



FRIENDS & FAMILY TEST RESULTS

February 2025

Number completed: 515

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: 421

Likely: 71

Neither likely nor unlikely: 14

Unlikely: 2

Extremely unlikely: 5

Don't know: 1

Comments made by patients:

Good professional modern GP' practice ' as required these days !

Staff were very efficient and helpful as were the doctors

Top professional GP practice, up to date but friendly attitude /patience service

Very quick response

Always very helpful

Thorough consultation

The doctor listened to my concerns, carried out relevant tests, checked up on prior concerns and explained the actions she was taking.

Always very friendly

Very welcoming clinician - no discomfort at all with the procedure

The doctor helped me with my problem

Despite a long wait, the music in the waiting room was nice and relaxing and I accept that sometimes patients need longer than anticipated with their GP.

If someone tells me to "jump", I never ask "how high?". I need to know why and what will happen if I do ... or don't! Dr Allam took time to explain things to me and answer my questions, so thank you.

I finally had the opportunity to meet Dr Allam. I was trying to meet her since a year but she was always fully booked. I have mentioned this on the 'request appointment' and the Practice gave me the opportunity to finally meet her.

I found the doctor to be extremely empathetic in our discussion regarding my problem with insomnia. A very caring and professional approach.

Dr Patel was so helpful and dealt with a number of issues in a professional but sympathetic manner. Many thanks to him!

It was helpful and dealt with by someone else .when I had got the procedure wrong

A student saw me to start with. He had a nice gentle manner and appeared to ask all the right questions. I just wish my problem had been an easier one for him to diagnose. Then he went out and brought back Dr Smith. I felt all the right steps were taken to try and find out what the problem is.

The Student Doctor I saw was friendly and very efficient.

Really pleasant doctors. Never in a rush. Willing to listen

I was very happy with my conversation with Dr Solomons.

Efficient , helpful and informative.

I had an appointment with the nurse and she was very friendly , professional and informative.

No waiting at all and Doctor Smith listened very well and tried his best to help.

A speedy text response to my e-consult together with advice on a three-step approach to treating the problem.

Quick response

Dr Patel was friendly and attentive to my problems. He prescribed Ibuprofen and Omeprazole tablets and said he would send the Prescription to Manor Pharmacy, my local dispensary. That was yesterday (Mon 3rd Feb). Unfortunately, the prescription was not sent.

Elms is well organised and the staff welcoming, helpful and friendly.

I was seen quickly and felt listened too. It was quite a long appointment but I didn't once feel rushed. A great service!

Doctor was prompt, efficient and appointment ran on time. I did not feel rushed I. The appointment. The online booking process is always a bit clunky as the NHS platform is not the easiest to navigate.

Appointment on time, quick and good explanation of procedure. Easy booking process and both receptionist and nurse very pleasant.

Because although there was a 45 minute delay to see me (due to an emergency) I was advised of this by a staff member after about 20 mins and reassured that I would be seen next.

Quick service

Easy to book an appointment, very friendly staff

Excellent service

The nurse was very interested . Took a lot of trouble checked my breathing asked lots of questions. , I was very impressed.

Not been able to make an appointment on the phone. , the NHS app is fine for repeat prescriptions but NOT for anything else , talking to a live human is far far better. If you don't have or find it hard to use a PC. touch it is a big problem. more human contact please

It was earlier than the original appointment and Kerry asked good questions.

The Gentleman who I saw was charming , kind and very helpful. Thank you.

Receptionist pleasant as was Nurse

Prompt response and appointment

I had an appointment for a Shingles vaccination and I had it within 20mins of my appointment time.

Good conversation with doctor very kind and understanding. Thank you

Was seen on time and the nurse was very polite

Pleased to get to see the doctor

Thank you for the opportunity to give feedback. While my initial consultation was very good the subsequent follow up text message from Dr Loweth left me confused and wanting to ask further questions. Unfortunately there appears to be no way to do this without beginning the whole triage process again.

I saw the doctor more or less on time. The doctor was professional and thorough but with a kind smile. She didn't rush through the consultation

I came away feeling confident that my issues had been taken seriously

Very helpful

Prompt triaging, appropriate appointment made with GP and very thorough and polite consultation.

No waiting to be called to apt and as usual Dr Impey was helpful patient and very informative

Apt on time and Dr Solomons dealt with my issues efficiently

Was all very quick and on time. Although the nurse called in sick, this was communicated to me early in the day and was able to be rearranged for an hour earlier.

Appointment made when asked very kind and professional nurse thank you xx

Dr was lovely and understanding.

The Doctor that I consulted with was extremely knowledgeable regarding my condition and was very caring and understanding,

Had to wait over 30 mins and I understand this due to an ambulance being called. I think it would be better patient service if update info was made eg a board where waiting times were posted. The actual nursing service was excellent

Nurse dressed my leg and gave helpful advice.

Very efficient

It was really quick and I am very happy with the warm welcome by the nurse who helped me

Suddenly being told that I potentially had a serious heart condition was a bit of a shock but I was being very well looked after and they called for an ambulance to take me to Luton and Dunstable hospital and even made sure my car was safely put into The Elms car park.

Incredibly friendly, knowledgeable and considerate nurse. And I was seen earlier than my original appointment.

Relieved my problems were listened to and hopefully helped

Nurse Clare is just professional and happy. She called Dr Smithers who gave a 2nd opinion and I'm very grateful to both for giving me their time yesterday. Please share my appreciation. Have a lovely weekend.

Cancelled by surgery

Good

I was seen on time. The doctor was excellent. Answered my questions and asked relevant questions herself. Described the way forward with investigation into my ailments. Set a plan in progress.

Brilliant student doctor and physician

Nurse Claire was great in treating my wound & advising me what to look out for.

Having been seen by a doctor and a nurse on the next day which is the day I expected

Appt on time, simple to check in

Very helpful staff registering my newborn baby quickly so that she could be seen regarding my concerns for her health. I was also seen quickly regarding postpartum concerns. The practice always endeavours to see us quickly and the standard of care is always good. The doctor I saw was reassuring, professional and thorough, and the chaperone was kind and respectful too.

The GP spent time to listen to me and understand the problem, followed by an exploration and an action plan

I was struggling to make an appt for my smear test, admin called me to help :0) then the appointment was on time, quick & professional but friendly.

Prompt and efficient with friendly helpful staff

Helpful advice friendly, all on all a positive experience, would recommend her

Liz was excellent

The HCA - Kerry Harding - did all the things needed for the appointment itself and then listened carefully to my other problems and took pro-active action

Excellent! Very friendly and professional nurse who did my smear screening so efficiently. I was very impressed

Because the nurse wasn't sure what to do with my leg Ruth would have instantly known what to do as I had already seen her. As it is I have another dressing and have got to come back on Friday

An appointment was made promptly for my 5 yr old, the paramedic at the surgery was lovely and very thorough, the Dr ordered an x-Ray which we had at St A hospital the same day.

Quick response to online form, appointment same day. Lady I see was very good.

Easy to book appointment
Appointment on time
Nurse fab

On time and friendly

Always given great service. Thank you The Elms.

The doctor was great with consultation, but she failed to send through my prescription

Quick appointment and good consultation

Very quick to respond with an immediately available slot to see my 3 year old and gave me the option of phone or in-person, so I had a choice and flexibility.

My examination & the questions I was asked were all very thorough.

Dr is very good and caring

I received all the help I needed

Sympathetic and friendly doctor

Friendly, efficient service

Timely, friendly and very helpful

Doctor saw me close to the time allocated and took further steps to address my needs.

Consistently good at offering appointments and treating my concerns and condition

Seen promptly

Excellent as usual. A very good nurse x

The nurse was knowledgeable, examined me thoroughly and gave advice as needed.

Excellent patient care. Period. Friendly caring staff. Thank you

My concern was dealt with quickly and efficiently

The Dr was very welcoming and put me at ease .She explained everything .

Very professional and enjoyable and useful consultation

The clinician Sarah Randall was pleasant and very thorough.

The doctors are always fast to get back. They go out of their way to help and support. Wait line can be long but they do their best to accommodate. Massive thanks.

Seen quickly

Prompt and professional

Having been diagnosed as jaundiced on Wed and getting my confirmation results on Fri I was very pleased with the prompt action coupled with the follow up to get a CT scan.
Just waiting for a call from L&D.Thanks

Dr Smithers was brilliant. I couldn't have asked for a more pragmatic, non judgemental and understanding approach to a hole I'd somewhat unwittingly dug myself into. She made me feel entirely supported in digging myself out of that hole. I feel extremely fortunate that I landed at her desk on the day I realised I needed help. I couldn't be more grateful.

Saw doctor on time and issues were addressed satisfactorily

The nurse was great she took a real interest in my case so I felt great.

I found my experience was satisfactory, and my questions answered well.

I found the receptionist rude and condescending as I had 2 appointments and they told me I didn't and I couldn't have made the second appointment so must have been my fault . In the end they found the appointment but no apology was given for their error .Doctor and MSK physiotherapist were brilliant .

Very efficient

Seen promptly and all my questions answered

Nurse was efficient at taking my blood, appointment was pleasant and easy.

Nurse Kerry was friendly and caring

I have apply for appointment quickly got it.check up so thanks

Excellent care and attention. Thank you.

Nurse was very professional

Lovely doctor who was well prepared and treated my daughter like a 'person/ grown up' and asked her questions directly about her symptoms, rather than making her feel invisible as a child. Thank you for the positive experience.

Helpful Dr . (Trainee Fy2). Listened carefully, Gave me time and space to discuss my request. Utterly efficient and facilitative consultation . Clear summary, appropriate examination and management. Receptionist afterwards delightful and helpful. As a patient, I achieved everything I wanted in a timely pleasant and efficient manner .

The Student doctor took time to listen and acted accordingly. My son was happy with the care he received

I was placed with a medical student and I must say he was very thorough, kind, and really engaged with my need. I felt well looked after.

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

Because it was a very good service

Doctor is listening and adjusting medication accordingly. I also think the Monday evening surgery is excellent given I'm a busy working full time mother. Thank you

Explained options and implications of changing medication.

Reception was cheerful and helpful. Appointment was on time. Doctor very efficient

It was a good experience from start till the end.

The nurse saw me promptly and handled everything speedily and in a way that made me feel comfortable and calm. Smear tests are never something you enjoy, but the professionalism and easy manner of the nurse, as well as her efficiency and speed, made an unpleasant procedure much more bearable.

Being my first experience with using this system I was highly impressed with the immediate response and a very quick apt. Many thanks

Saw competent GP who investigated my issues.

Dr. Kurran Patel provided excellent care and was very kind. I especially appreciate how well he treated my son, he was very attentive and helpful. Thank you!

Ms Kerry Harding is very professional. She has a very nice manner and treats patients courteously. The appointment was on time.

Aishling O'Conner was excellent. Quick, efficient, confident and friendly and polite.

My appointment went well with not much delay. The nurse was very professional and friendly.

All very efficient and on time

Dr May who I saw gave my problem a great deal of thought and was very understanding other members of staff are really good

Always treated so well

Easy to book online and change appointment. Promptly seen at appointment time

Since having a team of people looking after my case and Dr Loweth overseeing, I'm finally learning to trust medical professionals again.

Hospitals not so much. But the staff at the elms have finally made me feel seen and validated. Kerry who did my ecg, is an incredible person and an amazing member of the team. The support, honesty and out of the box thinking has really helped me regain some hope that I might get better or at least have a life.

Thank you.

On time. Great communication. Patient when I added another issue to discussion.
Confident with the solutions offered

GP listened and gave explanations clearly. Very efficient and professional.

The doctors are very good. Receptionist very friendly.

Seen on time, very pleasant physician, very efficient, very professional.

Service was excellent. Never felt I'm not from here. Appreciate that a lot.

Everything was carried with high level of care and skilled

The doctors are very good. Receptionist very friendly.

Nurse was excellent. Excellent bedside manner & she put me at ease. Examination was painless. My appointment wasn't on screen for online check in (didn't recognise my DOB) but reception were very efficient & confirmed my appointment was next.

Was seen promptly and not rushed, gp was very helpful

Respectfully surprised at the speed Dr Smithers called me

Dr Smithers listened and responded very appropriately, I thought.

You cancelled this appointment and told me to book another. Why are you now asking me for feedback?

Dr J Smith was fantastic and help me Perfectly again, a painless Steriod injection to help my right Shoulder, then an examination of right little Toe that needed an operation, so a referral letter printed. Plus also a blood test form printed to help me further.... So THANK YOU ALL AT THE ELMS, 100% SATISFACTION AS NORMALLY & PAINLESSLY RECEIVED IN HELPING ME TO GET BETTER WITH THE ELMS STAFF ADVICE 😊

I was very pleased to see Doctor Smith who I particularly asked to see, he was both kind and very helpful. Thank you

Very fast response to my recurrence of vasculitis.

Text confirmation within the hour. face to face appointment within 3 hrs. Highly professional review by Jen Mascarenhas with duty doctor support. On going medication actioned and picked up by end of day. First class service thank you all so much.

My assessment was excellent. Advice was very helpful.

Ruth was very pleasant and informative

Prompt reply to my enquiry and appointment offered for next day , the gp I saw was thorough and personable

My request for an appointment was attended quickly and the nurse attention was excellent.

It's always very good as it is efficient, friendly, nice and has good, caring doctors.

Very good, quick service. Very good advice and follow up

Liz was so kind, taking time to read my Daughter's notes first then really listened to her and examined her thoroughly. She was very reassuring and professional.

Checked in 2 mins before my appointment and I was called exactly on time. Clare the nurse was outstanding. Great communication, warm personality and clearly very skilled and very good at her job. Please pass on my thanks to her.

- My appointment was given the day after requesting
- The check-in process was easy (although I am familiar with it now)
- My appt was on time
- GP had read up on my case prior to receiving me.
- GP gave clear advice and did thorough review of my pain and leg movement.
- Felt 'listened to' and not patronised at all.
- Happy with agreed next steps and follow-up in 2 weeks:)

Because I had Ruth to sort the wound on my leg

Prompt & efficient service. Dr Kanthi was extremely helpful & informative

Excellent - Dr Gupta was very thorough and helpful

Dr Loweth moved mountains to get me into the hospital for tests which had been requested urgently last week.

I didn't have a long wait to see Dr May and our discussion was successful

The GP was very attentive a good listener. Her Mother was my Dr for a no;.of years. Yes she has a good future ahead of her.Bless her

Good service. My only comment was I had to wait 20mins after my appointment time.

I saw Dr Mistry & she was amazing. She listened & understood that I have a phobia with blood pressure machines that puts my blood pressure up, so offered to take it manually straight away which made me relax & my blood pressure readings were fine. She also wrote on my notes that blood pressure should be taken manually so that I don't have anxiety attacks about having it taken with the machine. So, so grateful to her & her understanding, could not ask for a better experience. Thank you

I had a smear test by nurse Claire who really made me feel at ease !! And explained everything very well and so professional.

Very thorough examination

App. on time. Dealt with positively

No wait and very thorough

Very prompt appointment with no wait

Nurse was very kind and did a great job redressing my burn injury. Very helpful with ongoing care.

Because it was very good

Was able to book next day and appointment was on time

Thorough and thoughtful examination and explanation.

When I need assistance with my long-term health condition, the doctors are always willing to help and advise me. I wish there was more communication between the practice's doctors and the NHS doctors who care for my condition.

I am one of the happy patients. Always give a fab service although others may moan please focus on all the good you do it's appreciated

Usual great quick service at the Elms , very professional

Helpful, care, thorough, kind ,

A very thorough consultation, felt listened to.

Dina listened to my concerns and was very thorough in her examination. I felt heard!

Your staff are so lovely and kind.

Kerry was really nice, helpful, competent and cheerful.

Efficient booking, empathetic doctor

Excellent work by Nurse Claire

Dr Smith is thorough and thoughtful and is always prepared to take problems seriously to try to resolve them for the best outcome. Everyone is always so helpful so it is always a pleasant experience however awful you are feeling. Thank you all

Because it was more than very good

Prompt and helpful action

Got appointment in less than a week, saw doctor promptly on arrival.

Receptionist who rang me to make the appointment was lovely , very friendly and reassuring. The receptionist who booked my blood appointment was professional, efficient, but quite curt

Waited for over thirty minutes or would have been very good

Claire, the nurse was very calm and informative and generally very helpful and cheerful. Thank you

Nurse Clare was very pleasant and very efficient.

Always helpful, the doctors and nurses are all polite and informative. Never had a bad experience yet. Thank you for all you do

Wait time was not too long. Very calm atmosphere and helpful staff

Excellent service. Listened to sympathetically , appropriate tests organised and a sensible way forward agreed

Doctor very kind and helpful

Extremely nice and efficient

It's not as quick and easy to receive the appointment as it should be.

We were seen promptly and the service we received from the medical practitioner was outstanding. My son can get a little nervous with medical appointments and the nurse who saw us was very friendly, reassuring and explained everything in a level appropriate for his age. Many thanks

Great experience, ECG process and results clearly explained

Efficient, professional support from Dr Patel.

The nurse was very helpful

I saw Dr Kanthi who was superb in treating me and explaining my condition and medication approach. A fantastic Doctor- thank you

Only a 5min wait after appointment time. Very pleasant and friendly health care assistant.

Staff friendly and very efficient

Simply because I was well looked after and on my last visit I was seen by a good friendly Dr

I was received politely, listened to carefully, advised wisely and left satisfied!

Usually I don't bother to try and make an appointment as it has become so difficult. So this time I went in to the surgery the receptionist was really helpful and I was sent a message with an ap for the next day. I was really impressed with Dr Gupta she was so helpful really impressed

It was on time & Ruth listened to me & has made another appointment to see her.

My issue has been dealt with swiftly and very professionally.

Great doctor and I finally got some answers

Nurse performing smear was very considerate and friendly

The doctor is kind, empathetic and a good listener.

Was seen within an hour of requesting an appointment for our son. The new booking system is fantastic.

Dr Kanthi was extremely supportive and set up an annual blood test, which is what I wanted

Very prompt appointment and helpful doctor

Expedient and intelligent doctors

Your reception staff are always friendly and kind, and doctors lovely

Great service and exceptional service from Dr Sibley

The doctor took a lot of care to understand my issues and came up with a good plan to move forward.

Thorough examination given by student

As always never rushed and felt that I was listened to and then everything explained to me very clearly

We saw a lady doctor-Dr,Gupta-not only was she delightful and reassuring but extremely helpful and supportive.

Both my GP and nursing appointments have been excellent

Appointment same day, appointment ran on time and lovely GP

My questions were answered

Dr Patel was very thorough and explained my medications and my tests so far with my husband and I.

I didn't feel terribly well listened to yesterday. I asked about a few things but wasn't given any clear answers eg my daughter's skin rash, the GP agreed she had rough skin but didn't show any interest in advising what to do. Having seen Liz Godfrey very recently too, Liz's manner and patient empathy was so different and so much more empathetic

Prompt appointment, the nurse was very engaging and efficient.

On time and efficient

Doctor v pleasant and got straight to the point with my problem . I feel I am getting the correct treatment . Was v pleased with the consultation and its consequences

On time and very helpful

Excellent team. Excellent service from all staff. Dr Impey was outstanding.

I had to wait 20 minutes past my appointment time but when I went into the doctors room I immediately received an apology for the delay. I was then given plenty of time to discuss my situation and how to move forward with my treatment.

I had a quick and thorough response from the reception team and doctor

Brilliant service as always

Dr Kanthi is an excellent GP. The care she provides is thorough, patient centred, kind and practical. I feel listened to and genuinely supported every time I have an appointment with her. And Mandy on the front desk is a dream. The antithesis of the "unhelpful NHS receptionist" stereotype. We are truly lucky to have The Elms. Thank you.

Dr Kolamala was very helpful but I would have appreciated a shorter wait for an appointment . Also it seems that the triage form is taken off line at weekends etc and I cannot understand why the triage form should not be available to e completed all the time though ,of course, it will not be viewed except during the next surgery opening hours.

Excellent care from Ash after bcc procedure at the Royal Free. Many thanks.

It's very nice to see a professional actually listening to their patient and interacting.

Since moving to your surgery every aspect of your staff conduct has been fantastic. Weather this is your administration team medical team or nursing team. Your staff's ability to communicate with patients that's all levels is clear you are in a different League from some other surgeries and a credit to the profession. Weather this is first contact as you walk through the front door or on the phone or face to face it's become extremely clear that your staff have taken time to learn about their patients by listening and interacting with them. It's very encouraging to see the health professionals are actually getting the patients like they are human beings and not clock watching

and ticking the box. Overall this approach I do believe will lead to better outcomes for your patience and your surgery as a whole I cannot praise you enough.

Prompt response and very caring support. Thank you.

Appointment on time and friendly clinical staff who explained my procedure in a kind manner

I had an appointment with Dr. Kolamala and was seen within ten minutes of my appointed time. Also the fact I could have a consultation face to face.

The receptionist dealt with my query very quickly So did Dr Impey thankyou

Doctor consult went well . Blood tests needed - no body on reception (bell removed?) to help book. Did resolve via sending a form to get booking link. First available blood test appt was 17/3 ?!

Quick response, friendly and accommodating.

Dr was very kind and gave us plenty of time to consider treatment or not treatment options.

Ruth Treatment Room Nurse

Dr allam was thorough reassuring and courteous and almost on time!

Very happy with the help

Very happy with the service

I was seen promptly & was dealt with sensitively, thoroughly & efficiently with the appropriate follow up procedures suggested.

I was very happy with my visit

I felt I was listened to, which I aporeciated

Seen quickly and ongoing issues dealt with.

Dr was very thorough and nick the trainee was as well

Very good service as always

I really love the doctors I have seen, especially Dr Solomons so kind and caring she is so supportive.

They were very understanding ,professional and empathetic.

Dr Sibly listened and addressed my symptoms in a thorough and professional manner.

Friendly and efficient

Dr Allam was so kind and attentive as always.

Didn't have to wait long, nurse was knowledgeable and helpful and clear plan given with follow up appointment booked

The Dr took time to understand a tricky situation and called back having considered it and spoken to colleague

A great dr and lovely help from the admin staff !!!

Just ok

Attentive and kind staff. Very efficient

V difficult way of communicating . Phone call would be simple - especially for older people It is stressful this way

Clear explained the procedure (smear), seen earlier the appointment time. Great service as always

My appointment was pretty much on time. The Doctor was professional and pleasant and we agreed on a way forward

Easy booking process and quick response with an appropriate appointment

Excellent service

I had concerns outside the scope of the appointment but the Nurse still helped me with it. Thank you.

The nurse (so sorry I can't remember her name!) who my appointment was with was so lovely. She talked me through everything as I hadn't had the quick procedure done before. She also talked me through it after, made me feel so comfortable and very happy when I left/ thank you.

Appointment on time. Much appreciated. Can't stand late appointments

I was given a same day appointment and received a thorough and courteous assessment of my condition with a follow up appointment arranged with a physiotherapist. Excellent!

Dr Impey thoroughly checked my medication, she checked results of my latest endoscopy and ordered more tests . She also referred me to a specialist in nearby hospital. I am grateful to her .

All my questions were considered

The doctor was very thorough and helpful

Prompt reply to relatively complex medical problems. Careful explanation and agreed management strategy. Clear demarcation given between shared primary care responsibility combined with secondary care. I felt secure and confident.

Super-GP in Dr Kanthi, and helpful Office Team

A very positive visit. All questions answered.helpful advice. Time taken . Not rushed. A caring attitude

Great service at reception and from the nurse I saw.

Dr Loweth is always very good at reassuring me even when I'm incredibly anxious and looking into things if necessary. I only wish I could say the same for consultants at the hospital.

Pharmacist explained a lot more to me about lung/asthma issues than practitioners have done before. Made helpful suggestions too.

Prompt appointment. Paramedic very thorough.

I found the online appointment booking system efficient. I was seen at my appointed time. The doctor spent sufficient time with me and discussed my issue thoroughly. I've also received 2 phone calls in the last week to ensure I'm booked in for the correct treatment. Good and efficient.

Dr.Gupta was very reassuring ,informative and delightful.
Made an anxious visit to the doctor very calm and relaxing.

Doctor was very knowledgeable but the link I was sent regarding booking myself on for a councillor doesn't work

I thought my doctor was very kind and positive. He answered all my questions in depth and clearly. I didn't feel hurried at all.

On time and efficient

The elms is always fantastic. I can always get an appointment when needed for myself or my children. The doctors and staff are always helpful kind and professional. I wish I could get my mum and dad registered too!

Extremely responsive. Good advice and decisions. Everything the NHS should be!

Appt within 5 mins of slot. Nurse Ruth explained everything. I need to put drops in my ear and then come back to see her at 8:40am on Wed March 5th. Still awaiting confirmation of appt.

Quite easy to make an appointment. Extremely thorough and helpful

As always treated so well and great attention to my problem.

The receptionist was very helpful with a couple of queries I had & was able to sort them out.

Efficient, clear advice, gave vaccination there and then, appointment running to time.

No waiting. Sensible suggestions and very helpful. Pity about long wait for Red House appointment

Excellent consultation and helpful receptionist.

Quick appointment for blood test and test done in a courteous and friendly way

Dr May spent time with xxx. Very patient. Gave good practical advice as well as new medication. xxx told to follow up in 3 to 4 weeks.

Prompt pleasant and efficient help

Excellent service

Reception is always helpful and patient when trying to book an appointment or have a query.I did see the Doctor who was very thorough and all is good. He discussed continuing with the Statins I started in February 2025 this year.

Thank you

I had a phone appointment booked for Thursday 20th but nobody bothered to ring.

The way the reception and GP attend to you is very professional and polite.

Dr was caring and explained everything x

I was given plenty of time in the appt and felt the physician was thorough and considered my overall health and not just one aspect. I did not have to wait long either - all seemed very well organised and I felt confident with the information given me. Thank you!

Efficient

Efficient

Very quick to be seen, very efficient, and outcome sorted quickly

Clean and organised practice; good knowledgeable doctor, friendly staff

All my concerns were addressed in a very positive informed manner

Always very good to see a doctor

Dr Impey was helpful, & thorough & put my mind at rest as I was troubled about a diagnosis that I had been given.

Informative appointment and referrals made

Excellent Dr's kind, considerate and very knowledgeable. Don't like the appointment booking system at all however and would give that 1 star

Fantastic doctor- very thorough and caring. Quick appointment given after triage.

The appointment online form. It is never easy to find. I spend so much time finding it. Is it through the elms website or nhs? It needs looking at

Every time I call I get a message back dealing with my query. Always been given an appointment. Cannot fault this surgery. Glad we moved here.

Thought Dr Patel was excellent

Emailing was easy, phone call from receptionist polite and efficient and call from Doctor Mistry was helpful with support for my mum going forward

Quick response to initial online enquiry and lovely Dr Mistry dealt with queries very well and efficiently. Thank you.

The Elms is constantly pro active with my health care , well done as usual .

The nurse was friendly and efficient and saw me on time.

Easy system with quick turnaround

Very efficient service

Quick response. Got an appointment very quickly

Very professional and kind

Friendly helpful support

I received the help I required

I had an excellent appointment with the doctor . Also a warm welcome from the receptionist.

On time, professional yet friendly

The nurse carrying out my appointment was absolutely lovely and turned what would have been a poor review into a better review.

The nurse carrying out the smear was friendly and made me feel super comfortable during my appointment and she really did turn this experience around. If it wasn't for this nurse the rating for this visit would've been marked as "very poor".

Thank you to Dr Impy for prompt response and also advice too.

Dr;.May was very understanding

Sorted my query with professionalism and courtesy

The appointment itself was good in waiting visit this time, last time I waited over 30 mins. Calming music at reception and appointment suggested physio which would take 1-2 weeks. 1 week if on site and 2 weeks if externally local.

However after nearly 2 weeks not hearing back, I chased and had a text reply saying the waiting list is 5 months! Suggested me to go private instead.

I was seen on the same day and everyone was very helpful

Dr Kanthi is amazing!

I was well looked after by Dr.K Patel

Refer me to hospital and where I am lying in a bed 🛏️

From getting the appointment to seeing the receptionist, physician associate and the nurse, all was an easy experience. Everybody was cheerful and helpful. Thank you.

Love the online bookings

Reception very friendly and helpful, as were the nurse and doctor who attended me.

The doctor did not examine the baby, only weighed her at my request and had already decided on outcome (referral) before discussion. It took a lot of effort to get to the surgery with a new baby and her having a very regular feeding schedule this was disrupted, which would have been fine of course if the doctor was examining her. Without this element, it would have been better for the baby for this appointment to be a phone appointment and allow usual feeding routines to continue in the morning.

Think the online booking is great and staff are always amazing

Ease of booking an appointment via triage service and was able to change the appointment over the phone when I could not make the original day/time allocated.

Got an appointment quickly. Didn't wait long to see the doctor. Doctor was caring, attentive and thorough.

Easy to book, great advice from Dr Patel

I received the service on time, and the nurse was very patience.

It was dealt with very quickly

I had no issues. All went well

I arrived some 30 minutes early for my appointment and was seen almost immediately. Following a pain free injection with a very pleasant Nurse, I was on my way home in minutes. Thank you.

Appt with Dr was first class - but accessibility issues at the surgery are still an issue. Have reported to receptionist numerous times but nothing ever happens! Will report this as a completely separate matter and hope it gets dealt with!!

There was space to park the car, waiting room clean and calm, easy check in, I was seen on time, and the nurse was very friendly and helpful.

All the staff were polite and very helpful

I received an appointment quickly and my concerns were dealt with very well

Fully listening to my issues and prepared to push things forward

Computer failure hit me with 1/2 hour delay. Otherwise I was seen in quick response to my online query and treated very professionally.

Fantastic service lovely staff

I see Dr Sumit he's really good

I have been in pain for a long time thanks to the lovely Dr Smith he injected into my left shoulder and it was feeling great very quickly I have had lots of t

Dr Smith injection into my left shoulder I have been in a lot of pain within a few minutes I felt such a relief it was so wonderful I have a lot of these in lots of hospitals but never did they get it in the right place thank goodness for Dr smith

Nurse Aisling was fab, friendly and informative

Brilliant service as always

The appointment was on time and the nurse very helpful

My appointment started on time. The nurse that did my smear test was friendly and did everything she could to put me at ease!

(The relaxing music in the waiting room was a bonus!)

Nurse listened carefully and made recommendations.

Easy check in. Appointment before time.
Doctor very pleasant and informative

Always able to speak to a dr and answer all my question and support and health issue . And also admin teams is very friends and supportive

Unfortunately I was on a tight deadline so had to leave 15 mins after my appointment time. Which was delayed due to an emergency. work makes it difficult to spend time away for appointments. I have booked a day off for the re arranged appt on 27th

Dr Patel always listens and is always very thorough.

Competent , efficient, timely treatment . Reassuring delivery of in house surgery phlebotomy service .

Just find the online system laborious and a tad confusing

Dr.Sibley was thorough and conscientious in our phone consultation as well as pleasant.

Great service, very friendly doctor.

Very kind friendly and understanding. The nurse and staff were very helpful.

Knowledgeable and caring, thorough doctor

Saw Kerry today for blood test and feet examination , usual professional service from the Elms , very satisfied .

Dr Allam was very thorough

Prompt and efficient

I found my nurse, Kerry very warm and reassuring. I felt she was professional in her approach and took her time.

Saw Kerry today for blood test and feet examination , usual professional service from the Elms , very satisfied .

The nurse was lovely

I have been with you for many years and have always been more than satisfied with your service.

Lovely nurses. Appointment on time and easy to make a follow up appointment.

It was very helpful and beneficial, and got the help I need

The nurses were brilliant, they made a huge effort with both my children and were calm, patient and friendly. They are both a credit to your doctors surgery.

The nurses were brilliant, they took the time to learn sign language for my son who is deaf, were patient and understanding of his past and helped the process be quick and as stress free as possible. They are a huge credit to the surgery.

My concerns were taken seriously and my son was seen quickly, with follow up arranged promptly

The doctor talked me through my health issues and suggested certain improvements

The appointment triage process was effective scheduling an appointment in good time, the consult was very helpful with clear advice and recommendations for next steps. Thank you all!

Staff are always super friendly and there is always a quick response to the online form which is great. However, it was disappointing to recently not be able to get a travel vaccination appointment before my trip. I had an appointment in January where I was told to come back at the end of February/beginning of March when my previous vaccinations had run out and when I did this, I was informed that there were no available appointments before my trip and I had to pay to get them done privately.

The doctor talked me through my health issues and suggested certain improvements

Quick response

I was seen quite promptly and the physician who dealt with me was professional and engaged and arranged a test for prostate cancer that I requested.

Full discussion and examination regarding my problem

Happy with the service

Because the service was very good

Actually saw a Dr for my diabetic review, the appointment dealt with all my issues, and decisions re my treatment plan went well.

Doctor never met before wasn't aware of my history we discussed my problem and awaiting xray.

I waited for a phone call which didn't come

Generally good at every point of contact . Professional , efficient and patient centred care delivered . A bit of a wait (15mins) for my appointment , otherwise a model of primary care.

It made such a difference to talk to a Doctor that has known me for a while and took the time to understand my current issues. For a while The Elms surgery has been drifting away from that personal patient connection but meeting with Dr May (and the previous week with Dr Julian Smith) brings back the reasons why the Elms surgery is a wonderful surgery.

I hope all Doctors at The Elms can learn from this. Sometimes, you just need to understand the history of the patient. Thank you very much Dr May, thank you very much Dr Julian Smith.

Receptionist very helpful. Dr. Helped explain a complex medical problem I had.

Very fast response and efficient diagnosis. Very impressed with whole process.

I didn't have to wait at all and had a very thorough chat with the GP, thank you.

Dr.Sibley is the GP I prefer to see. She knows me and has an understanding of my medical conditions and continuing care. I trust her advice and am pleased to have a GP who cares.

Quick response time

Dr Patel was really excellent. Very thorough and understanding. Very helpful and reassuring. Also, extremely efficient and followed up as he said he would.

Efficient friendly professional service from Kerry

Easy appt booking, friendly staff, efficient service

Good messaging on text and phone consultation within 10 minutes of estimated time.

Kerry was nice and friendly during the blood taking

I have had the best Dr that understood my problem and are willing to help..about the clinic are very caring and work to help the patients I'm very happy with the clinic

I was triaged and seen quickly

I felt heard by Dr Allam

Good service. Very patient

My needs were all met and she was very helpful and understood me and I didn't feel rushed .
Thank you

Empathetic and very professional

I always find the help I get at the Elms practice outstanding

Quick effective professional – brilliant!

Awesome service from the GP very kind and helpful

Quick and efficient

From booking the apt to our time with the dr excellent friendly, clear advice. Thank you, exactly what we needed.

After arranging the appointment the service was very handled very efficiently with good communications with text message reminders and the appointment took place on time. Also Nurse Ruth Mayo was very informative and helpful in addition to administering the vaccination.

Felt listened to. Had a very helpful clear and empathetic discussion with a clear way forward.
Thank you

Very good advice

Looked after

Always helpful, professional and efficient

I was unfortunately late due to traffic, and they managed to accommodate me the same day for a revised appointment

The booking process was efficient and the doctor was helpful and resolved my queries.

I asked for help through the website and was given a reply very quickly followed by an appointment the following day. Thank you.

My questions have been answered based on information we have for now. Thank you.

Attention to detail

Initially triaged and informed no face to face or phone appointments for that day by text some suggestions for pain relief given, some of which might have exacerbated a current condition. I asked for an appointment for the next day a face to face appointment or phone this was given. The outcome from that appointment was very satisfactory. Older patients sometimes need to speak to someone rather than send text messages back and forth. Thank You.

Prompt attention and friendly and helpful treatment and advice

Expedited blood test provided in house within 24 hours in response to late request for review by Royal Marsden

Dr Kolamala was very understanding about my condition & Jo the receptionist arranged my follow-up appointment with Dr Sibly,

I was seen on time and the physician associate that i saw was very friendly and listened throughout my appointment.

My daughter was seen on time and was given a thorough examination. The physician associate that she was seen by was very friendly.

Seen on time
Everything done

Ruth was on time & tried to get the wax out & explained why she couldn't but said I was to give it a fortnight & if it's no better, they would try something else. She was so nice. So thank you Ruth.

I saw Dr.Smithers and was as professional and lively as ever.

Nurse gave me the second shingles jab promptly when I came for my appointment. My only comment regarding the surgery is that I wasn't called in for the second jab six months after the first as I would have expected. Instead I contacted the surgery and requested it.

Was given same day appointment. Easy to submit medical request online. Practitioner I saw listened well, looked in to each of my issues and provided guidance for each.

Dr Kanji was fantastic in explaining everything about my blood tests and the results of them. She was also incredibly helpful when I asked about changing hospital districts after I had a fall and all appointments after had been sent to Northwick Park Hospital.

The lady I spoke to when I arranged the appointment was also very accommodating. She gave me time to arrange to come to an appointment on the same day, which was incredibly helpful. I think her name was Jo?

I was seen promptly and my medical issue was dealt with.

My recent visits with doctors and nurses were friendly and efficient. Have always found receptionist very helpful.

Dr very efficient and had obviously read my long history .Antibiotics prescribed worked better than anything previously prescribed. I am already feeling much better.

Seen on time and very helpful staff

Impressed with how quickly I was seen and the treatment suggested as so appeared to be effective.

Quick response

Staff very helpful

Punctual and focused

Always professional and helpful

Efficient friendly helpful reception

As previous plus seen with 5 mins of appointment time

Dr very helpful on points other than test results