



FRIENDS & FAMILY TEST RESULTS

September 2025

Number completed: 556

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: 466

Likely: 61

Neither likely nor unlikely: 12

Unlikely: 7

Extremely unlikely: 6

Don't know: 4

Comments made by patients:

Dr Solomons was very thorough in assessing my current health issues.

Very nice and helpful

I had a good consultation with Dr May. She was professional and kind. It took me about a month to get an appointment though.

I found receptionist and company very helpful
I'm new to the surgery and was not sure of the protocol

Really thorough chat and very empathetic

Very prompt response with helpful advice

Seen promptly with efficiency

Very professional. Thank you

Very friendly and helpful

Dr. Allam was very approachable and understanding. I felt respected.

Excellent service, very kind and understanding

Quick, easy

We were seen promptly. Everything was explained clearly to myself and my child (he was very good with my daughter and was happy to answer all of her questions). A written plan was issued to me promptly and the prescription we needed was sent immediately.

The Dr and his medical student were excellent in helping my issue.

Got an appointment promptly. Doctor listened and acted. Disappointing that you have to go elsewhere for blood test. Very long waits.

Always have time to listen to you and explain things to you 10 out of 10 every time

It was much easier to call and make an appointment rather than on line.

The doctor understood my situation and was proactive about caring for my health more broadly - not just the issue my appointment was about.

Excellent and personal service

I submitted an online request for an appointment with Dr Allam and had a very quick response to my request and got an appointment quickly. I was happy with the outcome.

Always quick to respond to on line requests. Very accommodating for appointments. Doctor very helpful. Felt listened to. Thank you.

Efficient appointment system and helpful doctor

I felt listened to and supported

No queue n the day and good consultation

The practice are sorting my health out, things that should have been done with my previous dr, very professional, very caring and precise

Probably the quickest and easiest smear test I have had by the age of 50. So big thanks and as usual all staff lovely as usual

Kind, understanding doctor who listens and acts and made me a future appointment.

Very nice nurse

Ruth was amazing, she explained the procedure clearly.

On time and efficient

Dr Wannan was very clear and patient explaining the results of my DEXA scan. I had been worried, but she took me through what it all means and printed the results for me.

Thorough, informative

Very efficient and friendly. The practice is clean and well appointed

My triage form was responded to in about an hour and I was offered an appointment the same day. The appointment was very helpful.

I was happy at getting the appointment for the period I was available. Dr Loweth took time to listen fully to my concerns and to explain the test results and how best to move forward.

ALWAYS an excellent service from duty Doctor GP's whom I've seen and nurses

Quick

It was a visit to GP

I didn't go to doctors. I had an over the phone talk. Problem I have I can't get prescription as have no money

Good conversation and suggested actions

Staff were very polite and accommodating

Good service

My appointment was cancelled again this has happened before

Got quick appointment and the trainer wasn't hesitant about checking with her supervisor, and was pleasant to meet.

Coming to the Elms for a blood test is so convenient. I've recently been sent to St Albans and Hemel Hospitals for tests with all the performance of booking on line, getting there and parking charges. Can more tests be done at the Elms or Red House

Excellent appointment with Dr Allum, on time and thorough, reception ladies extremely helpful

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The response from the doctor was very quick, very helpful and very clear. Thank you.

Dr Impey as always was so reassuring and kind. Always delivering succinct information in a relaxed manner.

I have had very good service

It was straightforward

Seen quickly. GP was very thorough and respectful

Appointment easy to book, on time, friendly and informative staff

All staff are so so helpful, very kind, and all the medical staff always explain everything to you. Never have to wait too long, reception staff always helpful and caring. We are very lucky.

Delightful people

A very satisfactory consultation with in-depth discussion covering all aspects of issues as presented by the client. A very considered approach and professional advice on the information presented to the doctor. A no-rush approach to consultation.

Satisfaction of the client, providing a reduction in levels of anxiety, and a next step direction set in place.

Quick response to my message, appropriate action taken and I'm very happy with how I have been treated.

Prompt and efficient.

I'm happy for my ECG digital data to be made available for research purposes. Recent AI modelling of ECG data looks promising.

The nurse I saw was fantastic, very reassuring and explained everything

Check in was easy, I was seen quite promptly and the doctor I saw was very understanding and we together agreed an outcome that I was happy with.

Minimal waiting time and very professional nurse

Clare did a good job on my ear. Completely deaf for past 3 weeks. Plenty of wax removed and I can now hear again. Good advice about olive oil spray which I am now using. Will be back in 3 weeks to assess progress. Thanks Clare.

staff went extra mile to assist me when I was unable to walk about 10 blocks from the surgery.. eventually they found a wheelchair, and Dr examined me and suggested I should go to the hospital to be checked.

The nurse is very patient explaining everything and welcoming questions. Thank you!

Great support from the nursing team yesterday. It wasn't the easiest procedure, but thanks to them, it was entirely successful!

Nurse was lovely and made me feel at ease. Can't fault the service she gives patients.

I was seen promptly and am happy with my consultation with Dr Kanthi

On time, professional and courteous

I wanted to talk to a doctor in person yet had to send 5 text messages

Outstanding

Whole thing ran smoothly, quite a long wait for appointments

Very empathetic and efficient Dr Solomons

My enquiry and concerns were dealt with extremely swiftly and an appointment was arranged quickly.

I have spoken to 4-5 medical professionals about the problems I have been experiencing with my health and have felt dismissed by all - particularly in relation to women's health and hormones. However, Dr May took me seriously and offered help. Please pass on my thanks. It makes a huge difference when you feel listened to and validated.

The physician associate doing my blood test was really excellent. It was a very positive overall experience. She checked I was happy to have the blood test. She asked how I was overall. Thank you for all your care.

Dr was reassuring and professional. I was confident with her.

Wound dressing was changed very professionally with nurse making sure I understood what she was doing.

Very professional and also very understanding consultation.

On calling reception for an appointment the receptionist was very helpful. The Doctor I was seen by was excellent. Dealt and understood me made me at ease, She was experienced and perfect.

Very efficient and responsive so brought forward an inoculation I was expecting later in the year.

Prompt appointment and happy with the consultation.

I was given a reasonably early appt and was seen on time and very satisfied with Dr Smithers consultation - even though she was baffled by my 'rash' and is therefore sending me for blood tests!

Saw Dr Allam who is second to none. Amazing Dr, lovely person

Prompt efficient service

Lisa was very informative and clear of what was needed next

The waiting time was not too long, the person I saw could not have more patient and sympathetic, while the receptionist I spoke to about calling a taxi could not have given better service.

I was feeling extremely unwell due to medication prescribed by a specialist at a hospital in London, I thought I had to take myself to A&E as my heart rate and blood pressure were worryingly high.

After messaging the Elms I was offered an appointment the same afternoon by the GP who knows all about my condition.

I felt that my concerns were taken seriously, and the advice I received concerning my meds made a huge difference. I can't thank you enough and I couldn't ask for better care than the care the team at the Elms provide.

Accommodating receptionists and very thorough appointment with GP, thank you.

Messages were responded to quickly. I was seen on time. The nurses were friendly, helpful and reassuring.

Made time for me

Efficient

Very supportive and considerate

My queries were answered convincingly and I am happy with the assessment.

Didn't have to wait too long (10mins)

Kerry was very cheerful and professional

What I didn't receive is any feedback e.g on a scale of 1 to 10 the test showed x

I was most impressed with the speed of response. And I was given an appointment the next day!

Already submitted to Elms. Not noted on NHS APP

Saw ash re my foot. She was helpful my foot fully recovered

Easy, relaxed and informative. A lovely Doctor.

Good advice

It is always reassuring to be seen at the Practice. Dr Smith is thorough, professional and always very pleasant- grown up conversations about whatever concerns there are. People at Reception are always welcoming and cheerful. Thank you all.

I got a rapid response when reporting a concern about my cardiac medication. Even though it was late on a Friday afternoon I was seen a few hours later.

The Doctor listened to my concerns and responded by dropping 2 of the medications.

I was satisfied that she had dealt with it in the best possible way.

Kind, knowledge, efficient

Dr was suboptimal, and the appointment inconclusive. There was no interest shown, no eye contact, and no solutions given.

Helpful thoughtful healthcare assistant

On time, thorough, kind and understanding.

Dr Kanthi was kind and non critical.

She very kindly sorted my medication out, put in a plan and picked up I had a urine infection as well. I am very grateful

The receptionist dealt with my enquiry quickly and efficiently & then Dr.Loweth dealt with my nail issue and was very reassuring and would refer to dermatology.

I didn't have to wait too long and I felt I had long enough to discuss things with the doctor

Quick appointment, friendly service and what's most important the appointment doctor was very professional and very friendly.

Swift, efficient and friendly

Made appointment for vaccine easily through NHS App, then service supplied quickly with explanation given on side effects. Terrific.

Kerry was superb. She calmed me down from a disturbing panic attack and also called upon Dr Loweth to assist. Between them I could not have asked for more. Thank you so much to them both

Lovely doctor and helpful responses via online system from doctor and secretaries

Dr was empathetic and helped answer my questions and concerns

Doctor quickly resolved issues

Clear discussion with the Doctor including reasoning for the follow up actions.

Efficient, friendly and on time

Ash took a blood sample as long wait for RedHouse veins are particularly difficult so did excellent job

Great as always. Dr Master was very thorough, kind and considerate.

On time appointment. A very friendly nurse. Pain free smear test

Clinical care was excellent. Interaction with receptionist was strained as assumption seemed to be made that I was lying.

Helpful reception and good appointment from PA Jen organised in very quick time by The Elms after contacting online in the afternoon

I had to wait 30 minutes after my allocated appointment time. It would be good to know of the delay in advance.

Really good service, I was surprised to be offered a same day appointment and my consultation was really reassuring.

I've been going to the doctor now for four years about the same issues. Its like at absolute waste of time. I feel like no one is actually listening it's like they are not taking it seriously.

Helpful

Helpful staff

I was able to book a nurse appointment by phone. Easy! So much better than the ridiculous on line triage system followed by inconvenient phone call which most patients hate to use and dread. Nurse Ruth called me in ahead of time. She was clearly spoken (I am hearing impaired), polite, welcoming, reassuring, professional and really sensible. Thank you Nurse Ruth. Just how things used to be at The Elms.

Seen by Doctor with whom I have ha long standing relationship & thus is aware if my medical history

Waiting time was very short (I was seen at exactly the time I had booked). The meeting itself was efficient and resulted in me getting a prescription for a needed replacement item.

Kerri is a very pleasant kind person and easy to talk to.

On time and easy

Efficient and quick. I would note it wasn't clear how I book an appointment online when I was given a clinic I had to attend. It appeared you had go through normal process of answering standard questions when all I needed was to book a blood test and a clinic appointment

Very quick and efficient booking process and time spent in surgery

The doctor was very thorough and caring

The consultation itself was thorough and I didn't have to wait more than 15 minutes for my appointment but I did have to wait for 4 weeks for the appointment itself.

The GP I saw listened to my concerns and made relevant follow up appointments and referrals

I had an appointment the day I contacted the surgery. I am reassured by the advice I was given, thank you

Test results explained and discussed in full by Dr Sibley. And she will refer me to physio for bladder problem which I'm very grateful for.

Doctor called. Went through my issues with her and she advised what might help

Appointment for blood tests required - was given a date over 3 weeks away at the Red House but no attempt to look elsewhere or confirm it would be much quicker elsewhere. Got done elsewhere that afternoon.

As always very helpful Dr and staff all Friendly

Good service

Check in machine working. Appointment on time. Didn't feel rushed. Very satisfied with outcome.

Exemplary surgery - outstanding in the area, over and above

The young lady at reception was so helpful, and friendly!

Appointment was allocated in a timely fashion. I did have to wait for a week or so to see a Dr but this was not an issue with this complaint. Dr was helpful in time and happy to follow up. Quick, friendly, high quality of care

Dr Smithers was kind and friendly and gave total confidence that she was really trying to help you. Many thanks!

Quick same day appointment and advice.

Very responsive and got appointment very quickly and was seen promptly

My problem was solved quite efficiently

Efficient friendly dr , looks like the practice giving a 1:1 service

Very warm welcome and friendly and very reassuring communication all the way through the test

Prompt and supportive

Saw me before time - no waiting. Nurse pleasant and efficient.

The receptionist was excellent — instead of rigidly sticking to an unhelpful process, she used her common sense to resolve my issue quickly and kindly. It made a huge difference to my experience. The nurse I saw was also outstanding. She was highly competent, professional, and reassuring throughout, which gave me complete confidence in the care I was receiving.

This was entirely down to the individuals I dealt with. In the past, I've experienced the exact opposite at this surgery.

Given appointment promptly. Notified of problem with timing and offered alternative Doctor gave me time and listened to my concerns

Didn't have to wait very long and the Nurse I had was excellent, thank you

Only because I was well looked after by the Dr which attended me very well

Felt that dr smith listened to my concerns and was proactive in looking in to them.

My appointment was with Dr Oshodi who I met for the first time. I thought she was very friendly and interested in discussing my problems. She allowed me plenty of time to discuss matters and so I did not feel under any pressure to be out of her surgery in 5 minutes!

I received an appointment on the same day and the person I saw was very helpful

Most staff are friendly and helpful

Excellent service - Nurse was very professional

Given a copy of blood test results. Dr Loweth was ill so saw another doctor who did her best to understand feedback which didn't make much sense unless you knew background.

Clear explanation, quick process, clear next steps.

I had a very good experience

Really quick appointment and excellent care from Dr Impey as always. Thank you!

Dr Impey was brilliant. The injection she gave me has nearly taken away the pain in my foot. I look forward to seeing her again when the pain returns in a few months time. Thank you

The appointment was punctual and very informative

Excellent consultation with Jen Macarenhas. Listened to my history and checked previous notes, made a really thorough assessment and we came up with a plan together. Could not fault. Many thanks.

Really helpful receptionist as I needed to book 2 separate appointments. Nurse Ruth was fantastically great in the appointment- knowledgeable, professional and friendly. Wonderful. Appointment only had a small delay

Consultant was very knowledgeable and friendly staff in general.

Clear information given throughout about why and how the procedure will take place.

Appointment on time, clear explanations, all queries answered, thx you

No wait time for the application and very supportive care

Appreciate the doctor being kind and receptionist.

Thorough review of my issues

Helpful and friendly

The information and help I got from my checkup regarding my continued follow up on my symptoms and prescription was very helpful.

Quick appointment given. Listened to and understood concerns.

Knew nothing about recent hospital stay

Efficient, responsive, informative

An appointment was arranged quickly my problem addressed! Thanks

All very efficient

Prompt appointment. Helpful explanation

Helpful and efficient. The whole team is wonderful. I transferred from another surgery a number of years ago and it is a totally different experience. Your reception team are worth their weight in gold

Clare is a top nurse

Dr Smithers is a fantastic gp. Sensible advice and professional

Sarah was very helpful, informative & put me at ease

Had a problem and was seen same day by a very nice doctor who thoroughly examined and explained about problem.

From Mandy on reception, to the Lovely Nurse checking my ears, through to the amazing David Sorting my prescriptions, the staff are wonderful, great service, fantastic family practice.

Reception/admin staff very proactive in appointment booking. The original had to be cancelled by them but reoffered and then changed to better suit me. On the day, very little waiting time and Dr Mistry was thorough, friendly and helpful.

Very sympathetic and fast referral. Thank you.

It's all about putting people at ease who are concerned about their health issues which your staff do and Kerry the nurse was fab she'll be very much missed

Diabetic foot check

Sorry but NOT adept in contact via modern tech. To overcome such issues I visit the surgery ; complete the relevant form; await notification and appointment details generally for that day. Any feelings or views that I have are dealt with face-to-face at the time. All dealt with satisfactorily. Is that not the simplest and curtiest means?

Very pleasant staff & doctor

Dr Bhardwaj was brilliant. Patient and empathetic.

Didn't see doctor as he was running late and after 40 mins had to go as I had a dental appointment so it was a waste of my time

Polite and efficient

My appointment at 5pm, I was called in at 5pm. I then went to the receptionist and asked the younger lady for information which she did with smile and in a very friendly manor.

I was delighted with all of the staff but also pleased that my Doctor allowed my family to be included, supplying help and support.

Rang us when said they would when paperwork received. Booked in first thing, friendly staff.

I can't fault the service I received

Dr May was very efficient and considerate GP . I look forward to seeing her in a few weeks as she suggested to see if the newly proscribed medication is effective .

Didn't wait too long to see a doctor.

Very convenient to have blood test at the Elms. Waiting lists for St A and HH hospitals long and the bother of getting there/car parking etc. Elms or Red house ideal for Harpenden patients

Receptionist & Dr Bhardwaj were excellent

The Practitioner was very informative about the blood test results and discussed lifestyle and dietary suggestions

Easy to get an appointment, check in, wait was a bit too long for my liking, but the doctor I saw was brilliant! (Dr Bhardwaj)

Bit of a wait. 30 minutes. GP appointment itself was very good mind you.

Slight waiting time for doctor but once in her care very sympathetic and very thorough

Straightforward to get an appointment using online facility with choice of Drs and times

I didn't have to wait long

Was prompt with appointment, gave time to listen and to progress investigations

Appointment was 20 min late but practitioner very good

Excellent system and communication- very quick and caring and considerate GP

Pleasant staff and efficient too!

Didn't have to wait long

Very efficient helpful Always get an appt when required

I had to wait for my appointment

Very efficient, easy to get an appointment, clean, easy to check in

Appointment was on time, very quick and nurse made getting my vaccine simple and smooth.

As always treated so promptly and with understanding.

Nice lady knows her stuff!

Excellent online services and kind doctor (dr Sibley)

The doctor carefully considered what I said and recommended two follow-ups

I was very happy with the doctor who saw me today. I was very comfortable talking to him about my health. The only downside was that I had a bit of a wait to see him. I don't know if it's possible to have some sort of indication of how far behind schedule the appointments are running

The doctors and the surgery's support staff are so responsive. The online triage system works so well with the ability to quickly get the response requested. I am so impressed and grateful.

I was listened too . And I have an important problem which I hope will be sorted sooner than later .

Excellent as always

Nurse was very personable

Blood test appointment was quick and easy....and even though there was supposed to be a follow on appointment with Dr Allam which wasn't clear until after I got a message to rebook, the new appointment should have results to discuss so happy overall.

Very good attention from all the staff I saw, all on time, and pleasant and efficient.

Staff all on time, dr very friendly. Reception staff very friendly and helpful and welcoming. was my first time using the gp as recently changed to here and would definitely recommend

Polite and professional

Everything was good

Appointment on time. Nurse kind, friendly and efficient.

I was seen on time and Dr Solomons was very clear and efficient. She was also very personable.

Timely.

Good communications with staff. Sister who changed my dressing very empathetic

Quick attention with thanks to nurse Kerry Dr May and Dr Smith

Very efficient

From booking my appointment to the consultation, I felt genuine compassion and support from my doctor and she was so lovely in making me feel at ease. Thank you for always making the experience at the elms so good.

The staff at the practice have always been kind, respectful, helpful and knowledgeable. I have been a patient since 2016 and I highly recommend them because of their service.

Great service, great doctor

I saw the nurse and she was brilliant - she was kind, professional and thorough and even went to check with the GP regarding a query I had. She was excellent and very respectful of my dignity.

I was able to get a same day appointment. I saw a doctor I hadn't met before who was very helpful and dealt with my concerns, including me in determining options.

Clear advice over the phone

The doctor treated my problem with care and gave me a new drug dosage and arranged a follow up visit

Dr Allum is such a lovely, caring Doctor Who always takes the time to listen to you

The doctor checked my blood pressure and heart rate and advised an increased dosage of my previous treatment. He also arranged a follow up appointment to check on the effect of this new dosage

Helpful reassuring staff

Appointment was rearranged at short notice and too late for myself. This meant going home and returning again later. Otherwise all very good.

Quick efficient service with very helpful staff.

I was contacted within an hour following my Triage form and had a very helpful face to face appointment the same day.

Very efficient and polite, professional service. Thank you

Dr Smith listened keenly, understood my concerns and made the relevant referrals in excellent time. I am going for tests.

I was offered an appointment later that day, with a female doctor as requested, within 30mins of my email. Doctor was great. Friendly and understanding.

I saw Dr May who was very thorough and very patient

Excellent service very proficient

Good conversation and good way forward

The end result was good but I had to be very persistent to get seen. I came to surgery after seeing a pharmacist who was concerned about my issue and stressed I needed to see GP or nurse quickly. I try hard not to bother the practice since I know getting seen is so difficult so I tend to go to pharmacists when I need any help as they are always available.

Professional as always thanks

I was seen on time and was advised on my medical condition effectively

My questions were answered; I didn't feel rushed.

Clean, quiet & the Dr was great. Very efficient & helpful.

Helpful advice

Very helpful advice thank you

They were really helpful

very brief and no feedback over about one minute

The doctor listened to what I said and came up with concrete actions and useful ideas. I was treated as an equal participant in our discussions which I appreciated

My appointment was on time my concerns listened to and a solution found with a considered, pleasant and caring response.

Excellent GP

Doctor was thorough and thoughtful. Listened carefully and arranged further tests during my consultation. There was no sense of being pressed for time. Receptionist was pleasant and patient and very helpful.

Appt ran on time and i feel that I was given the time I needed and was taken seriously

Seen quickly and doctor pinpointed the problem straight away

Very kind

Prompt call and appointment

Efficient, attentive, informative, punctual, friendly

Parking brilliant - Appointment was brilliant

Seen promptly by 2 nurses, one for blood test and one for pneumococcal injection.

I got an appointment and reassurance

Very helpful and thorough

The appointment was on time and the doctor dealt with all my queries

No call received

The form requesting advice and or an appointment with a doctor is easier than trying to ring. All the recent times I've used it have been very helpful along with the receptionists advice etc

Professional as always

Excellent follow up service after my accident in arranging further consultations and medicines.

I saw a new lady doctor I hadn't seen before and she was very reassuring and listened to me properly and referred me to the necessary place to help me.

Dr Smith was very helpful. It makes a big difference to see a doctor when my mental health isn't very good.

Quick response to a request for an appointment and seen quickly

Kind and helpful nurse

Dr Kanthi is very helpful and sympathetic to my many problems

Quick efficient and friendly service

We were 10 minutes late for my daughter's vaccine - reception told us we could not be seen. No option to rebook from the receptionist. We were waiting in the queue for

the electronic machine so that also delayed us. I understand the NHS have strict timings etc but I didn't appreciate her tone.

The doctor rang in ill but they still managed to get someone to see me though it wasn't a doctor

Prompt and authoritative

Good medical advice However appointment was 20 minutes late Significantly I had follow up appointments to meet

Prompt response to Triage form, Gp telephone appointment arranged and subsequent blood tests carried out soon after

Polite, answered questions, friendly, helped to diagnose my issues and advise on treatment. Not too long a wait for my scheduled appointment.

Very busy, hence 15 minutes late being called in. The doctor obviously had not had time to review my notes

Managed to speak to the doctor about general tests and things that I had concerns about

Dr Smith gave summary of tests done and gave general advice about a current problem . However it had taken two goes to get all the blood tests and the surgery sometimes seems deserted.

Lovely manners and cheerful

Friendly and efficient

Very personable doctor

Waiting time past appointment time (30 mins)

I very much appreciate the Practice though and find the staff and care excellent

Attentive and kind. Very chatty and explained all that was done.

The Elms always has a good feel to it. I honestly wasn't eavesdropping, but while waiting in the seated area, could tell your receptionist was being sweet, sympathetic and helpful to some needy patients. And my consultation with the lovely Dr Smithers was, as before, just as I'd wish it to be. Thank you so much for always delivering and putting up with my complex needs and drive-you-mad prescription requests! 😊

Very useful consultation

Dr Kante was superb and very reassuring.

My clinician was so knowledgeable, kind and took the time to listen to me and recommend clear next steps. I've come away feeling very reassured. Thank you

It was very helpful thank you

Prompt and knowledgeable

I didn't have to wait too long, but the problem I went for hasn't been sorted and I'm sure I'll have to come back again

Very helpful, sympathetic, informative and understanding

Doctor was helpful and compassionate

Efficient booking and efficient and thorough appointment. Nurse Claire is always brilliant. Thank you!

I was made aware of physio available at the Elms and could make an appointment there and then. My issue regarding my diabetes control was fully discussed and I was happy with the outcome and empathic feedback I received. Reception staff were also pleasant and helpful. I feel lucky to be with the Elms practice.

The doctor I saw, Amit, was excellent and diagnosed my illness immediately. He was very thorough and also had a friendly but professional manner.

Clear discussion and check of blood pressure

Very quick, helpful and efficient

We sent a form to ask for an appointment and I received a call to come in within a few minutes. The doctors wanted to check our son was ok and our doctor Smithers was so caring and kind as well as receptionist staff they put us all at ease. We feel very lucky to have you on our doorstep, thank you!

It was on time and the nurse was prepared for everything she needed to do in my apt

Excellent prompt consultation. Sensitive examination and a clear treatment plan. Excellent communication. Thank you.

Quick and efficient appointment after enquiring on the website.

Prompt response and action

I was apologised for having to wait.

The doctor was very thorough and helpful and trying very hard to solve my foot

Dr Impey spent time (with humour) trying to diagnose my problem and emailed me info on the condition - to be followed up by another booked appt. Delightful lady!

Very friendly and helpful staff

Prompt response to online enquiry- thorough check and discussion left with a plan- also concerns validated which felt important

Felt a bit dismissed over menopause concerns

Nurse Kerry was very efficient.

Rigorous approach to analysing the condition. Organised and cheery disposition

On time and polite service

The doctor listened to me and gave me some good advice he was very helpful .

On time. Dr Impey was very helpful.

listened to me and was very pleasant

Ash was on time and fixed my dressings perfectly

Dr Impey very sympathetic but unable to help me due to NHS impotence

Always kind and caring Doctors and staff

Very attentive and capable - don't like online booking and I always rush to appointments to get in time- flustered, then have to wait for 20 mins. But generally that's okay.

The staff we're very helpful and the doctors have always been kind and informative which put me at ease

Very good discussion with doctor, didn't feel rushed and grateful for being registered with this practice

Dr Impey was incredible

Always consider that I get treated very well by the practice

So helpful and help me with all my questions she was brilliant

Extremely prompt obtaining an appointment. The consultation was thorough friendly and informative.

Seen me about 3 issues, in 2 days, and diagnosed and fixed them first pass.

Dr Kirsty Loweth specifically nailed it and her direct but friendly manner really put me at ease. I've come to you guys with the same issue before but Dr Loweth realised it

was something else and while not the best news, was practically caring and frankly amazing. Actually don't have the words to describe my gratitude as I can now manage my life better and it's all thanks to her and the team. Simply put, thank you!

Excellent visit as usual looked after very well made to feel special despite my age

Courteous, efficient and friendly

Speed of appt, lovely (and funny) receptionist and a very kind and considerate GP consultation.

Appointment on time

Kerry is excellent- reassuring, professional, friendly.

Quick response time , lovely dr

Given a prompt appointment with appropriate clinician.

Dr Allum is great and my face to face appointment with her was really helpful. I would rate her top marks. The practice was wonderful in the past and I'll always be grateful to the doctors, but the current triage system is a big problem for me and many others. I can fill in an on line form, but prefer to speak to a human. I keep putting off doing the eform as waiting for a call back is very stressful and often I am not free to discuss personal medical issues at random times. The same must be true for those in work, people with dementia, abused women and men, teachers etc etc. Once in contact with staff I am always very impressed with their help, attitude, politeness etc. So thank you to all the staff, except the person who introduced the triage on line form system.

I haven't received an appointment for the service the GP recommended

Appt was slightly late even though it was an 8.30 appt. Reception was cold.

It took longer than usual for this appointment to be arranged but the Dr was soooooo lovely. Thanks

Didn't have a long wait. Parking was available and saw a helpful and professional doctor.

The Doctor was friendly and explained what was going to happen and stopped when examination was too painful.

Jen was very nice and helpful..It would have been nice if it was easier to get an appointment (I made 8am request,was sent survey then was sent temperature request , waited 3 hours then went to surgery to get an appt) and had to make return to surgery after going to Boots after 4pm, where the very helpful receptionist facilitated the promised prescription being sent to Boots

Friendly and clean environment. I went in for my appointment early and was out in good time.

I was seen on the same day I filled in the online form. The trainee GP was extremely supportive and helpful, and called me back as promised with further information once she had consulted with a colleague.

Seen promptly and felt the matter had been dealt with thoroughly

Really excellent fast, positive and decisive treatment and advice from Dr May. Will certainly request her in future!

Always excellent service

Professional

Very responsive and efficient especially when you feel quite vulnerable. I was given a very prompt call back from reception staff, then given option for to come in person to see gp or a phone call. Opted for phone call and Dr Smith was excellent. Thank you.

I didn't feel I was on a conveyor belt Dr May listened, advised and gave valuable helpful alternatives. 🙌🙌

My first foot check at this surgery and it really was excellent service. Again valuable advise was given for my betterment.

Because I saw a doctor that knows me

Never see a doctor now

Appointment was on time. Dr very pleasant but efficient . I didn't feel rushed .

Nurse Ruth was patient, kind and understanding.

I have always been satisfied with the service of The Elms and this was no exception. I was very impressed by speed with which I was offered an appointment, with the the care offered by Dr Oshodi and the urgency with which she dealt with my problem

Wonderful physician who listened and made me feel very comfortable.

Dr Smithers was friendly, thorough and efficient. She listened well and had a sense of humour

Staff were very polite and very helpful.

Everything went smoothly and prompt.

The doctor listened to my concerns, examined me and took a urine sample to check for possible reasons for my problem

I came into the surgery 2 weeks ago to book an appointment. The earliest I could be seen was 23rd of sept. I arrived for my appointment but it hasn't actually been booked by the receptionist at the time. The lovely lady when I arrived apologised and booked another appointment for the afternoon. This was really frustrating as I had to cancel a meeting to attend the appointment. Ruth was brilliant, as always.

Great Asthma review lots of informative information provided

They went to great lengths to work out why I was feeling unwell

Efficient check in. Surgery running to schedule. Helpful and knowledgeable GP with clear plan of action made.

Well managed practice with good doctors.

Very friendly and helpful

The woman was very supportive to me

Nurse Clare gave a clear explanation of possible effects of the shingles vaccination. The injection was virtually painless.

The doctor listened and gave good advice

I have had 4 appointments (2 physio, 1 medical assistant and finally a Dr) for the same condition, finally been put forward to muscular skeletal, which I now have to wait again for, so it could be months before I get a scan. I was sent for an xray which was pointless as doesn't show up meniscus or ligament problems.

Great experience with doctor oshodi. Engaged and proactive

Ruth was very efficient, knowledgeable and helpful. I felt confident with her.

Seen on time. Helpful consultation

Was given a same day appointment. Dr was very efficient and explained things and how to proceed forward. Next appointment also booked.

I was given an earlier appointment and my concerns were resolved

I had car trouble and was late couldn't get through on the phone when I got there the doctor cancelled my appointment

My appointment was 20 mins late

Can always see a doctor within one week

My doctor was amazing. She helped me understand the problem and recommended solutions and physio to manage the pain. I feel better already having seen her.

Made to feel at ease and looked after . Good understanding of my condition

Dina was very attentive and knowledgeable

Felt very rushed and still didn't feel my concerns were sorted or remedied

It was helpful to have all tests and checks done at the same time and have some helpful advice.

As always your staff are very competent and trained to a very high standard.

Appointment made very quickly and the associate doctor was very kind and thorough

Prompt reply to appointment request, prompt appointment date and everything ran on time at appointment

I was seen at my appointment time with no waiting. Nurse Clare was friendly, courteous and professional throughout.

Looking after my wellbeing by discussing my treatment and medication with L&D Hospital Doctors.

So far, efficiently run booking system. Also, the physician associate I was seeing past two visits , absolutely fantastic; Informed, knowledgeable, attentive, compassionate, thorough, professional in a non arrogant manner.

Appointment on time. Excellent practitioner

Lovely nurse - Answered all questions

The Doctor carried out a comprehensive review of the blood test results followed by an external examination. Then recommended a faecal test owing to a low blood count

Dr listened and was helpful

Prompt replies, rapid appointment and productive discussion with DrSmith

Efficient staff who arranged appointment and good atmosphere in waiting room

I saw Dr Allam and the appointment was very helpful

A great review - All my concerns explained

Excellent treatment. Very personable with good assessment of my problem and clear advice as to how to manage my condition going forward. Thank you.

Efficient and friendly thank you.

On time, extremely helpful, full of advice - a really nice experience overall

Aisling was very friendly and efficient

App. on time . Pleasant discussion and positive help

The system has improved and we are very happy with the way things are organised

Dr Smith did not rush my telephone appointment and readily addressed two medical issues. He wasted no time in referring me for further tests due to a positive FIT test. In fact I have an appointment with a specialist nurse on Monday morning. I felt very reassured with everything we discussed.

Dr Impey is an excellent doctor. There is no rush and very pleasant.

My appointment was 2pm and I was seen at 2.30.

Great service - the Dr I saw was very thorough and sort to get advice when it became a bit more complicated. She was very friendly and jolly

Enjoyable visit

It was very good. Dr Solomons gave me all appropriate reassurance.

The nurse really helped especially Miss Ash o'coner and the doctor very care and answered all the questions...thank you very much .

Waited 25 minutes in the end I had to leave

My appointment with Dr Kanthi, was 10 out of 10. Getting follow-up appointments is a nightmare. All this on-line nonsense, is difficult for older patients. Wait ages for answers to email messages.

Quick response and as always service and advice fab

Prompt call in following receipt of blood and poo test results. New tests defined and fully explained.

Dr Rees was very kind

Dr Rees was very kind and understanding. I felt that she listened to my concerns. The appointment was far less stressful than I anticipated it would be.

Very thorough service and Doctor was attentive and helpful

The PA and doctor who saw me were both really knowledgeable and friendly. They gave me lots of advice on my problem as well as recommending an additional treatment to help. They were also reassuring that I could come back if my problem got worse.

Thorough, kind and reassuring doctors.

Responsive, helpful, prefer the new online admin system. Good doctors.

The nurse who conducted my smear test was professional, friendly and reassuring. The reception staff were also very helpful.

Reception very helpful Seen in reasonable time. Dr Smith went thro my anxieties and issues thoroughly . Came away feeling appointment requested by the practice was well worthwhile – Thankyou

Very efficient and well organised

Good and cheerful consultation.

Got an appointment with duty doctor on the same day

Helpful and quite efficient service

On time, clear instructions and friendly staff

Appointments on time, friendly helpful receptionist

Dr May was excellent

Very prompt attention, kind and examined me satisfactorily

Nurse ,(Ashley ? On 29 9 25 was EXCELLENT went over and above her duty very re assuring

Immediate response to request for appointment and pleasant approach by associate doctor

Good experience . I would recommend to family and friends

The online appointment system is excellent. Dr Smith is knowledgeable and fills me with confidence

You were very professional

Time was given to me in order to explain my condition and provide 'comfort' in order to discuss any worries that I had.

Very thorough, attention to detail.

Quick and efficient at responding to my symptoms and what I needed

The nurse was friendly and informative and offered practical advice.

Nurse was extremely professional and friendly.

Very quick response to my request and excellent service

Nurse was very receptive. Reception was helpful and friendly

Dr.Loweth saw me quickly and referred me to Dermatology asap..

Expected

Ruth is always excellent whenever I see her.

Easy process - nice medic staff. Thanks

Kind and thorough care.

The doctors and staff are so helpful and understanding

the shingles vaccination was pain free

You can get things done without having to stay on hold for hours - I appreciate that.

I received an appointment quickly and I'm pleased with the progress thank you

Excellent service. Thank you

Excellent GP

Great attention to detail

Depends on who's on reception

Easy to book appointment, seen within a reasonable amount of time. Dr was on time for my appointment. All issues dealt with and new appointment made there and then.

I've known Nurse Ruth for over 20 years and she really understands my Asthma condition. She is very kind, intuitive and knowledgeable and I really appreciate this.

The nurse was lovely and efficient and liaised easily with the gp re medication.

Friendly and quick service

Called in by GP as follow up to consultant appointment and for annual overview.
Thorough and very helpful examination and discussion covering multiple issues.