



FRIENDS & FAMILY TEST RESULTS

October 2025

Number completed: 428

93 % 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: 347

Likely: 52

Neither likely nor unlikely: 13

Unlikely: 7

Extremely unlikely: 6

Don't know: 3

Comments made by patients:

Honestly one of the best doctors. When I need help they get me in asap

The doctor took the time to listen to my concerns and to answer my questions. Came away with a positive plan.

Both the receptionist and the doctor were very nice and helpful

Best possible advice

Professional, prompt, thorough, checking in continuously during uncomfortable procedure. Thank you aisling

Friendly and able to get what support i need.

As always the Elms really looked after me so well. Online triage is fantastic. Dr Loweth was knowledgeable, friendly, reassuring and had plenty of time. Thank you so much for being a brilliant surgery!

Dr Kirsty Loweth is a 10/10 human and the best doctor ive ever spoken to.
Facts.

Ease of signing in for appt then a warm and friendly response from the lovely Dr Impey who explained my blood tests and printed off some info for me.

Doctor really helpful and took time over son's issues

I was given a wash solution and nasal cream which seems to be working in just two days!

Appointment was on time, assessment conducted very professionally, medication discussed fully. A useful checkup.

Very helpful. Understood my problem.

Seen promptly for a vaccination. Quick and professional.

No treatment offered to relieve my complaint except referral to orthopedic specialist. Being put on an endless waiting list.

Had a long wait but then the doctor was very kind and attentive and set up a quick CT scan

Complex presentation of multiple symptoms and anxieties. All dealt with professionally and empathically . Reassuringly proactive care with clear interval for follow-up.

The receptionist was pleasant and helpful.

The Doctor was excellent . He listened, was very thorough , dealt with several issues and combined excellent professionalism with pleasantness

Appointment was on time. Doctor was professional and kind to my 6 year old

Prompt referral, an all round good experience

Excellent advice and very comprehensive

Because I have been able to see Dr Smith who i have known for a long time

Listened and understood, explained and arranged further checks - effective and reassuring

On time and lovely nurse, thank you

Prompt and friendly.

There is little time for more than 1 query.

Because it was, Dr Smith always a good listener and faultless in dealing with my complex issues

My nurse was fab and used the time we had in my review to give me the flu jab too.

Doctor was extremely pleasant and listened to me with great understanding.

Dr Smith was on-time and very efficient in all areas. Good experience on my part

Dr Loweth took care to really listen to my concerns and to discuss options thoroughly. I felt well cared for and in good hands.

A kind and caring service

It very nice to have a good doctor

They treat me like a human and understand that I own my health. They support me when needed.

The doctor was very thorough and sympathetic.

Was given an appointment next day which really helped as my daughter could bring me and then saw dr Smith who was very helpful

The nurse I saw (Claire?) was friendly, warm, knowledgeable and reassuring. She is a real asset to the practice.

Explains things to you and very caring

I'm really sad to be leaving this wonderful practice as I moved to St Albans to a more affordable ground floor flat on 1.10.2025.

The Elms practice have dedicated, skilled and knowledgeable doctors and very pleasant and helpful reception and medical support staff members.

Very efficient system running for the flu vaccinations, with nice friendly people greeting us and managing the queues. The lovely Dr Smith did my jab and dealt with my tendency to faint with needles incredibly well so that I didn't feel uncomfortable or that I was being 'difficult' which has happened in other settings.

The dr was 25 min late and while she apologised it doesn't help me with my boss. It was also probably only the second appointment of the day as it was supposed to be 9:30. Dr herself was nice enough but too softly spoken didn't leave me feeling

assured luckily it was just my daughter's annual health check so I didn't have any issues to discuss.

The doctor was really helpful

Seen early, doctor was understanding and very helpful and friendly

Clare is a reliable kind nurse with no fuss. Just a great trouble and anxiety free treatment.

Nurse Aisling was extremely professional and gentle when removing stitches and redressing excellent

Dr Bhardwaj is absolutely brilliant, professional and a caring GP

The appointment itself was a waste of time as it was for an assessment that had already been carried out (don't know where the admin error came from), but a correct type of follow up appointment was arranged promptly & the nurse was very polite & helpful

I triaged early Friday 9am and replied around 10am to doctors queries. Essentially as type 1 diabetic I was constantly vomiting for 2 days and very sick. I think that should have been seen as an emergency. I was DKA. Which is really serious and the doctor and nurse realised once they finally saw me at 4pm that I need emergency treatment. I only saw them because I rang at 12 and insisted I needed a doctor and was really unwell. I don't understand what else I could have done to be treated as an urgent case. They sent me straight to hospital.

Despite having to wait 25 minutes for my appointment, it was well worth it to see the lovely Dr Impey. She genuinely cares for her patients and always takes the time to explain things thoroughly. The receptionist was also very friendly and helpful, and the waiting room was practically empty, so no complaints at all! Thank you, The Elms! :)

Prompt & courteous

Aisling was excellent. Super communication and arranged for me to get covid jab alongside my flu jab. Thank you Aisling!

Empathetic and kind GP. Felt listened to.

Empathetic and kind GP

Dr Loweth was so attentive to my issue, and was thorough with her investigation into the cause, maintaining a warm, empathetic approach throughout. I left the appointment feeling immensely assured.

Very efficient

Appointment with a Gp who knows and understands my medical history well

I received a quick response to my initial web site request, Which was good. However, I was offered physio instead of a doctors appointment, which was disappointing as I had already written that I'd had 11 months of physio and now needed to see a Gp, which was disappointing. But the admin staff sorted this out very quickly and went back to the duty doctor to ask for a Gp appointment instead of physio, which they offered me. So the outcome was good, but I had to push for what I wanted. Obviously, whoever gave me the initial physio appointment hadn't read my request properly or they would have known that I didn't need any more physio. Overall I was happy with the outcome and I finally saw dr Kanthi, who was very friendly and helpful.

This was a routine appointment to discuss blood test results. It was decided to have another blood test in 3 - 4 weeks time. I was able to make the appointment at the reception desk before leaving the surgery.

Dr Impey listened sympathetically and was really helpful.

Basically it was a waste of her time and my time. As the lady could not do anything for me so knowing this she should've sent a text message explaining the situation.

It was a telephone appointment re my recent blood test of which a prescription needed a slight adjustment. I also asked about a skin problem that was bothering me so we made a surgery appointment for this week.

Saw doctor who was very thorough

My issue was sorted professionally & promptly

Excellent advise from the doctor who specialises in Menopause and weight. Spent time explaining options & really knowledgeable and very helpful. Came away feeling very confident thankyou

Experience was good

Dr Wannu was excellent. Very thorough and knowledgeable.
She did say she would consult a senior colleague and phone me back, which hasn't happened, but no biggie

Ver efficient and helpful

Couldnt fault Dr smith or his feed back

My concerns re appointment were prompt and I received a good consultation

Helpful seeing my named doctor who knows my history.

Seen more or less on time - Dr Solomon listened to what i had to say- I didn't feel hurried.

The doctor clearly explained the results of my tests

It was easy to get an appointment

Doctor asked how I was getting on with new medication to see if I was feeling any relief to my bladder problems, which I found helpful. It was good to know that I was receiving a follow up.

I was seen on time by Dr. Kanthi who was friendly as always and in whose medical advice I feel completely confident.

Saw a (locum)GP who refused to test my hormone levels. She told me she 'didn't believe in doing a blood test for women's hormone levels' I'm post menopausal and post hysterectomy surgery and suspect my hrt dose needs adjustment. Disappointing. Wish I'd insisted on seeing Dr Bethan Rees who is excellent with 'women of a certain age'!

The lovely Dr I saw was extremely compassionate. I felt listened to. Thank you for a positive visit.

Very pleasant helpful staff.

I attended for shingles vaccination . I was seen promptly by a very pleasant nurse who explained everything clearly

The actual visit was very good and the nurse was extremely helpful. The thing that stops me giving a very good rating overall was that it had proved difficult to get the appointment in the first place.

Friendly, supportive and professional consultation

My questions were dealt with thoroughly

My request was completed. Pleasant Doctor conducted face to face dialogue very satisfactorily.

My overall experience at The Elms Medical Practice was very good. The doctors were attentive, professional, and took the time to listen and explain everything clearly. I felt well cared for and confident in the treatment I received.

Dr Smith was informative, reassuring and helpful.

Nurse was very helpful and informative.

Very organized and the new waiting system is amazing

The booking system is fast and efficient. I felt listened to and cared for by Dr Loweth. The next steps were clear and I felt in control of my options to care for my health. Ten out of ten.

Dr Smith listens and shows empathy, hopefully can get to the bottom of my issues

Did not visit as appointment was cancelled by practice

The problem was diagnosed and there has been an appropriate plan of action to deal with it.

I saw Dr Rees who is incredibly thorough - I have complex health issues and she looks at things from various angles, does thorough investigations and makes necessary referrals feel like a smooth process. This is greatly appreciated when I already feel stressed dealing with all my health issues. A lot of people complain about the NHS but I feel very lucky to be at the Elms

Always helpful and kind

Felt like I was given plenty of time and opportunity to discuss my problem and was listened to.

Always friendly and knowledgeable and yesterday super speedy!

Helpful and also easy to get an appointment and amend the time to work around my schedule

Dr Rees was so kind and helpful - she went above and beyond even though it was 6.20 ish when we left. The receptionist was also kind, seeing us out with a cheery note.

Helpful GP

Prompt, polite and always helpful

Doctor Kanthi was fantastic she really understood my issue and covered everything very comprehensively I left feeling very looked after

Speedy response to my on line request and helpful advice from Sarah the medical assistant.

GP listened to and addressed my concerns and was very helpful and understanding

Seen promptly, child enjoyed interaction with nurse.

Child enjoyed his doctor's appointment, he said "the experience was amazing".

Triage system generally works well, messages get through ok.
Good to have a face to face consultation as requested.

You need to adjust your process and when you cancel a visit, do not have an automated follow-up seeking feedback on it.

Dr Khanti is very caring and I am grateful to her. The surgery is responsive. Than you

My appointment was made speedily. Dr Jollyman was kind, acknowledged my concerns and arranged tests prior to referral. I couldn't have asked for more.

Extremely friendly (approachable) & professional manner

Very helpful and professional

Prompt examination. New prescription ordered from Southdown pharmacy.

I get the appointment very quickly

Good service not so good timing IE 20 mins late

Easy to make appointment, prompt response and attention needed.

Friendly nurse and running on time

Waited 30 minutes to be seen. Relevant info 'couldn't be found' so appt was waste of everyone's time. Surely someone should be checking that test results etc are available so appt can be cancelled. Not a particularly professional way of working

Very pleasant helpful staff and good service.

Great friendly service

My Asthma check up was very informative. Ruth explained new developments in treating asthma clearly, helping me to make choices.

Dr Smithers was very kind to my son. She listened to both of us, answered our questions very patiently and was very personable.

My concerns were thoroughly answered by Dr. Goodman.

My visit to Dr Allam was dealt with care, help and very professional and was advised to try a chair based exercise class to help with strength in my legs for which I am very grateful. 100% as always.

Excellent service as always

Quick response to online enquiry form, had to wait a week for an appointment but I appreciate you're busy and it wasn't urgent. Doctor was thorough, understanding and understanding s dealing with the matter

Really helpful and informative

Jen was understanding and knowledgeable. She had answers even if I was signposted to other places for results.

Doctor took time to understand my concerns, gave me options and took time out of her schedule later to call me with further information

The doctor was kind and listened to my needs, but I typically don't get that. I feel like it's hard to get timely appointments and I'm always early and the appointments are always 15-20 minutes late, but the one day I was a tiny late myself, they told me I was lucky to be seen. I also have trouble getting access to my repeat meds, every time I ask for more I get questioned or told to come in or I can't get it simply for my blood pressure. I wish that you guys would do online appointments because typically I travel across town by foot to either be dismissed and told I'm fine or to take OTC or pick up something from boots.

Dr Rees made time for me and did what was needed. Excellent.

Patient had her Health Check with Dr Sibley and she was treated with care, help and very professional. The Check paperwork was all good and thank you again for your care of patient

Quick appointment and Dr was thorough in his sending me for further investigations, having looked at my history

Because she was very good to give advice

I was seen quickly and the doctor was really helpful as ever

The administration of the flu and Covid immunisations worked very smoothly with minimal wait time. Also my visit to Dr May on Friday morning went smoothly and it was helpful.

Seen early for appointment. Nurse very friendly and made me feel at ease

I was hoping to have a steroid injection for a painful hand which I received

Because it was

Communication via messaging worked well and I was seen by a GP

Friendly and efficient

Appointment made with specific GP within a suitable amount of time.

The prescription for holiday was not sent to pharmacy ?

Everyone at the Elms is very professional and helpful but the experience is greatly enhanced when it's a consultation with a known clinician- in this case Dr Impey who instinctively knows how to reassure me and what works- an absolute pleasure.

I like the new system

Excellent in every way as always

Approachable/friendly and highly professional

Pleasant, helpful and efficient receptionists. Dr Kanthi is always excellent. She is very approachable, wise, knowledgeable and understanding.

Appointment was on time and the nurse was helpful and kind

Excellent and prompt treatment with clear explanation of the next steps and when a return visit due.

The lady who assessed/ examined me was both professional and easy to talk to. She texted me later to say she will get back to me as soon as she has had a reply from Dr Impey. I am hoping I will hear back today.

Dr Allum sympathetically listened to me about my symptoms, discussed possible causes and arranged to have some tests done.

Regular reminders of appt. Appt on time. Dr May was very helpful and informative.

Doctor was helpful

The nurse who I saw was very good, she had a very nice manner about her and really put me at ease during what is usually a slightly stressful process.

Nurse Aisling very caring esp. As i was 5mins late for appointment

In Friday 10th practice clinician was professional and reassuring

Very efficient to get appointment and was on time. Doctor unclear on what was wrong so just hoping antibiotics provided will work - not have enough time yet

Very helpful & efficient.

Prompt, attentive, clear and all-round professional service.

Arrived 10 mins early and was called in straight away

Pubudu was excellent, very thorough and attentive

Received very quick appointment. Very satisfied with interaction with doctor.

Very quick response

Dr Smith listened to my problem and helped me

They are always ready to listen

Attended for shingles vaccination. Prompt professional service with humour and friendly touch. All my concerns answered and future plan set. thanks very much.

Meena was thorough and thoughtful in her recommendations for exercises and the reasons for them.

Doctor was very thorough and made me feel comfortable

Dr Kanthi is always so kind and helpful

Didn't have to wait
Nurse was excellent

The Doctor was professional, helpful and kind. She did not rush us and gave us helpful advice.

Nurse was great

Apart from the initial wait of 30 minutes the go was very thorough and offered me options that I would be happy with. The reception lady was very helpful As well

The Doctor advised me of the results of tests , explained the findings and the referral for further investigations. He actioned the referral immediately and I was contacted by the Hospital the same day

Best surgery in Hertfordshire-above and beyond impeccable discretion and above all, care, genuinely considering all walks of life. Best Doctors surgery in the whole of Hertfordshire. Should be rated as such.

Doctor (Impey) was extremely friendly and thorough

Short wait

Appointment was quickly given and Dr Loweth was very efficient and understanding.

Helpful and quick

All The Staff Are 1001% On The Ball 

Friendly, professional, helpful. Much appreciated.

Treated by a very professional and pleasant nurse. Also very helpful. Excellent!

Seen (almost) on time. Waiting room comfortable. Doctor helpful, continuing to help me.

As usual, everyone super friendly, knowledgeable and kind

Doctor was friendly and efficient

As usual reminded of appointment and seen on time by familiar friendly nurse. Wonderful thank you.

Needed an urgent appointment and I got one very soon. Seems like things are starting moving at this surgery after been hit by Covid

I had the appointment with Dr Smith. He was so lovely he listened to me. He gave a time to my appointment and then he tried to help me by everything's.

Always very efficient, kind and amazing staff

Nurse Ruth was very thorough and efficient

Hugely valuable consultation addressing multiple issues . Patient centred with shared management discussed and delivered in a highly professional and empathic style. I felt very supported and curiously "safe" amidst a time of increasing medical uncertainty .

Quick and informative

Was seen on time

Was seen promptly by the Nurse, ears checked for wax (none present) and on my way within 5 minutes.

Changed my appointment easily so that it was more convenient to me. Very friendly nurse and kept me at my ease. Explained the procedure and what to do going forward

Always pleasant and appointments are fairly quick

Prompt friendly nurse

I found Dr Bhardwaj very pleasant and calm. He is trying me on different blood pressure medication. So fingers crossed.

Always a really good service from kind and helpful staff

Your physician practitioner was very welcoming and listened carefully to my husband's symptoms, and gave him a thorough examination

I phoned for an appointment and was seen within the hour. The doctor was good and thorough

I ended up having to see 2 practitioners to get a sort of diagnosis.

The admin staff are very helpful

I got the answers I needed

I informed the elms of my husband's recent stay in hospital this week either Wednesday or Thursday not sure and told them of various things that needed to be seen to. They contacted community nursing asked for blood pressure and phoned about plasters already. Excellent service.

Waiting time was short, easy to check in, easy to find parking, doctor was helpful and knowledgeable

Fantastic member of staff! Very thorough, exceptionally friendly (she actually made my day, being the first person that I had had a proper face to face conversation with so far, that day) Can't remember the ladies name but she was lovely!

My appointment was on time and Ruth Mayo was very efficient and very approachable.

Seen on time

Just always so kind and helpful.

Dr May was very thorough and reassuring. I felt very confident in her diagnosis

Helpful nurse and efficient check in, seen pretty promptly too

I have always have excellent care at the practice.

In the last few days I have had an excellent consultation with GP and a nurse also the receptionists went out of their way to help me obtain some info

Very helpful and understanding

A short visit to nurse Aisling for an ear examination. Very quick and friendly.

I combined my feedback of the last two visits on the last feedback

Offered a number of appointments to choose from, saw Dr Impy who answered a number of questions I had.

Was seen promptly by the Nurse, ears checked for wax (none present) and on my way within 5 minutes.

Very little waiting, and nurse was friendly and efficient with Vaccine

I have been examined well, explained my medication to me well, polite, issued a repeat prescription in order to prevent having to go there again - I am very happy with Dt. Kanthi

Very quick response from the e-consult, friendly receptionists and great care from the medical staff. Thank you

Always a great experience at the Elms and the nurse I saw today was lovely and very helpful

I was very happy with dr Bhardwaj he was very polite and understanding

Friendly and efficient, thank you

Dr Sibly was very conscientious, which I greatly appreciated. Very tired & now going for a rest.

The doctor was easy to talk to and we were very much in of tea sympathy .

I left the GP feeling deflated and now knowing I will have to return for another appointment as the GP advised me that I needed to be referred for a specific diagnosis, however the referral unit does not do this diagnosis anymore and so the GP has to do it. So I'm going to have to go to another appointment and explain all over again.

Very polite and knowledgeable

The Elms is always first class

Given GP appointment promptly the same week

Excellent care provided

Very efficient and professional

The system works well now and I'm very happy with Dr Kanthi.

Professional yet friendly consultation and I was able to discuss plan to deal with Cholesterol in HbA1c Issues

GP listened. Asked thoughtful questions about a long-standing problem. Analysed information. made a diagnosis gave a treatment plan and sent an explanatory leaflet. Asked about any other problems and dealt with another issue by giving treatment for that too. An excellent and extremely helpful consultation. Thank you

Doctor had time for me and talked things through

I was asked 'what do I want to get out of this' and advised to go private and also do my own research. For my weekly migraines & peri menopause symptoms.

Always good

The GP I saw, Dr J Impey, was both efficient and empathetic

Seen promptly the nurse was kind efficient professional & made sure I was comfortable and at ease

Appointment ran to time and Dr Solomons was kind, professional and listened to my concerns

Sensible practical approach and advice

Very responsive and thorough. Had concerns, contacted hospital to make sure I get right care, and have ended up being admitted in hospital getting the care I need. Which I probably wouldn't have come to hospital if it wasn't for the Elms team.

Did not have to wait too long. Good service

Kind and welcoming

The doctor was kindness itself and suggested taking paracetamol and ibuprofen which I have now been taking and has helped a lot.

Lovely staff very helpful

The ECG was very good, staff very friendly. Delay in getting my next appointment

The doctor I saw was very very kind and helpful.

This was the first time a GP actually listened to me and took into account all my symptoms and not just 1, with Dr. Mistry. It was incredible. Unfortunately, the lady in the front desk seemed to be slightly hard of hearing so kind of embarrassing to have to keep raising your voice at the front in front of others.

Professional

Put my mind at rest. Was slightly rushed but maybe i was talking a bit too much.

Doctor Bhardwaj was extremely helpful and explained in detail about my questions. He was patient and polite. Showed an interest in my wellbeing. Extremely appreciative of doctor Bhardwaj's support.

Nurse Ausling is the best. Very professional. I see her regularly so we are friends now!

Prompt excellent treatment with clear indication of the way forward thank you

Very prompt appointment to meet needs after an injury.

Check in straightforward

Appointment on time.

Treatment prompt and pain free

Surgery was looking very tired and unloved compared to previous visits.

Fast appointment

It was efficient

A thorough investigation of my illness considering the time constraints.

Dr was excellent. Waited at reception for 10 mins. Eventually gave up as none of the 2-3 people working there (visible and audible but not in direct eye contact) moved to the desk to deal with an ever increasing queue.

The nurses were incredible at making the whole vaccination experience as good as it can be. Taking time, engaging with me and my son. They were so amazing he didn't even flinch with one jab going into each arm!

Doctor was helpful and agreed to make follow up query with Endocrinology colleagues and let me know.

Thanks

Efficient and helpful

Seen on time. No feeling of being rushed. Issue fully resolved

We always have good response from the doctors

Great service and advice

Approachable Dr helpful to help solve my medical issue.

Dr Oshodi was reassuring, professional, thorough. She listened patiently to all my anxieties and dealt with them respectfully and sympathetically. She is a real asset to the practice and it was truly a pleasure to meet her for the first time. I left feeling greatly heartened,

Quick appointment knowledgeable great service

Dr Sibley has an excellent bedside manner

Dr was empathetic, as well as providing professional support, advice and follow up

The appointment was on time, the Dr was very helpful, professional and reassuring.

Very efficient and kind staff

Got an urgent appointment and spent time with Dr Kanthi who is very sympathetic to my wife's recent Dementia Diagnosis and very pro-active with help and suggestions

Excellent. I have had the jabs with you

Excellent

Dedicated staff wise and experienced and very professional

I was booked in and seen quickly

Easy to get through. Staff always trying their best.

Prompt appointment. GP really listened and offered great options

Lovely doctor, very understanding and nothing is too much trouble for her.

They were able to diagnose what was wrong very quickly and give a comprehensive treatment plan

Quick and seamless appointment system and excellent care and advice from Dr Rees. Very pleased.

Claire was excellent kind knowledgeable and gentle

GP excellent.

Really listened and helped moved things forward

My health problem not solved. I already suffering almost 2 month... and my next appointment in more than two weeks to another GP doctor just to look what it is. But my problem should look dermatologist skin doctor. I am disappointed with healthcare flow at all.

Good because they got back to me quickly to arrange a call with a medic. Not full marks though because that call came at the only time I said I could not be available. It's been rescheduled for today.

Prompt response to appointment ask and good advice given

Ruth was informative very profesional with a friendly apperance.

I arrived at the surgery in good time & was attended to by a different available nurse as mine was engaged. She was very courteous & explained in detail about my follow up vaccination

Lovely staff and very quick

Physiotherapist was good

The reason for my visit was fulfilled.

All the people working at TEMP seemed professional and friendly.

Ease of parking!

The lady who saw my son was friendly and tackled the issue right way!

Dr Sibly was very thorough and helpful and came up with a satisfactory plan for my dad's health going forward

Jo was amazing at responding to the message from my counsellor and booking me an appointment. Dr Ress was lovely as always

Kunmi Odunaiya listened carefully and kindly and she gave me the time to tell her all the symptoms I am worried about. She took them seriously and has ordered blood tests and recommended appropriate action, thank you.

Organized appointments where efficient

The GP i met was in a hurry to finish with me . Didn't really want to investigate further what my issue was. Was more concerned about how many more people she has to attend to rather than taking out time to do her job properly regardless of how many people she needs to see.

I came for vaccinations which were done quickly and efficiently. Many thanks

As always , I was listened to and all questions answered with a smile,

Was seen on time. Doctor was pro-active, knowledgeable and really sympathetic.

Dr Smith was responsive and kind

My medical practitioner was brilliant really easy to talk to and very thorough in their approach. Online booking system is working fantastically well.

Wasn't much help

Fast, efficient, dependable service. a professional approach to the patient.

Makes sure everything is ok with all checks for baby and great reassurance. Thank you

Always as prompt as possible, thorough and friendly

Thorough and friendly. Can get medical help as quickly as needed.

It was excellent once I spoke to the practitioner on Friday evening .

I thought the text messages sent to me from the practice were insensitive knowing the genetic history regarding heart related deaths in my family .

I had just found out my high risk factor due to my genetic Lipoprotein A results . I had been referred to Dr Kabir by an NHS cardiologist.

The text messages caused stress and anxiety which was unnecessary.

The phone call on Friday when I had a chance to explain the route I went down was very good .

Really helpful friendly and caring drs

Very good helpful engaging services, was listened to

Appt was quite late, but dr was kind, empathetic and thorough.

Doctor was very nice and easy to talk to.

I have received genuine care and help. All my questions have been answered. I am very pleased with the service.

Generally able to get appointments via online app. Very difficult to make a phone contact.

Got an appointment when I asked and dr v helpful.

Online booking for appointments is easy. Getting to speak to someone is a nightmare.

Dr. Helped me well to resolve a health issue that troubles me.

The doctor was very kind and efficient Was v happy with outcome. A good experience all round. Thank you

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I received a fast response after completing the online form, and had an appointment the same day.

The receptionist was rather unwelcoming.

Very quick and efficient response!

I only come to GP when I really need it I was frustrated that a telephone consultation from an unknown person at hospital had resulted in me taking medication that simply wasn't working for me. I needed to see someone in person to see if this could be rectified.

Very satisfactory appointment, in spite of my MRI not being available.

Excellent friendly non-judgmental review and advice

Dr Misty was very knowledgeable and helpful.

The doctor was very thorough, explained well. gave options, set a clear way forward.

Nurse Ruth syringed my ear and she was so gentle and professional

Ruth is so cheerful and efficient. Thank you.

I had a quick appointment and was pleased with Jane who see me and she said I was right not to go to hospital and doing a referral for me . I have had message about the referral just waiting to here from them now . Thankyou

As always I received excellent diagnosis in a very professional manner. In a very pleasant atmosphere.

No delays. Dr helpful and informative and thorough

On time, efficient and informative.

The GP I met with, Dr Kirsty Loweth was very helpful and gave me guidance I really needed to help manage pain. She was patient and pragmatic and reassuring- and she gave me a great written plan. I'm grateful

I met with Dr Julian Smith- he was extremely kind and patient and empathetic towards the cocktail of drugs I had to navigate between 2 chronic and 1 acute condition. I was very reassured and educated after our meeting, and am very grateful!!

I think I am very lucky to be blessed with such caring medical and non medical professionals

I found Dr May very helpful and friendly. I like seeing Dr May.

I needed an appointment very quickly, and it was dealt with very professionally.

When I have needed help you have responded promptly and thoroughly dealt with my items of concern

Dr Jollyman listened attentively, gave a new treatment option that I'm hopeful about. He was empathetic and even took time to consider a secondary issue that had arisen since making the appointment booking. Very grateful to him for his professionalism with care.

Easy booking an appointment, easy to communicate with staff, gps were very good too.

Good service

I saw Dr Mistry who saw me on time, didn't rush my appt, was extremely thorough and I felt listened to. I had to wait for 2 weeks for the appt but it was worth it, thank you.

I was very satisfied with help I got from the doctor and the advice I was giving , also the receptionist was very smiling and welcoming

We saw the doctor the same day as we sent a health problem online to your surgery

Very efficient as always

Well explained by the nurse carrying out the procedure. Thank you

Really quick response

The doctor I met it was really good one and really happy with him because my blood pressure is very high and now we have spoke about it and that he was really taking easy and patient with me. He was a new doctor I met. I never met him. I just want to say thank you to him.

Happy with the consultation and result

The GP called when she said she would and was very helpful.

Some very good work by Doctor - useful and welcome follow-up

The process for attaining an appointment was straightforward, the response from the Elms was swift and the time with Tim Jollyman was productive. Additionally I found Tim easy to talk to and he was very informative.

It took a long time to have my phone consultation. The first time no one called. And then I had to wait a long time to get a suitable slot. When the call came it was good. But it took too long to get there. And it was hard to contact anyone about it.

Dr I saw said she would have to refer me.

Very competent young lady, very knowledgable.

I received answers to all my questions. It was very helpful to be able to speak to Dr Smith on a face to face appointment.

Professional. Courteous. Flexible.

Very prompt response to my online request for advice about medication side effect and I was offered an appointment the next day. GP very reassuring and gave some good advice, also took time to listen.

Empathic, focussed and supportive consultation that totally addressed my personal health concerns.

Got seen on day of enquiry

Front desk welcoming and efficient, likewise Nurse Ruth.

Seen promptly with minimal waiting time.

Understanding of the issue, with reassurance and plan of action described and put in place

Very speedy and helpful

My health problems were discussed with doctor and satisfied with result

Prompt telephone appointment and discussed test results and way forward

I was very satisfied with my consultation

Excellent consultation and advice. Felt listened to and supported regarding my issue.

I was contacted straightaway, given an appointment for a non urgent matter within 48 hours and saw an excellent doctor (Dr Jollyman). Having just moved to the practice, I was impressed, especially in contrast to my previous practice

I have been receiving a course of injections and the nurses have been professional and friendly. In addition I made a request for a medication to be urgently prescribed and then added to my medication list. The receptionist was very helpful and the GP was very prompt. I did not meet her but text was friendly

New GP was great