



FRIENDS & FAMILY TEST RESULTS

July 2026

Number completed: 420

96 % 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: 345

Likely: 58

Neither likely nor unlikely: 7

Unlikely: 2

Extremely unlikely: 4

Don't know: 3

Comments made by patients:

Dr Smith immediately knew what my potential problem could be and undertook an assessment to reassure me that all was in order. I think this is only possible because I have seen Dr Smith for over 20 years and he knows my conditions. There is a lot to be said for continuity with a Doctor.

Medical advice clearly explained for me to understand and comply. Service excellent with a number of concerning issues and their follow-up.

Seen promptly

I felt listened to and was provided with reassurance and follow up advice.

Dr May was very thorough and was a great listener too. Thanks so much Dr May.

Nurse Aisling is a real asset to the surgery. Efficient, thoughtful and super friendly and easy to talk to!! Love her.

I didn't have to wait and was treated satisfactorily.

Always super prompt, helpful and good service

Easy check in. Nurse Aisling on time, good appointment.

Accommodating in scheduling a face to face appointment. Dr May was exceptional in providing guidance to resolve issues raised.

Prompt response and got a same day appointment. Happy with advice given

Quick appointment and follow up. Same doctor helped to avoid repeat explanations

Got an appointment within a reasonable time frame. Consultation was good.

Sorted the problem very polite and helpful

Prompt service

Proactive, friendly and on point

Prompt and friendly

I had a scan at 2.00 pm in St Albans City Hospital and The Elms contacted as soon as they received the report and made me an appt at 17.45 on the same day. The dr explained everything very clearly so I understand the next steps. Blood tests were carried out by 9.00 am the next morning. Thank you

Very good service, the doctor took time to talk through things and answered additional questions about another concern I had. Appointment was a little delayed but not too bad, 15-20 mins late

Good service

Such caring, helpful Dr, nurse and receptionists

After filling in online form I was given an appointment for the next day. I saw dr Oshodi who was very thorough

Having sent my concern in the morning I was seen by a doctor that afternoon and the doctor was thorough and gave me advice, including speaking to the office about an appt with a nurse. She was also very kind and delightful.

The Dr was attentive and precautionary in the tests she advised. Really great manner as I don't like to waste Dr's time

Not overly busy waiting to see the doctor and waited approx 15 minutes which is good.

Ruth Mayo was very professional, efficient and helpful.
The receptionist was very helpful in booking my follow up appointment.
Many thanks

Good service

Quick and efficient

Swift service with simple effective advice.

The medical professional I saw made me feel very comfortable and calm

Excellent care from Nurse Claire

Doctors very helpful and pleasant receptionists very efficient what more could a patient ask for 😊

Dr Rebecca MAY was really helpful and it was lovely to be listened to. An excellent visit. Thank you

Appointment on time did not feel rushed and given plenty of time to discuss the issues raised

The doctor was thorough and helpful

Listened to my symptoms and very thorough

Claire was on time and as usual was most proficient at administering the injection (which is not easy)

Dr Loweth really looked and checked and was kind with my daughter and listened to her with great respect. We felt well looked after.

Seen almost immediately.

Dr was friendly and welcoming.

She was empathic and explained my options. She was knowledgeable and efficient. I didn't feel rushed.

Jen was lovely and very helpful

I was given very helpful practical advice and reassurance

Request for a consultation initiated by practice following blood tests. Appointment time changed easily at an in person visit to the surgery.

GP thorough and patient in her approach & follow-up call + recommendation.

Dr May was an incredibly good listener; I felt very seen and understood throughout the appointment. The waiting time was short, and the appointment was relaxed yet professional.

I was seen promptly. Friendly, efficient attention. All my questions answered.

Very easy to use and staff very friendly and helpful. Nurse Clare was lovely.

Easy friendly and efficient

Efficient and professional

Not liking the appointment booking. Unfortunately, been referred so awaiting next steps

The booking was easy and quick.

Dr Smith was very professional, and I felt he really cared about my heart. He gave me also many recommendations and advice that help me in keeping healthy.

Prompt arrangement of an appointment and a very thorough explanation of what needs to happen next.

I was seen on time and was immediately put at ease

The doctor was extremely helpful, patient and very thorough, many thanks.

On time Helpful and upbeat nurse

Fran explained who she was and made things clear. I was upset with trying to get through to the Elms, three times I was 1 in the queue and I was cut off

Friendly and understanding

A timely appointment and reassuring clinician. Thank you for looking after me. Fingers crossed I keep healing.

Dr Loweth is an amazing, thoughtful and very caring doctor. The practice is extremely fortunate to have her working there.

Dr Smithers was excellent. She listened to my concerns & was very kind & understanding. I was really impressed & very grateful.

Dr Ali was very kind & understanding & listened to my concerns. I was very happy with the advice that he gave me.

My appointment with Dr Rebecca May was excellent, and I received plenty of advice and caring support.

Dr Rees is very understanding and really listens
Thanks

The request page has been updated making things easier just to book a followup travel vaccination.

Nurse Ruth was lovely

I felt listened to with empathy. There was a clear plan of support put in place.

The Pharmacist, Fran was informative, clear and concise with her advice and engaging

Not sure whether doctor had read letter from consultant beforehand. Was addressed to Dr Rees not Dr Sibley. However rest of consultation was reassuring, and advice clearly explained.

Staff great & on time with appointment time.

The doctor I saw had a nice manner and was very polite and thorough

Prompt help. Helpful doctor

The nurse was very helpful

Very efficient to get an appointment - thank you

Longer wait than expected

Seen promptly by the doctor and had confidence in her suggestions.

Friendly and competent service at appointed time.

Dr Ali was thorough and very welcoming. I felt he was taking my concerns seriously and he was reassuring.

Appointment was made that suited

Dr Patel was well briefed and acted proactively!

Amazing effervescent nurse

Probably could have had a telephone consultation on this occasion as just needed repeat blood test

Prompt and excellent action for the problem I had

Dr Impey removed a mole for biopsy - painless and efficient

Consultation on time.

Aishling was very helpful and informative.

Quick, straight forward service, friendly nurse

I was seen quickly, aired on the side of caution with my diagnosis and prescribed antibiotics in case of an infection rather than a confirmed infection. This was due to mitigating circumstances and me being abroad. Also was seen the same day after work. So in short, great advice, cautionary prescription, great availability, lovely doctor.

Always given super prompt appointment & was glad to have this further check up by nurse which was offered

Christel put me at ease whilst carrying out ECG and bloods

Uncrowded, cool waiting room with relaxing background music and pleasant receptionist who managed other visitors to the practice well. Helpful and kind doctor who addressed my concerns clearly and quickly.

The response to my requests was very quick. I received an appointment & as always I received first class treatment. Many thanks to the whole team .

Quick, well explained procedure

I was very happy with the attitude of the staff

GP explained all the options to me with care and empathy

He did what I asked

Friendly, but business like and to the point.

Helpful and informative

Went in early. Didn't take too long

Efficient, friendly, useful

Really helpful and understanding

Pleasant manner

It was a very helpful appointment thank you

Dr Allam gave me plenty of time and had obviously done a lot of research on my condition and possible additional condition and very quickly put through a referral to L&D for a scan.

I received the great level of care that I have always experienced.

Dr May was very kind and calm

Very helpful, kind understand patient

The GP was kind, friendly and engaging. She listened to my concerns and made me feel comfortable.

Thank you Dr Franzmann for taking great care of my child. She was admitted to the ward last night at L and D and has IV fluids and antibiotics.

Very reassuring and helpful

Friendly and professional service, thank you

Dr Loweth was very clear, professional and caring.

On time and friendly

I have always received prompt and appropriate treatment.

Ruth is very knowledgeable and great with patients.

There is always someone to help

I had an appointment with Dr Kanthi on 8.7.26 at 3.30pm. She was very kind, caring & professional, as always. I was very grateful for her understanding & advice. Thank you.

This was a follow up to an annual check. The blood tests were thorough and I felt that the GP listened closely to me and followed through on thoughts that I expressed. I didn't feel rushed and we covered the purpose of the consultation.

Always responsive helpful and efficient

Dr Smith covered the important points for my 12 month check. I returned urine test this morning, and will have a further blood test in approx 4 weeks time.
I appreciate these tests which keep me aware of any weaknesses.

Punctual and very efficient on my last 2 visits!

Appointment on time and didn't feel rushed . Good advice from nurse

Kind ,helpful and polite attitudes ,felt at ease and comfortable .

Nice friendly receptionist and Dr Ali (apologies as I'm undoubtedly misspelling his name) was super efficient, explained everything to me and gave me an emergency referral letter. He was warm, friendly and approachable and v professional

Appointment was on time

Doctor was very thoughtful and kind

Explained what we were trying to achieve and I felt listened to

The nurse has been excellent, she is very helpful and very friendly and explained everything to me slowly + clearly.

I feel the doctor really listened to me

Claire wasn't very busy which allowed us a bit of time after my injection to discuss my Vitamin B12 status. Your nurses are always great. X

Nurse was very friendly and informed. Vaccines given with great care and follow up arranged.

Claire was amazing and explained everything thoroughly. Dr May was brilliant and again explained everything to me. Wonderful team of nurses and doctors and receptionists.

All questions answered

Nurse Ruth welcoming and efficient as usual. Receptionist (think her name was Cathy) was friendly and very helpful. Thank you both.

Dr Dina was very nice & approachable & at least lovely to actually get to see a doctor. Instead of trying to manage E.mails

Appointment with the nurse to check and clean cat bite. Seen on time reassured that the infection was getting better .

Kind, efficient and very helpful

Excellent service as always, seen in time and thorough examination

Very kind and helpful spent time with me and listen to my concerns

Seen on time and Dr Loweth was thorough, informative and kind.

On time. Clare was friendly and welcoming. Job done.

The GP was visibly in a rush to complete the appointment in time. This made me feel anxious and stressed, and that we couldn't have a proper conversation. She was very polite said she was going to take action on the issues we discussed, and I thank her in advance for that. She also admitted that patients have to be seen quickly because of time and resource constraints. While I have sympathy for the context in which GPs and medical practices operate, I am afraid the approach of processing one patient in one patient out, in a way that almost decouples the human/relational aspect that is intrinsic to healthcare and the duty of care that surgeries have towards their patients, makes the level of service provided to be overall of unremarkable standards.

Wonderful! Claire was superb, thank you! Punctual, caring and very helpful advice - as well as resolving my blocked ear. Makes me feel incredibly fortunate to have access to such an amazing surgery.

I was seen quickly and my issues were dealt with.

Dr took full account of my medical issues leading to my appt.; explained clearly medical procedures to follow; gave me print-out of atrial fibrillation and hand-written note of proposed time spans. Advised of action to be taken in event of any unexpected emergency.

Excellent medical service; left me in no doubt as action being taken for my health and well-being. Worth every penny she is paid and an absolute credit to the Practice!

Triage done and contacted with 20mins - seen within 2 hours

I was the last one of the day and glad to see a dr quickly.

Needed an injection, seen on time, injection given.

Very prompt to deal with side effects from medication.

Doctor thorough

My consultation was good however I was prescribed 2 pain killer medications I needed for pain management. Only one prescription was sent to my pharmacy, so I don't have the painkillers I need

Efficient service, clear diagnosis, actionable next steps.

I had a very positive experience during my recent appointment. The doctor was sincere, thorough, and took the time to listen carefully to my concerns. I never felt rushed, and they explained everything clearly while making sure I understood the next steps. Their caring and professional approach made me feel reassured and well looked after. I really appreciated the time and attention they gave me. Thank you for providing such excellent care.

Had blood test completed at the practice. Required 2 attempts.
Was painful and resulted in large bruising.

We got to the issue and agreed next steps.

My appointment was on time . The doctor was patient, thorough and helpful

I was promptly and efficiently dealt with

Doctor was nice

Aisling has been amazing and so efficient and brilliant doing the travel jabs for our family, Most of them were nervous and all said how good it was - and didn't hardly notice even the scratch

On time, very efficient, sociable & informative nurse

The reception staff are wonderful the only thing that was poor was my actual gp appointment. I felt dismissed as my appointment was regarding endometriosis, yet my symptoms were blamed on constipation. There was also no regard for the amount of pain i am in. When i described that even if i take ibuprofen, paracetamol and codeine at the same time i can still be in pain i was just told "don't take codeine anymore because it constipates you". I think that's a very un-empathetic response with no regard for my pain levels.

I was seen the same day

Always very efficient and Dr Franzmann couldn't do more to help and is so thorough.

Prompt support. Super kind staff from the reception to the nurses. They looked after my young son making him feel comfortable and very well looked after. Thank you so much

The person I saw was very efficient, interested and helpful.

The doctor is very patient to explain

On time, and a very competent nurse Ruth treated me

Professional friendly staff
Friendly and efficient

Friendly efficient

Friendly efficient and on time

The nurse I saw was great, thorough and let me know what to expect and what was coming up next.

Always have a positive and effective experience

Excellent and prompt service

Dealt with by Dr and Receptionist well and efficiently as always.

It's an amazing surgery- Dr May was brilliant. Thank you very much.

I had great advice and help for the problem

Usually always have a good experience. But the GP I saw was really dismissive and rude. Made me feel really incompetent

Happy with advice from the nurse

It was all round, very good

The doctors are all wonderful and I am so thankful for them.

I pick my opinion based on the care I got during visiting (VG)

Excellent service, really friendly staff. I'm so glad I'm with you.

Whilst the appointment was a long time from booking it wasn't urgent. The doctor was excellent and efficient and on time. Very good.

Very good

Quick response. Quick appointment. Fantastic Dr. Quick referral.

Quick and efficient

Efficient, thorough and friendly

I was contacted re an appointment after filling in the triage form. I was offered a time for that afternoon

Very friendly and efficient nurse, Claire.

Quite a long wait time - which I would have been ok with if there had been some way to communicate that to me

Effective communication

It was very good

I was listened to and talked about the problem.

In the end i was refered to hospital.

Nurse Clare was very gentle and helpful during my ear syringe

Very efficient service, right on time. Ruth is lovely!

They sorted out a problem whereby I had missed an appointment mistakenly.

Good service

Nurse checked wound - declared I needed a special wound plaster and put one on and gave me prescription for more

As always, amazing service from Elms. They always process my requests quickly well in advance of their stated turn around time. Thank you!

Great service, love The Elms

Friendly informative and on time

My mission target was achieved; a large piece of wax was removed from my ear.
The nurse who attended me was very pleasant and caring.

My ear was syringed successfully and the charming female advised on the other ear, making an appt for that one, taking into acct my forthcoming holiday and when to insert oil in preparation.

Explained everything to me regarding my results and will take on board the advice and fingers crossed will start to feel better x

Dr Ali was thorough & careful, listening to everything & went to consult colleague to double-check. & actioned quickly. Wrote up quick letter for me to give to Chemo team on the spot.

Good result from treatment

The nurse was very efficient and very friendly

The staff are genuine, compassionate, and have time for you.

Experience and I'm so grateful for the Doctor Who took me through this smear process and made me feel really relaxed thank you. Epic lady.

Dr Soloman was really good listened and reviewed my notes !! Very good experience thank you

Excellent care and feel known

The appointment was on time and I found Dr Ali very helpful and constructive.

Because it was excellent service as usual

Prompt response, confident diagnosis, scheduled follow up.

Didn't have to wait very long before I was seen.

Very poor - No preparation pre my visit - if there had have been true preparation I wouldn't have needed to come

Dr Rees was very thorough and explained everything to me

Following up on ongoing concerns Listening attentively

Excellent service all explained and and very professionally carried out the test

Dr Kanthi was welcoming supportive and thorough. I am very happy with her diagnosis and treatment plan.

The nurse was personable, informative and efficient

Dr May as usual was her caring, understanding, professional self. She took the time to listen to my 85 year old mum and she explained everything really clearly. Couldn't hope for a better service

Certainly, the elms practice has always been good, even in the days of Dr Archie Robertson. Can't fault the way I have been treated.

Was seen by Dr Impey very helpful and professional

Very helpful

Excellent excellent excellent!!

I had a minor medical problem and thought I might have to wait to see/Speak to someone, but was seen quite quickly .

I had to wait for 45 minutes to be seen. My appointment was at 4.15 and Dr Bhardwaj saw me at 5 pm. I understand that delays can occur but 45 minutes is too much. On the other hand Dr Bhardwaj is a very kind and competent doctor. Thank you to him. Oh, the receptionist was also cheerful and helpful

Very kind and prompt support from all the staff(reception, nurses and doctors). Professional and clear communication but also very caring about all of us. Especially with my two teens. The Elms staff shows a big sense of duty which meets the heart of the community. Thank you so much.

Fast appointment. Excellent doctor.

Kind medical staff, on time, helpful reception

I was given a same day appointment. Booking was straight forward. Dr Smith was attentive and has referred me to the musculoskeletal dept

Very welcoming receptionist and Dr Kanthi was very attentive and helpful- a very good experience!

Friendly and helpful advice and clear direction on process going forward.

Appointment happened on time, the doctor was very helpful and understanding.

Amazing efficiency and doctor

Dr was thorough and eased my concerns.
I waited for 40 mins, but I arrived 15 mins early.

Visiting is always positive from the start, with lovely reception staff, even if the waiting room music is pretty dire! And like all GPs I've seen at The Elms, Dr Sibley was thorough, approachable, sympathetic and knew her stuff. I left reassured, with the answers I needed. Thank you! 😊

Very caring, informative and helpful.
I felt reassured with the plan the doctor had for me.

Discussed a lot about my diabetes and how it effects me.

Have always found all members of The Elms to be kind and helpful.

Everything about my appt with the Dr was excellent - really could not have been better 😊😊😊.

My query handled professionally and with care. Thank you.

I still feel pain management not met and I am now in a circle maze with neck issues

Because I had a good experience

Doctor was very child friendly and we didn't have to wait too long.

I saw exactly the right person for my symptoms. And checking in was easy.

Both Dr Kanthi and the reception were very kind and helpful with sorting out my medical issue and subsequent follow up questions very quickly.

The online appt booking is v efficient. Dr Patel was thorough and clear. I can read the output in my notes on the app.

Dr Danielle was excellent

She was very nice and she was informative in a friendly way

I always give this answer to The Elms. It's a first class service every time. From on-line system including triage, to booking in on arrival. Short waiting time & committed professional doctors. It couldn't be better.

Helpful, understandable and timely. Thank you.

Appointments are always available and the GPs are attentive and always give good advice

Very helpful and gave support for the pain.

Dealt with the issues I had

The nurses have been treating a wound on my leg for many weeks plus an ulcer on the other and at last they are healed so yesterday was my last visit. I saw Nurse Ruth most of the time and Nurse Aisling occasionally. Thanks to both of them.

Very professional and helpful

Excellent service, very kind doctor

Quick response to appointment request and efficient phone appointment with the doctor.

Dr Oshodi was kind and very thorough

Very helpful advice from Dr Loweth. Thank you

I was dealt with very efficiently with kindness

The service from Elms is always excellent. I have never been disappointed with the service

Submitted my query on line and was answered and had an appointment the same day

Dr Oshodi had a lovely manner was engaging and made me feel at ease very quickly

The dr was very helpful and understanding.

Doctor was sensitive and caring at a time when I was feeling very vulnerable

Appointment was prompt and thorough

Already sent from my iPad . Always terrific service from the elms

Very quick and thorough

The nurse was very kind and did everything with a smile

I got an appointment the same day as my request. Because of traffic I missed that appointment but was given one the following day with a lady dr as requested. My case is complex. The dr reassured me, referred me to a specialist and prescribed medication whilst specialist appointment is awaited. As ever an excellent service from The Elms.

Friendly professional nurse

I felt I was listened to and appropriate action taken

Doctor was focused, knowledgeable and reassuring

Always very responsive and all the staff are willing to help

Ruth is efficient, always in a good mood and proactive with advice.

Dr Rees was most helpful caring and understanding

Very friendly, informative and patient when answering my questions.

Dr May was very professional, and friendly. She gave me excellent advice and explained the cause of my problem and remedies well.

The staff they really kind and helpful and the doctors give right information about how you could manage your pain and explain enough details about the patient illness.

Overall good

Friendly and professional

The lady doctor said she was really good

Seen on time by Dr Lowther and then in the appointment - her time given, care, professionalism, knowledge and thoroughness were all excellent.

Very good feedback

Doctor was helpful and will chase up surgery on my behalf

I was happy with my care

The service is first class

Quick and efficient response. Always helpful

Doctor was really thorough with her diagnosis and had a lovely bedside manner.

I didn't have to wait long in the waiting room, and the doctor's diagnosis was very precise and reassuring.

The Elms has always served us well

Dr was professional, knowledgeable, and courteous.

Short wait for appointment and prompt treatment

Nurse Ruth was very thorough and explained everything to me in detail. She is very kind and caring and puts you at ease.

Dr spoke over me repeatedly. Appointment was arranged promptly. Aims of appointment achieved.

Follow up and next steps outlined

Good advice from Dr but obtaining prescription difficult not emailed to chemist as promised

Good visit and great Doctor. But did take 2 weeks to get appointment

I missed my appointment and they put themselves out to arrange for me to see a doctor the same day

Easy to book, not bad wait, pleasant welcome by clinician and reassuring approach

Claire and Ruth were lovely with both my daughter and myself whilst she was having her vaccines. Thank you Claire and Ruth!

Appointment on time, very smooth

Dr Sibley is awesome And I'm very grateful For her help; The weird music in the waiting room Was Stressful; since I had to wait for a while I would like To be able to concentrate on Reading while I wait for 45 minutes; And I have ADHD and dyslexia so Loud Music that's Not just instrumental made my wait A bit torturous

The best visit to a doctor I've had in ages. Dr Bhardwaj was very jolly.

Easy to talk to

Good - The consultation was about 25 mins later than my appointment time.

Doctor carried out blood tests at ultrasound to establish any issues. Fatty liver diagnosis followed up with phone call to clarify extent of issue. Pleased with conversation I had with GP.

Still awaiting results

The nurse specialist was excellent. Very reassuring 🥰

The doctor was very understanding

Did what I asked for

Very helpful

Prompt replies, friendly helpful staff 😊

I was seen on time by a very friendly and helpful doctor.

Excellent assistance from Dr Franzmann who assessed problem and advised. First class service from time of receiving appointment to discussion and diagnosis.

Good – but I didn't feel my previous request about CHEC were addressed

Dr Sibley saw me within 3 hours of my enquiry, she was kind, understanding and has already put wheels in motion for an answer to my problem.

Excellent service, have been with this surgery for over 30 years

Seen on time and Dr Franzman answered all my concerns in a very friendly and professional manner.

Very prompt response (as always - many thanks) to Triage Form. Kind, considerate consultation. All much appreciated.

Everything fine

Dr Sibly works thoroughly and emphatically

Had an appointment but advised doctor was ill. Appointment rearranged for a later slot in the same day. Brilliant service, thank you

Booking appointments much improved since using text on phone

Dr Jollyman is clearly very passionate about helping patients and willing to listen to them, without preconceived judgements. He is one of the best GPs I have encountered in the last 10 years.

Dealt with the issue with a smile and a chat. Thank you for your kindness

Nurse Ruth was very kind attentive and helpful

The nurse team were fab, as always

The team of nurses were fabulous

Always good

Friendly and helpful staff. Quick response times.

Lovely staff. Effective and kind

Reception area was cool, clean and quiet, with enough seats for patients, notice board well functioning.

Short waiting period before being escorted to a cubicle where my credentials were checked and blood was taken in an efficient, kind manner.

Nurse Ruth always amazing. Thank you

Likewise, thanks to lovely receptionist too.

Seen promptly after contacting the surgery via the app. Dr Patel was helpful and thorough.

Nurse Claire gave me good advice as well as painlessly doing my vaccines. She then arranged my follow on appointment for me at a convenient time.

Dina was exceptionally thorough, she explained everything clearly and was efficient in referring me to the L n D within an hour.

The practitioner was very professional, looked holistically at my child and listened very well. Had a very nice demeanour for children.

As always

Clare was so wonderful and made me feel so comfortable in my appointment. She was so kind and friendly, she is an absolute asset to the Elms medical practice team!

Always efficient and can offer me what I want in terms of advice or appointments

Seen promptly. Ruth is great, she explains everything and treats you with a smile. 😊

No waiting. Excellent care and service

I was impressed by the speed at which i was offered an appointment following my submission of the contact form. That appointment was with a paramedic. However, my problem was, I felt a very personal one and I did not feel at all comfortable having a very intimate examination performed by someone other than a doctor or a nurse, although her treatment of me was scrupulous. There was also some confusion about my prescription when I went to collect it from the pharmacy. I had been told I would have one cream but was prescribed a different one. Upon checking with the pharmacist and a little prior knowledge of antifungals I understand that the prescription offered is usually only prescribed by a doctor, off label. In this case, I had not been seen by a doctor. For the above reasons I would say that i feel somewhat unsettled and my experience was not all positive

Always good helpful service. Thank you

The doctor was very understanding, listened well and gave good advice.
I was seen on time.

I was really impressed by the pro-active way the survey followed up my recent blood test

Not too long to wait and Dr Ali very thorough

Friendly and professional staff. Ran to time

A little late, 10 mins, cover what I needed, so no problems.

Dr Bethan Rees was exceptional. I am so grateful for her knowledgeable care and thoughtful approach. She was able to put me at ease for the consultation and about my symptoms. She took me seriously and responded to my care with honesty and kindness. She even injected a level of appropriate humour into our conversation. I left the surgery feeling heard and confident about next steps.

Prompt appointment on time

Always helpful and excellent service