



# FRIENDS & FAMILY TEST RESULTS

January 2025

Number completed: 645

**95 % 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: 525**

**Likely: 88**

**Neither likely nor unlikely: 10**

**Unlikely: 5**

**Extremely unlikely: 6**

**Don't know: 6**

## Comments made by patients:

The nurse was so friendly and she made me feel very relaxed. She completed the test quickly and painlessly.

Dina was informative and forward thinking and has been proactive in dealing with my case. Thank you to her

I missed it bc I had a flat tire and couldn't get through on the phone to tell them I couldn't come.

Dr told me all ok  
It's not from updated blood test...

Liz was a brilliant clinician. She was very polite and listened well to all my complaints. She then was very thorough with her tests and helped me very much. Thanks

I was seen promptly by a friendly and professional nurse. The booking in screen was temporarily out of action which meant I had to wait some time to register my arrival at the front desk. It was not a major delay.

Excellent help getting an appointment and then rescheduling once as well. The nurse was super and explained everything clearly and with great respect

Didn't have to wait long to be seen and the doctor listened to my problems

Nice to have a consultation at once with a lady doctor followed by prescription ready at chemist

Very friendly and clear advice given

My appointment was so helpful and reassuring, I have a plan of action now that's exactly what I need.

Able to quickly review my current medical situation (flu??) over last 10 days or so with doctor. Prescription issued there and then for antibiotics direct to pharmacy.

Updating my previous comments - Crown pharmacy say they didn't receive my prescription until this morning - having said yesterday late afternoon that it was in hand and would be delivered today. No neighbours around to at the moment to help out so basically cannot get this until tomorrow at the earliest - not feeling well enough to drive! No reflection on The Elms of course.

Explained everything including the plan very well

Friendly and reassuring

If you look at the history of my last 2 visits you will hopefully agree. Previously to these appointments I had to 'chase' a suggestion made by the doctor for further tests to no avail. Sadly the trust in this practise has diminished.

The doctors I saw were very nice and took time to explain/listen and get a second opinion

The nurse was very helpful and kind

My appointment was moved forward to the next day Dr Gupta was brilliant very thorough and helpful

From first contact to seeing someone, very quick,easy, and extremely kind and helpful.

Always good and efficient service

I was seen on time and the nurse was very efficient.

I've had a difficult week with two unusual health issues. In each case I've completed the online form and been given a same day appointment. Each appointment was on time and the doctors were both incredibly professional. Thank you

Good ease of booking appointment and kind thorough Doctor

Very professional, thorough and didn't even feel the vaccinations going in. Very relaxed atmosphere.

I was seen by the doctor the same day that I made the request. The medical attention was very good.

Excellent Doctor, Receptionist.

Because appointment was very thorough

There was an initial miscommunication on the type of the meeting. Which meant it had to be re booked

Excellent service from reception staff and vaccination nurse.

Very helpful doctor

Although there was a wait for the appointment, Dr Allam (spelling?) listened, and was incredibly thorough.

Helpful

I was seen quickly after first contacting 111.

Very good manner and a lot of info received in the allotted short time.

I went about general pain on my left head, neck, ear, shoulder and GP recommended I have my ears syringed. It was amazing. I had deafness, tinnitus and pain for years and it has gone. Fantastic thank you.

V good and friendly service

Fantastic doctors and very responsive and helpful staffs 😊

Physician Associate Jen was very thorough in her examination and explanation of her actions and their potential outcomes.

Every thing was explained to me and all went well, I was relaxed about it all.

Friendly, informative, engaged with children

Kind professional informed staff

Seen more or less on time. Appointment was clear and precise.

Rapid response to initial online form and very competent and understanding doctor

Helpful and appropriate support

Only problem my phone can't read the document sent by the doctor.

Dr Smith was very considerate, patient and understanding.

Dr Choudhury was absolutely fantastic, really took her time to listen and take onboard what was being said and my concerns and genuinely cared. I have not had a service like that from a doctor in years.

What should have been a 2 minute phone call maximum turned out to just waste my day

Your triage system is pathetic, doctor replies to my request I answer him with the one message option, then they don't bother to reply back and 4 hours later I waste more of my time asking the same question

What's the point of asking for feedback if you do not take on board what is said. This is the second feedback I have given and just echoes what I said in my first feedback I would rather you not ask for feedback from me in the future

Nurse was extremely friendly & attentive.

Doctor was fully versed with my reason for telephone consultation and made appropriate recommendations

Friendly and helpful

It was on time and Ruth the nurse was very personable and efficient.

Seeing my own doctor makes you feel safer and comfortable because she knows about me and I don't have to try and explain to someone else.

I never seem to have any problems. Very professional.

Rearrangement of the chairs in waiting

Most of the receptionist staff are agreeable

It covers most services. Perhaps more mental health facilities

Very good physician associate. Knowledgeable and interested

Because it was. Actually it was excellent

Appointment arranged efficiently, the person was on time and was very thorough

Efficient

The nurse, Ruth, who I saw for my smear test was very professional and made me feel at ease.

Very fast to reply to my request, reception staff booked my diabetic review and were very helpful, thanks

On time, very nice and interactive nurse, quick smear test, all explained.

Issue was followed up in a speedy fashion due to identified risk and then follow up appt was clear and helpful. I spoke to the same Dr before and after which was good.

Excellent service from Nurse Aisling

The receptionists are welcoming and help you even if there's a queue they take their time to help you

Able to get an appointment when I needed it.

Dr Lowthe was very informative & pleasant to deal with

Reception helped me get an appointment very effectively. Nurse Ruth has a lovely calming and welcoming manner and described every stage of the process as she was doing it. Thank you!

Quick to get appointment and doctor who I had seen was thorough

Prompt appointment and thorough

The practice responded well to my request to see a doctor and at the consultation, I found Dr Rees really helpful, pleasant and thorough. I was impressed with the service I received.

Friendly and helpful. I did have to wait a few minutes, but once in the appointment it was quick and thorough, without being rushed.

Efficient, on time, good GP advice

Excellent as always

Free parking, friendly staff, clear information signs, very clean and spacious, calm relaxing music (helps with relaxation breathing) appointment time always kept. Well done to all The Elms medical practice.

Two vaccines at the same time made the jabs much more efficient and less scary for my child. Much better than when my eldest was little and needed one at a time.

Dr loweth was excellent, explained everything perfectly

The clinician is very kind and patient to help with mom checking. She also helps advising some chair exercise to enhance mommy's blood circulation. Thanks you.

Jen was very professional but friendly at the same time. She was a good listener and asked relevant questions which made me feel that she understood my concerns. Her advice was valued

Ruth, the nurse was very nice and my blocked ear quickly and efficiently

Further to my visit on 6th, the follow up with L&D was ever so prompt, with a call from them on Wed 8th.

Dr Loweth is an extremely kind and caring professional and surpasses excellence in her role.

Doctor Julian Smith , what a friendly caring doctor .

A quick appointment and a doctor that listened well

Reponded immediately to my medical request. GP who i saw was very knowledgeable and friendly

Within a few hours of my original message I had details of how to get a chest X-ray done and an appointment to see the asthma nurse

Easy appointment booking, amazing friendly nurse who really put me at ease - thank you!

Excellent experience

Clare has been very kind and patient to do the cervical test. Much appreciated to comfort and understand my anxiety. Very professional. Thanks again 🙏

Doctor was very thorough re breast pain

Polite and informative

No wait time, efficient work, friendly and empathetic staff. Thank you!!!

Response was so fast

Excellent service

It was lovely to see dr Kantha. She was very helpful and caring doctor and came out feeling happy with the appointment. I had found I very upsetting when even before the start of the new rotor was out I could have an appointment but not with dr ALLAM nor dr Kantha Dr Allan has been my

doctor for approx 11 years. I guess it is difficult for to move to any strange doctors each time I may need an appointment. Old people need familiar faces. It can cause so much distress

Guess we old timers will have to accept ""Progress "" 🧓🧓🧓😄

While not a regular 'The Elms' doctor, very pleasant and knowledgeable physician.

Dr very patient & thorough friendly

Kind, gentle and compassionate staff

Your quick response to my contact to you

Nurse on time and very professional

Dr Loweth is always very thorough, actively listens, asks my concerns to prioritise, very reassuring, supportive, kind and professional.

I have felt much calmer about symptoms since I started regular appointments with her, despite my anxiety being more heightened recently.

Extremely professional thorough with friendly & approachable manner....from Dr Lowery

Nurse answered all my questions

I had a long waiting time before being seen

On this occasion it was quick and very informative and efficient. Not always the case but glad it was when I came.

I don't think it's appropriate to discuss test results over the reception desk in front of other patients!

Because my appointment gave me peace of mind and I was listened to and a plan is in place.

As always, Dr Impey was wonderful in manner and as efficient as ever

Very patient explained all in detail

Query answered quickly and appointment issue the same day. The staff member I saw was excellent

Practitioner we saw was very personable with my son and very thorough - had plenty time for our questions and was v helpful. Thanks.

Made an appointment to see the doctor in the morning \_ was seen the same day in the afternoon. Couldn't be better.

Been with them since I moved here as a teenager

Dr Jackie Impey saw me within a day of my appointment request. Lovely person and excellent doctor.

Prompt and very helpful

An appointment was offered that day for next week

I saw Luke who was very helpful and friendly

The nurse Kerry explained everything what she was going to do and it went ok

My issues were listen to and advice plus appropriate support was given.

Excellent service as always

Answered within 15 mins of sending request

On time and helpful

Always excellent

On time, friendly, efficient, were listened to, useful next steps

Receptionist Mel went above and beyond to help arrange my appointment and Dr Hannah was exceptionally helpful.

Doctors at the practice show a genuine interest in patients health and act accordingly

It certainly saved a trip to your surgery.

Check in was easy. Didnt wait long. As always Dr Rees is a lovely dr. Thank you

It saved me a visit to the surgery.

On time appointment, good doctor and very helpful at reception

Very easy to book an appointment. Not too long to wait once checked in. Lovely nurse .

The medical professional was great, but the rigmarole to try and obtain a sick note let the system down. When you are feeling incredibly unwell and exhausted having to try and discuss why you need it, when clearly you need one is ridiculous. I was treated curtiously and with respect but can't understand why the physician couldn't have done it whilst I was sitting down with them.

Shingles vaccination carried out on time, with good care and clear direction about follow up.

Checking in is easy and the doctor was excellent

Very good visit, answered all.my questions.

Needed to see a doctor quickly and got to see one the day after my request

I only had to wait 30mins to see the doctor

Had a phone call back within 30 minutes telling me to expect a call from a GP from 4.30 to 6.30

Left still not really knowing what's causing the pain. Or what to do. I understand I'm under gastroenterology for tests, but doesn't help in the interim and this pain wasn't my usual pain. I was also not seen by any of the four clinicians on my team of people for continuity.

Was seen within the time.

It was a helpful meeting - I felt listened to. Dr Sibley took the time with me when she had a busy afternoon and explained what might be involved. And I'm happy with the next steps. I think that is good service thanks.

Appt with Dr Bardwaj was excellent BUT there are still issues with regards to accessibility for people in wheelchairs. I have raised this issue many times but clearly my comments have fallen on deaf ears??

Very satisfactory visit

Had emergency appt within 11 mins  
Dr Smith superb

Doctor spent time to go through all of my results and formulated a sound plan for recovery

A very caring and respectful phone appointment where I felt listened to and given time, information, advice and attention. It seemed as if the doctors interest on my case was genuine. Thank you.

All went well with professional approach.

Face to face appt very appreciated, not rushed, helpful. Booked using on line system efficiently.

The Doctor advised that in the first instant, I should have a chest X-ray in order to evaluate potential breathing difficulties.

Appointment was quick and the practitioner was fantastic- very clear and knowledgeable and kind too. Thank you!

Prompt appointment and Dr Sibly very thorough

Nurse Kerry was really kind and that made enormous difference to my mum and myself. It was really great that my mum had the ecg in her wheelchair, rather than having to lie on the couch which she would have found very difficult both physically and emotionally. It was a huge help also that Nurse Kerry supported me with getting my mum into the car.

Because I saw Dr. Sibley who is an excellent doctor. She is caring and always listens to me

We had a full discussion about my wife's condition

Always well looked after at the Elms

I was pleased with the outcome though not so pleased with the 45 minute wait. Perhaps some automation on the screen to give an update on current expected waiting times for specific doctors?

Doctor was positive and looked for solutions

Staff always helpful

Friendly and efficient service

The process was straightforward, from booking to being seen. I was able to speak to a receptionist and all interactions with staff were great - thank you for delivering such fantastic service.

Very helpful advice and explanation given.

Great service - even when U get it wrong!

Very efficient service

Lisa listened to me, gave me advice and referred on what was needed



Excellent appointment with nurse.

Excellent, efficient and friendly attention. Thank you.

Because that's what I think - the service is good; not exceptional.

Lisa was very helpful and gave me great advice for my probable hip labral tear. Exercises to do regularly, and keep an eye it doesn't get worse. Thank you.

Very helpful and informative

My appointment with Dr. Solomons was a very positive experience. I felt she really listened to me And was very thorough in investigating my problem setting in motion very tests for me. My sincere thanks to Dr. Solomons.

Quick to get appointment and treatment

25min wait and no apology from GP - 'sorry for the wait'

Staff are helpful and caring

Efficient nice surgery. Not keen on the silent ping for the next appointment. If you are not concentrating/reading book/etc you might miss your call. Give you never know when u are actually going to be called (could be a 45 min wait?) I'm not sure why just not announce names (especially if surgery is running late?)

Received prompt appt and Dr Patel was very helpful

Getting an appointment on the internet was very straightforward and efficient. My appointment was bang on time and the Dr was professional and likeable

I was relieved to finally get treatment for my ear problems, having been suffering symptoms since November 2024.

Given an appointment within the week. Was on time and Dr Solomon was thorough with her approach and arranged tests that have not been done for over two years following my original complaint in 2022.

Friendly receptionist- helpful and patient too! Short wait for my appointment

Always very good service and kind staffing

Kerry the HCA was very attentive and supportive during the assessment. She was very thorough and pleasant. The appointment was not rushed

I spoke to the nice lady at reception about my blood test which we booked on the 3 Feb @8.55. I also needed to see a doctor to discuss a PSA test of which I will need to supply blood, so she told me that she would arrange the appointment with a doctor and that the blood test on the 3 Feb could achieve all the blood samples required.

Nurse gave practical advice

Both members of staff are interacted with were professional. Took the time to actually talk to me and treat me as an individual not just another number coming through. It was great to see an individual identify when they couldn't complete a procedure i.e Venus puncture and handover to another member of staff rather than having repeated attempts. As a new patient to your surgery

and having had very poor experience at previous surgeries this is an attribute to your surgery. I pride myself in my day job for being an advocate for patients and knowing when to hand over to somebody else if I've been unable to fulfill a procedure and your staff knew their limitations and the best point to hand that over and explain to the patient why. All interactions with your surgery so far have been absolutely fantastic whether this be front of house reception staff back office prescription team and now patient-facing staff.

Great service

Very pleasant doctor

The blood test was great, 10 mins early and a very pleasant experience. The lady also found out about the warfarin clinic for us.

However, we tried to get a repeat prescription for warfarin transferred to this practice. Filled in a form but still not heard anything 24 hours later.

I was treated very well with my problem and the follow ups have been put into place

Appointment reasonably quickly and Dr very pleasant and understanding.

My concerns were carefully listened to and I was send for further tests that I easily accessed the next day.

Almost on time and successful meeting

Ruth was lovely. She put us at ease and her directions were very clear when she did my son's pre-school jobs. It was such a pleasant experience. Thank you so much Ruth! :)

Received re-assuring kind advice

Very helpful very little wait time

Dr Reese listened to the problems and suggested a sound solution

They are kind in them service and the stuff verry helpful. The doctors They care about the situation of each patient and they listen to them issues carefully.

Very efficient and friendly

Very efficient new appointment method and appointment was on time. I appreciate the new system of on line appointment booking- previously where we had to call the surgery it was a nightmare. Getting through to the team was not easy due to volume of calls. I can only imagine that the administration staff needed medical attention as a result!

Much better now- and the doctor gave me her time- thanks to Jen. This time I think I was properly evaluated at this point with a sensible course of action agreed.

Thank u!

Dr was kind empathetic and I am confident with her diagnosis

Given time to explain issues. Very helpful advice.

Loud unnecessary ambient music in the waiting room was annoying and made it harder to hear the alert when appointments were notified. Half hour wait exacerbated it. However, reception staff and dr were both very good.

Easily got an appointment at short notice. Very helpful doctor! Thanks

Easy to get an appointment, good DRs and Admin staff.

Easy to process

The doctor was good I think

Friendly and professional

Seen on time and lovely friendly and professional service.

Alicia has found Dr Kanthi to be so supportive and understanding. She was feeling very low when she came for her appointment and Dr Kanthi really helped her feel more positive about everything.

Friendly and efficient

Caring efficient staff as soon as you enter practice.

I was seen promptly & was listened to & dealt with efficiently & sympathetically & given follow up advise & booked further blood tests to try to solve the problem.

I was looked after well

Dr was good, wait was still long

Listened carefully and explained way forward clearly. Very thorough and pleasant.

Staff and doctors and nurses are always so kind friendly and helpful can't do enough for you

Very helpful

The nurse did a great job with checking the dressing I had on my leg. She also organised a colleague to give me the injection I needed to save me coming back to the surgery next week.

A very helpful conversation

Claire has been so lovely during our baby imm's appointments, really helps put you and baby at ease and gives you the time needed

Just got medication increased which I am not sure will solve my medical problems

Seen on time and nurse very personable and good advice.

Proactive & preventative practice, particularly like the e-consult service which is responsive in a timely manner.

Efficient service as always. Consultation with Doctor was friendly and thorough. I came away thinking that I was in good hands.

Thorough consideration of problem & kind manner

Very efficient appointment

Always helpful to me. Always get a same day appointment if necessary.

She was very good with her attenders

On time - talked through the issues with sensible outcome

Treated very well and professionally

Thoroughly examined

Everyone was very positive and helpful. Had to wait 30 minutes for appointment to see doctor but then got same day appointment for cervical smear test, later that same day. Excellent. Very positive reception staff.

Had to wait a long time but very helpful when I saw the GP

Punctual, professional, quick and helpful..  
and a proactive appt

The nurse was caring, enquiring and helpful, with a follow up phone feedback Ruth gained from the GP. Thank you

Appointment arranged promptly and changed at my request with little delay. Sadly the Doctor neglected to sign my prescription.

Very friendly and welcoming staff.

A quick appointment was arranged at my request, with my own GP (Dr Impey). She was very kind and reassuring and said she would chase some test results for me and see where I stand with the service I am currently under. I left happy and listened to.

Very pleasant doctor

Doctor Solomons really listened to me and I felt well looked after

Very friendly and caring nurse who did my ECG

People are always nice and helpful thank you to all your staff

Doctor Sibley for very attentive and thorough, and kindly dealt with another issue that the appointment was not scheduled for.

As usual, first class service at The Elms

Dr Smith gave a very good and understanding assessment

Appointment was on time. Practitioner explained everything in advance.

The doctor was very good, she spent time listening to me and explaining my condition

The nurse was excellent. The booking process was difficult as only a very limited number of dates and times were provided. Also I was not able to book a diabetic review with a Doctor.

Timely efficient and friendly.

Appointment was schedule at unappropriate time,I was not given an option to choose from. It's me am sick I have to take it. Blood test is booked at the reception but I was told to go on a website to do that, which up to now,I don't know when to get a date for the test,many hours on the phone and the link go off.

Given an appointment promptly and my ear infection was confirmed. Ear drops were available the same day.

It was satisfactory

Speedy response to triage request. Had previously been reluctant to try it, as to used to web communications disappearing into a black hole, but had a telephone response within -15 minutes before 8am. Excellent help and care from nurse Ruth Mayo. Thank you.

The practice is run efficiently and staff very helpful and caring, and medical advice and action clearly given.

Very prompt and friendly phone call from the doctor.

I attended for an asthma check up. Check in was easy, appointment was on time and the nurse I saw was excellent. Thank you

I saw my preferred GP on time and he gave me a detailed appointment time, where I had time to discuss everything I wanted.

Appointment on time, Empathetic doctor, easy to book

Didn't have to wait too long, Dr Allam was friendly, thorough and informative.

Dr was very thorough but I wish she had said what it was. If she did I didn't hear it. I did feel reassured.

They are efficient, friendly and kind and I am so grateful to have such a good experience

I was seen very quickly after my initial email and given lots of time to explain and discuss my concern

I had to wait more than 20 minutes after appointment time.

Thorough examination and she listened to my concerns and acted on them

Dr Smith was great

Quick reply and appointment. Dr Gupta was excellent. Listened to everything I said, she explained everything to me and carried out a thorough examination.

Quick appointment (next day), seen pretty much on time

Plenty of time to discuss issues and treatment and agree a plan. Supportive and helpful. Thank you.

a nurse who gave me a test is very friendly

This was the most comfortable and quick smear I've ever had!

the doctor was patient to explain the details

Dr Patel was very thorough and clear. He knew how to talk to a 10 year old about a sensitive issue. New online triage system is excellent. Reception staff always friendly and helpful.

Dr Allum is a very supportive gp and Jo is great at sorting out appointments

Feel the staff are doing their best to help me

Very easy to book.

Very easy to check on arrival.

Only 5 minute wait before being seen.

Very quick appointment.

And Aisling was knowledgeable as to various inoculations.

Appointment on time , given plenty of time to explain and discuss problem

The appointment was 15 minutes late. Medicine was not in stock anywhere & took time to get it. My pharmacy couldn't get it. Luck was very good & helpful.

Doctor Kanthi was excellent, really listened and gave me the time needed to discuss everything and agree a medical plan of action.

The online system to get a go appointments works well. Need to wait for tge blood test results..

Excellent manner with my little boy. It was very impressive and appreciated.

On time. Good service, informative and supportive. Thank you

Very efficient

Took slightly longer to get an appt but the appt was excellent.

The ashma clinic was excellent and the gentleman very knowledgeable, in fact I would say the best I have ever had, though not what I wanted to hear.

Dr Nikita Gupta was fantastic, she took time to listen to my concerns and was thorough in her approach. She explained everything clearly and thoughtfully. I felt genuinely cared for and was given practical, knowledgeable advice.

Covered all tests promptly

Happy with the explanation of the symptoms/cause and what can be done to improve on.

Friendly, professional and flexible service since we started with you 50 years ago!

Efficient and prompt service

Dr was kind and thorough.

Everyone encountered was so friendly and professional and I felt I was in good hands from the receptionist to the Kerrie to Dr Allam.

On time. Helpful receptionist

Dr (May) actually listened to me and took on board my concerns (unlike the hospital!) She addressed each of my issues and offered a solution where possible. She also acknowledged my research and agreed to investigate whether my problems might arise from undiagnosed late onset asthma and prescribed a peak flow Meter and inhaler so that we can test my theory. She treated me with respect and was really helpful.

I was given an appointment quickly and saw the doctor on time.

Prompt, good listening skills and thorough.

Informative and not hurried .

Dr was clear. Decisive, helpful v. Competent.

Everyone helpful and effective

Care great

Prompt appointment and friendly good advice

The nurse spent time carrying out diabetic check, and was very caring

Excellent service by everyone involved in my visit to your surgery

Really helpful Asthma review. Very friendly, professional prescriber.

Always efficient and great reception and nursing staff

Quick wait time

Very helpful Doctor

Easy check in for appointment

Jen is one of the best practitioners I have ever met.

She listens to concerns, is very thorough and puts me at ease, which is no easy feat.

Jen always offers great support and advice for follow up, she is kind, compassionate and an asset to your team.

Seems you can get appointments quicker but the doctors seem in a rush when you see them

Locom doctor who was absolutely fantastic. Employ her 😊

As usual, all staff kind, friendly and helpful.

I appreciate the contribution the doctor has made towards my case.

I was seen on time, and the support I was given was extremely helpful.

Queries were answered quickly and the staff are efficient, friendly and helpful.

They were helpful

Doctor was so kind and thorough and seemed genuinely concerned

My appointment was on time and the person I saw was helpful and informative.

Arrived early, actually found space in the carpark. Easy DIY check-in. Waiting room virtually empty. Appointments running late but as expected. Had good discussion with Dr Solomon regarding current medications and recent blood test results.

Caring prompt attention

The doctor listened, took my concerns seriously and was prepared to resolve the issues.

Quick to get appointment thank you

Short waiting time to be seen

Kind paramedic, listened to H who struggling as selective mute. Got medicine to fight infection

Thank you

Prompt appointment, sympathetic nurse.

On time and knowledgeable nurse

The nurse giving my daughter her injection was so lovely and made the experience so much better.

Everything was fine. No problems with time or consultation.

Dr Solomon answered my concerns directly which I appreciate.

Nurse Aisling was welcoming, professional and efficient, providing a lot of useful information. Unfortunately, one of the vaccines I needed was out of stock. This will require another appointment and another visit to the surgery which is disappointing and not an efficient use of time or resources.

Professional and reassuring

Doctor was patient and kind

Helpful listened cared . Thoroughly thought of .

Online request dealt with quickly, not long to wait for appointment.

Friendly staff on Reception, appointment not delayed long. Doctor listened to my concerns and was thorough with questions and checks.

An exceptionally comprehensive appointment

Appointment was on time, conducted professionally and quickly with all checks completed and feedback given. (Experienced Nurse)

Dr Rees was very helpful and sympathetic in quite a complicated cancer health situation

Very good and speedy service

All you could ask for , on time and gave me time

Good service nice doctor

Good communication and care

Very pleasant and helpful reception and medical advice / treatment .

Dr Smithers completely understood my issue and very efficient in sorting out the next step to take.

It important for to be treated with respect and feel cared for. This is the case at the Elms

Dr.Smith listened and prescribed accordingly appointment was on time

EXCELLENT PRACTICE

Very professional

Lovely doctor very reassuring



Excellent care and attention from nurse Ruth. Problem of 2 weeks ago now seems to be sorted.  
Thank you.

I've had great experiences recently, quick appointments, and referrals.

Nurse Ruth so welcoming and treated me with respect and care. 👍

I was seen on time and the session was exactly as I expected so no complaints at all.

Friendly and helpful advice from doctor.

Highly efficient on the admin side, as ever. Thank you very much, you all do a really great job!

Appointments were both on time and the doctor and nurse were lovely

I didn't need to wait very long. The whole process was efficient and useful.

Prompt care. Kind GP

Had a blood test which is normally difficult to get blood but nurse was great and made me feel at ease and was lovely.

Doctor was thorough and gave time and explanations. Would have been very good but was a long wait for the appointment.

Helpful receptionist & prompt GP appointment

All good except I was called in 30 minutes after my appointment time.

Great service

I saw Dr Khansi who was fantastic – professional, efficient, friendly, caring and with an ability to put me at ease.

The GP I saw was informative and up to date with all the latest recommendations and NICE guidelines.

Seen on time and Doctor was very helpful .

Diabetic nurse was lovely

I didn't have to wait long for an appointment to be made but the appointment itself was 20 mins late...otherwise, satisfactory.

Excellent service

Dr Kanthi is very sympathetic, understanding and helpful

Very responsive and has built up a great relationship with my daughter. She really trusts Dr Kanthi and feels she can talk to her.

I felt there was emphasis on my age , almost ehat do you expect rather than a genuine interest in stopping the pain which keeps me awake at night

Seen quickly, Dr. Patel listened to concerns and took action appropriately.

I got an appointment quickly and I felt I was examined well

Quick appointment and was examined thoroughly

Excellent care all round, thank you.

Diabetic nurse Aisling very helpful and pleasant manner.

The nurse was caring & helpful.

Prompt service, friendly, competent and considerate staff.

My online requests and queries were dealt with promptly.

Efficient Service

People try hard to get problems sorted.

It is nicer to sort things out with a person there than to be pushed through an internet message.

Very prompt response to my request

Kerry is always really good. Very chatty.

Very efficient

Excellent service. Dr May was attentive, thorough, helpful and caring

Seen ahead of schedule

Elms has been always there for me since my cancer diagnosis. They've been very supportive and kind to me. Forever grateful and thankful for my medical team and Elms Medical Practice.

Seen promptly and professionally. Doctor was very supportive and helpful and kind.

Understanding doctor

I arrived at 11.00am for my appointment but was not seen until 11.57 !! The nurse gave a very poor explanation for the delay. She then took a blood sample and took the cotton wool too soon which meant the blood went all over my shirt. Not a good experience !!

My GP excellent

Very satisfied with attention and advice received

The dr was professional and listened carefully to what I said. We reached a good outcome together.

I had an Asthma review, the nurse was very helpful, thanks

Dr Smith was very thorough and explained everything thoroughly

The nurse was excellent at administering my smear test whilst being engaging (great distraction!) and reassuring.

Dr Allam was exceptional as always and is now arranging for me to go to The Clinic for the Elderly at St Albans hospital hoping to sort out the problem I have. I am so grateful for all her care and advice.

Always pleasant and very helpful staff.

Doctor listened carefully to everything I told her about my concerns, explained things very clearly to put my mind at rest and made me feel extremely contented. She was most considerate to an old lady.

The receptionist was brilliant as always but I had to wait 35 minutes for my appointment although the Dr didn't appear to be with a patient.

Seen promptly by Nurse Ruth, as usual very friendly and efficient

The nurse was Profesional and kind

On time, all questions answered. Next actions set

Very efficient and professional

Dr Rees was very helpful and did what she said she would do by looking into the alternatives to a drug I was taking which is linked to an increase chance of causing dementia

Because you were efficient and polite and I did not have to wait long.

Very thorough and happy to listen

Dr Allam was so kind and thorough with me. I was thrilled to get an on the day appointment late Thursday afternoon when I had been teaching all day in discomfort. She really put me at ease and I feel very lucky to be with the Elms.

Very informative. Gentle approach to smear with clear directions. Very reassuring and good follow up info.

My appointment was right on time, which I really appreciated. The nurse (Clare Mealey) was exceptionally kind and caring throughout the examination, making me feel completely at ease. Overall, I'm very impressed with the service and couldn't be happier with my experience. Thank you!

I had an appointment with a Gp who was able to discuss and explain all the questions I needed answers to .

Only issue was that nurse was busy so 35 minutes after appointment time before I was seen.

Received appt with Dr very quickly, and was referred for blood and scan

Dr.Patel was friendly and offered good practical advice

Efficient and professional

Very nice

Useful, helpful and friendly discussion

I felt that my cardiac review was not as thorough as in the past. Previously i was asked whether I smoked or drank alcohol, had weight and height taken. I was asked if I smoked and blood pressure was taken. No height or weight.

Dr Sibly was wonderful. She really listened and I came away happy and not feeling I was a time waster. Thank you.

Short wait. Dr Kanthi was a breath of fresh air and explained things well, and promptly sorted out my prescription problems. She seemed up to date with new treatments for diabetes.

Great organisation, I had an appt for 1700 with Dr Kanthi, but Jo called to say there was a cancellation at 1530hrs could I attend? I did, and saw Dr Kanthi (excellent) so your admin is good at time management. Great practice. Many thanks, great surgery, keep it up & kind regards

Friendly and efficient staff

I was seen by the nurse and the doctor briefly and was told to collect prescription today but unfortunately when I went to collect today around 4oclock it was not available

My previous appt was cancelled due to illness (Melissa) it was rebooked for Thursday at 4pm again no one called me no appt took place. I am wasting my time phoning through to book another appt.

Excellent examination. Disappointed I did not qualify for an x-ray on my neck, fully appreciate the demands on the NHS. Following advice & exercises, still can't understand why my spine/neck makes such a grinding/cracking noise. Thank you

Professional friendly advice , triage system excellent

Dr Patel did a perfect job and I am really happy with the outcome

when i urgently needed treatment I received it promptly.

Dr Patel was very thorough and he was very approachable, given that some of my medical concerns were a little embarrassing to me. Appointment was given quickly and reception staff friendly

I am a long standing patient at the Elms :

Reception lady was very helpful, Dr Sibley was very compassionate and patient in helping to diagnose my issue. Fantastic service all round

Very polite and nice diabetic nurse during my last visit.

Although I had to wait when attending appointment I was seen promptly and got good clinical care.

Both the Nurse & Dr May took time to explain everything to me & my on going treatment

Efficient, professional and polite

Seen only slightly late, which is fine. Nurse was friendly and efficient.

Appointment was on time

The nurse put me at my ease, was very friendly and gave lots of advice.

Excellent service

Dr May was excellent- I was anxious about various aspects of my health and impending operation- she was considerate and very knowledgeable, not my usual doctor but she had taken time to read my notes. Thankyou Dr May for your help.

Had my diabetic check with nurse, very good experience as very welcoming

Everyone was so kind and helpful and Dr Master was excellent with her care and advice.

Booking an appointment was straightforward, the appointment itself was on time and the nurse was excellent at dealing with my child

Doc listened and understood my problems and acted on them in a very professional way.

Lovely, helpful reception staff. Kind GP who understood my needs.

Always had good support for my parents particularly dad who passed last year. Seem to support and recognise elderly need different support

Prompt appointment

Helpful and professional assessment by medical student. Thank you

Excellent. Very knowledgeable. Very clear. I felt very confident on the clinical diagnosis and plan to treat and monitor.

Prompt appointment. Dr very helpful and gave all the information I needed. Thorough in her examination

Quick to get an appointment. Doctor knew what she was doing and was patient.

Always good service and clear advice.

Good appointment system. Appointment on time with lovely friendly nurse. Not rushed and every thing explained clearly.

I've got a appointment very quick.

Quick service

Takes a while to see a doctor. More slots post work would be useful or a separate menopause clinic for women like myself?

Friendly nurse, on time and efficient

Managed to get a face to face appointment with a GP within a week

Depends on the doctor you see, some are great, some have a bit of a lack of bedside manner. A lot of the time when I've booked an appointment for my children it's been a paramedic we've seen instead of a doctor. I would prefer it be an actual doctor.

Had a thorough check up and referral

I had a query at reception which was managed in a friendly and helpful way

Good doctor

Very satisfied with care

I liked Dr Patel. His advice gave me confidence

I had a query at reception which was managed in a friendly and helpful way

My consultation with Kunmi was supportive. I felt really listened to and she has a lovely gentle and reassuring manner as well as knowledgeable.

Doctor Allam was very reassuring during a difficult stage in my disease

I saw a final year Cambridge student for my appointment, overseen by Dr Sibly. The student was caring, thorough and reassuring, as was Dr Sibly. I felt supported and assured after my appointment. Please pass on my feedback to the student and Dr Sibly.

She was excellent at her job, warm, kind, efficient, empathetic and responsive. A real credit to your surgery.

I was given a next working day appointment trainee doctor who was very thorough .

Prompt appointment and the doctor had read my notes

Dr was great. Listen to my concerns and dealt with everything.  
Receptionist efficient and friendly.

All very professional once you get appointments

Dr Kanthi is a wonderful GP.

Ruth was so lovely, calm and informative. Just what was needed. Couldn't ask for more.

Very helpful team

Quick response to request for appointment. Very helpful and friendly staff. Reassuring manner of medical practitioner.

Not an unreasonable wait for appointment date from date of request .  
The Doctor i saw was great , really positive ,helpfull and really friendly .10/10  
Cant recall his name though

Requested medical appointment in the afternoon and appointment scheduled for the end of the day. Doctor was fantastic.

Adequate parking, easy check in process, seen on time, friendly staff

Seen on same day

Quick appt. Seen on time

Offered an appointment same day, had a thorough assessment

My kids were treated with love and care. All my concerns were listened carefully and with patient. I came back without concerns and a peace of mind. The doctor was kind.

Both the receptionist and nurse were lovely.

Easy to book and prompt appointment

The Doctor was thorough

I was seen on time and the nurse was very thorough, very understanding and helpful.

Always very helpful

Doctor helpful & understanding. Appointment on time no wait

Perfect

Very caring and attentive nurses

An appointment was made quickly and I was able to arrange around work.

Kunmi sent follow up exercises straight after appointment for me to try while awaiting referral which was thorough and enabled me to put some self care into practise. I have also now received the referral details.

Thank you

I couldn't have asked for better treatment from the Elms. I was seen at the appointed time by nurse Clare who was extremely professional and caring and put me at ease straightaway. Cannot speak highly enough of the treatment I received.

As always treated well and with great care

Seen on time

Did not have to wait very long .

The Dr was welcoming and extremely thorough.

I was seen promptly and my questions answered. The practitioner was friendly and helpful.

Good advice

Quick and efficient service

Prompt response and problem managed appropriately

Very pleasant

Only had to wait 5 minutes beyond the appointment time. Stitches removed expertly

Every aspect of service was excellent and the staff were unstintingly courteous.

Never had a kidney review but appreciated the phone call.

The staff were kind and attentive

Made to feel at ease as not good with needles

very friendly and relaxed which made conversation easy

Dr Kanthi - top doc.

Now that I fully understand the on line roll of the NHS website/ the Elms Medical website/ the Triage system I can appreciate the huge improvement to patients that the whole new system offers.

They quickly respond to e consult messages and always provide solutions.

Staff helpful and polite. Nurse extremely lovely!

The nurse was so good with my 3 year old. Explained what was going to happen and made her feel comfortable while there

Helpful call thank you

Because it's true

The doctor was very kind and polite. Thank you very much.

Quick to respond to online request for appointment and offer of an early appointment

The doctor I saw really listened to my concerns and acted accordingly. I was very impressed.

Neat clear precise and helpful

It was excellent per visit, from the ever smiling receptionist with ever ready to help attitude down to the doctors.

Reception weren't that friendly when I arrived late because I was waiting for parking space. However Claire Measley was absolutely brilliant and put me at ease and was so gentle. She has amazing bedside manner and would recommend her to everyone. A real gem in your practice!  
Thank you Claire

Professional and caring

Appointment on time, courteous and helpful GP. Dealt with the matters I raised in an efficient way.  
Thank you.

Every time I've needed help, advice or an appointment they have gone above and beyond to sort it for me. All the staff are extremely helpful and understanding. Brilliant practice, thank you.

Seen very quickly and efficiently

Ran through my results and listened to my frustration with Polymyalgia which in its 3rd year I am having trouble shaking off. Came back to me in a phone call of how to move forward with it. Also is arranging for me to have hearing checkup.

The nurse I saw, Clare Mealey, was fantastic. Really warm and reassuring, she kept me informed of what she was doing at every step.

My only complaint was the very loud relaxation music in reception - perhaps the volume on that could be turned down as it had the opposite of the intended effect on me!

Prompt reply to get an appointment.

Very happy with the time that the doctor reserved me to ask questions and set next steps to check my situation.

Dr Allam is brilliant. Great with her medical knowledge, listens well and is a warm person. I also find sitting in the reception area to be relaxing with the warmth and music!

Doctor showed excellent knowledge of my conditions and was able to advise accordingly

Very prompt, doctor took time - I didn't feel rushed.

Dr Patel was polite, friendly and reassuring. I felt complete confidence that he was interested in my wellbeing and was giving appropriate advice

Aisling O'Connor was very helpful, friendly and has a great manner about her and was clear and informative and reassuring.

Staff were very polite and helpful, doctors are excellent. Service is brilliant



There was a slight mix up with going to the wrong doctor initially, but when I eventually got to see Dr Bhardwaj he was fantastic. He put me very at ease for something that was very intimate (prostate exam), and talked me through the whole process very clearly.

The dr was so lovely, very thorough and helpful

Dr. May is always thorough and gives a lot of investigative thinking/ suggestions to her patient

Very fast appointment, thorough check up and treatment

Staff were very polite and helpful, doctors are excellent. Service is brilliant

Dr. May is always thorough and gives a lot of investigative thinking/ suggestions to her patient

Very fast appointment, thorough check up and treatment

Staffs are very nice and helpful.

I was given an app within a day. The Dr examined my knee and had time to discuss treatment

Dr explained things but later that day I had to speak to the surgery again I spoke to a lady called Jo she bent over backwards to help even though it was past opening hours she was kind sympathetic empathetic and very very efficient a credit to the practice

The diabetic nurse who checked my feet and took a blood sample was lovely. She made me feel comfortable and then, on her own initiative (as something I casually mentioned caused her concern), asked one of the GPs to come in to investigate further.

Because you asked me to go and the doctor was very helpful.

My problem has been identified I was given a plan of action to be reviewed in a month's time.

My blood test appointment was 30 minutes late.

System in surgery where you have to stare constantly at a small screen is flawed, especially if your appointment is running 30 minutes late. Surely there should be an oral announcement as well?

Always treated well at The Elms have been a patient for over 50 years. Thank you.

Friendly doctor and encouraging advice

Annual diabetes check.Kerry was very thorough and considerate. She was unable to take bloods on this occasion but that was partly due to an existing bruise from recent blood test....Kerry was sympathetic to this and did not want to aggregate the wound. I will get bloods done at Hemel next week Kerry gave me the form. Very good service thank you

The lovely nurse (Clare) was great, made you feel at ease, lovely to chat to, explained what she was doing (smear test) and result expectations.

25 minutes late to be seen by the Nurse

Friendly & concise.Reassuring.

As usual a good response

Efficient and friendly service

I was seen promptly. The student doctor was thorough and attentive.

Can't see a doctor when u app always some one can't do on line which makes it hard work for me to deal with

Very satisfied

Appointments are easy and staff helpful. The nurse who did my smear on Friday was absolutely amazing.

Wound cleaned, checked and dressed efficiently and appropriately

All communications followed through as prearranged Thank you 😊

Had an urgent issue which I was worried about. Dr Sibly was very professional and calm. Made me feel comfortable and addressed the situation promptly.

The Elms have always been extremely helpful, they listen and never make me feel that bringing my children there is a problem

Because for once I got to see a doctor of my choice

Understanding and was quick to be seen

I was given an appt within 3 days.

Nurse was there and waiting for me. Also the waiting room had comfortable chairs BUT HAD NO MAGAZINES OF INTEREST

The nurse could not have been more pleasant and helpful

Dr Sibley is always so kind and really listens to you and tries to find a solution. I'm very grateful.