



## FRIENDS & FAMILY TEST RESULTS

**May 2026**

**Number completed: 377**

**95.8 % 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: 307**

**Likely: 54**

**Neither likely nor unlikely: 7**

**Unlikely: 5**

**Extremely unlikely: 0**

**Don't know: 3**

### **Comments made by patients:**

Dr May was excellent. Listened to my concerns and provided clear advice and reassurance

Always highly responsive. Answer quickly and solve over text if possible which is super helpful. All the practitioners are so lovely and knowledgeable. The prescribing team have also been exceptional with my husbands medications. And the secretary were exemplary in following up appointments with other hospitals. Cannot praise the Elms more and thank them for all their help and support. We moved from London last summer and I have never experienced such an incredible dr surgery.

Clare was super gentle, particularly important as I had surgery 2 days before the injection.

The Doctor was attentive, thorough in exploring my concerns and clear in explaining the issue, treatment and actions for improvement, all with a friendly unrushed manner.

Useful consultation with Dr May

Always helpful and efficient

Really friendly and insightful consultation

I was seen promptly in response to my contacting the surgery. Other than a brief wait I was examined and referred on for further tests.

Appointment booking was efficient. I was seen promptly and Dr May listened to all my concerns with kindness and progressed my treatment.

Good chat with doctor about my issues and prompt referral for physio and scan

We waited 30 minutes for our appointment with no update why we were delayed. A simple update of how long the wait would be would suffice. The surgery was empty apart from one person before us. Dr did apologise for the wait. Dr was great. Diagnosed tonsillitis and prescribed meds.

Our visit to see Dr Allam was excellent and she was able to give the patient her confidence back. Dr Allam was caring and very patient with her. Thank you so much.

Seen on time and Dr. Smithers explained everything clearly and showed great empathy

Dr. was very helpful with mother. listened and sorted out the health issue

Friendly staff and efficient and explain what procedure they are going to do.

Always treated well. Dr Allam is excellent

Speedy response to my request

Very prompt in getting urgent appointments sorted for me and keeping me up to date.

Useful consultation with Dr Smithers

The doctor listened

The receptionist (I think she was new) was very friendly and helpful.  
Nurse was very professional and reassuring.

Dr Patel was very thorough

Just a very professional consultation, thank you

Seen quickly and it was helpful

Did not get any relief medication from Dr. Waiting for test results so I have to suffer for another week+. Not impressed!!

The doctor was patient, compassionate and a very good listener. Really helpful and reassuring

Great customer service

Prompt response to my message and caring and considerate gp

Dr May was very helpful & even contacted me a day earlier than expected.

Staff are very help and the doctor actually listen to you and your concerns

Dr Kanthi is very thorough and helpful

Great staff

The Doctor I saw was empathetic and very efficient. I felt that she was on my side.

The doctor listened so well and gave me a good amount of time. I really appreciated her.

Everyone was courteous, respectful and efficient. The doctor listened to me and undertook a comprehensive range of tests in the surgery and arranged more. I felt listened to and more optimistic about a way forward.

Always friendly and polite staff. Helped me very quickly

Dr listened to my concerns and resolved the various issues quickly and efficiently. She was interested and supportive. Excellent service.

Amazing speed of response

I was happy with GP I saw

You guys have done well by me

It was easy to check in, the doctor was running on time, the session was very informative and efficient - we got through lots of things in a short space of time

Dr Loweth is the best

Easy to make appt and thorough and information appt followed up with info by text.

All issues dealt with speedily, professionally and pleasantly. Thank you to all concerned

On time and addressed the specific issues.

I was seen on time. The nurse was lovely

I have seen many doctors who I feel havnt listened or taken me seriously but there is a couple of really good doctors there that are amazing

The doctor called me directly to remind me the appointment which I thought a different date.

Appointment was not rushed and was empathetic. Thank you!

Seen on time and Dr helpful

Dr Loweth was excellent. She was very kind throughout the consultation and very thorough in her examination.

Dr Smith was very nice explained very well thank you

Polite and efficient

The doctor listened & was very helpful & thorough, she put me at ease

I was seen promptly and was pleased with my treatment.

The doctor was very helpful and explained everything clearly.

Excellent advice, friendly staff 👍

Dr Sibly was very kind and understanding ‘ ‘ took time and answered my concerns ‘and arranged for blood tests ‘ lovely Doctor

Quick and easy

Delightful, caring nurse. Ran to time.

Doctor Allam was helpful and has referred me to a chest clinic

Excellent proactive help

GP was great but the waiting time was quite long

Easily registered when I arrived and was seen within 5 mins of my appointed time.

Friendly and efficient medic, and on time.

Effective and efficient service

Nurse couldn't have been more lovely, warm and kind, as well as informative and helpful. Thanks so much for such a positive experience this time

Dr Loweth was very thorough & professional. I was very satisfied with the advice and treatment option that I was given. Thank you very much.

My query as dealt with promptly and efficiently.

Not too long to wait to see the Doctor, got a few things sorted and pleasant

I have always found the practice to be excellent. I have had a few serious health conditions and have always been responded to very quickly and efficiently. Both your nursing and GP staff are amazing, and any encounters I have had with reception have always been professional and helpful. I always recommend the Elms to others because of the high standard of care and support provided.

Very good visit every thing explained to me.

Easy to contact for appointments, the team are helpful and understand my health issues and give appointments when needed. I trust Dr Smith as I been seeing him over years and he is amazing Doctor.

Speed of service and general high level of care

Always been helpful, understanding, listen . Seem to care and thorough. Kind genuinely care not just next .. thank you

The appointment was good, but having my appointment changed by 15 minutes on the day wasn't good, when I was going to Greece the next day and had a lot to do! I rang up the practice in the afternoon to check the time. I spent 10 minutes in a telephone queue, got to being caller one and then was cut off without any explanation! This is not the first time this has happened!

I was seen on time. The nurse called in the doctor for a second opinion. He came in immediately. They jointly discussed my problem and decided on medication and a plan. Very happy as always with The Elms Medical Practice.

Professional helpful, Dr. Sibly sorted the problem, blood results came in quickly, text was sent re the result,

Very efficient

Dr Kanthi was very helpful and had time for me

The Triage stage was straight forward and the subsequent contact and appointment was incredibly fast

Helpful and efficient Practice nurse appointment for travel immunisations

Very clear advice and reasoning for treatments

Seen quickly and accommodated my being late due to missed train

Wish there was an option for excellent! That nursing team are just so lovely and professional, so good with kids. I always feel so grateful to have the Elms as our local practice

I arrived an hour early, having travelled from London. I asked if I could be seen earlier and was advised this would be likely but was then actually seen 20mins late. Only two people went to the nurse before me in Room 15 and there were very long gaps between people exiting and the next person being called.

My appointment was only questions + temp & oxygen but no examination and feedback on my urine sample and no meds to aid the symptoms (which I still have). The appointment felt unnecessary, given the urgency in it being offered to see the paramedic nurse I was concerned, but after felt my 3hr round trip was completely unnecessary. Could this have been a telephone appointment?

The nurses were wonderful as always, kind, compassionate and caring.

Very helpful

Quick appointment and excellent service

Very reassuring to see Practice Nurse and for Doctor to see my dressing yesterday! Please continue this service.

Friendly, professional, seen promptly

I was seen almost as soon as I arrived. The nurse was very friendly and efficient. Told me what jabs I would need in the future and when.

Simply because I've always been well looked after at the Elms

Painless implant. Excellent plan for future Rx

The asthma nurse who conducted my son's test was absolutely brilliant at engaging with him, calming his nerves and helping him complete a successful test. She was also great at explaining the inhaler he would get in a really child centric way. Much appreciated!!

I was seen on time and saw a doctor who explained my options for the treatment I need clearly

My visit with the nurse was excellent. I felt listened to, cared for and in knowledgeable hands.

The doctor listened to me and was kind

I'm new to Elms practice and I was concerned that my repeat medication will not be prescribed in time as I've Diabetes II and high cholesterol. I was seen by a GP fairly quickly and all requested meds were prescribed.

Very helpful

It was a great experience - quick support with my problem. Very professional and friendly

When I need to see a doctor the practise is usually very good

The GP appointment itself was very helpful. It was running late despite it being an early morning appointment. Whilst waiting the entire waiting room could hear a conversation between the receptionist and a patient, which was ridiculous. The patient was asking quite normal questions and receiving the same unhelpful answer, as if the receptionist was not listening. I avoid reception for this reason. During the very few visits I have had they have little empathy and are rude at times. The people around me were shaking their heads in disbelief. We go to the Doctors practice when we need help, sometimes anxious. The person fronting that needs to have patience beyond belief and I can imagine some patients are very annoying (bluntly) but there is no excuse for some of the attitude given. Sorry to be so candid but hopefully this is helpful and honest feedback which helps you achieve better patient care.

Efficient and professional

Dr Allam always very professional thorough and kind

I was able to see an excellent doctor face to face

Dr Franzmann was thorough and attentive. Very understanding with my concerns for my son. Would definitely recommend.

A quick appointment was given.

GP was absolutely fantastic and explained everything to me- I didn't feel rushed at all.

Lovely doctor, great service

The front desk staff to the clinicians were very kind and professional.

Also one of the nurses even discussed some football with me. 😊

Appointment more or less on time! Lovely doctor who put my mind at rest.

Explained very well

Quick and easy

Very fast delivery service

Very efficient

Doctor spent time explaining my condition to my satisfaction. Prompt action taken. Very reassuring.

Christine on reception is welcoming and Aisling efficient and pleasant. Thank you all.

They respond quickly. Staff are fantastic polite and very helpful

Dr listens carefully and does all he can to help.

A fantastic surgery I've very privileged to be a patient there.

Dr May - was fantastic. She listened to how I was feeling and was so helpful in suggesting and organising ways forward. I'm very grateful that I got to see her.

I saw nurses this morning and they are lovely as always.  
Shame about the receptionist who I find rude and abrupt !

Prompt response to online enquiry. Seen spot on time when attending face to face appt.

Rapid response, with offer of appointment the same day. Was given ample time to explore issue with a thorough consult.

Dr. May is attentive with a wonderful bedside manner, and always tries to help as much as possible in the allocated time slot.

Dr solved problems

Dr May is always very professional and she really cares about her patients

Easy to get an appointment, clean, friendly, efficient. Couldn't ask for more. Thank you.

Great nurse!

The Lady at reception was very helpful.  
The mental health nurse I saw was excellent

The waiting room was clean and tidy. I was seen quickly and very pleased with my consultation with Dr Loweth

My experience was, as usual, very good.  
The sore on my leg was dressed again and instructions given as to how to look after it.

My child was seen by a Doctor in a very short period of time and the doctor was very friendly and helpful. We are very pleased with the experience.

Prompt efficient patient care

Had to wait 20minutes after my appointment with the nurse. But, she was fantastic. Great sense of humour. Thank you. 👍

Lovely staff and professional with it

Dr Danielle Franzmann was very helpful, knowledgeable and easy to talk to.

Doctor went above and beyond to help me

The receptionist and GP were excellent - the triage system is a complete disaster and I really feel for elderly people who cannot navigate this type of thing. We pay for a service, then are expected to serve ourselves. Not on.

Quick and effective appointment with a GP. Sadly she doesn't have the resource to take it further on the NHS.

Committed and professional service

I was seen quickly and doctor was very helpful.

Great medical advice and diagnosis

Was seen immediately and on time, the doctor listened to me. The receptionist was very helpful

Great medical advice and diagnosis

Was seen immediately and on time, the doctor listened to me. The receptionist was very helpful

On time - Dr very thorough and helpful

Seen on time, good consultation with Dr. Action plan agreed.

Efficient and easy

Very understanding and offered good advice

The receptionist, nurse and doctor I have recently seen have all been extremely professional, courteous and helpful. Dr Allam was considerate and efficient.

Explained well

Nurse Ruth is truly amazing, she is compassionate, cares and gives people time to talk through the issues they are attending the surgery for. I wish everyone else was as good.

Claire Mealey and Dr Kanthi are absolutely fabulous- a credit to the practice! So thorough and understanding of my terrible long illness and subsequent impact on my asthma. Thank you to you both.

I attended the surgery on Tuesday morning with my son and I am so pleased that we saw Dina and that she quickly identified that he had a suspected testicular torsion, and arranged an emergency referral to the L&D. We went straight there and were seen quickly and he had surgery that afternoon. It was not a classic torsion but something similar and so it was great that he was seen and treated so quickly. Thanks Dina and thanks Elms Medical Practice!

Dr kanthi was incredibly helpful and supportive. Disappointed the practice no longer prescribes testosterone

Made to feel at ease. Efficient

The GP answered my questions and did not rush me

Dr.Kanthi gave me the time needed for my appointment. It was a positive encounter with a practitioner who came across as passionate in her job and keen to help. I am sure she works in a pressured role but she was smiley and positive in her manner.

I had a smear test and the Irish lady who did it was absolutely lovely and put me at ease during the uncomfortable procedure.

The doctor was very patient and listened to what I was telling her and didn't make me feel like I was wasting her time

Been with the Elms for 36 years. Almost always had faith in them

Prompt reply to my online request offering an appointment same day.

Dr Kanthi excellent

Swift response and excellent communication. Doctor gave an understanding ear and good advice.  
Thank you

Ruth is always so kind and professional. Just what you need in a health professional

Timely appt, listened to, v approachable, fantastic with my son

Dr Smithers was Interested in explaining my Blood Test Results and on my going care.  
Appointment was on time. Elms Staff are always helpful.

The Dr I saw was lovely and very thorough.

Quick appointment and no waiting time and helpful physical

Once again Dr.Smithers gave 100% attention & advice nothing too much trouble her last  
requested x.ray had revealed why i had pain  
Once again The Elms have proved why they are the best surgery in Harpenden

Although the earlier appointment ran over I didn't feel rushed meeting with the nurse. She was  
pleasant and explained the process of the appointment in detail.

Nice staff and service

I feel you are not addressing the overriding problem - my weight! I have always managed to keep it  
in check on my own for 70 years, until I had the AF scare and became afraid to exercise. Even  
when I try to walk, my knee joints become so painful I have to rest for a whole day on paracetamol.  
This is the first time I have asked for help with weight loss - help which I know is available, yet you  
still just want to treat the heart symptoms and knee symptoms which, at the end of the day will be  
just as costly to the NHS if I don't die in the meantime!

A good experience all round !

Very quick appointment and next day blood test can't get better than this but I'm having to wait to  
to collect my prescription I have been to Asda twice but prescription not ready.

Professional and kind always supportive.

The doctor was very helpful and put me forward for an X-ray.

The music in the waiting room was too loud and inappropriate but the appointment was very  
helpful

Friendly , knew my history , thorough

Dr Smith listened and was reassuring - helped me through a treatment for bppv which I was  
nervous and upset to go through initially . Felt I was given plenty of info and time to ask questions.  
Good to have the evening appointment

Dr May was excellent with my daughter, she listened very carefully and gave us plenty of time to  
talk about the issue. My daughter had been nervous beforehand and Dr May made her feel at  
ease.

My appointment was 8.20 I was called at 8.25. The advice and follow up was very encouraging.

Good communication. Easy access for appts.

I have been dealing with medical issues for 5 years and Dr Smith is always so willing to help in any way he can, despite the complexity of my case

Caring

Really attentive doctor who put me at ease.

Very good service as usual well looked after

Always helpful, polite and on time!

It was quick in and out

As always, Dr Kanthi listened carefully to my concerns.

She did a physical examination and ordered the necessary tests. I felt very well looked after.

Prompt response and helpful caring doctor.

Professional, friendly and efficient response to blood test query.

App on a suitable day - quick follow up X-ray blood test

On time, friendly nurse

Was given time and medication. Hopefully it works and I won't require a further appointment .

Seen promptly but no MRI referral or in house Physio appointments available.

Friendly and efficient. Thank you

Treated with concern

The doctor who rang me was very informative. I didnt feel rushed

Lovely service

Diagnosed a previously misdiagnosed issue and did so in a very friendly and engaging manner

doctor was very nice and quickly and professionally did assessment and prepared plan for further treatment

Dr Kanthi was excellent and listened well and offered great options and solutions

Quick response to on line appointment request and change. Wait time on the day relatively short. Quick and efficient appt with Dr.

Seen promptly and received the advice I was looking for

Efficient and timely service

Easy to book and everyone is very helpful

Positive assistance to aid control of diabetic sugars.

The doctor was great at helping, explaining and providing next steps.

You just do everything right the best Doctors I've ever had

You're very good at doing what you're doing

Very good appointment made to feel very comfortable

The nurse was extremely empathetic and kind during my smear appointment.

Always a reassuring consultation. Thank you

Dr Oshodi was amazing!!!

Organised and professional

Prompt appointment given. Considerate and helpful GP appointment

Dr Ali was very approachable and reassuring.  
I felt listened to and came away confident in his advice.

Professional response to my needs.

No wait, GP listened

A twenty minute wait beyond the appointment time  
The GP's computer had apparently failed.

GP understood my needs and got in touch quickly. Unfortunately she did not have the resources to help.

Examination of possible areas of concern plus plans for blood tests and scan.

I was dealt with promptly and was given antibiotics, with request to return if not cleared up.

No help from GP

Prompt, efficient and friendly

The help from your receptionist and Dr Smith was exceptional. Thank you.

GP very helpful and thorough, chasing up CT scan and also sent me message with results.

Care provider was kind and put me at my ease.

Excellent service, and very professional service

The doctor listened patiently and responded with empathy and a practical set forward

The GP listened to me and discussed my symptoms in depth. He gave me confidence.

GP listened to me and suggested further way forward

Very understanding of why I was stuck in traffic road closed . Checked my shoulder said I'd torn the big muscle in my shoulder when i fell if gets worse or any concerns come back

Doctor listened and was very engaged and responsive to my questions. I felt more confident and less concerned after the appointment. Thank you

Efficient helpful staff member

Helpful, efficient phone call

Straightforward visit, no issues

very helpfull explained everything 2 make my problem better and hopefully it will clear up

I was seen quickly and the gp was pleasant. However, the appointment seemed very rushed, I'm not sure what is happening next about my weight loss questions and also she checked my ankles but didn't say why or whether they were fine or not. So I came away just feeling a bit confused!

Clean, friendly practice

I received a same day appointment for my kidney infection , only downfall was the system had crashed which is out of the surgery's control

Dr Loweth was very professional and thorough. She had read my notes before I got into the appointment and was very understanding. Thank you.

Seen on time the nurse was professional pleasant and efficient

The Doctor was absolutely brilliant in my appointment - I cannot recommend her highly enough However I was a little confused when I asked for travel vaccinations but was told there was currently no availability - Thank you

No long waits, kindly practitioners telling me whst to expect.

Jen was friendly empathetic and competent. She provided the help I needed.

Appointment was on time. The practitioners explained what was happening. I was able to make another appointment at reception

I was unable to cancel my vaccination appointment online and I'm now told there are no appointments before July ?

Did not feel rushed and the doctor had time for me.

It was exceptional, saw a proper gp with in 1 day alongside only having to wait 10 minutes.

An appointment the same day, which was brilliant and so reassuring.  
Lovely doctor who explained everything, was reassuring and prescribed appropriate medication.  
Thank you.

Prompt appointment following an easy to use online consultation, seen on time by a thorough clinician.

Happy with the service I received. Also surprised how quick I got an appointment with my Dr.

Nice doctor, quick visit

Seen within an hour of submitting online request, diagnosed and treatment prescribed

Doctor was helpful but took two weeks to get the appointment from submitting form.

Quick response time to online form, seen quickly and issue resolved.

Helpful, professional, friendly,caring, competent nurse for smear test

Appointment was on time and GP very informative

I was called in straight away and the nurse was very knowledgeable and professional but friendly too!

Was great being able to get an early appt with Aimee Peacock a prescribing nurse

Prompt reaction to medical tests which will require an urgent procedure

Excellent service and wonderful GP

Good Service

No delay in seeing doctor

Thorough assessment of my condition and report sent to my consultant surgeon

Doctor was super. Would have been 'very good' but for the twenty minute delay and having to ask reception which room as the screen announcement did not say.

He had helped with the enquiry and said will get better but over a period of time.

Exceptional response times. Furthermore I found that my GP made time to listen time and had time to talk through all my options. I was really impressed with my consultation! Thank you!

The doctor did a very thorough examination and gave me solutions to help my shoulder.

Seen on same day by a GP who didn't rush the consultation even though it was late in the day on a Friday. Many thanks

There was plenty of parking available. I registered my arrival in the self service system which was quick and straight forward. The waiting room was very airy and comfortable. Dr Loweth, had a warm and friendly manner. I was able to address all my concerns as I didn't feel hurried at all during my appointment. I felt reassured by her and very satisfied with my visit.

Understanding and caring

I arrived for my appointment to find I hadn't been booked in so was given a new appointment instead.

The Elms quickly called me back to make an appointment for me. The doctor patiently heard what I described my conditions and referred me to specialist.

Doctor was really helpful and explained everything really clearly

The Practitioner was great with my son and thorough and friendly in her approach. Appointment was on time too!

Very good

Just always a good service

Very quick and easy

I am feeding back on earwax removal appointment. I've rated the overall experience good. The appointment was made easily through on line system, 3 weeks wait is long but I appreciate the surgery has other patients. The treatment was perfect.

Very thorough, taking time to ask me questions, explain her decisions for blood tests, scans etc. I did not feel rushed or wasting time, etc.

I was seen on time, the dr took the time to explain what the problem may be and follow up  
Information

Dr Solomon was very thorough and explained everything

Very attentive doctor and my child's rash is clearing up with fucidin already.

Good conversation and understanding with me

Ruth Mayo, the nurse, was friendly, helpful and efficient. A god experience.

Doctor Franzmann was so helpful, thorough and efficient. Thank you

Dr May was very friendly and efficient

I was seen on time and I felt my doctor was very thorough in examining my issue

Reminders of appointment via text very helpful. Kind and friendly nurses. Very knowledgeable.

My experience with the dr was very good she requested I get an ECG and to book on the way out. It's frustrating that you can't do this as you have to wait for appts to be released so now I have to remember to do an online form next week

Appointment with the nurse very efficient

Dr Franzman was very pleasant and helpful

Caring staff. Thank you

The calming atmosphere friendly reception  
And excellent quality of service from the medical practitioner. Thank you

Because I went for a jab and Ruth Mayo did a fab jab job

Quick and easy

My appointment started a little late but I felt that the GP listened to me and took action to my satisfaction

Was able to sort out my concerns

Because it is (very good)

Difficult to get an appointment

Difficult to get an appt.  
Ruth was friendly and efficient

Seen on time. Nurse very friendly and encouraging.

Gave me all of the information I needed

I received the same friendly and helpful reception from the doctor that I have become accustomed to over the many years that I have been with The Elms. I wish, like many though, that it was as easy to get an appointment with the doctor as it used to be in the old days!

My appointment with Dr Bardwaj yesterday and my follow up appointment this morning 29 was excellent, it could in no way have been any better. I am very confident that everything I need has been covered and put in place. I feel the two people that I saw individually both listened to what I was saying.

Not as efficient and as personable as it used to be

Helpful staff

Very friendly and informative

As ever, Dr Rees is empathetic, professional and reassuring. I also value the fact that I was able to book an early morning appointment (7.30am).

Dr Bhardwaj is excellent

Same day appointment and satisfactory outcome.

G.P. I saw was excellent had empathy gave me time and fed back via text within 30mins

G P ( lady) whose name I can't remember was excellent explained clearly why I'd been called back and sent for further tests

Prompt timing of appointment, which was very informative and useful.

Always outstanding service from this practice.

The doctor was kind and explained everything to me clearly. The one slight negative was waiting about 50 minutes for the appointment time I was given

Excellent service, every professional,

All medical questions answered

25 minute wait after appointment time

Booked a telephone appointment and got a telephone appointment

Appointment was exactly on time and very pleasant doctor.

Got clear answers to questions, help, and smiles,

I think you have absolutely nailed it as a GP practice. Appointment booking works very well for me, reception team are great and every GP I have seen has been fantastic. Well done and keep it up.

Good service as usual

Very fast appointment / kindness from reception staff / Doctor was superb - got me into A&E quickly

Re previous answer G.P was Dr.Vidya Kanthi  
Excellent a credit to nhs

Dr Impey is obviously very good at her job and points to pro and cons of the treatment

At my appointment with Dr Impey on Friday, she was just so thoughtful and reassuring at my recent cancer diagnosis. She also dealt with a debilitating rash. I highly recommend her as a kind caring doctor.

Always a good service, lovely doctor and reception staff.

Quickly response to booking request. All concerns answered

My injured leg was examined carefully examined and helpful treatment guidance was given. I had to wait for 35 minutes, accepted as inevitable this will happen from time, but painful for me as sitting with 6 spinal fractures quite painful.

Caring, professional advice. Very quick appointment. Always very happy with the treatment from Elms for my elderly parents. Thank you.

I was seen at appointed time and got problem help with my problem.

I am very satisfied