



# FRIENDS & FAMILY TEST RESULTS

**March 2026**

**Number completed: 484**

**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: 397**

**Likely: 62**

**Neither likely nor unlikely: 11**

**Unlikely: 6**

**Extremely unlikely: 4**

**Don't know: 3**

## **Comments made by patients:**

Clear advice was given. Treatment plan explained and tests were ordered.

Always very thorough

This was the second visit for an ECG and both times the ECG machine was faulty leading to an abortive visit. I am awaiting a follow up call to re-schedule the visit when the machine is working again.

The physicians associate was knowledgeable and friendly, and didn't rush the appointment. My online request was answered promptly by a GP.

Dr. Allam was welcoming, extremely attentive to all I had to say. She gave me a very thorough internal and external examination and explained her findings. I found her friendly and respectful.

The appointment was booked very fast. The Dr that I met was very professional and friendly. The appointment was efficient in terms of time management and conversations.

All the doctors are very helpful and give you time to explain your visit to the surgery.

Chat closed by doctor or system prematurely before I received the information I needed for my daughter. Impossible to even have a phone conversation these days with a doctor.

I was seen at my appointment time and the nurse was very friendly and reassuring.

The doctor was patient, friendly and helpful

Very friendly phlebotomist. Took care when taking blood samples. Very quick service (did not have to wait) and in and out of the surgery within 15 minutes. I was offered an appointment for blood tests at my GP surgery when the alternative of an appointment at the Red House (Harpenden Memorial Hospital) typically has to be made for several weeks ahead.

I was left a voicemail for a telephone appointment saying I'd get a call back, but it never arrived.

Prompt response to email and prompt appointment

Saw the Dr I requested same day as requested

Happy with how I was dealt with, but had to wait for 25 minutes after appointment time before being seen by the nurse. I had arrived 10 minutes before my appointment time.

The GP was very kind, caring and I really felt listened to.

Dr Smith had time to discuss several concerns with me.

The music in the waiting room was very stressful Found it overwhelming due to my autism

The doctor was great, friendly & helpful. The wait time from the booking to the actual appointment and subsequent blood test appointment is/was quite long though.

Very thorough only disappointed as finding it difficult to obtain my prescription from the surgery just about to try again

Doctor was friendly and listened. Has given options once tests are back.

Excellent, as always!

Seen on time and answered all my questions. Dr was very helpful

Very responsive to initial enquiry, appt arranged very quickly and extremely punctual on the day

The nurse was friendly, professional and gave clear advice

Helpful and friendly nurse

Dr Loweth listened and was decisive about the next course of action. She put in place the next steps.

The doctor was excellent. Explained everything very clearly and listed carefully to everything. The reception staff were also very friendly and helpful.

Punctual, efficient and affable

Dr Allam was very understanding and took my illness very seriously. I thank her for this as I have been feeling so unwell. I think she provided an excellent service.

Given quick appointment. Dr Franzmann was very nice, I felt I was given time to talk and explain things. I never felt rushed.

The service I received was very good

The student doctor and doctor were great dealing with my son

Very efficient and sympathetic

Very satisfied with level of service of the doctor

I had a student doctor for my appointment and she did a brilliant job - listened, very detailed, collected lots of background information.

Accessible professional service - good response times

Very friendly nurse

I was told my appointment was at 9am, to which I arrived 10 minutes early. I wasn't seen until 09:20, which meant I wasted 30 minutes of my working day. I suspect the appointment times allows for people who are late, which I understand. I was given a little more than the usual 7 minute target, which I also appreciated. A score of very good would have been a shorter waiting time, and a slightly less rushed exit. None the less, I felt listened to, and felt my health needs were well met.

Dr d'souza was very thorough. However when i visited the other week and saw someone else I found that person dismissive, hurried, didn't listen and couldn't wait to get me out of there. I had such good experiences with physio Lisa and this was a massive let down, so different to the experience I usually get st the Elms, where i always feel the staff are diligent and careful.

Dr Rees always demonstrates immense care and professionalism

Friendly and efficient nurse made me feel relaxed

Very satisfied with the treatment. Thank you

Nurse listened and understood my anxiety then made procedure as quick and painless as possible.

Staff were kind, helpful and professional

Very efficient, didn't have to wait long and the nurse was clear and concise in delivering the information and vaccination

Nurse was prompt and efficient

Consultation was quick, efficient and informative

I always hear back from my online communications promptly and I'm always satisfied with the outcome.

Appointment on time. Nice interaction with nurse. They sorted out a new appointment on the desk for an unrelated issue. Thanks.

Efficient triaging - sent a pic , needed seeing by a dr and appt given for following day. And then appt was followed up by a phone call to check the prescription would be administered properly. Thanks so much. Happy teenager and happy parent.

Seen exactly at my appointment time

I thought Dr Allam was very thorough and easy to talk to

I is always good, friendly and efficient

Thorough and empathetic

Appointment went well and was on time

It was unusual to be treated by a student but she was charming and seemed very thorough. She was supported by Dr May and that was reassuring. It was not possible to cover all my questions due the format but ok.

Seen on time and able to discuss my situation with the doctor

Smooth and helpful

Lovely friendly nurse

Efficient and well organised

Easy to contact surgery via website, speedy reply and follow up appointment

Excellent manner from Doctor listen to problem and consider it carefully an gave a solution Many thanks

Excellent service listen to problem and came up with a solution most grateful Thanks

Easy and efficient and friendly

The Asthma nurse, Clare Healey was very thorough especially when I told her about the problem I have every morning having to clear my throat. She advised me to contact her again in a month if it doesn't clear up.

Dr Allam was super helpful and thorough. I would have scored v good but feel I had to wait a while fr appointment

Doctor was good and sympathetiuc

Dr May was very understanding ( Not judgemental)

Was very attentive, did not rush me and through.

Came away feeling positive.

Always professional and caring for my elderly mother.

Probably needed more gel on speculum but GP understood my concerns but couldn't determine cause of problem. I later asked for an urgent ultrasound scan and I had this today. My husband took a call this afternoon noting a hospital appointment for next Tuesday but doesn't know where or what department and I don't have the message the lady said would be sent! Hoping it all becomes apparent soon!

Welcoming, prompt, efficient

Informative feedback following brief examination. 30 minutes late - not a complaint, just the reason for a score of 4 not 5.

Very attentive helpful staff on time appointments very thorough communication and onward services booked efficiently

Clear comms, broadly to time, engaging medic, clear and practical advice

Reception staff friendly and helpful.  
The physio was very good.

Very pleased I could see a Doctor, a qualified GP. Thank you

Efficient, friendly

Always well looked after

I thought I was seeing a doctor not a pharmacist although she was very nice and kind and went through the prescriptions well. A good listener

Friendly staff, nurse explained fully, also offered me a shingles jab which she did on the spot

The appointment was reasonably on time and Dr Smith went through the results of my recent blood tests and clarified queries.

Was pleased with consultation

Quick response to my request to see a GP with a medical problem and an offer of an appointment the next day to see an experienced GP

I am always treated with kindness everyone from reception to Drs and nurse

Very polite and efficient nurse

Because of traffic, got there late, was told by reception that doctor will not see me

Efficient consultation. Dealt with everything well.  
However, blood test form should have included renal function

The GP I saw was understanding and very helpful.

Nurse was nice. Appointment arrange online. Efficient

Appt on time and consultation for medication review was thorough.

Seen within 5 minutes of appt time. DR Bardwaj was very helpful and explained everything very clearly

I didn't appreciate being lay there ready for a prostate check and the doctor asking at that moment if i mind the student having a go as well. No one wants a prostate check let alone two. It should have been addressed before this moment and the question should have been put in a more sensitive manner. I did say no but I felt uncomfortable doing so and I should not have been made to feel uncomfortable. Not up to the usual Elms level of service. I suspect the dr (who i've met before and was very very good) was rushed at the end of the day and had his own patients to attend to. I will be very reluctant to see the student doctor again - you need to be very careful what type of cases you're sending there.

Once I got in to see the doctor it was very good. 45mins late though

I was seen on time and all my questions were answered

Appointment on time and the nurse was really nice.

Good level of service

Efficient service

Quick response to request. Thoughtful and helpful doctor.

Friendly and helpful service

Appointment took longer than hoped but was fine when it occurred

Excellent consultation with Dr Kanthi who understands the menopause well

Professional friendly service as has been the case since my initial consultation in December.

Dr Patel was very empathetic-I'm reassured that I can have help going forward.

It was my first smear test which always brings nerves. The second I walked into the doctors room I instantly felt at ease. Clare was so so lovely, I can't thank her enough for making the whole experience a breeze.

Got back to me straight away and was able to see a doctor that day

The GP revised my blood test results and recommended one change to my current prescriptions and one additional item which I was able to collect from my local pharmacy within a couple of days.

I was seen on time and the doctor said she would arrange for me to have the problem further investigated at St Alban's hospital

I went into the doctor at 9:50 for a 9:20 appointment.

The doctor asked me a few questions about why I booked the appointment. We agreed on a decision, I left roughly 10:00.

I always receive a prompt response to online requests. I was very satisfied with the appointment I attended

I had diarrhoea and was very tired.I still haven't full recovered.I didn't receive much guidance about how to treat it.I did receive a rather worrying info sheet about a drug I don't yet take- a SGLT2 inhibitor. It mentioned diabetes which I didn't know I have. Altogether I came away feeling more worried than before.

Good communication. Gave me an injection

Dr listened. Explained what symptoms could be and arranged blood tests and follow up and maybe future help depending on results

Dr Jullian Smith is a thorough and knowledgeable Gp . He looked after me like always so kindly.

Fantastic GP dr Jullian Smith looked after me so thoroughly.

Doctor really listened to me ! And was kind and caring

Kind, informative and hopefully I will be sorted after more blood testsp

GP was excellent, really listened and took care with information she gave me. Felt heard and cared about.

I was seen in a timely way. The Dr was pleasant and understanding.

Appointment was easily arranged and it was almost on time

I have always had a nice welcome, friendly, and Doctor explains things so I can understand, waiting time is punctual I've not had to wait too long

Dr Impey was very helpful and reassuring. She was very understanding and very knowledgeable.

Speed to appointment good. Physician Associate good. Half hour delay for a pre 9am appointment somewhat surprising given time of day.

Easy to book an appointment once initial request submitted with online forms. Rn Ashling was friendly and knowledgeable and helped us feel at ease. Was swift and efficient giving the injections to my child with her Colleague making the vaccination experience quick and did not fuss over him which I appreciated. Thanks.

The person I saw yesterday was very thorough exhausting all avenues of potential causes, while reviewing past x rays and test results. I was very pleased.

GP forwarded what was required for the bone scan I filled the Δ form re: Osteoporosis, and also added to the blood tests required that can be covered with the one due tomorrow for tests raised ~3 weeks ago. I also raised problem with my fingers and thumbs cracking up, she advised due to additive in many soaps, prescribed hand cream for. Also I covered some extra minor ailments that she advised me on. Saved the bureaucracy and inefficiency for NHS, Elms practice of my time having to raise a triage form for each one

Very prompt responses + referral. thanks!

I filled in the triage form at 8am, had a response by 9:30am and was offered an appointment for the same day at 3:10. When I couldn't make that time, was offered an appointment the next morning g. Very efficient.

Lovely nurse

I appreciated the ability to book a non-urgent appointment. The surgery was running to time. The GP I saw was knowledgeable, comforting and I left with advice and a plan to deal with both issues.

Tbh I was seen by a trainee and she didn't give me any confidence in advice she gave me. I couldn't get her to understand how I feel with the headaches so for that concern it was a waste of time.

Aisling is kind and efficient. Thank you

The nurse, Ruth, who handled the screening was so lovely and professional. No one wants to be there but she made it the easiest experience possible :)

Immediate appointment which was also rearranged due to me being stuck in traffic

Student doctor was excellent. Very nice, professional and explained everything clearly.

Very kind doctors

Dr Allan was very thorough and has done tests for everything my symptoms could be

Everything went well and I am hopefully being referred for my scan.

The nurses were amazing - really friendly and kind and what a brilliant idea to have two nurses working together to give the vaccinations at the same time. It was quick and efficient. Thank you so much

Dr was very thorough and concerned

True, quite thorough and helpful

She listened carefully and I felt made the correct referral to investigate

Helpful receptionist and great info and support from lady I met.

Attentive and solid advice

Dr May was very helpful and thorough

Speedy response, quick appt and co ferns listened to by GP and referral made straight away. Thank you!

Do not like the Waiting room chairs layout -

No music was on so could hear the receptionists on the phones

When your not feeling well at all and then no car park space it doesn't help saw someone in nhs lanyard park and walk off out the car park

On the plus side dr saw me was very nice, slight delay

The practice runs very well, it's easy to request an appointment and your communication is excellent pre and post appointment.

Quick and efficient

Everyone was very kind and helpful

Dr Impey was very knowledgeable and helpful

The nurses were wonderful

Running 15 minutes late

The only reason I didn't say " very good" was because I didn't go in straight away.

Staff are friendly, helpful, nurses are amazing as always

Booking system is quick and efficient, the appointment was delayed by about 10 minutes , but I understood that, and Ruth as always made everything comfortable

Nurse was very pleasant listened to the ugly story and the stitches removal was painless.

I was offered an appointment quickly and an ecg with analysis to set my mind at rest.

Friendly service, short wait

Extremely helpful, fast and efficient

Because it wasn't a bad experience 😊

I was seen by Dr Loweth who apologised for running slightly late which was very polite and which I appreciated.

She was very professional and inspired confidence. I would certainly recommend her to any new patient.

Dr was understanding, professional and provided a course of action

Punctual, polite, caring

Rapid response to my request for an appointment. Very thorough consultation with Dr Patel.

Nurse was very friendly and made me feel comfortable. She was also very informative

Seen same day

Timing was good and the nurse I saw was lovely

Spent time with the GP who went through everything thoroughly.

I have known Dr. Impy for a very long time. She is so efficient and understanding.

The medical practitioner, Fran Bartz, was professional, warm and very helpful

Efficient practice, experienced doctors. Dr Smith explains everything clearly, doesn't rush, and is very approachable.

Fully informative and approachable

Everyone is so lovely and always makes me feel comfortable when coming in

Ruth was lovely and professional as always

Triage system worked well and the appointment came through promptly. I was seen on time. The doctor was thorough and communicative.

I saw Dr May with two issues and she was very thorough and helpful in examining me trying to sort out the problems.

Dr Smith was patient and willing to listen to concerns

I have to walk with a push trolley. It would have been pleasant to have some help with doors etc. Other patients came up trumps.

The nurse that I saw yesterday was absolutely delightful. Professional, informative, helpful, caring with such a bright and sunny disposition

Professional as always .Thank you for always being supportive.

On time, kind, respectful...lovely nurse. Thank you!

Polite, informative and professional treatment

Dr May listened, gave clear advice and was reassuring

The pharmacist I spoke to explained everything in detail.

Very thorough consultation and advice given

I submitted photos online and was called in for an appointment. The Doctor I saw was great, thorough, professional and friendly.

The only downside was that my appointment ran a little late. Maybe 25mins or so.

Thorough, and more time than usual

Very responsive and excellent doctors

Felt confident in advice I was given

My appointment was on time and Dr Smith could give me face to face time

Great booking service, efficient system and warm empathetic doctor

The doctor that I saw was very good and clear

I received a prompt response for my appointment request and advice in a telephone call from Dr Patel.

Very comprehensive covering all subject areas. Many thanks for a professional consultation.

The Doctor who saw me was friendly and dealt with my problem in a kind professional manner

Very efficient service, the response to my request was dealt with promptly

I didn't have to wait long and Nurse Clare Mealey put me at my ease

Very helpful team organised a booking for me for a shingles jab at short notice. Nurse Ash was professional and efficient in giving the vaccination- my thanks to Ash and all the team behind the scenes.

As always, warm, friendly, approachable and professional

Good consultation and very knowledgeable

I was impressed how quickly I was given an appointment with a doctor.

Dr Sibly was very thorough, sympathetic and understanding.

Physician associate excellent . One day to get an appointment good . Delay ( ca.30 min) on actual ca. 9am appointment !! Prescribed 7 days abx which run out today. Condition not fully resolved. I did mention at the time that i thought a longer course was appropriate The appointment was on time and Dr May is always kind, friendly and very reassuring

Didn't have to wait too long, and both receptionist and nurse were very happy people which makes a difference.

Dr excellent

Late start not good

If on time would have been very good

Answered all my questions and was clear and informative

Very happy with level of care I was offered

You go the extra mile

Somone called me the day I made an online appointment and the doctor saw me the same day

The young male medical student did well.

Dr Impy was wonderful, I was stressed about my skin and my partners recent health issue and she was great in listening to my problems and describing options to manage my skin condition and prescribed current and new creams to try. She was very patient and understanding, she made me feel so much better, I left feeling a weight had been lifted. Thankyou so much.


Annual review including blood test results. Satisfactory outcome with adjustments to my long list of medications. Prescribed one new medication immediately which was ready for collection later the same day.

Professional, thorough and kind

Greeted, by a very welcoming receptionist and I had a very good experience with my first,visit to Dr Smithers

I was able to have a follow up appointment with the same GP to recheck my symptoms and change of treatment 1 week after my initial appointment,

I booked an appointment to go through many health concerns. The first thing the Dr says to me when walking into an appointment is "you have many problems but I only have 10mins to discuss so you have to prioritise. I am not happy as this was booked the same day I came in for a urgent health concern over a week earlier and know that I would need to book a longer appointment to discuss all other which. I am also not happy that we book online asking for phone call and only receive text, even though this is not selected for contact options. Why is it ignored?

It was lovely meeting Dr Patel, time was spent listening to my many health issues, I left feeling hopeful. staff members was very pleasant, surgery is very clean and my appointment was on time  


Excellent staff and doctors. Felt included in all aspects. Many thanks.

The nurse was really kind and was very gentle when removing my stitches. Thank you x

Sympathetic and efficient

Professional, thorough and friendly as ever

Great understanding, kind and informative

On time and friendly

The doctor thoroughly explored my concern, including considering potentially-related conditions.

Ashley gave me my shingles vaccine, I was worried about my toe she looked at it and told me it was not infected and would heal it self. Gave me peace of mind. Very grateful. Thanks

The receptionist gave me an appt time of 3.40pm when I arrived to book in it said my appt time was 3.50pm but I had not been informed of the change. Also following the original appt and this one I had to sent a blood pressure diary and I emailed it and whilst I assume everything was ok no confirmation of this has been received!

The Doctor I saw was so helpful. The most helpful doctor I've had here.

I was able to get an appointment very quickly and was referred to the SDEC unit at L&D with an appointment

Everything went smoothly and appointment was on time.

It's not until 26th march

Friendly doctors who took their time to explain things.

Dr Patel was very patient towards my needs

The nurse was excellent, actually getting the appointment was appalling.

Prompt scheduling and the visit was also very helpful and friendly

DR JULIAN SMITH he is the best one he's always listening to me try to help me I want to say thank you very much to him

Would have been Very Good but accessibility issues were a huge negative!

Timing and service

Very polite and informative

Very efficient service, booked online & was seen within 10 mins of my appointment time. The nurse was friendly, warm and helpful and explained everything very professionally.

I got an appointment quickly and the doc listened

The doctor was really nice and the whole process was just very easy.

Appointment was on time., consultation was good and further consultation to be arranged to confirm advice.

On time and efficient

Very good service now I have contact

Jen Mascarenhas was very professional and efficient. She methodically checked the medical history, analysed the symptoms, conducted a thorough examination before prescribing medication.

My request for an appt was immediately answered and offered at convenient time. The assoc physician I saw was caring and thorough and prescribed antibiotics with care. I came home optimistic that I would soon be feeling better!! Thank you

My questions were answered

The trainee was excellent, but the Doctor applied 'usual' scenarios, i.e. nighttime waking not being unusual rather than my personal experience that is unusual for me. I also suspect she was trying to save money because she wouldn't prescribe anything and told me to get it from the pharmacy.

Quick response for the offer of an appointment. Very professional and attentive to the patient

Quick response regarding making an appointment. Excellent meeting with the doctor. Left feeling reassured

Appointment on time, consultation very helpful

Clear and supportive advice. Dr Jackie listened and focused in on a clear understanding of the issues and a good diagnosis. Very happy with the service.

We were quickly seen and the doctor was brilliant with my daughter, very reassuring and quickly escalated to hospital

Appointment on time. All questions answered

Punctual and physician associate took time to discuss and answer questions.

Fast response and good service

I was very impressed with the very thorough doctor's consultation which resulted in the doctor making suggestions about drinking more water and making changes to my medication. I sent a thankyou text message to the doctor.

I was seen promptly and Dr Loweth was courteous and professional throughout. The surgery always appears clean, calm and efficient.

Very polite friendly staff

The Dr was engaging with my daughter and speaking to her in a relatable way. She was proactive by booking us into the youth well being clinic

The GP who I saw was very helpful and thorough in discussing why I made the appointment .

Didn't wait too long both Dr and Receptionist very nice and friendly and helpful

Ruth was very happy to answer all my questions and suggested i apply for the shingles vaccine in a couple of weeks

Your patience and knowledge much appreciated. Many thanks.

GP was very pleasant and helpful. However we didn't discuss vaccination...which was a pity (& probably my fault).

Thorough examination by a student doctor and supported by the his resident doctor

They were very in depth and helpful

It's impossible to get through on the phone but the on line system works albeit a bit clunky. Doctor was great.

Always prompt in responding to my requests

Always very thorough and prompt with triage requests

Excellent care - I was listened to, and was given good advice.

Dr Smith was clear in the explaining and not in rush

Kind and professional staff

Just my view

Dr Smith is supportive and definitely cares

The nurse was great and the appointment was good.

Receptionist was very helpful with getting Ash to help us out with dressings as the ones prescribed were too small to cover wounds. So I big thank you to those members of staff

The doctor was thorough with my daughter and gave good indications. However, they didn't explain whether the medication was in one or both ears

I was in agonising pain and was given the appointment so late in the day (17.30pm with extra waiting time to go and see the doctor !) so in that pain had to rush to Manor pharmacy by foot ( I don't drive ) to be able to receive my vital meds before their closure !!!!

Waiting time was good and Dr Smith was kind and thorough with my dad

Excellent quick response and reassurance

Prompt response to my initial enquiry.  
Helpful doctor and student doctor.  
Thank you.

Prompt and efficient and pleasant

Excellent service and very responsive and efficient

Dr Rees very thorough

You are fully aware of my issues

Efficient check in

Reminders sent to my phone. The waiting area was clean and well organised

Dr Empey was friendly and informative, I got treatment on the spot

Easy to make appt and lovely GP

Efficient and helpful

Doctor Impey is extremely helpful and thorough and she takes time to listen and help the health issues

Talking to Dr Impey is like talking to a friend.

Doctor was lovely – reception very helpful

This doctor always goes the extra mile awesome service

Doctor Patel was kind and helpful

Wonderful doctor (Dr Impey) who took her time and made me feel very comfortable. Easy to get an appointment and running on time.

Thank you for your patience and knowledge

Reception staff quickly understood the help I needed although no appts were available. I received a prompt tel call with an appointment with duty nurse at the end of the day. Staff extremely efficient and nurse liaised with duty doctor to administer the treatment needed with advice for further contact over w/end if needed. Exceptional treatment and service from an already very busy

team. The Elms Practice continues to give exceptional admin and professional care to its grateful patients.

My online request was addresses in an hour and I was given a doctor's appointment for an hour later. I then picked my prescription on my way home. I couldn't ask for more.

Doctor was dismissive and condescending

Appointment booking was easy.

Dr Patel (as always) was knowledgeable, informative and efficient. Also friendly and approachable.

Efficient and pleasant

I have the answers to my questions

Efficient and quick vaccination. Thanks

I gave this answer because I had the best smear test ever- Aisling was so friendly and empathetic and made it go smoothly so thank you to her

Nurse was considerate as always. A pleasure to meet her

Very quick response this time

The reason you didn't get very good was because I was kept waiting. Doctors were both very kind and helpful.

Because it was very good!

On time and very informative doctor

Dr mistry was lovely! Seemed to actually understand my underlying condition and how it effected me and was proactive to help x

Staff most friendly and most importantly, clearly wanting to help

Very prompt response after online form submission . Good triage experience and got an appointment the same day when concerned about my child's symptoms

Satisfied overall

Good service

User friendly, helpful, supportive

Felt comfortable and not rushed. Good health exam and clear advice

Prompt response to my request for an appointment

I saw the physician associate (Jen) who was excellent. She was very helpful, knowledgeable and reassuring.

Didn't rush

Responsive, listening to the patients with the required concerns and attention.

Really thorough input from Dr May

Excellent consultation. Dr Mistry listened and was patient. Dr Mistry proposed a clear plan to understand the cause of my symptoms which could be put in place quickly. Thank you

Prompt and helpful service

Doctor was attentive and answered my questions as well as assured my worries about my health.

The nurse was extremely accommodating and very kind.

Very quickly seen

Always helpful

Because I have always had excellent service, since becoming a patient at the Elms.

Great interactions, clear advice and support. Very grateful for The Elms!

Friendly Reception and Dr didn't make me feel rushed

Doctor I saw was very patient with me

Dr Franzmann was very helpful, understanding and reassuring

Dr Allam is always very thorough, polite, professional and caring

I contacted via the website enquiry and got a quick reply followed by a questionnaire, which I completed. I was offered an appointment for the following day. The doctor I saw was very helpful and listened to my concerns and arranged for tests. All went very smoothly. The receptionist seemed a bit off but maybe she'd had a bad day.

I always have a great experience at the Elms, all the team are really nice and helpful.

The GP listened to my issue and gave an appropriate response

The Doctor listened and got stuff organised

As always, prompt appointments, professional advice, friendly staff

Dr. Loweth did a great job clearing up my infection .which I had had, for a long time.

Promptly seen

Ears syringed but little in them after olive oil treatment

Went to ear test in St Albans later same day was told that needed to be left for 2 weeks to let ears totally clear of oil. Will phone up then

Hearing seems ok without hearing aids

I was seen promptly and the nurse was excellent.

Confident, thorough and caring

Very good

The doctors and the staff always do their best to provide an excellent service to patients.

Dr Patel was very helpful and professional.

Ashley is brilliant

Dr Smith is 110% with me

I see the student Dr the young man was very good and then I see the lady Dr and I'm happy with from both of them. I just say thank you to them.

I was listened to and given helpful advice by someone who established a good rapport with me. It didn't feel rushed. Good knowledge and experience deployed in a thoughtful and effective way.  
Thank you

Expert advice - Wise to go to Dermatology Clinic - referral letter just received appointment for 31st March!

Thoughtful and kind analysis by Doctor & assistant concerning my facial rash, and swift decision on remedy.  
Excellent service.

Given inappropriate advice for age of patient. Pharmacist would not sell cream as it isn't recommended for children under 10 years old!

Always friendly, listened and gave sound advice / options to resolve

Very quick appointment and the doctor was wonderful with my child

Dr Smith was very attentive to my problem and helped with suggestions on resolving it.

Always polite and friendly. Nothing is ever a problem

Was seen quickly- wasn't expecting an appointment

I had a 20 min wait

Dr Impey very good

Felt I was listened to

Prompt response to any health issue

We got an appointment within a week. Dr was very investigative and made referral for blood tests.

This is a very well run GP practice. The booking system is efficient and I was seen within 2 days. I'm always very impressed by everyone I come into contact with at the surgery - in this case a very friendly and helpful student doctor and then the excellent GP supervising him. I feel so lucky to have The Elms as my GP Practice - thank you for doing such a great job.

Very informative and questions asked were all covered and i was able to understand and make an informed decision

Dealt with all the issues I had

Rapid appropriate response to my problem

My infected leg wound was dealt swiftly and efficiently. Nurse Aisling organised the required dressing over a 10 day period

All was perfect

The doctor allowed time to have a discussion and did not rush me, she was very professional and made me think about my diabetes

Quick to get an appointment and felt listened to

Excellent care

Because it was Very Good

Dr Bhardwaj was excellent and efficient. He diagnosed my condition and I have every confidence in him .

Dealt with all the issues in a clear and efficient manner.

Quick and efficient service

Because that is what I thought 😊

Detailed informative and professional responses to my questions

Dr kanthi was incredibly thorough - even though I know she has time constraints and always goes above and beyond

Didn't have to wait too long beyond my appointment time and Dr Patel spent time with me to address a number of issues

As always everything efficient and staff always helpful

Felt concerns of my wife and I were heard and so far as possible at the present time addressed. I left no longer feeling guilty or embarrassed about my current condition and feeling more confident in when to use the epi pens. I felt a strong course of action had been established and I had a plan to go forward with ....

Dr Allan was very friendly and understanding as always.

Professional knowledgeable articulate and friendly

Dr Impey was lovely. She answered all my questions, listened to my needs & explained everything that I asked thoroughly, giving me pros & cons, which is exactly what I wanted to know. Could not have asked for a better appointment. Thank you so much

Good professional consultation with solid advice

Good service but a long wait past my appointment time

Easy to book, register on arrival and seen slightly ahead of my appointment time. Great service from reception too.

The visit was shortish but I got more information sent to me by text message on my phone

Seen on time, Doctor was friendly, took time to listen and examine me. Greatful for the advice and support.

Clear explanation of what the plan is for future treatment.

The doctor was polite and gave a really good assessment of the tests and also suggested next steps

Always receive fantastic care from Elms. Thank you. We are very lucky to have you as our GP practice.

Dr Smith ( who I saw this time) is very understanding, helpful and reassuring. He is a terrific GP.

The GP was very understanding and helpful. We were very satisfied with the outcome and advice

Very good

I was seen promptly and given clear next steps referring me immediately to the L&D for a scan

I have been with this surgery all my life

I like seeing a fully professional doctor who can do a smear with my tilted womb

I didn't feel like I was taken seriously

Very quick appointment. No waiting. Good advice

Dr Kanthi is thorough and well organised.

Seen on time, very good explanation of medical issue and follow up appointment booked in there and then

All contact points proficient and prompt

Booking my appointment was straightforward, and my interaction with the Jo, in Reception, was very helpful. I received my call from the Doctor on time. During this, the Doctor was clear in her explanation of the pain management options available to me. I felt listened to and not at all rushed. The call felt calm and reassuring.

I was given as much time as i needed to discuss my health concerns.