

FRIENDS & FAMILY TEST RESULTS

December 2025

Number completed: 458

93.45 % 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: 368

Likely: 60

Neither likely nor unlikely: 9

Unlikely: 12

Extremely unlikely: 6

Don't know: 2

Comments made by patients:

Was listened to and given support for services needed.

Provided me with the help I needed

Nurse Ashling very able to deal with my operation scar

Very professional and friendly services

A parking space was available, I was seen quickly, I was given relevant information, the jab I had was painless, and the nurse was friendly and an active listener.

Doctor was lovely. No complaints. Hope her knitting going well

Waiting time for the appointment was too long 2 weeks.

I didn't have to wait long for my injection.

Nurse was helpful in answering a question I had.

All very efficient and friendly

Always thorough

Excellent interaction with the GP. No problems. Open discussion and positive experience. Very professional and approachable person.

Doctor extremely helpful and sympathetic. Very personally engaged.

Helpful, supportive

Dr Impey did all I asked in a friendly way

Kind, thoughtful doctor

Straightforward visit, no delays but also a very quiet time of day.

I had a very fast response from the Doctor on Triage with a phone call within seconds offering me an appointment the same day.

Booked appointment for 14:45pm regarding our son, husband arrived before appointment time, by 15:10pm still not seen, couple of minutes later my husband left as the children needed collecting from school at 15:20pm. Waiting room was empty apart from two patients who were seen.

I received a missed call at 15:21pm but was at work. My husband wasn't impressed at the delay and our primary aged children were prioritised due to unwarranted consequences if we were late.

I was diagnosed with fibromyalgia a couple of years ago. I have experienced increasing levels of pain which at times I'm unsure if it's fibromyalgia or something else.

In all my appointments the GP I have seen has taken their time to really investigate and understand the issues, and not just dismissed me.

I unfortunately haven't been able to find suitable medicine to help manage my pain but I'm grateful for the support and understanding I have been shown to help me explore options.

20 minutes late but good service from doctor

On time, no issues, very efficient

The Doctor is very attentive and very helpful

Prompt appointment and satisfactory examination with doctor

Doctor was brilliant

They were prompt in offering me an appointment. The appointment was helpful and I was referred for a blood test immediately.

Ash saw me as soon as I arrived at the Surgery, I was in and out within 10 minutes. Ash is a lovely person and explains everything

Seen quickly and good advice and got antibiotics

Got seen quickly by Dr Smith who was excellent

She was very good

Jen was very helpful and patient as I was coughing a lot and time to answer her questions. She was thorough and explained what to do if no improvement or things got worse

The doctor was pleasant and informative

Polite staff

Dr Oshodi was very warm and friendly and easy to speak to. She was very thorough in her questioning but always polite, respectful, patient and courteous.

Everyone was so warm and welcoming. The receptionist made our 3 year old feel so welcome and nurse Aisling is a total pro. Thank you all

Relatively easy to get an appointment and on the whole satisfied with service, wait, outcomes etc.

The quick response to get an appointment and the quick acting when a problem was identified during the appointment. We will be forever grateful

The nurse went above and beyond to take some bloods as well (for which I had an appointment in 2 weeks), so that it was all done at the same time. I was nervous and she made me feel less nervous.

Easy check in and appointment on time. Nurse was friendly and welcoming to my mother

The helpful lady on Reception had made a convenient appointment for my ECG. Jo called me in on time and was proficient in explaining the procedure and reassuring as she carried it out. She checked the result with a Doctor and said that the reading was normal. Finally she answered a couple of questions about blood pressure. Thank you Jo

Junior doctor was very thorough with questions and consulted the doctor before I left

The appointment was on time and I saw the appropriate pharmacist for the heart clinic

I didn't get all the information I wanted.

Neurologist asked for blood test 2 weeks ago but I can't get the results?

I received excellent advice

Dr was interested in the problems and suggested solutions which were reassuring.

The travel nurse was very helpful and knowledgeable

The GP was just brilliant. Super caring and super professional. Left the appointment feeling encouraged

On time and efficient

My daughter was seen the same day as I used the triage system online. The Doctor was professional and kind, prescribing medicine which has since cleared up her symptoms.

Really helpful doctor. Thank you

Charming and professional

It was speedy service in and out

Came for a shingles second jab and was in and out in 5 minutes.

Always prompt

Helpful, friendly and reassuring consultation

On time and very thorough

It was a jab.

Pleasant welcome.

On time. Risks explained.

Done.

Thank you

Looked at the lump and explained its cause well.

Friendly. Didn't even know I'd had the jab. No pain afterwards

Best advice

Dr Rees was very patient and helpful, taking time to talk through my medications and adjusting where necessary. The reception staff were helpful, friendly, supportive and professional. My sincere thanks to you all.

On time, expert service

Good appointment

Appointment on time and very efficient

Very helpful efficient and friendly appointment with Dr Kathia.

Doctor very thorough with my problem, friendly and explained well. Also receptionist willing to helped me with a question also with a smile.

Really fast . Appointment on time . Know my case , have an other appointment booked in . Need a confirm message tho . Thank you for your time .

The doctor was kind, professional and is doing her very best to the root of my issue.

Dr had no idea why I was attending and was patronising

The nurse was lovely and professional, but I waited 30 mins for my appointment.

Was dealt with thoroughly nurse fitted me in for tests required by doctor to save coming back

The nurse forgot to do some tests.

Nice, friendly and informative staff

Every enquiry is dealt with in a timely manner. Staff and Drs are understanding. I would highly recommend the practice to anyone looking

Lovely doctor. Listened well and answered all my questions and we came up with a plan for the next few month.

Dr Impey easy to talk to always very helpful

I find the practice professional and efficient

Appointment wasn't rushed and physician associate very helpful

Dr Ellen Sibly was very helpful and understanding and gave good time to hear the issues my daughter was going through.

Very professional, helpful and friendly receptionist staff, nurses and GPs

Very helpful doctor .explained in detail the Problem and advised

Staff from reception to nurses and doctors were very sympathetic, honest and approachable.

Dina was efficient and knowledgeable and put my mind at rest about why my child was struggling to eat food due to the inflamed sore throat

All good

Because we discussed the blood pressure medication that didn't agree with me and what to do about it. It was helpful

Thorough, didn't rush and was human, nice change these days 👍

Friendly and efficient

The quality of health care is good.

Very good doctor – very kind

Doctors are great!

The Dr was very professional and I explained in detail what I needed to know

Both the doctor and receptionist were so good and really kind

Great service and good outcome

Got a great timed appointment, and the practitioner made me feel at ease .

I like the triage system of booking an appointment and the prompt response to a request. The admin staff seem more helpful.

Nurse Ainslie very reassuring

Very good service

No wait. Got what I went in for and a very pleasant nurse

Receptionist very courteous, very efficient, and quickly seen.

Seen on time .Pleasant experience.

Doctor was great

Very satisfactory opinion

Nurse was pleasant and polite and explained procedure in easily understood terms

Very knowledgeable and took time with the appointment thank you

My appointment was on time. The nurse was very friendly and put me at ease. Thank you.

Careful assessment of my problems with helpful suggestions of the way forward,

Dr Kanthi was friendly and attentive. After examination and hearing the patient's recent painful events recommended a Consultant - which had been an avenue we had been considering

I was given enough time to explain my full medical history and how it impacts on my life

Friendly and informative

Good consultation, listened to and given the information I needed.

Excellent care from Dr and nurse. Thank you

Very fast and efficient

I did not need to wait long, though the sign in screen was down. Dr Master was very thorough and clear in her explanations. She made sure I would get a follow up appointment with her next week in busy surgery diary.

Dr Bhardwaj explained everything to me and sending me for a blood test.

Prompt service and Nurse was very helpful and informative

I was seen on time to get test results. Dr very clear about the news, & planned more investigation.

Dr May was so kind and helpful

Very nice doctor and receptionist

Person very nice, put my daughter at ease, very helpful. Only issue was delay to be seen

It was worthy of it

The online system worked well and I was seen the same day, Dr Solomon was excellent. Thank you all Involved

Very quick response and got to see doctor same day 👍 👍 👍

I see Dr Smith and he listen to me really good and he tried to help me send me emergency today. Blood test hi help with my pain. describe tablet. he's absolutely amazing doctor.

Speedy response to my triage form. Seen on two occasions and the physician was thorough and asked for further advice when she saw how unwell my child was. Very grateful.

Given a same day appointment and seen by Dr May who was very proactive, and hopefully resolved the problem.

The Doctor I saw must have assumed I already knew my results of my internal examination so it was a bit of a shock when she hinted at cancer!! I have seen a Doctor today at St Albans Hospital who has diagnosed a hormone deficiency-I await my prescription from The Elms.

Doctor dealt with problem no issues very grateful keep up the good work Many Thanks

I had a telephone call with Dr Smithers whom either answered or dealt with all my queries.
She also had a very nice and understanding manner.

Usually have an appropriate experience but my appointment yesterday was massively disappointing. Came in on a follow up of my last appointment discussing worsening sleep apnea. Because I didn't score high enough on the test, even though my life is being detrimented from this daily, I came away with a recommendation of alpha wave sounds as opposed to an actually sleep test or solution

Kunmi was very kind and helpful. She also made available the range of services, healthcare checks, etc, to help keep me in good health.

Good communication

Good reminders of appointment- nurse was on time

Really good review

On my third appointment about my injured legs, I was told to go to urgent care walk-in at QEII as apparently it takes 3 weeks to get an x-ray. Had to wait a while at the walk-in then at x-ray dept. but I was told at the hospital that the surgery could have booked the x-ray for me and I wouldn't have had to wait so long.

Dr Allam is great

Seen so quickly and by a lovely nurse

Very clear and informative

Prompt reply to my request for sn appointment
Dr Smith was very helpful

Quick and efficient service

It was efficient

Very good consultation and appt system v good too.

Dr Rees was extremely helpful, fitting a coil herself reducing my stress massively!

Friendly service, from reception to the doctor's room. The appointment was on time. Dr May was professional, friendly, knowledgeable and listened patiently to my issue and come up with recommendations.

I had been delayed a bit for my appt with Dr Mayand the receptionist very kindly checked and booked me inDr May as usual ...talked to me with reassurance on areas we covered on my medication and health check upthen the Receptionist kindly booked my Blood Test at the Red HouseIt nice to receive such time and to be assuredthank you so much

GP was very kind and helpful

Excellent service with good appointment availability

Excell Doctor, comfortable waiting room, and didnt have to wait many minutes over my appointment time

The doctor was very kind and very thorough and is a really lovely doctor

Speed in obtaining appt and very professional and thorough discussion with GP over health concerns

Everyone is very kind and professional. My request was acted on very quickly. I am so lucky to have access to such an amazing medical practice. Its a shame its not the same for my relatives in South Wales.

The nurse looked at my finger and as I did not want to go on antibiotics she spoke with the doctor and then came back and suggested magnesium sulphate which has been very helpful in drawing up the poison. I was then given a tetanus injection for another 10 years coverage, which is wonderful.

Kind and understanding

Was treated well – and they listened to me

Feel I get a good service

Ears

Easy to park, quiet waiting room, seen roughly in time and nurse was lovely

Nurse (Irish - forgotten name) is lovely and kind to my aging mother - Mum never feels rushed or a nuisance which is often the case nowadays..

Nurse Ailsley very reassuring

Prompt response to patient concerns

She was very nice, had a lovely manner and more importantly was very thorough.

Lovely helpful receptionist, nice quiet waiting room, lovely nurses to administer our baby's vaccinations and they were very caring and considerate! 10/10 visit

Very thorough medical students with a very smiley, relaxing, patient nature. Finished off by Dr. Kanthi giving plenty of useful info.

All my questions answered

I had a very good consultation with Dr Alaam.

Lovely nurse who carried out a routine smear test. Friendly and informative, thank you.

I hardly waited anytime for my 3pm appointment. I felt heard by Dr Solomon, and that she would action any necessary steps towards my health needs. She is knowledgeable and caring. I do wish she was a permanent member of The Elms team!

Really lovely nurse. Put me straight at ease. 10/10

The physician I saw was very efficient and very empathetic. She went above and beyond to help me.

Seen to quickly, given quality advice, asked pertinent question. Dr had great attitude smiled lots, very welcoming experience to a new patient, and all while teaching a student. Waiting area wasn't too crowded.

Saw the nurse on time

Efficient booking service
Excellent nurse

Superb treatment on my last few visits. Treated with kindness and respect. Treatment plan has been great.

I was given an appointment when needed and given the attention that I asked for.

Excellent nurse, administered flu jab and asthma review very efficiently.

Aisling is an really excellent nurse 😊

I saw Dr Kanthi today. What an asset she is to the practice. I found her to be hugely supportive and provide real clarity on next steps in managing my condition. Thank you Dr Kanthi

Everyone I spoke to was helpful and polite but I ended up with an appointment with a PA when I needed to see a doctor (I did indicate on my form that I had previously seen a doctor for the same issue). The PA told me to book an appointment with a doctor but when I tried to do that on leaving I was told I needed to fill in the form again. That seems like complete madness to me and has also led to the problem that I can for not being sorted out.

Speed of reaction to triage request less than 30 mins. Speed of appointment - 7 hours later on same day. Face to face exchange with GP (Dr Kanthi) was exceptional.

Claire was lovely. A good listener and sorted out the best updated medicine for me. Also gave me some good advice regarding another medical matter.

Thorough consultation with Dr Loweth, very professional and lovely manner.

Care given excellent as always

Appointment on time and (more importantly) good discussion with and good advice received from Dr Smith.

Fran was excellent. Knowledgeable, professional and caring. She gave time to thoroughly educate me and offer treatment options providing an onward plan. It was the the best CDC I have ever had at Elms. Thanks

Elms staff always kind helpful professional

Doctors and staff kind knowledgeable helpful

Student doctor was excellent and Doctor Allam was fantastic. Extremely warm and reassuring.

I'm not sure that my concerns were taken seriously. Prefer seeing the same doctor who knows me and my full medical history

Excellent, very friendly service

All good

Quick response and an appointment the same day. Staff were friendly, helpful and reassuring.

Happy with everything except that I needed to wait over half an hour after my appointment time to be seen.

Very happy with the appointment, the doctor explained why referral for scan was necessary.

The doctor was surprisingly rude. I normally rate the doctors and nurses at the Elms Practice very highly, so yesterday's experience was a real exception.

Right on time. Professional and friendly service

The nurse we saw - who has given my sons injections before was so wonderful! She was professional and warm & friendly. No pain and made me feel very relaxed. Thank you - an asset to your surgery

The doctor was very thorough, asked me lots of questions and had a very pleasant manner.

Dr Rees was caring and thoughtful

Reassuring to get advice from Dr Impey and Nurse Ashling

Very quickly reply to econsult. Given appointment and I was seen and treated by a lovely practitioner who was extremely knowledgeable and helpful. Thank you.

Generally find the practice very good - nurse Aisling excellent. Easy to get an appointment.

Only improvement would be shorter waiting times in reception when have a young baby - or provide a children's area in the reception for them to crawl around / play in.

Always excellent service thank you

I felt reassured about the care I am receiving, and did not feel rushed. Very good service.

The physician associate was very thorough in checking my condition.

Very pleasant reception by nurse who answered all my questions.

Appointment on time. Dr answered my questions

Dr Impey very kind and thorough

Well organised and on time appointment.

Dr Smithers was, as always, thorough and kind. Thank you.

Gp rang and was very helpful

Dr Patel was very thorough and answered all the questions I asked her.

Appointment was good, shame about the wait time

My health concerns were addressed promptly.

I was seen by Dr May on Thursday. She was very patient and kind. She spent a long time with me as I had the back of an earring stuck in my ear canal. Was unable to remove it but did all the paper work/calls to be seen at I&d the next day. Thankfully it was removed there (took a long time to get it out!). Please pass on my thanks to Dr May.

Seen on time. Nurse had everything ready for me and was aware of my existing personal medical condition re injections.

Easy to set up appoint. Was on time fast and efficient. Extremely pleasant nurse

I hadn't met Dr.Kanthi before. She gave me the time I needed, listened to me and reassured me. Shared decision making with a practitioner who was well informed and interested in what I had to see regarding my research.

I saw a Practitioner who was very helpful and advised me what I should do before seeing a nurse in a week's time

Hardly any waiting time once I'd registered my arrival.
But most importantly, I found Dr Franzmann both friendly and efficient. Most helpful.

Quick and efficient

Dr Loweth was thorough and kind, I didn't feel rushed and felt she had listened carefully to my concerns.

Great patience and attention to detail

I asked for an app with Dr Impey and got it.

Dr Smith has been my GP for over 20 years and I therefore value his judgement. I take a lot, maybe too many different medications and this concerns me. Dr Smith has made a suggestion and I will follow his instructions

They always go above and beyond to help. It's much appreciated, thank you.

Nurse Ailish was friendly , efficient and very professional

30 minutes waiting, doctor could not help

Very good service. Excellent advice from the doctor too.

I was seen on time and the nurse was very helpful

From reception to seeing nurse, all very smooth and controlled, despite everyone's travel disruptions.

Impossible (VERY VERY) difficult to get an appointment.

Unclear on process - despite being "online" I was given a paper form to take to for a blood test which I forgot and the bloods were not taken

The appointment was on time, the GP was thorough, compassionate and professional. I was involved in the discussion and the formulation of the treatment plan. I do think the service at the Elms works very well.

Booking an appointment is a tedious combination of online application (with a website that has. lunch break!!!) and then waiting for a phone call. I can't understand why an appointment cannot be made by a phone call?

GP (Dr Patel) highly competent, good inter-personal skills

Doctor showed concern and answered all my questions

Nurse I spoke to was so kind and helpful

Although waiting just over 15 mins for my appointment, I was diagnosed quickly & given a prescription for antibiotics

My recent blood test missed the key test so you arranged quickly for it to be done which I am grateful for sorting so quickly thank you

Dr Harsa Master was excellent, very professional and caring, her communication was perfect and I was very reassured by her approach and advice. Reception staff very helpful and professional.

Got seen straight away

Appointment was on time, female doctor I seen was amazing and understanding, wish I could stick with just one doctor as I have complicated issues and get fed up explaining myself every time I visit.

The trainee doctor had time and good knowledge to answer questions on the drugs I am taking to what is a relatively new condition to me, AF. Backed up by a senior doctor, I was pleased with the suggestion of trying to reduce the medication I am on opposed to taking sleeping tablets as the 1st option.

Always respond quickly. Always understanding.

Doctor Master was excellent, listened and acted

It was prompt, and answered the issue

Able to get quick appointment and treatment

Helpful pa.very helpful and understing listened to concerns

PA very helpful

Good

Convenient time

Responsive

Helpful

Telephone app but very helpful thank you

“a great nursing team”

I received care and attention and was listened to

I find staff in general & GP's are professional and efficient and I'm happy with the service provided

Good discussion and outcome with interested and informed doctor

Listened and gave good advice.

Jo was very thorough during my appointment and I feel I am well looked after at Elms. Thank you

Always helpful at reception. Always seen on or very close to appointment time. The best Dr's practice I've been to.

Reception staff can be a little abrupt but the nurse was lovely

I was called within 5 mins of checking in, doctor Patel was very welcoming and helpful in her pursuit of diagnosis and treatment of my condition

Excellent GP

My appointment was good

The practice is well organised and staff competent, helpful, efficient and friendly

I felt really listened to

Prompt attention to an online request.

All questions answered and attention was immediate

The nurse I saw was very helpful upgrading my inhaler

Friendly professional service from both Jen Mascheranas and Dr Sibly

Very thorough

On time and great information about our vaccination requirements. Well researched and prepared. Pleasant approach.

The practitioner was really helpful and
Made me feel at ease

You are all here to help ,
I feel like writing an essay to the triage .
Then I have to repeat to the doctor . Then I have to repeat all my medical history .
Really stressful and make me really anxious .
It is a lot of repeating when I have trying so hard to be well the last 2 years .
Hormones are really challenging and I don't know how to control it.

The accessibility is great to see a GP face to face with an urgent problem

The nurse I was assessed by was very good and nice.

I was seen by a fantastic lady - very professional in her manner and examination. No messing around - she realised I needed antibiotics. 1 week later and I'm back in the gym, leading a healthy lifestyle. Thank you.

It is disappointing to get the no want to help us online booking as we can't understand

Nurse Ruth was amazing and very caring

Dr I saw was very dismissive of my problems, didn't tell me what I could take for an on going cough that makes me nearly sick every day, also didn't seem concerned that I hadn't been able to keep food down for 2 days when I'm pregnant

Prompt and efficient and lovely mannered

Aisling checked my wounds and was very friendly and caring.

Appointment made same day. Seen by professional and kind member of staff.

Because it was

Productive appointment, Doctor was excellent and progressed my treatment path.

I saw Dr Smith for a prednisone injection. As always he is skilled at doing this in a careful comfortable way

Nurse Ruth was very kind and warm.

Polite staff, very helpful doctor

Dr Smith was very helpful

My visit was to see Nurse Clare for earwax removal.

Clare was friendly and very gentle and I came away thinking another friendly and efficient member of staff. Well done Clare.

Very helpful

The nurses were marvellous

The nurse, Ms C Medley, is very considerate and professional in helping me to have the test. Staff at the reception is very helpful and efficient.

Gave me a solution for my problem and were nice to me

Good help provided

Punctual and attentive medical contact

Phoebe Collins was quite excellent - so competent in handling my situation which is currently complex as I am being seen by nephrology and cardiology at the Lister hospital. Extraordinary skill set for a student - well done Phoebe

Expert advice, well communicated

Comprehensive check-up. Easy to book. Very lovely and helpful staff.

Ruth was very helpful

When this appointment was offered (assuming it was for yesterday) I explained that I required an appointment on 26/12/25 to have stitches removed. That date wasn't available however we accepted an alternative appointment for 29/12/25 which was accepted and made a point that the previous appointment offered wouldn't be required. I hope this didn't result in a wasted appointment. Unfortunately this is the result of relying on modern technology! Wishing everyone a very happy Christmas and thank you.

No long waits at any stage

The nurse was personable and knowledgeable

Very quick to get an appointment. No waiting time at the surgery. Friendly and knowledgeable nurse.

Dr Allan took time to talk through all my queries and was very helpful.

Very prompt and kind response to appointment request x2. helpful advice re bowel problems x2 Good face to face interaction with nurse looking after my dressing.

couldn't make an appointment to see my doctor - Dr R

Taken seriously, spoken to respectfully, quick appointment and referral.

Speedy response to online request

The Doctor was very good - quick diagnosis and treatment.

Getting the appointment however too ages, I had to wait a further week from the first one offered since the only time available I couldn't leave work.

Staff and doctors are always fabulous

My appointment went well and Dr Sibley was very helpful. However, I did have to wait 2 weeks to see her. If the wait had been shorter I would have scored 'very good'.

The nurse was very helpful and friendly with a skin problem that I had. I am hoping that with the treatment, all will now be well.

It was nice to be able to see the Doctor that I requested and Dr May was excellent.

The asthma nurse was very nice and helpful.

Didn't have to wait too long and the nurse was kind.

Seen promptly, my concerns listened to and checked by a very pleasant Doctor.

Clear explanation on what was needed

Appointment was an 1h late!

1st class service

Why is it taking so long to approve repeat prescriptions 23 December

Very considered and knowledgeable presence. Calm and soft manner.

Totally professional approach by all staff, including receptionists. Always friendly, always caring.

Excellent as always & very helpful.

Wishing you all the very best Christmas and Happy New Year...

Because it was very good service.

The doctor gave great helpful advice

On time and listened to me

Helpful

The staff are always very supportive and make my visits very comfortable

A prompt appointment during a busy time. And thoughtful, helpful physician.

Excellent thinking tying up future appointment with this visit and 'blood taken' was painless.

Always a quick response when needed.

I find the e consult system very efficient and I was given a response and an appointment very promptly. The service is excellent and admin staff friendly and helpful with any queries I have. Also very happy with the outcome and plans for my ongoing investigations with Dr Master who understood the concerns relating to my fall.

Appointment at 11am and seen on time

Very nice staff

Easy to book and lovely Aisling

Always so efficient and kind and helpful.
Thank you so much

Professional and considered advice given.

Thought my query was dealt with promptly and thoroughly

I did not see a doctor but a doctor assistant. I believed I needed antibiotics because I seem to have an infection. My eustachian tube is blocked. I am deaf in one ear. She just prescribed a spray. Now my ear is throbbing and in terrible pain. It's Christmas Day tomorrow and my condition is worse. The problem was not my outer ear. It was a result of flu.

Very friendly, knowledgeable service

Quick to respond, gave an appt same day, nurse was friendly and put my daughter at ease

Dr Smith, despite time constraints tried to answer all question and take action-prescriptions and referrals

Dr Rees was very professional 🙌

Very efficient service and the nurse was lovely and friendly.

Nice smile as entre the room, did a good job with my ears

I felt it was a very good consultation

Prompt sympathetic attention

I was seen very quickly, doctors where very helpful, very happy 😊

The surgery is very good. Appointments are always available for genuine medical problems and all staff are kind and considerate.

All good

Efficient booking system, kind receptionist and helpful and empathetic GP

With apologies for delay in replying. As usual I had the best treatment from Ruth. I was treated with care and professionalism at all times and will see her again in 2 weeks time. Thank you.

Booking my in system worked Appointment only a few minutes later than scheduled.

Friendly and efficient

Arrived on time, seen on time. Friendly and very efficient nurse

Dr Smith was excellent with mum.

He delivered the injection with kindness and care and explained the risks and benefits clearly. Mum commented that she loved his hair! Thank you Dr Smith!

Julian smith organised everything I needed from the visit with a clear pathway going forward

I was seen on time. The doctor was professional and helpful, giving me a check over and arranged for further tests.

I always get good treatment. The nurse was lovely, explained everything well and administered the vaccination without any fuss.

Personable nurse, efficient and on time. Much better than last review appointment.

Trainee doctor was very helpful and thorough

The nurse was competent, friendly and good at finding solutions.

Fast appointment

Excellent caring service still,after fifty years attending.

Dr Rebecca May was very helpful, polite and knowledgeable.

Was given further blood tests to investigate issues

Easy to make an appointment, lovely doctor, good care given.

Got appointment quickly, was seen without much delay and the trainee GP quickly called in a partner to get a second opinion on the problem.

Very prompt appointment and clear diagnosis and advice

I was called to an appointment quickly. I would have liked more information from the GP. I wasn't sure if I really felt heard.

We particularly asked to see a dermatologist but saw a paramedic who didn't seem to be able to help us. This was frustrating as we'd been specific about what we needed when we applied for the appointment. We will try and make another appointment

Got an appointment fairly promptly and nurse was v good! Overall excellent service.

The ladies on the desk yesterday (Tuesday 30) at 8.30-9am were very accommodating at fitting me in for a blood test that the locum had suggested to have by Friday. They arranged for Wednesday and I also mentioned that I was due a B12 and they said that they would make a note for the nurse to do if time allowed. Thank you.

Very quick response

Answered all my questions

Always friendly and reassuring

I was given a face to face appointment within hours of my first contact and was seen on time. The doctor was helpful and I was satisfied with the outcome.

Dr Allam is thorough, kind and compassionate

Dr kolamala is excellent and a wonderful caring doctor

Friendly and efficient service

Very happy with the communication about my HRT

Staff very friendly and put you at ease

Dr Impey brilliant as usual

Considered the problem carefully and gave me extra time explaining the way forward. Pleased to see a GP.

I felt the level of care I received from Dr Loweth was excellent: kind professional and thorough. I couldn't have asked for more.

Dr Franzman was supportive of my daughter. It can feel tricky coming to an appointment without your child as I can worry people will think why can she not bring her child here. Dr Franzman was very supportive of our daughter and not judgmental. She was kind and gave me all the information that was needed. We are in a difficult situation and we felt supported. Thank you.

Aisling and Jo were great. Happy and cheerful.
Thank you and best wishes for 2026!

The smear test appointment was very straightforward and the nurse was very friendly, helpful and put me at ease. My appointment was running about 25 minutes late which is why I haven't ticked Very Good. As I don't have any phone reception or internet at the surgery, it means I can't communicate with family to let them know when appointments are running late and I will be delayed. That can be quite stressful, especially given that we don't get updates as to how long we are likely to be waiting. It would be great to put WiFi in place for patients to use especially given the lack of mobile phone reception too.

Attentive kind understanding staff.
Always helpful.

My appointment was cancelled half an hour before I was due to attend it. I am now waiting for it to be rescheduled.

The Nurse was very attentive and helpful with all the information we required.

Dr Allam was very attentive and thorough throughout my second visit. We discussed various ways of further investigation into my symptoms and I came away happy with the decision.

The doctor was really thorough - I felt like she explained everything really well and gave me context, reassurance as well as a potential solution. She actively listened to me and it's meant that I now think I know what is wrong and have a plan of action. Given this was the third time I'd seen someone medical in two weeks - with no valid explanation or potential issues identified before that, I was incredibly grateful.

Equally I was very grateful that she spoke to me about an additional topic even when time was tight and was compassionate in her approach. Thank you.