



FRIENDS & FAMILY TEST RESULTS

April 2025

Number completed: 414

97 % of our patients would recommend our GP Practice. We really appreciate your feedback and strive to continue improving our services.

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

Extremely Likely: 344

Likely: 56

Neither likely nor unlikely: 7

Unlikely: 3

Extremely unlikely: 2

Don't know: 2

Comments made by patients:

Felt confident in the advice given

Excellent service

Prompt appointment, great service

Dr may was very friendly and made plenty of time for me. She also checked my medical records while I was there which led to a discussion about my sodium levels and upcoming blood test / changes j could make in my lifestyle

Dr Loweth is the most caring and knowledgeable doctors I've ever met. Any questions I have she has answers, that are clear, detailed and settle any anxiety I had. I trust her, she listens to my concerns and my reasons behind them, before either looking into them, or explaining why its nothing to be worried about.

Same as last time! On time efficient quick and reassuring

I was seen on time and treated efficiently and quickly.

Clear conversation with Jen about next steps regarding potential medication

Nurse was very nice, very informative and answered my questions, thank you

Aisling is always nice, and quick careful with injections.

Friendly and efficient care given.

Always treated with great care. Lovely nurses. 👍

I was early but only had to wait a few minutes

Requests using the app are managed brilliantly. I am very happy with the care I receive from all the medical staff. Thank you.

Accessing care always seems to be a barrier. Once the first contact is made it's fine- but I really think one should be able to contact the practice to arrange appointments for non urgent issues when the practice is closed. Wednesday afternoons for example! It took me a great deal of time to actually make the initial contact. After that it was plain sailing & very efficient.

I have nothing to complain about

Seen quickly, on time and given good advice. Thanks

I was seen early by Claire the nurse. She was so friendly, really set me at ease and was very informative and totally unrushed and thorough. Absolute asset to the practice

Because the nurse And doctor were so good and understanding.

The nurse I saw was lovely. She Explained everything clearly.

The nurse, Claire, was very friendly and made me feel at ease. I told her about losing my son and she was very sympathetic and supportive.

Immediate response from online form and excellent and caring appt with Dr Smithers

I was very satisfied and happy about all aspects of my appointment

I didn't have to wait too long and the procedure I had done was done well & fast. The doctors was also very accommodating with my answers.

Nurse Kerry is personable, thorough and caring. Always does more than expected of her for sure. Thankyou

1st of all my appointment was dead on time, and the nurse I saw was terrific. Didn't feel rushed, could have stayed and chatted for ages - but of course I didn't. Very good try and keep it up. Thank you.

I had a day from hell yesterday and upshot I didn't make it in person for my 4pm appointment but Dr May still took the time to call me and sort more meds to clear my skin - THANK YOU !

Appreciated the quick response to my appointment request and subsequent messages. Doctor was thorough and provided a good standard of care. Thank you.

I requested help through the online form and was spoken to by my GP the same afternoon and I received all the help i needed. Thank you all

Excellent consultation

Helpful courteous

Nurse that I knew a long time ago

Very experient

Chatty and relaxed me for the procedure as head

Highly recommended her

Seen on time. Very professional nurse who did what she had to do. She then answered all my questions I had after my discharge from hospital.

Got an appointment fairly quickly & easily.

I would have rated my experience Good , the GP that attended to me was fantastic. My experience with the customer service person that booked this appointment when I called in on the 2nd was terrible. She was so impatient and uncouth. Unprofessional to say the least. I was shocked to have been spoken to in that manner of which she eventually dropped the phone on me. I have reported this to you and I suggest you look into this or else you will lose a lot of clients because of this sort of behaviour.

Very friendly knowledgeable doctor. Thank you

Dr Bardwaj was very very friendly, attentive and explained everything very well.

I had a thorough consultation with a doctor who listened to me, understood my problem, and then went the extra mile to solve it. Outstanding.

Dr Impey was very thorough

Very pleasant and professional, as always.

Thank you

The nurse saw was knowledgeable & very helpful, thank you

As usual I've had excellent service from the doctors and staff of the Elms- thank you to the entire team.

Doctor May was amazing, we felt listened to and heard.

Dr Allum is so lovely

In short time discuss everything thing...check up and given instructions too.

Good care

I was seen near my appointment time and felt the check up was thorough. The nurse was very pleasant.

My appointment was prompt & I was seen promptly when I arrived at the surgery. I also found nurse Aisling friendly

Response was vey good and consultation gave me confidence to continue as I am

I felt the practice were aware of how anxious I was about my issue and they responded by offering me an appointment for the following day.

Check in screen still unreliable.

After submit the request, the Elms replied me at once when they open

Once the nurse was available she was very efficient.

Did exactly what I needed

The nurse was very kind and always helps me with my fear of needles.

I was able to get a nurse appointment when I needed it and seen on time.

I've always been happy never had an issue until my appointment on 7th was rushed and not dealt with appropriately have had to make another appointment to deal with the issues , this is the first time in many years .

It was easy to book an appointment

Good communication and understanding

I'm not normally late - been with practice there for 24 years. I was 7 minutes late for my asthma review - I was happy to apologize and they accepted it

Same day appointment

The Physicians Associate was very thorough and supportive and actioned my request promptly. A credit to the team. Thanks.

Last time I went was for a Shingrix jab. Aisling was very pleasant and careful and the appointment was on time.

Failed online submission despite code input. Phoned after 7 hrs, given no response. Spoke to a surly receptionist who told me you hadn't received my online form. Went through Q again but felt like I was an inconvenience. Very quick to get a late appointment. Dr that I saw was lovely, engaging, understanding despite it being 5.20. I very seldom bother doctors & I waited 6 weeks to try and overcome my virus. Your receptionist got under my skin! Training in being nice on the phone would be beneficial.

Extremely quick appointment and help getting antibiotics promptly. Thank you!

I was INVITED for a consultation

Dr.Smith had extreme empathy towards me re my recent diagnosis and offered total support .

Doctor listened to me and advised me what to do if symptoms got worse plus gave me prescription just in case. I felt confident with advice given and followed it. Seen promptly which really helped.

Doctor Loweth is extremely professional and comes across as if she cares .

The doctor gave lots of advice to help manage my brain fog. She was also very patient with the barrage of questions thrown at her. Great service

Jen was very professional kind and helpful

Super easy to organise and super quick and easy with lovely nurse doing smear test, none of the fear or anxiety that usually comes with a smear.

Easy to book

The doctor was very keen to understand my symptoms and went the extra mile to give an analysis that went beyond my original assessment

I wasn't waiting long after I checked in, and I felt my problems were listened to

I have been coming to the surgery having dressings on my leg It hasn't been getting better but I had a blood test which showed up a blood problem and Tuesday I actually saw Dr Allam who gave me an antibiotic which hopefully will clear it up I actually got to see a doctor that knows me and hopefully my leg will now get better

No real solutions/suggestions for a 4 months old baby's skin condition and allergic reactions. Told to wait for months before getting a referral. Previous GP was more proactive in discussing possible solutions. Waited for 10 days for the appointment and complete waste of time.

Kerry was very professional. She was very helpful with a query I had with an item on my prescription and got it sorted with pharmacist. I always find all members of staff very helpful

Straightforward and efficient

The GP, Dr Allam, was amazing and empathetic. She fully examined me and produced an excellent health plan.

All my questions answered well and an ongoing treatment plan put in progress

Helpful and informative. Put my mind at rest

Good attention no delays

Very sympathetic, proactive and helpful

I wasn't kept waiting very long and the nurse was very efficient

Dr Mistry made me feel very welcome and did a thorough check with good recommendations. I am very happy with the next steps.

Excellent as always

Lovely nurse

Excellent service

Got an appointment when needed, seen promptly, very pleasant staff

Easy sign in. Short waiting time. Professional and friendly staff put me at ease.

Very professional focused service

Doctor was running 50 minutes late

Not a long wait and pleasant helpful staff

I had a health issue for a few weeks. It could have been nothing but the GPs were proactive and suggested a I test. Wind forward and I've been diagnosed with ancer. Whilst this is unfortunate, had it not been for the fast, decisive actions of the GPs, I would not have known and things would be getting worse. My appointment yesterday was a proactive check in after my surgery. I am incredibly grateful to the staff at the practice for everything you have done for me and my family. Whilst I know there's still some way to go, I'm staying positive and looking forward.

Nurse Clare was excellent as ever - approachable and made the whole procedure as comfortable as is possible.

My experience visiting the practice was very good. Checking in was quite straightforward and I didn't have to wait too long. The GP was very helpful and explained everything very clearly.

I really like the doctor who I have never seen before. She explained her thought process and included me on decision making. She examined me and was very thorough

Very thorough checks

The nurse of yesterday didn't believe that I have check in in the reception even I came before my baby appointment so is not my problem , she make me feel bad after inside she was rushing even she Did not explain what I need to do after the vaccine,I did go outside , luckily I did remember this so I went back to her she said she left a leaflet inside the red book so if I didn't go back how I'm going to know that there was a leaflet

Explained my problems, made for further investigation.

The gp helped quickly with my problem

I felt listened to

I was given an appointment very quickly and the GP gave me plenty of time to explain my issue in the appointment and was very kind and helpful.

Dr Smith gave me so much time, advice and kindness. I left feeling completely reassured that he intended to solve my problem with me. He explained the way forward with patience and understanding. Thank you.

Nurse Claire explained everything to me. Was polite and friendly and made me feel good. She is a credit to the surgery

They are always willing to accommodate different times for appointments

No problems with anything

Appointment punctual. Dr Smithson really listened to what I had to say and followed up with several tests which now need following up further. Subsequently I have very good communication with the team at the Elms.

I didn't have to wait very long, Dr Loweth explained everything very well. And getting a birthcontrol prescription after the appointment was sent through very quickly

Staff were friendly and appointment was quick and easy.

Only issue is that the sign in computer is located in an unusual spot and took me a moment to find.

Very nice doctor, easy to talk to.

Very knowledgeable and informative

Handed in blood pressure diary sheet at reception 3 days prior to appointment with Dina 10-4-25 but this did not appear to find its way to her and it looks like my recorded average BP from the diary is incorrect 130/90 when it should be 130/95

Another real annoyance is the loss of entered appointment info when retrieving the online verification code via NHS app

Excellent advice and dealt with another mi or thing too

Both the Practitioner and Receptionist made me feel comfortable, they were friendly and helpful.

Appointment was as scheduled and I had very good doctor

The doctor was very professional and patient. He kindly answered my questions.

I saw Dr Allam and she made arrangements for me to go to the injury unit at the L D and I felt that after 12 weeks something was being done about my leg injury She is a marvellous doctor and the nurse was very nice also

Good and emphatic response to problems.

They got back to me quickly. Doctor was lovely to me and very thorough

Excellent service the doctor was brilliant she read my notes , she knew what was wrong and gave me the things I need to do and take .Can not thank you enough.

Excellent in all ways

Doctor I saw was very thorough and took time to explain my problem

always 🌟 🌟 🌟 🌟 🌟

My appointment was on time. Dr Smithers was knowledgeable and took the time to listen to what had happened to me and give advice on my health going forward. I felt I was given all the time I needed.

Efficient and clean

Dr. Jollyman was very helpful with addressing my health problems and concerns. I felt cared for during my visit, which I do not always feel when I have to visit the GP.

Very informative and helpful doctor.

Dr Allam dealt with my problem in her usual calm and confident way.

The doctor yesterday was very nice and was able to explain and tackle two or three issues/problems instead of one only !!! That was very important for me .

This visit..a lady called mandy(i think) on reception was knowledgeable pleasant efficient and so helpful..Dr Allum was as always with my visits efficient explained my test results with empathy knowledgeable and extremely caring.

Doctor listened very carefully to me. Didn't feel rushed in any way. A comfortable experience with attention to detail

It is based on the doctors I have seen recently. It is not easy to get an appointment but my last two appointments I did actually feel the sessions were thorough.

Clear explanation of my problems and a plan to resolve the issues.

Everything about The Elms is good in my opinion.

DR REES EXPLAINED EVERYTHING THOUGHLY AND MADE TIME FOR ME

Excellent support & guidance from Dr Jollyman - thank you

Triage system was great!

Kunmi saw me for this appointment - I find her so helpful - she listens, is thorough, knowledgeable and has a lovely professional and personable approach - thank you

On time

Generally good experience, doctor was polite and friendly and showed genuine interest.

The nurse was very professional and informative

My child presented with symptoms which meant he couldn't get his injections and the nurse kindly got a doctor to check him and prescribed medication without having to make another appointment separately. He was then given another future dated appointment to come back and have his injections when is better from the infection. This was great because it saved me having to book him in again to see a doctor which would be a lot of hassle and inconvenience as well as time consuming.

My foot was sorted

Prompt appointment, attention to details, helpful and positive response.

Appt with Dr Bardwaj was excellent but yet again - as a wheelchair user I had accessibility issues. I will address these with the Practice Manager as a separate issue.

Speaking to someone instead of having to go through your triage system is better

The doctor saw me after if been held up in traffic for 90 minutes so thank you

On time and very efficient

Dr Kanthi was welcoming, thorough and listened well. She gave clear advice.

Great service

Got much help with my health problems

Excellent service

Sorted out my new leg bandage so thank you

Professional caring knowledgeable nurse .NHS as it should be . Face to face far superior to any other assessment

Thank you very much, Dr Impey, for carrying out the biopsy and letting me know the result so quickly. It was very kind of you.

I was so kindly and courtesily looked after by Kerry

Information and execution regarding the pending medical problem was organised and dealt with quickly and efficiently.

I've been a patient of Dr Allam for some years, so we do not waste precious time with history. She always makes me feel listened to and I value her expertise.

Timely, efficient, informative & Friendly.

Clear helpful advice with follow up detail so I could digest information properly. Many thanks

GP listened well and gave good advice

Dr May was very kind and helpful

The doctor didn't keep me waiting and was very sympathetic to my situation

Doctor was great, messaging system works well. Only issue was couldn't answer phone and was offered time before I said I could make it in the form but this got resolved.

Always efficient and helpful

Outstanding service from the GP always goes the extra mile

Managed to get an Apt very quickly

service, understanding, flexibility assist with appointment

The doctor had clearly read my reasons for requesting an appointment. This meant we could discuss the issue without having to retell the medical history.

Very professional. On time appointment and very quick and explained everything. Thank you.

Seen before our appointment time by a friendly and helpful doctor. It was easy to get the appointment.

The doctor was attentive and thorough.

It's hit and miss, mostly extremely rushed visits and I can never talk about my health holistically. I have many chronic conditions and I have not mentioned some of my problems due to only urgent things being discussed. So having heartburn for years is now looking like gastritis and it has to get very bad to get discussed at all plus I feel like I don't want to waste their time with non urgent issues! But if you want to prevent illnesses you should really allow doctors to know their patients in depth.

The nurse was very efficient and the service overall was very good

The trainee doctor was very kind and thorough with her questions and examination, and made me feel comfortable that I wasn't being rushed out the door after 5 minutes.

Efficient and informative

As usual my query was dealt with very quickly and an appointment made for me

My nurse was very professional and helpful.

The staff at the surgery are always smiling and very kind and helpful

The doctor who saw me was very kind as listened to me without making me feel I should hurry

The doctor I saw (I think her name was Dr.Chummy but I may not have heard correctly) was very thorough and helpful. I did not have to wait long to see her.

Satisfactory appointment

Easy to get an appointment. Dealt with everything

Always very helpful

Dealt with very efficiently

Always need to wait

Very polite efficient and welcoming

I am so pleased to receive this form as I was going to write in to give this feedback. I had such a wonderful experience with Clare Mealey. I was nervous about my smear test and had a bad experience at a previous practice with my last one, but her warm manner, the way she talked me through the process and told me what to do, and legitimised the fact it was uncomfortable, was exceptional. I am so grateful, thank you.

Caring staff

Pleasant and efficient service from Kerry always ready to answer questions and explain what was happening

The doctor took time to listen me and the issue i presented

All my questions were answered in spite of the doctor being very busy

I was only waiting a few minutes for my appointment. I saw Dr Kolamala who was very clear about my blood test results and gave sensible advice. She listened to my issues with my medication and we agreed a way forward in light of my upcoming hysterectomy.

The staff are always pleasant and efficient and I recommend the practice whenever I can.

It was a perfect reception and perfect patient nurse relationship.

Excellent doctors consultation

Was seen quickly and tests done only downside is you do not get proper explanations on the results. Maybe just message to say they are normal or ones elevated and the reason and advice moving forward etc

Dr Jollyman was well prepared and gave clear advice on an inadequate hospital consultation

Super helpful travel nurse - great experience

No waiting to see doctor

Because it was a very good experience

As usual friendly and professional care.

My appointment was on time, the Dr, explained to me what my condition is that I could understand I came away satisfied

I was seen on time and benefitted from the discussion with the doctor.

Everything went smoothly, saw doctor about 5-10 mins after appointment time. Doctor listened, asked questions and gave answers to my problem. The only thing i would say was that i hadnt been told that a prescription would be sent directly to the pharmacy so i left the surgery and started walking home before i realized that one of my problems needed a prescription. I had to go back to reception which is where i was told it would go to Boots Chemist. This meant walking into town rather than home which was no problem for me but might have been problematic for someone else. Perhaps just verify that patients know of any change in routine etc.

Always get an appointment when needed

Mandy on reception is welcoming and accommodating. Dr Smithers was thorough and reassuring. Thank you for all that you do.

Seen reasonably on time. Blood test results were back in time. Proactive by surgery to invite me for an age 50 check up

As usual friendly and professionally treatment.

Gret GP

Well, the lady who did my ECG (Kerry) was amazing, she gave me great advice that could benefit my health and was very nice, the doctor was a totally different experience. I felt unheard, barely any advice was given to me, except making comment about my posture, she barely spoke to me at all, I felt she just didn't have the time for me. It made me not want to come back to The Elms unless I am desperate, and even then, I'll probably call 101 or Google it. She said "there isn't much we can do" which made me feel hopeless, who says that when they haven't bothered to look into something? This experience has left me feeling alone and extremely depressed. The Doctor just gave me a fit note and palmed me off with "there is not much we can do, do you want anxiety medication?" but the ECG nurse gave me amazing advice and a actually listened to me. I don't think I will be making further appointments with that doctor

The booked appointment ran to time and the consultation had a positive outcome.

Efficient and received a F2F appointment on the day of me emailing. Good outcomes and actions and just relevant human advice which I am grateful for 🙏🙏 thank you!

Doctor was very thorough and explained things clearly.

All went very well. Kerry was very efficient and friendly. A good experience!

I felt listened to and reassured

Great doctor

Prompt response to a concern I had.

Reg on the wall was not working but the lady at reception was very patient and calm with a long queue

Kerry is friendly and efficient and explained to me what was happening and which blood tests were being taken when I asked. I appreciated admin for arranging the appointment, bloods and follow up with Dr Kanthi next week. Super helpful, thank you!

My leg injury healing

Dr answered my queries and offered helpful advice

Professional and caring

Appt runs late and no acknowledgment or curtesy" sorry about the wait "by staff

See almost on time The doctor listened to my problems and hopefully booked my scan

Would rather have seen the GP rather than the PA as have to see the GP now anyway.

The visit and consultation with the doctor was fine. The Receptionist interaction was also fine. Where let down was the messaging system. I sent a message asking for specific blood tests including prostate and testosterone. Only by talking with the doctor did I discover these tests were not included! The doctor added them, so now should be OK. - Summary - more care needed to read messages. I hope this is received in the positive spirit intended

GP was excellent in all respects. Thorough and easy to talk to.

Reception checkin was easy, appointment was on time and the practice nurse was personable and fully explained the results of my tests and took the time to do so. (I.e. the Elms was working as it was supposed to! Thank you).

I arrived early for my appointment and logged in on the wall machine. I was called in to see Ruth very soon after, well before my appointment time. My injection was given sympathetically, we had a pleasant chat and I was out and back in my car before the actual time of my appointment.

My doctor visit was perfect. All I could have asked for.

Booking the appointment was really difficult. I gave up after half an hour 8-8.30). And managed to book later.

My appointment w a nurse was on time and she was v efficient at removing stitches from a procedure on my face. Also reassuring.

Friendly and helpful

Always pleasant and helpful

Because it was very good from first contact to consultation and action arranged.

I approached the busy surgery and asked to speak to someone privately. The receptionist very politely told me that she would organise someone to come and find a place to talk. I had a mental health issue, was feeling in great need and at a loss of where to turn. I was overwhelmed by the support I got from Jo and Dr Sibley plus the receptionist.

I am truly grateful for the first class medical care that I was given by the Elms team.

Friendly approachable staff able to have an appointment within an acceptable time after my request

Doctor was very professional, kind and caring.

From speaking to reception to seeing and getting help and advice from Drs, nurses etc., all staff so caring and helpful.

Professional, responsive, proactive and - above all - caring.

My GP took a genuine interest in me as a patient and helped me to come up with some solutions to address my problem.

P.A. was very helpful and efficient

Easy booking appointment

Saw right on time

Ladies were so kind empathetic and felt went above and beyond making injections as little scary as possible!

Dr Solomans had time to discuss things with me and it was not a rushed appointment.

Virtually no waiting time + empathetic, friendly, professional doctor

I was given an appointment very quickly

Made progress to future appointment although getting this appointment was after a long delay

Nurse Ruth, rang on time and confirmed my change in inhalers. She prescribed new inhalers which I collected from the chemist yesterday.

Happy with outcome

Really lovely lady, very caring and gentle

Very friendly staff.

I couldn't be seen yesterday as the doctor was running over half an hour late and I couldn't wait longer (work). The receptionist very helpfully gave me a new appointment.

Dr Impey took time to find out what was wrong with my foot and explained how she was going to treat it. She gave me a steroid injection. I really appreciated her care

Good review of Olivia's asthma and constructive conversation about how to manage going forward

With was friendly professional and kept me fully informed throughout the appointment

Appointment offered very quickly, thorough examination and next steps given.

Prompt and efficient attention

Quick response

DR Loweth explained the situation and has speeded things up.

Efficient, friendly and thorough

Julian was courteous and efficient

Seen promptly and nurse excellent

I received thoughtful and helpful treatment from reception and nurses. I am immunocompromised and this was fully taken into account. And the service was friendly and welcoming. Well done. Many thanks

Listened to problem. Suggested solutions. Efficient.

Excellent consultation answered all my questions fully and gave me a forward plan very satisfied

Always helpful – understanding

My interview with the doctor was helpful and reassuring

All of the Dr's here are very knowledgeable and seem to genuinely care.

Clean place, lovely receptioniste and a Doctor who listening and tries to help by getting things moving. 😊

Hopefully it will soon 😊

Dr Allam was excellent

Appointment started on time. Friendly and helpful session. Receptionist very helpful answering a query.

I was very impressed that Dr Smith has contacted me to find out what the hospital was doing about my cancer.

He was also very helpful and sympathetic during the meeting

Unfortunately receptionist was arrogant, not helpful or compassionate and fail to understand people are sick, worried and carry business pressures meaning they can't just drop everything to attend an appointment. Business is tough and time off is not well received even though you are sick. The actual nurse was excellent when finally having the opportunity of meeting her.

Very thorough

Swift contact to make appointment and excellent nurse in appointment

All handled very efficiently. I entered my reason for needing an appointment on the Elm's website, was texted the appointment time and met with the Doctor on time.

Kind sympathetic examination and felt re-assured .

Professional, caring and supporting

The doctor was helpful and answered my questions

Dr. Smith took time to carefully listen to my symptoms, the time to explain options available to me and side affects. Exceptionally professional

I was able to get resolution on my health issues. I had steroid injection which were very well administered and saved me a lot of problems going to a hospital. Many thanks Dr May.

Clare was very friendly, approachable and knowledgeable.

The nurse was really helpful and explained everything clearly.

Dealt with my issue immediately

Superbe greeting from reception.

Doctor Kanthi as professional as ever.

A good all round experience from everybody

As always it's a fantastic service provided by the team thank you.

The Doctor timing is very good

The doctor that saw me has been very helpful and see to my problems well and giving good advice

I was given an appointment straight away. The doctor was very nice and thorough asking questions as he went.

Great service. Thank you

Dr. May is attentive, great bed side manner and always tries to help..goes the extra mile!

I was contacted quickly after requesting an appointment. Dr May was very helpful.

A really good conversation where I felt listened to and understood.

Always polite friendly professional caring

Very supportive. Listened to my concerns.

Got my appointment within 2 days. Appointment was exactly on time. Nurse I saw was lovely. Very thoughtful and kind.

The nurse I saw was friendly, professional and provided excellent information

Dr Smith give me an assurance that am going to see the physiotherapist to assess what my condition will be and the diagnosis what is the best for my ankle problem which bothered for three months

Jo in reception was so kind and found me an urgent appointment and Dr Kanthi went above and beyond to help me with such a kind, understanding and patient manner.

Dr May was very understanding and empathetic.

Prompt and helpful caring service

Dr Impey gave considered advice and as ever discussed my concerns in full. Her years of experience and the fact she has known me for around 30 years is very much appreciated .

Friendly staff and helpful doctors

I had the appointment I needed and felt I was supported well.

Dr Bhardwaj has a lovely, kind, honest and friendly approach. He made me feel confident about how to treat my eyes and what to look out for. I have tried his suggestions.

I was give an appointment very quickly and the problem I has was diagnosed, checked and advice give to deal with it.

No one rang me for the appointment

Appointment on time. Nurse very good

Kind, on time, knowledgable, appt easy to make

Dr May was, easy to talk to, very thorough and very helpful

Despite long wait - the doctor's advice very good

On time. Very knowledgeable

On time. Pleasant nurse who got on and did the job

I suppose, "good" rather than "very good" was given because my visit was mainly concerned with the wound and not with the specific risks and effects of my activity level on the implanted net/mesh. I am sort of left with uncertainty whether I should reduce my lifestyle for 4, 6 or even 12 weeks avoid bending down etc - after all I am a keen gardener. We discussed attending the gym cardio vascular though, which I decided to delay out of uncertainty

Stress-free appointment system involving very friendly reception staff online. I saw Dr Solomons who was fantastic, really knowledgeable and had read my notes before I walked in which is always so much nicer than me having to explain why I'm there! Thank you Elms. So appreciative of all you do.

I saw Dr. May, very professional, well informed, and a pleasing manner.

Dr Masters was very reassuring and I was very happy with her diagnosis

Fast and efficient

Was seen very close to the appointment time and the Nurse was super quick and very skilfull

Nurse was delightful and very punctual. Thank you!

Very comprehensive discussion and very helpful and informative

I felt that Dr Smith has taken a very helpful position on my concerns. He has sent me for more thorough blood screening and further examination. I believe that we may be getting closer to finding the cause of my tiredness weakness.

Dr Master was fantastic

Dr Allam was attentive and very helpful given that I find my condition extremely scary and upsetting.

Unfortunately the receptionist let the side down. She didn't acknowledge my presence (just eye contact and a smile would have sufficed) she left the desk then fiddled with her computer with no comment. It only takes a second to say "I'll be with you in moment" after all!

The doctor was listening to me perfect and he tried to do everything's. I was asking. I mvery happy the way he was talking to me make me to understand. I want to say thank you to the doctor.

Excellent service

I was pleased

I was having really high blood pressure readings. I managed to speak to someone, whom said that a dr would call me. I received the call the same day and they booked me in for a check up that very day. They looked over me and said I needed an ECG an blood tests, which I had the next working day. My results were serious, so they booked me a GP appointment the same day. The Dr was very helpful and told me the next steps.

I received prompt attention when my condition worsened..

Efficient and friendly very good doctor

Respond quickly to online requests and provide face to face appointments within a few days

It was easy to book using the App. I was seen within 5 of my appointment time. Dr May was professional, kind and helpful.

I'm so lucky to have found such a great medical practice.

Always polite and welcoming and listen to your needs

Excellent treatment as always from the Elms. Had 2 visits in the past week and on both occasions was seen at the appointed time and all Elms staff were polite and extremely efficient and professional.

On time. Asthma check very thorough and helpful advice given.

Dr Loweth was very thorough and helpful.

Easy to check in. Dr May on time. Dr May always takes time to fully listen to you & you feel she really wants to help you sort your issues out

Appointment 25 mins late, meeting with Pact/Ass Jen was excellent, delay in processing prescription from consultation to transmission to chemist needs to be reviewed.

I had a very good consultation with the doctor who addressed all my concerns.

Doctor was patient and kind and understanding to the needs of my child. She gave good advice and help with medication.

The doctor and staff were very helpful

I had a really good appointment with Dr Allam, she listened to my issues and gave me a very clear and thorough explanation of options and we agreed a good way forward. I was very happy with the outcome.

Appointment with the doctor was great. Only thing that lets it down is the receptionist. She's very blunt and comes across rude and condescending

Excellent!!! Thank you for everything!

GP was excellent and appointment got quickly.

Felt reception remained having their own conversation a bit long....but i guess it was late in a bust day!!,

We didn't have to wait, friendly doctor, the consultation was thorough & we received discussed information promptly via message after leaving the practice. All good!

Same day appointment arranged with a doctor at the surgery. And the doctor was very kind and patient with my 5 year old.

All good!

From getting appt, to diagnosis, every staff member is just so helpful and caring..

Receptionist was very helpful and the Dr I see was very good, listened and explained condition and suggested various things I could try to help relieve certain issues

Brilliant triage system via the consult online. Timely appointment and thorough consultation with Dr Solomons.

