friendly and helpful , a good experience.

Claire is very kind and good at her job

I was seen roughly 20 minutes after my scheduled appointment time. Nonetheless the consultation was helpful. The doctor advised me to book a session with one of the physiotherapists. However, I was not able to so because the receptionist had no record of the recommendation on my notes.

Query dealt with quickly

Mrs Usmanova was very pleasant, thorough and helpful.

Efficient, professional and kind

On time - efficient – friendly

Good reputation. Well managed with good doctors.

Excellent service

Always very efficient

Very helpful and friendly staff and very helpful advice

As always pleasant and knowledgeable experience. Thank you.

Using the online triage form is ideal. Always receive a prompt response.

Excellent friendly professional service

Punctual and informative

Dr Kanthi was v thorough with edie and listened to her . I am hoping that in time she will open up to her about her weight and diet issues .

Kind, knowledgeable friendly staff who listen to their patients.
Thank to all of you

Only slight delay, GP was great

Felt listened to

I didn't have to wait long to be called for my appointment, and Dr Kanthi was very helpful

Very professional. It was the first time I had seen Sarah and she was very thorough and professional. Thank you

Timely, considerate, effective, friendly, respectful

Quick efficient and I went in early
Thorough appointment

The appointment was on time and the Dr took time to explain and listen carefully to me.

Quick response and clear advice, diagnosis & treatment from the doctor

Phone call at work when I couldn't get to the surgery. Receptionist was flexible and helpful in organising. Dr Impey was very helpful as usual. Thank you very much for your consideration and help.

I can't fill this in every time I visit the surgery to have a dressing changed!

Dr Impey was thorough and professional. Nothing was too much trouble and she was also kind and friendly.

Excellent and fast

Quick and efficient - shingles jab - only not very good because the injection was unusually painful - and stung as it went in but maybe that's normal for a shingles vaccination

The GP was 35 minutes late

They are prompt and helpful

Quick appt

Professional practice from reception to the Doctors.

My dr was very upbeat, efficient and helpful. Thank you

Reassured

The nurse (Aisling) was really professional and friendly and made me feel really at ease when I was quite nervous for my cervical screening. Thank you

The Elms is always responsive and a quick appointment booked following the filling in of online form. It was followed by same day ECG at the GPs and a referral request sent to Cardiologist. All very efficient and well run. Let's hope Cardiology dept at L&D are as good.

Very prompt and kind

Doctor sorry name eludes me was very good

I've always been treated with courtesy & efficiency at all stages. Aisling was particularly helpful & thorough.

Many thanks

Dr and reception staff all excellent as usual. Very helpful and reassuring.

Never had any probs getting seen, very friendly, and thorough and helpful surgery, brilliant staff.

Doctor Solomons a very professional understanding of my symptoms.

Jen was excellent

This App is a really efficient way of communicating with the Elms. Everything and everyone was prompt and the system seems very efficient

My doctor has been supportive, helpful, with my on going problem, can't thank them enough

The meeting with Dr Smith was positive

I was seen quickly and on time by the paramedic who was thorough in his assessment and provided a comprehensive set of advice, treatment and referral.

I put the form in at about 11:15 for my Chest Infection and they called me back within 10 minutes and offered me an appointment at 12:45 that same day.

Efficient appmt booking system.
Was not kept waiting for long in waiting room
Lovely Dr Solomons!

The doctor was very understanding and helpful

Russell Foulsham is generous with his expertise and time. A very caring and considerate professional.

The physicians assistant, Liz Godfrey, is a good listener and gives clear, helpful advice. I was seen on time and left feeling satisfied with a clear course of action for my problem.

Dr Solomon gave me time and answered all my questions in a reassuring way.

The associate as running 20 mins late but was very nice and Helpful

Friendly helpful Doctor. Reception lady helpful and efficient and explained what I needed to know.

I've recently attended the MBCT Mindfulness for Life course which was organised by Patricia Martins and run by her with Irene Thomas. I am extremely grateful to have been given the opportunity to attend this course and would really recommend the course to anyone who has been experiencing anxiety.

Had time to explain how I was feeling.
Arranged ECG for same day. Only negative was receptionist not very friendly when trying to arrange tests.

Very fast response, kind caring and helpful

Excellent all round

Explained my blood test to me

Super service as always

It was all very efficient and quick. Very nice doctor.

I used online appointment form, after 10-20 mins GP called me and gave me appointment for my daughter the same day.

Seen quickly. All issues addressed well. Dr Solomons instilled confidence.

Seen quickly. Dr May very receptive and responsive to variety of issues raised, all addressed well, and instilled confidence.

I have been dealt with very well in respect of my high Bp

Emailed a request to see the doctor and received a call back within 20mins and an appt that afternoon. Thank you

Seen on time. Dr. had time to remedy my concerns. Dr. took the time to double check a urine sample which eliminated need for another appointment.

Doctor was friendly, thorough and informative

Got an appointment nice and quick The doctor I see was very professional and I've got the help that I needed excellent service

Because the GP I spoke with on a telephone call was so kind and listened to me. She showed complete interest in my pain and prescribed pain relief which has helped me so much.

The doctor was helpful, knowledgeable and explain everything to me!

The doctor was knowledgeable and explained everything to me.

Lovely doctor, great approach and temperament

Swift response to online appointment request. Was able to see trainee doctor, followed up by a GP.

Dr Impey was very thorough

I had a 10am appointment with Nurse Ruth on time and was given her usual efficient and pleasant attention

I was offered apart from an appointment with Dr Impey who is a specialist in skin conditions. Apart from a charming manner she is very thorough!

Dr Jackie Impey was attentive, kind and extremely knowledgeable.

I was very happy with my visit and felt everything was sorted for me and all my questions answered. Could not have asked for more, thank you.

Seen on time, Doctor very helpful

Awaiting Xray results

Friendly helpful and professional consultation that helped my asthma treatment

Quick appointment time

Totally professional

Efficient treatment by an experienced and friendly nurse

An appointment was arranged very quickly and a good consultation with the GP

My wife and I were given an appointment within a few hours of applying online.

Got appointment with a G.P within 48hrs

I was seen on time the nurse was very friendly and made me feel at ease. The information I received was very helpful.

Feel at ease with Dr Solomons

I was listened to and answered all queries ,done very efficiently ,with thanks

Many thanks

Efficient, friendly

I got a very quick response to my appointment request and Dr Jackie Impey was very empathetic and made me feel comfortable in my appointment. The previous doctor I saw was also fantastic (I can't remember her name now unfortunately). Both doctors had a very good manner / approach. Thank you.

Very good with children

Very efficient Excellent service by Ruth mayo had to wait a while but didn't mind service and PA was helpful

Got appt the next day. Was examined by the doctor and reassured that my symptoms were nothing to worry about.

always professional always nice to communicate with 🌟🌟🌟🌟🌟

I was seen promptly and received helpful advice and service

Emailed got app next day

Friendly and helpful clinician who diagnosed and helped resolve my long term asthma condition.

Appt was on time, given lots of relevant info and left feeling great after my annual review.

Young doctor was thorough, friendly and listening well. I was very happy with her.

Excellent service, fast appointment. The Dr had time for me, and answered all of my questions. Superb practice.

Very efficient signing in

Always receive very good treatment and always and time given to me

Was helpful

Got appt next day. Was examined by the doctor and reassured that my symptoms were nothing to worry about.

Nurse Ruth is A *****

Doctor very patient

I am new to the surgery and feel welcome and looked after

Dr May professional and welcoming and gave me time to discuss BP issues and agree treatment. Thank you.

Very helpful and supportive

Although the doctor patiently answered my questions, I would have preferred a face to face appointment

Smooth appointment

Given the time needed for my appointment and Doctor listened to my concerns

I recently completed a survey stating that the service was excellent when I say Dr Jackie Impey, which it was.

As I have now received another request, I realise that the earlier review related to my visit to the visiting pharmacist, who was also excellent for the same reasons

Because it was

Thorough, efficient, clear and reassuring.

Dr Kanthie was brilliant and saw me straight away and she was very caring.

Dr Smith was very helpful

Efficient and empathetic

Jen was great, she listened and really cared how I've been feeling.

Unfortunately I had to leave to get my son from school, so didn't get to finish the appointment and ended up having to go to OOH GP. Who are never particularly reassuring. I am petrified of getting sepsis. My body cannot cope with basic infections, they completely floor me and I end up in emergency room.

I'm so disheartened at how long you have to fight to get the right help. The NHS just feels completely broken at this point and I worry for my son. That he'll lose his mum to poor treatment or delayed diagnosis and for his own health with state of things.

I'm truly living each day in fear and it's crippling.

GPs tell me to see a dentist, dentists aren't available so send me back to A&E and the cycle repeats. My tooth feels like its going to explode, I'm so unwell with it. I just don't know how much more my body can take.

Good

Doctor listened to all of my concerns and did not make the appointment feel rushed at any stage..

I can always get an appointment within a week or less.

Dr Patel had been delayed by a previous patient but, none the less, was very thorough and patient with me.

Very reactive in reception and extremely good experience with the doctor

Time given .All issues tackled

Easy to talk to

From completing the online form through to seeing the doctor all was very efficient. Thank you

Never had a problem with any of the doctors. They show compassion and caring.

Quick appointment. Doctor listened well.

Had to wait over 20 mins for my appointment. I had arrived early so in total was there for nearly 1 hr 20

Caring.Helpful.Going one step beyond..

Listening.Making you feel better when you felt really poorly 😞

Because when I go to the practice it's usually when I feel poorly. When they then make me feel better. With their knowledge and expertise

All problems solved and excellent advice.

Being offered a Saturday appointment and issue addressed.

On time, informative and answered all my questions.

Doctor was very patient, friendly and helpful

I had a satisfactory chat with Dr May about my high blood pressure and the medication to get it down. It was good of her to come in on a Saturday Quite happy with that.

Dr May was so lovely she explained everything to me so that I understood

Simply because you are without any doubt the best surgery I have ever experienced in my lifetime and I have been blessed to have found excellent medical care and brilliant doctors, thank you so much

Helpful staff. Fairly easy to book appointments. Access to BP monitor.

Dr. Smith always very reassuring and gives helpful advice. Much thanks

Dr Patel was excellent. Very patient and he answered all my questions clearly and in a way I could understand.

Excellent .Very kind and understanding

Dr smith was running in time, he listened to us and referred us onwards.

The doctor cared about health problems

Professional not rushed and thorough. Calm friendly interface.

I was seen on time and was able to discuss my problem thoroughly and helpfully

Convincing and clear assessment of my concerns

Good discussion about my symptoms, felt listened to and that appropriate options discussed. Information provided following the consultation

I felt it was a waste of time. Whilst I appreciate you have to monitor patients who are in AF I found that the pharmacist kept talking about heart failure which I didn't appreciate . I have an excellent cardiologist who is extremely positive

Very good Doctor and discussion etc. 09:15 appointment and seen at 09:55.

On time, pleasant people. Fitted my husband in at the same appointment as mine. Very helpful

The Doctors and Nurses are a remarkable and dedicated Team, Polite and affable. However, more often than not the Reception Staff are aggressive, dismissive and indifferent. Frequently non cooperative. There is rarely a smile or welcome. On another note the Online Registration System is a nightmare and very challenging. It is far from user friendly.

Excellent service- particular thanks to dr Bhardwaj

Prompt. Helpful discussion with nurse.

Easy to book in seen on time very efficient nurse done a very good job taking stitches out and then taking blood test thank you

Very helpful

Excellent customer service and team at the surgery

Dr Patel was very good listening to my concerns. Was a productive visit and I felt reassured re recent blood test results

I called when I had been sick for 4 days and although I was not registered, staff were sympathetic, kind and courteous. They were efficient in providing the correct advice and guidance. Staff followed up by calling me the next day, as promised, and registered me very quickly. I am reassured about my condition, having been assessed by a GP. All staff I spoke with are efficient and reliable. Thank you all.

Well informed student doctor who has a great mentor in Dr May

I was seen within 8 hours of messaging the surgery (could have been 2 hours but I was working)
I was given very good advice by Dr Gupta

Always very professional from reception right through to the Doctor

The reception was very helpful and the gp listened well and sorted my problems

Excellent service

So much friendlier

Very happy with Dr Patel great guy listens and very knowledgeable

Very easy to understand consultation on time

Prompt and professional

Very caring and understanding doctors

My concerns were listened to, and an action plan agreed

Fast and responsive and helpful

I felt more could have been done

I registered my online enquiry and had a call back within 20 mins and an appointment for later in the day.

Appointment offered with very short wait. Consultation very thorough.

Doctor Sibly is a very caring person.

I always feel completely at ease during my appointment with her. she has helped me so much while trying to find out & follow up with all kind of referrals & tests to find a diagnosis

100% happy with Elms surgery & the staff

Appointment on time

Quick appointment and kind knowledgeable Practitioner nurse

I got seen almost straight away and the appointment was offered the evening before so cannot fault the service

Excellent nurse Claire who was so patient and friendly when giving my baby her first immunisations. Efficient and professional. Excellent care, thank you

Seen within a reasonable time from my appointment time, had a good clear discussion with Dr Master with a way forward agreed

On time, friendly, efficient

The PA that I saw was excellent and reassured me at a very difficult time

Helpful receptionist, very thorough and engaging doctor (Dr Patel)

I felt heard and acknowledged by Dr Master and not dismissed or rushed, although I do always feel a sense of pressure due to GPs being so busy

Seen quickly and good clear diagnosis and next steps agreed

Excellent consultation with student and doctor

Everyone so friendly, helpful and efficient. Drs really know their patients and student dr was very good.

Thank you

Practice and GP are responsive to us in a timely way.

I have seen Liz before, she is kind and considerate, very thorough and explains the situation and any possibility's, of the causes.

As Always professional and always give a great service

The staff are very helpful and attentive

Text message confirming appointment was very quick. Receptionist was friendly and helpful. Practitioner was thorough, friendly and gave good advice. All aspects of the service were excellent.

The doctor was very thorough and made G***** feel at ease (she gets very anxious and this didn't happen at the appointment). I feel clear on what is the possible problem, how to treat it and what to do if it doesn't improve. I came out feeling reassured. Thank you.

Always receive excellent care and professional service.

Very good positive visit

I felt that I was being listened to and both Doctors understood my condition. Thank you

Received clarity and reassurance from Dr Smith, as always

Very responsive to my problems

Doctor listened and discussed

The appointment was on time. Dr Smith was sympathetic to my concerns

Quick and efficient service

Reception was good and the doctor nice

Pleasant reception by doctor and an understanding of problem and effect

It was the 2nd (previously with dr. Allan) proper and more thorough medical visit for me at Elms

Efficient service. Dr Impey was very good, approachable and understanding

Dr Impey was brilliant and very helpful

I was able to see my registered Doctor. Appt. Was on time - and satisfactory. I am not entirely happy with a triage ea. time I contact the surgery - but I understand it works well for tem.

Dina listened and made suggestions and moved my case forward quickly to resolve my issues. I was so pleased to see someone who reacted there and then to my issues and did not just prescribe medication. Thank you

I was seen by Dr Impey at my scheduled appointment time, so no waiting around as is sometimes the case.

Dr.Imey has a wonderful 'bedside manner ' and always has time to listen.She never makes you feel under pressure .

Dr Impey is very efficient but friendly at the same time.

Easy to get an appointment. The system is really efficient. Dr May is always very friendly and helpful.

Seen promptly and arrangements made for further tests.

Good understanding by the attentive doctor

Superb service

I saw my own registered Doctor. The appointment was well timed & successful.

I don't much like triage - don't want to share my problem with everybody. But it works for the surgery apparently, I have already submitted this experience ...

The appointment was made quickly and in the consultation I felt confident in the Drs examination and my concerns were listened to. I also had an email with some welcome follow up advice and helpful information

Everything excellent

Appointment arranged quickly and easily and a thorough examination

Efficient

Got an appointment. Saw GP on schedule. GP was v.understanding and helpful.

Can't fault anything

I have issues with online booking, I find it difficult to access it and work it properly

Everyone very friendly and helpful

Thorough review by excellent PA who communicated well

All questions answered and further check will be made to find out about the condition. The pharmacist said the doctor forgot to sign the prescriptions. Even though, they were able to give them to me, they reminded me to let you know.

Good response to my e.consult approach with a thorough consultation with an Associate Physician who checked their recommended advise with the on-duty doctor. I really appreciate the support.

Detailed questions and analysis of symptoms. Caring and kind approach

On time and lovely staff

Because the doctor was very helpful & took the time to make sure she had covered everything I was concerned about, I felt we might finally be getting somewhere at last.

All staff very helpful and Efficient

Dr choudhury is exceptional a really good doctor

Quick communication on triage, on time appointment, knowledgeable dr who patiently answered questions

Person I saw was very helpful and understanding

The more established GPs at the service are knowledgeable and brilliant.

A very understanding GP

The doctor we saw was kindness itself and listened to everything I said and gave excellent advice.

Efficient and helpful

Thank you for finding time-slot for my necessary visit for a professional procedure by a nurse at a busy time just hours before the Christmas break.

Very efficient

You are always so kind and reassuring. I feel that you understand and know us and are proactive with the support you give us. Thank you so much.

Service and assistance I received was excellent

Clear, thorough, concise and pleasant

Excellent

On time and efficient

Felt listened to

My nurse was super kind and very helpful and gave us a good laugh

Punctual and very caring removal of stitches

Quick response and thorough

It was very quick getting a response and an appointment

The nurse was helpful, courteous and knowledgeable

Almost immediately appointment, which was done with care and kindness. Immediate medication and then follow up as promised. Felt very cared for. Excellent

I arrived early for my appointment and was also seen early, so I didn't have to wait long & the nurse treating me was professional and friendly.

Very good

Was offered an appointment within about half an hour of filling out the form for early the same morning. We were seen on time. Liz is always brilliant - kind and friendly. Really important when my daughter is scared of coming to the Doctors.

Nurse very friendly, efficient and professional.

Useful advice

I attended for just an asthma check up. The person I saw was a pharmacist he was very good. Spoke to me about my asthma but also checked over all my current medication. He was so helpful and well informed.

Good staffs and best GP's . Specially dr Julian Smith and dr jacky Impey .

Caring practitioner Jen

Really quick response time. Eased my concerns but took seriously and going for more tests.

Incredibly quick response from completing the online form to getting a call, thank you

I was seen early, was examined thoroughly and listened to

Because I saw a doctor I know

Very satisfied with the help and kindness shown to me.n

A good and helpful meeting

The doctor was caring and helpful

Friendly nurse and felt comfortable for my visit just after Christmas which was booked before hand

Smooth check in and seen by a doctor that is thorough and takes the time to answer questions

Very punctual and superb collection of data

Quick and very helpful

I never have any problem at all with the clinic or any of the people that work there
It's always easy to talk to and they are very helpful

On time and took her time to discuss my concerns and she examined me

Seen promptly

Nice doctor, answered all our questions and was quick appointment. Was easy to get an appointment in the first place too

Great experience. Nurse Aisling was superb.

Helpful and very prompt. Couldn't ask for more.

Appt was very good, wait time of 45 mins disappointing. Would be nice for expectations of wait time to be provided at arrival time