



# FRIENDS & FAMILY TEST RESULTS

**April 2026**

**Number completed: 386**

**96.5 % 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: 322**

**Likely: 50**

**Neither likely nor unlikely: 6**

**Unlikely: 1**

**Extremely unlikely: 3**

**Don't know: 2**

## **Comments made by patients:**

Seen very promptly, appointment very satisfactory

As usual my nurse was excellent and carried out my injection perfectly. Very happy. Unfortunately on this occasion I had to wait 35 minutes to be seen. Fortunately it isn't normally like this. Thank you.

Resolution and explanation of my concern

Much appreciated appointment with Dr Loweth, who was very thorough.

Thank you

I am suffering a facial breakout and some cream medication made it worse. Dr Impey proposed tablets which have already calmed things down.

You are always very good 👍

Dr Loweth is amazing and helped me, cant describe how much i appreciate having her as my Doctor

Doctor listened and gave me the help I needed .

Because the doctor I saw was very capable and check everything so I would definitely ask to see her again

Prompt and friendly service

Dr very thorough, clear and helpful

Empathetic and useful help and advice from doctor May

She was really lovely and seen to me straight away

Warm welcome at reception. Appointment time given was on time. Doctor Loweth was knowledgeable and helpful. I felt that she explained my treatment extremely well and I feel confident in the outcome.

Dr Sibly was very thorough and approachable. Thank you.

My husband took our little girl to this appointment and was so impressed by the kindness and support they received, we have been so incredibly happy with all of our appointments at Elms medical since moving into the area last year it is such a lovely caring team.

Dr listen and engaged in conversation

Dr Impy was overall fantastic. She is brilliant and made time for me to fully talk through my main concern, but also concerns that branched from that first. We did spend more time talking about the side concerns than the main which was a little confusing, but not bad. I was seen same day which was great, but there was a little confusion on arrival - I was told on the phone I was seeing Dr Impy as part of the minor illness clinic, but reception couldn't find my appointment under minor illness and thus I became late, but did find me under Dr Impy (I felt as if it was implied that it was my mistake), but then saw Dr Impy and she had "minor illness clinic" on her door. Again, not a major issue but it added unnecessary confusion and delay

I was very happy to be offered an appointment so quickly and had a positive experience meeting Sara Randall. She was understanding, thorough and supportive and I feel confident with the advice and plan of action she provided.

Dealt with politely and efficiently

Because the nurse was very good

Good appointment time keeping

Nurse Mayo was very kind and looked after my cuts and bruises in a very effective manner.

Because the nurse Ruth was helpful and determined to resolve the problem

I was expecting to see a doctor and reception not very helpful

Incredibly easy to get an appointment when needed. I felt listened to. Thank you.

Attentive doctor. Listening and answering my questions

The Dr showed interest in my health I want to solve my health issue

Seen quickly and doctor helpful

Timely response to requests for appointments and follow up with Associate Physician (Sara) who was fantastic

Couldn't ask for more

Very helpful – Dr Smith was informative

Professional and charming

My GP gave me a thorough consultation and listened to me

Lovely nurse, appointment on time

Because Dr Smither appeared to understand my symptoms and concerns

Although there was a bit of a wait, nurse was wonderful. Friendly, reassuring and knowledgeable

I requested a smear due to symptoms I'd been having. A dr booked me in and I arranged the afternoon off work for it, but when I arrived I was informed I wasn't able to have the smear as it wasn't due until next year and wouldn't be accepted.

Generally always has been. I have been with the practice for probably 30 years. Dr Impey is a fantastic doctor. Friendly, professional and always shows an interest with a smile. Explains possible conditions in layman terms. Very sympathetic. Can't complain.

Dr Impey was absolutely brilliant. So knowledgeable. Did a biopsy then and then. No messing around waiting for a referral. Can't praise her highly enough.

Very professional nurse, thanks

My nurse was 25 mins late but no one was being seen before me as no one came out before me. Not a great service.

Recent problem addressed and also long term condition. Hopefully things will work. Good Consultation.

Things went as efficiently and professionally as needed.

Because as always your nurses are the best

'- My appointment happened on time  
- Dr Rebecca May spent the time explaining things to me and answered all my questions with care

Physician Associate very helpful and I was given an appointment at short notice before Easter break

The appointment was on time, the Nurse was very good at explaining everything and the treatment was successful.

No problems, lovely doctor

Surgery is always responsive and helpful

Ruth gave me a potentially painful injection very professionally

Not too long a wait – 20 minutes – In and out quickly

Seen promptly and reassured

I saw Dina and she was excellent. The service from reception was acceptable but would have been nicer if had been more cheerful!

As good as usual. No wait for the appointment, helpful attention.

Discussed my problems and suggested future action plan

Reasonably short wait with clear diagnosis and next steps

Prompt efficient service

I don't think I really got the help I was looking for. I have very sore eyes and basically I was told there was nothing you could do and I found myself suggesting things. I had some issues I wanted to discuss about notes in my records about me not complying with asthma check ups, these are inaccurate, the Dr dismissed these as being standard and if we discussed these I couldn't discuss the hospital letters. I appreciate appointments are limited but I hardly uses GP appointments anymore.

I was nervous about some of the drugs the rheumatologist suggested and I didn't leave with the confidence I wanted to try. So I'm none the wiser after my appointment.

Nurses were efficient and to the point. I was seen on time

Nurse Ruth was reassuring and very pleasant

My son's dressing could not be removed as the surgery did not have the appropriate equipment. (Sharp curved scissors would have done the job and I would have assumed a surgery would have these). The nurse was very nice and not her fault the surgery is not equipped.

Seen on time and friendly efficient consultation

The kindness and service is exceptional

Ailing was lovely when removing the clips from my knee. She was patient and calm. My appointment ran smoothly and all was well.

Efficient and easy

I was very happy with the nurse which was the main reason for my visit. However I then tried to book an appointment to see the doctor but the receptionist advised me that I needed to go away and book via the triage form online. I do not necessarily mind doing it this way but was surprised that I could not book it face to face as I was there. The receptionist was not particularly helpful and quite dismissive. How do people book appointments if they do not have access to the portal. The service is not what it used to be.

Always happy with the service provided

Elms are always helpful

I had a dressing put on a wound which made it more comfortable.

Really listened and lots of options was caring and patient very impressive thank you

Dr Impey was so helpful and kind. She took my concerns seriously and explained everything clearly and presented a clear plan of action. She involved the student doctor very well in the diagnosis. I did not feel rushed and I left the practice feeling reassured

Always happy with the service provided

Easy to get appointment, nurse was very professional and friendly. Explained process and follow up thoroughly.

Everyone in the practice is polite and helpful I saw Ruth and she was very kind and helpful .

Easy to get an appointment when I needed most

Very easy to book appointment

Text reminders very helpful

Great staff- knowledgeable, friendly and brilliant at their job.

My appointment with Nurse Ruth was excellent

Very quick appointment and action. Dr Solomon excellent, thank you

Claire was great attending to my wounds and syringing my ears.

My appointment started 20 minutes late although it was one of the first of the day (8.20) . I was also advised that previous medication I had been prescribed (antibiotic ear drops) should not have been prescribed as I had a perforated ear drum and I should not be allowing any liquid into the ear. This does not engender confidence in the expertise of the staff

Seen on time. Nurse very pleasant and friendly

Doctor was very helpful, thorough and reassuring. Dealt with referral to Spire quickly and I was seen the next day

Very quick response and seen quickly, thank you

I really did feel that i was being listened too and not it not just being dismissed as menopausal. It takes a lot for me to go to the doctors

I was given an appointment that I could not attend so now I have to fill in the form again next week

Had a helpful consultation with Gp, didn't feel rushed

Very good professionals a very happy surgery....it helps 🙌🙌

My appointment was because i was very anxious about an upcoming procedure. The dr reassured me and took time to explain everything to me.

Very quick appointment provided. Thorough conversation with the doctor and clear on next steps. Very efficient. Delighted with the service.

The doctor was very considered and took her time going over my symptoms. She was also very thorough. I would be happy to see her at any time.

They are polite, fit my daughter in that day, the practitioner was lovely and very thorough including booking in another appointment to make sure my daughter is ok. She had a very calm presence and my daughter happily let her check her over.

The doctors in general are very understanding of my family's trauma and always see us to reassure us all is well and send for tests to check without hesitation. They are very caring and

make sure as a mother I leave feeling better about the health of my children when I suffer severe anxiety over their health. My children always feel comfortable, especially my son who has trauma with dr/hospital settings. The reception staff are always very helpful and polite.

Excellent response to my request for an appointment (in two hours) and superb medical checkup by Dina who was thorough and caring.

Could not ask for a better service.

Prescription sent immediately.

Proud to be one of you patients.

The nurse was very understanding and left the door open in case i needed to have the treatment going forward

Efficient in all respects

I feel that I have been listened to

10 visits for help with my breathing chest problems and once again fobbed off with more antibiotics and steroids again which I explained do not work.

I asked to be seen by a chest specialist but was told they can't do this !

Off i went ,2 days later ambulance emergency with collapsed lung and pneumonia, admitted for 5 days.

First time I've seen Dr Smith and he was really nice . I felt like he sorted the problems I went in for and was very helpful

Very helpful

I got advice quickly and it has worked even if only addressed 1 symptom (the biggest one) from what I had raised.

Very complete review

The GP was very thorough

Dr Allen is always brilliant doctor

Nurse I saw yesterday explained my ECG and I got the results before I left the consulting room very efficient but I did have to wait 20 minutes for my appointment.

Swift appointment and Russell answered all my questions

Very helpful doctor

Dr Allam was very thorough and put me at real ease. Thank you

Was not expecting an urgent appointment but having been given one , the GP accurately diagnosed my condition and acted promptly

I've been struggling with a facial rash, and first medications failed.

Then I saw Dr Sibly and her prescription has considerably improved matters.

The medical practioner that I saw, Dina, was very thorough and I was impressed by her manner and professionalism. I felt completely reassured after she had examined me, that she had understood my medical problem. Regarding the surgery itself, it is clear that the demand exceeds the ability to see patients in a timely manner.

Just very friendly and efficient

We were seen on time and the nurse was very knowledgeable

Doctor very pleasant, thorough, reassuring, gave information.  
Had to wait quite a while for appointment as it wasn't an emergency.

Easy to arrange an appointment. The doctor is very caring & understanding which makes it easier to talk through the options.

A speedy triage service and offer of appointment followed by a positive consultation with Dr Allam and new 'student' GP - both listened carefully. Were thoughtful and thorough

Really quick turnaround from form to appointment. Felt the on call doctor was thorough and informative. Thank you.

Thorough professional reassuring advice and treatment.

Nurse Ashley was very kind, considerate and fast

My doctor lowist is fantastic and the best doctor I have ever had

Lovely gp. Really fast appointment, no waiting time. Great!

Prompt, friendly and efficient

Doctor was sympathetic, understanding and provided a clear way forward.

Very prompt help

Excellent GP

Fast efficient response. Helpful during the visit

Quick and easy

Kirsty was very professional

Quick responses. Friendly and knowledgeable staff.

Appointment on time

Thorough examination of medical issue

Dr Rees was amazing as always. Kind, very helpful and efficient. Cannot rate her highly enough

Excellent consultation. Clear plan moving forward and questions answered clearly and patiently

Consulted with doctor only 2 hours after initial contact with the elms practice. Doctor was fantastic with his approach to my concern.

This was my first ever visit. Booking was simple & efficient.  
The receptionist was lovely and answered my questions.  
Dr Rees was very thorough, she was kind and put me at ease.  
The waiting room was pleasant and the music was a very nice touch!

Seen within a week for a non urgent issue. The practitioner I saw was very helpful and understanding.

Good people skills and happy to refer

Efficiently dealt with after online enquiry

Thorough and friendly. Informative

Quick appointment. Very efficient and gracious at same time

I have always received good care at the surgery. Thank you

Very informative

Quick response, managed to get a booking quickly, great staff.

Very efficient staff and service. I am very pleased

Very focus and answered all the question I had with clear answers.

Very professional and helpful.

Seen on time and no waiting

She was very helpfyl

Dr Impey was very helpful and understanding

Dr listened to my problem and after discuss increased one of my tablets. Given 2months prescription but didn't ask to see me again or tell me to just go back on lower dose after the 2 months.

The waiting time was quick. GP gave me enough time to explain

Seen on time & nurse Claire dealt with my wounds very well.

Continuous support. Easy to book and to be seen. Respectful and kind cheerful staff with no fail always. Feel really lucky. Thumbs up to all the receptionists and drs. In this week's case. The one of a kind Dr. Kanthi. Best wishes. Keep on the amazing work you do.

Excellent professional service and all tests efficiently carried out.

Excellent nurse, Clare. Seen on time

Seen on time, the doctor was very kind and thorough

Appt was 20 mins overdue but I have waited longer in the past. Doctor was attentive and informative- listening to my concerns

I am trying to get to my prescriptions and you keep going elsewhere

Always is good

A quick appointment yesterday

Nurse very efficient

I felt listened to and not rushed

Dr Smithers was just so so kind and patient with me and gave me the time I needed and very knowledgeable considering all options available.

Well satisfied

Very helpful advice and guidance

The team were running a little (c. 10 minutes) late but otherwise we were very happy with the service

Nurse was lovely, kind and reassuring

Punctual and kind service

I was seen on time and treated quickly

I'd been putting off going to the doctors for ages and was then forced to make an appointment as I just don't feel like myself. I don't think my needs or concerns were fully met. The systems were down and I couldn't get my blood test form, which is a huge inconvenience as I now have to get someone else to collect it from me and then go about getting my bloods done. Not a satisfactory visit

Dr Smith was very polite, professional and made the effort to listen and understand my issues. He was very helpful to look at the bigger picture which is really important in making the right diagnosis.

Jen was helpful and decisive!

As always a very good and professional service

Fancy machine was fast and cool, and info was presented clearly simply and communicated very well.

The reception was so helpful to help in my registration and the nurse who helped me is so nice and kind to explain the questions with me.

Easy check in, seen on time

Dr listened, had time for me, clear about medication

My appointment was on time and the nurse was lovely

Dr May was patient, thorough and very knowledgeable about my condition. She listened carefully, and helped me to understand realistic recovery times as well as a realistic return to work plan. Very happy with this visit and Dr May in general - as always.

Help with blood sugar levels

I was able to book appt on line it had go wait a few weeks!!  
Dr Sibley was very thorough and helpful

Dr Patel was wonderful. I feel so much better. Many thanks

Appointment was on time and didn't feel rushed.

Dr Kanthi is excellent

The triage system always provides a reply very quickly. In this case an appointment was also arranged .Thank you.

The doctor we saw was so thorough and lovely with my child

The Doctor I saw yesterday was very empathetic and kind

I feel that given the significantly elevated CRP and Ferritin levels from recent blood tests, there may have been some further investigation.

Because you can be seen on the same day with your illness

Prompt and professional help

Dr May played a vital part to help me to stop drinking alcohol. 2 months now won't boast about it just keep on going. Grateful thanks

I know you do your very best and we are thankful to be at the surgery but it was a number of weeks from request to appointment which I know years ago, it wouldn't have been, regardless of the issue. It was thirty minutes late but I expected that. Everything else was great. I was very glad to be able to choose to see Dr Franzmann again as consistency is helpful.Many thanks team!

Efficient, uncrowded,clean friendly very lovely Doctor Smith

Dr Bhardwaj was very helpful. He attended to all of my concerns and asked if there was anything else he could help with

Prompt help

Understandably challenging to get an appointment earlier but a very helpful appointment and got a plan in place for my presenting problem

Dr Impey very thorough, caring and professional

Query resolved

The results of the blood tests were discussed in depth and the recommended referral agreed. A positive review dealt with in a friendly and informative manner

The nurse (Aisling) was friendly, helpful and put me at ease. I was seen on time.

The nurse was very helpful in explaining all the health considerations for my upcoming holiday in Tanzania (Travel consultation)

I was given an appointment promptly and was very satisfied with the consultation

I saw two nurses yesterday and they were very helpful

I feel I was really listened to and helped with a difficult problem but it so helps to move forward

Appointment was so useful and helpful and reassuring. Dr May is kind and empathetic, an excellent listener and a pragmatic solution finder. Faultless experience. Even got a cheery "good bye" from the usually taciturn receptionist when I thanked her.

Quick and easy to see a doctor

Usual good service

Quick and easy

Excellent service, no hanging about to the point, sorted, great thanks

The Elms is everything one could ask of a GP surgery. It is both reactive to conditions arising and proactive in seeking to avoid issues before they arise. Excellent all round.

Seen on time

Explained everything I wanted to know in a way I understood.

Over the last few weeks you have been absolutely brilliant at helping me prepare for hip replacement surgery and then supporting me afterwards . Thank you

Dr Franzmann was caring, knowledgeable, and I was able to get an appointment on the same day.

Met expectations in a very helpful and friendly manner

Triage 11am Tuesday. Appointment 5.35pm Tuesday. Very efficient service. Doctor listened , explained possible diagnosis. Provided medication, sample bags and blood test forms and by noon on Wednesday samples returned and blood tests completed at St.Albans. Hopefully by this time next week diagnosis will be decided. Brilliant !!!

I was seen to almost on time. Dr was very knowledgeable and helpful. Thank you.

Quickly diagnosed, excellent explanation of condition and options for treatment. Friendly and reassuring

I was seen within good time of my appointment and found the nurse who injected me pleasant.

Firstly I went to your receptionist who greeted me warmly and engaged in a very pleasant conversation. The Doctor I saw was lovely, professional and kind, she really put my mind at ease.

Always fantastic, prompt, friendly and efficient service

The response was so quick and I had an appointment for the next day, which was early to ensure my son didn't miss school. I'm always so impressed with how brilliant the Elms is and I tell everyone I know! Thank you to all the team for being so brilliant!

Dr Impey was clear discussed options gave facts and helped me make a difficult decision feel very very very lucky i am a patient at the elms and very very grateful

The nurse was friendly and professional

Always kind, professional and take wonderful care of my elderly mother

Nurse Ruth is always helpful and willing to listen

Clear, to the point, addressed my questions

Dr Loweth was very understanding, friendly and very informative. Took time to listen and asked lots of questions to work out a plan forward.

You sorted my problem very fast .the doctor was very nice and know what he was doing..satisfied customer. Thank you.

Long wait time

Made the appointment in the morning and was seen the same day. Always very accommodating

Always well looked after by Dr Impey

The doctor was very kind, professional and helpful. I felt safe when she asked questions and checked me by hand

My request was dealt with promptly and the nurse I met was very pleasant and helpful.

Exceptionally good since within 4 hours of my Initial visit to the surgery and I was seen personally by a Dr ie. Julian Smith - known to me over many years - who was most understanding and reassuring. Nothing more can be expected from a medical service, can it?

Pleasure submitting my views.

Aisling was very friendly and informative

The answer speaks for itself

I got the doctor I asked for

Procedure was explained to me very well. Procedure was completed with no pain and was very quick.

I saw the nurse who couldn't have been nicer

Felt listened to and a plan of action developed

I received very good attention and the appointment was on time

The dpctpr was very kind and really helpful.. Went the extra mile

Friendly professional service

It is a very good service

Physio dealt with two problems very efficiently. Yesterday Dr Smith advised me well on my renal function

Dr Smither covered all thr points raised by myself and suggested further tests and tablets.

Very helpful

Excellent Nurse Ruth who explained everything and was very reassuring and nothing was too much trouble. Fantastic professional

Very positive visit

Usual efficient attention to my last wound on my right leg

Dr Allan was very thorough and explained very clearly her thoughts on my problems. I have a lot of confidence in her

I had a lengthy consultation which was very helpful

Dr was good and listened to you

Doctor was helpful and gave advice on treatment

Prompt attention, thorough examination

Clare is an excellent nurse, I felt very comfortable with her

Easy to book, good and empathetic GP

It was easy to request a vaccination and jab was quick

A warm welcome from Dr Allam. Most caring with her examination, advice and a forward plan. A key comfort was the provision of a date to return and review

The nurse was professional, kind and cheerful, many thanks!

I saw Nurse Aisling and she was helpful as usual

Everything ran smoothly and I was listened to thoroughly.

The travel clinic service is excellent. The person making the appointment was phenomenally helpful in helping set up appointments for my family and really impressive. The nurse was the same. Helpful, clear and full advice that was followed up. I got no side effects from the injections except slight arm ache that I'd been warned about. Thank you!

Because dr Smithers sent me to A&E via the surgical team and I did have to have an appendectomy. If the receptionist had not called me back with an appt it could have been much worse. Thank you.

Great doctor

Very kind and attentive Dr. Receptionist was lovely

I got a call back within ten minutes of requesting an appointment and saw a doctor within the hour

Dr was interested and took care of a few issues I was concerned about

The system worked well

GP listened, took the time and book a follow up straight away.

Everyone is helpful. I saw Dr May and she listened to me and is going to monitor my weight and we'll being so thank you all

Prompt and helpful service

Exceptional appointment booking service, speed with which you replied, and then followed up. Plus the way in which Jen dealt with my issue, with sensitivity and clarity. We are incredibly fortunate to be registered with you.

Dr Patel was very thorough even calling me back after further investigations and was very helpful.

The appointment was fine, but receiving this request every time is deeply irritating. I will not respond in future

Only waited 20m past the apt time slot.

Clean, tidy and well laid out practice, plenty of information, helpful friendly caring patient staff. GP was very knowledgeable with a kind caring manner, listened to me to get a good understanding of my situation. Researched other options to help accommodate my needs.

Quick visit, good overall. Hopefully we will see an improvement on my daughters' health

Everyone was very helpful, reception and Doctor Impey

Doctor listened carefully to my concerns and I felt they were addressed

GP was well prepared and able to answer questions

Appointment was on time.. the nurse was friendly and very efficient.. done in no time

Dr May spent time checking and explaining my questions

Appt on time and very friendly information help given

Quick appointment and pleasant staff

Helpful

Follow up shingles jab. Aisling is always professional and cheery and made the experience enjoyable. Thanks so much

Dr Allam was able to help me

Doctor really listened to my concerns and discuss what comes next. It was nice not to feel hurried.

Excellent service from GP and receptionist when I booked blood test - thank you!

Quick and easy

We had injections and it was dealt with efficiently

Same day appointment, thorough assessment and check, referral made for scan. Dr Smith answered all my questions

Waited 45 mins for my appointment (after my appointment time)

GP was apologetic and informative. Lady on reception not very helpful and didn't seem happy to be there

I was given a nurse appointment as requested to remove sutures. The nurse was pleasant, efficient and friendly.

Very impressed with your service

All staff and doctors are very helpful. You can get an appointment quickly.  
Very happy with the service they provide

Caring, responsive and very clear

Dr May did a very thorough inspection of my needs. She above and beyond and I am truly thankful for that.

Quick getting an appointment and well looked after

Dr Ali listen to me and refer me to hopefully someone who could help me some more

Caring doctor who wanted to help

Doctor was professional thorough and listened to my symptoms taking time to try and get to the source of the issue

Taken exactly on time, no waiting. Dr May was very helpful and didn't rush

I've always received prompt replies to my on line requests and never found it hard to get a face to face consultation when the need was there.

On time, friendly and efficient

Excellent service and advice

Always prompt and kind

Friendly and efficient

We were seen on time and the nurse was very friendly

Prompt appointment. Lovely friendly GP. Who rang us afterwards with update. My husband very reassured. Feel we are very lucky to receive the care the Elms provides when compared to other surgeries. Many thanks to all who work there.

Doctor very thorough and efficient

Appointment was broadly on time, doctor showed an interest in my problem and discussed options in a caring way.

Lovely Dr's, I felt v supported and v grateful for HRT check ups.

Saw doctor Allum who explained my results clearly and was most helpful

I got an appointment very quickly and the doctor was very good.

Dr Impey was extremely thorough clinically, highly professional and always friendly.

All good

I completed the form late morning and had an appointment with the Gp in the afternoon.

I presented to the surgery lately and was really quite unwell. I dealt with swiftly and given the best care

Seen on time and given good advice

Easy check in, calm waiting room, friendly staff

Prompt and professional service

Doctor was very helpful in advice

Doctor was thorough and polite

I was given an appointment promptly after request and the nurse and doctor who saw me (really sorry can't remember their names) were so friendly and really reassured me. Both women were very informative and made me feel comfortable in an appointment that I was quite nervous about. I felt safe in their hands and overall this was a very positive experience for me. Please thank them as they deserve recognition for such a brilliant job.

Dr. Ali was thorough. He was absolutely wonderful. What's a bonus? He is to Practice a truly great doctor

The booking process (online triage) was straightforward. I was seen within a few days. The doctor (new to me and to the practice) was friendly, attentive and gave me a thorough examination. The outcome was a diagnosis of ligament issues and he arranged for remedial physiotherapy.

Dr Sara gave great advice and was a pleasure to be with

Very efficient helpful kind

Lovely friendly staff, made me feel at ease whilst my little boy had his 8 week vaccinations and spent time talking through the reason and after care for the vaccines. Also was able to book my next appointment immediately after in clinic to save having to contact the practice at a later date!

The Dr was efficient and said an urgent would go L &D.

Dr Bhardwaj dealt with my enquiry in a professional, courteous and thoughtful manner. Thank you.

Seen straight away, with politeness and care

I was seen at very short notice and the appointment was reassuring and thorough

The nurse who gave my son his immunisations was brilliant thank you

Appointment on time helpful information given

Good care from Dr Smith, straightforward explanations appointment on time

Very helpful

The consultation was very professional and I felt listened to as well as being involved in my care. Getting the appointment was easy and smooth, the doctor communicated in a meaningful way manner. Overall I could not have asked for a better service

Appointment with Dr in same day as requested constructive useful consultation with Dr bhadwaj

Although having to wait some time for an appointment, I was made to feel reassured by the Dr and reception staff friendly