

FRIENDS & FAMILY TEST RESULTS

June 2026

Number completed: 412

95 % of our patients would recommend our GP Practice. We really appreciate your feedback and strive to continue improving our services.

‘How likely are you to recommend our GP practice to friends and family if they needed similar care or treatment?’

Extremely Likely: 355

Likely: 36

Neither likely nor unlikely: 14

Unlikely: 3

Extremely unlikely: 2

Don't know: 3

Comments made by patients:

Appointment within a few days, nice doctor, took time, not rushed

Quick response to my needs and easy efficient service

Waited 15 minutes beyond appointment time.

Was in for approx 30 seconds

Was told I needed a referral to L&D which I had worked out for myself

All could have been done on phone or by electronic means and some weeks ago

Very useful. It was a telephone consultation which suited me (and my wife/carer) due to our mobility problems. Surprising diagnosis which is being followed up

Found everyone very helpful

Jo and Lisa were extra helpful to offer me a cancellation with your MH practitioner. Thir hard work is always appreciated.

because the person was examining me and my problems that i have and gave good instructions on what is to be done and what to expect etc

Very attentive doctor

Issues listened to without a rush and positive action taken.

Doctor was very nice and helpful

Very competent and good advice

Dr Smith always listens and is as helpful as any GP I've ever had an appointment with. I've been struggling with an unexplained chronic illness for 5 years and he does everything in his power to help.

The Doctor was very kind and thoughtful and I felt he was completely clear about my situation. After discussions he felt my current medications were okay, so no changes which I was quite happy with.

I felt heard and understood when I visited Jen. She was very thorough and a very pleasant lady

I was satisfied

The doctor was fabulous felt very listened to and liked her felt very comfortable as not my favorite place to visit

Dr Smith is very understanding and helpful

I got an appointment for my vaccination very quickly & when I attended the nurse was very friendly & efficient

Booking and attending my recent appointment was all very straightforward with no issues.

I have already sent response and hope it was received at how sympathetic and helpful Dr Impey was regarding my recent cancer diagnosis. I think she is a special doctor and would highly recommend her.

Friendly efficient and on time

Effective interview by doctor with prompt decision for referral

Put patients at ease straight away

My last visit was on time and very helpful

My appointment was on time, I went for my b12 injection but have been feeling dizzy and mentioned it to the nurse who checked my blood pressure and ears, very efficient.

Seen quickly and all questions answered clearly and efficiently

So easy, on time and no problems

I got my appointment quickly. The receptionist was very polite and helped me. The GP was very caring and talked through everything as well as listened to me.

The doctor I spoke to answered all my questions, and listened to me

The GP I had a telephone call with was excellent. He was thorough, empathetic and took the time to really understand what was going on with my various symptoms. A strong example of patient care. Thank you.

Jen had a wonderful manor. Mad me feel very at ease.

Seen on time, personable, liked how there were two nurses giving the vaccines so it was fast and over with!

GP was excellent in all ways. But the receptionist was not great (older lady)..left me standing while chatting to staff behind. Then made me wait for 10mins before deciding I could leave and they would label my urine sample later. She was not very friendly or efficient. Usually other staff are excellent.

I really dislike the fact that you can only discuss an issue at a time and your time to discuss the issue is so short. This is silly medically. What if, like in my case, the different problems strongly interact. Having said that, I always feel heard by most of the practice GPs. In this case, Dr Allam always listens to what I need to say.

Exceptional - speedy, friendly, efficient. Other GP practices should take note!

Nurse and GP seen were outstanding and professional

Apppointment was in time. All questions I had were dealt with. Warm and approachable doctor who listen

My concerns are always dealt with promptly. I like the triage system. It means I only need to sit in the surgery and see a GP face to face when it is really necessary. When it is necessary I never have to wait many days before I am seen.

Prompt responses to online forms completed

Professional

The doctor took time with me, listened and explained the steps ahead. Excellent

I was greeted by Mandy and I saw doctor Allan happy days

Everything I came in for got sorted nice and friendly

I gained the impression the staff cared

Dr Allam was brilliant. She listened to what my problems were & talked me through the different choices I had. I came out feeling a lot happier with the choice I made with her guidance. Thank you so much for your time & listening to me, it was greatly appreciated.

Good people

Was treated with respect and the visit was good

Gp was highly knowledgeable, easy to talk to, booking appointment was really easy and quick

The general attitude and friendliness of the Doctor and other staff was superb.

Prompt appointment, short waiting time in surgery. Efficient consultation and referral

The doctor was very helpful and quick and put us both at ease

Saw student doctor , he was pleasant, caring and professional.

Long wait for an appointment

Did not have to wait and Dr Loweth gave me the time I needed, I did not feel rushed.

Booking was quick
Dr very helpful

Because Dr Loweth is very good at talking to patients.

Just feels like a tick box exercise now at my reviews. Don't feel heard, giving up on finding medical professionals who actually care enough to listen to patients and acknowledge what's happening, instead of throwing prescriptions for antidepressants or hormones at them. I wanted referral to a perimenopause specialist.

I had my appointment booked very quickly.

Aisling, the practice nurse was excellent, from sorting out appointments, talking through the vaccinations required for our travel and giving the vaccinations there and then. Very friendly and approachable.

Unfortunately I didn't catch the ladies name on reception but she was also very helpful and approachable. Thank you

On time, friendly and efficient nurse

I was given a PA appointment when I'd requested a nurse appointment. The PA wasn't able to provide the treatment I needed and gave me the wrong information about what the surgery offers. A receptionist sorted a nurse appointment for me, no problem, but has delayed my treatment by another 2 weeks.

The doctors and nurses always go above and beyond their duty to care and deal with each situation that is presented

Efficient and caring

Dr Kanthi is an excellent GP

Dr Impey listened to my problems-trigger finger-second finger from thumb on right hand and swollen left thumb joint on left hand. Explained that both could be treated with an injection of Depo ...so I opted for the injection.

Claire was amazing as always she gave my 3 year old daughter a stress free and pain free injection appt! Thank you

On time, friendly and efficient nurse

The doctor took time to speak with me

The response to my online was very quick and very helpful

Very happy with consultation

Dr was extremely friendly, kind, genuine and I felt she really wanted to help me bless her

My discussion with the doctor were positive and made me feel she took on board my concerns.

Prompt appointment and a doctor who really listened and helped

Very grateful for the service you provide

The lady who did my cervical screening was really lovely. She was friendly and really put me at ease.

It often takes too long to identify the root cause. Most visits required at least one additional appointment before the doctor started to clarify the situation. For my daughter, it involved three blood tests that I was almost begging for, and several months without resolution due to appointment wait times exceeding four weeks each time. For myself, instead of a simple X-ray, I endured three months of ineffective physiotherapy and painkillers. I understand protocols, but the necessary data was available and actionable.

Dr Lowethr was superb. A wonderful mix of caring, knowledgeable and great interpersonal skills.

Excellent service from the paramedic but she could not approve the prescription for my antibiotics until she had doctor approval - some 4 hours later. This inconvenienced me I had to make two separate journeys. It is alarming that no doctor was available for so long.

Dr. Allan is an outstanding GP, professional, knowledgeable, courteous.

Very responsive and flexible with offers of appointment time to fit around my schedule. Thorough questioning around the reason for my visit and good explanation to me in lay persons terms. Follow up the next day was helpful too

Dr Allam was, as usual, very caring and helped me enormously with questions I had re my brain scan and I know it is something I have to live with. I am never hurried and Dr Allam always gives me time. Many thanks.

It was not really necessary for me to see the GP if she was unable to offer medical support with weight loss at this time and I could have been referred to Ms Pollard straight away instead of waiting two weeks to see the doctor. It raised my hopes that having explained my situation and outlined my medical conditions on e consult I might be eligible for the weight loss injections. I understand there is strict NHS guidance but this could have been explained by Ms Pollard and not wasted the GPs time.

I have been given an appointment very swiftly and the health professional was very thorough and knowledgeable and helpful.

Appointment on time, doctor very efficient and helpful.

Very good visit. All questions answered

Didnt have to wait too long
Doctor polite, informative and helpful

Prompt, pleasant, clear and very helpful

Reliable and professional service. GP (Dr K Loweth) who saw me was not only professional but friendly and caring. Thank you .

Dr Allen is amazing, she has gone over and above including calling me at 7pm to update me on her visit. Thank you so much

Satisfactory outcome

Everything was efficient and staff friendly

Quick and easy to obtain an appt. Dr was thorough and offered a referral immediately.

Claire is excellent as usual

Rapid appointment. Doctor listened and took action.

Had the Shingles vaccination. The lady who did it was friendly and put me at ease and it was over very quickly.

Quick, caring and organised

Appointment perfect on time

Two nurses helped me who were kind and quite lovely

Prompt, caring and speedy service. Thank you

Dr Allam had plenty of time for me, listened and set in motion all appropriate tests

Dr Impey very clear with her advice thank you

Clean, professional practice and GP who saw me was helpful, thorough and kind .

Good to get seen so quickly with a positive outcome

Doctor Patel was very thorough and gave me a plan of treatment if and when needed.

Very clear discussion and good advice

Been with the surgery over 50 years. Never had a problem getting an appointment, online form is quick and easy. Doctors, nurses and receptionists are fantastic. The medical staff listen to you and explain treatment and ask if you have any further questions. Receptionists are very helpful. Well done The Elms.

Fabulous doctor.

The appointment was not rushed, she gave me plenty of time, honest and helpful feedback, just excellent

Given same day appointment. Seen on time. Doctor was very professional and friendly.

Doctor listen to problem and dealt with it no problem most grateful Thanks

Quick, efficient and friendly

Doctor very pleasant and thoughtful

The treatment I received was excellent and very caring

I had an immediate response to my request to be seen

Very efficient, doctor Impey and receptionist very helpful

I was given an excersise to do which means I didn't need medication, it's working really well and helped almost instantly.

Doctor was helpful

The GP Dr Ali was excellent and the response from the mental health team was extremely swift.
Thank you

I felt the service was very efficient from the moment I walked into the reception to make the appointment up until and including being seen by the Doctor.

All my concerns were addressed

Excellent communication. In and out in minutes

The Elms is always fantastic, patient care is wonderful i can always get an appointment if i need one which luckily isnt very often!

Very short wait time. Dr May was very friendly and helpful. She carefully reviewed several related ongoing issues and gave me the information and assurance I needed. As I have been seeing Dr May for 14 years, I can say with high confidence that she is an exceptional asset to the Elms team.

The receptionist was very helpful but I had to wait 2 weeks for an appointment. I was a bit disappointed as I was expecting an cortisone injection but I'm being sent for blood test and x-rays which will be another delay.

The doctor i saw was so empathetic and listened to me. I never felt rushed she was excellent

I was seen quickly, the doctor was helpful and resolved my issues

Dr May was very understanding and supportive and took the time to listen and advise.

Easy to book appointment
Clear communication

Nurse saw the problem and started treatment

Telephoned on time- explained the plan succinctly and understandably.

The receptionist and doctor were very helpful

Seen on time. Nurse was friendly and professional.

Efficient and kind treatment

Dr Allum is fantastic

I was seen promptly and a fresh dressing out on my leg.

The appointment was organised quickly and I was seen on time. The Nurse I saw put me at ease and my screening was done professionally.

Team member very friendly and informative

I was seen on time and the nurse was very reassuring

I felt my gp was very sympathetic and helpful-Dr Franzmann was great.

Could have been fast tracked to receive shingles medication in the 72 hour window or told could go to pharmacy without prescription. Also the associate physician seemed to think there was a 48

hour window for medication and therefore my late appointment time made no difference.
Disappointed in the service.

Staff were very professional checked every thing was right.

I got an appointment on the day for worrying symptoms and had thorough discussion with GP

Excellent and supportive

Excellent advice and very efficient follow up

Only a short wait and appointment went well

Very efficient

Saw the Doctor on time. She was very well informed about my past issues and took the time to clearly explain everything. She promptly made all the necessary arrangements (prescription and specialist appointment). Overall an excellent service. Thank you.

I saw Nurse Ruth for ear examination, very professional, speedy and welcoming

She was excellent! Fast, detailed and reassuring ❤️ ❤️ ❤️

The care I received was very good

Just great interaction with Dr. Very kind Dr

Very good doctor, but an hour delay

Helpful and quick result

The appointment was on time, clean facilities, and the lady was very friendly and efficient

The nurse made me feel at ease, as this was my first visit to have an Asthma check.
She also answered all my questions in a clear and no wiggle way.

Appointment made via the excellent NHS app
Received and greeted warmly by receptionist and appointment with GP was exactly on time
Although my ailment was minor, Dr Loweth gave me a full and unhurried assessment and recommendation for further treatment.
Many thanks for providing her expertise.

Very efficient booking in, didn't have to wait long, Dr May was excellent

Reception offered appointment when I requested it and Dr Khanti as always is listening well to me and she is proactive in taking actions re treatment and my requests.

The doctor was great,
But the process of getting the appointment was frustrating.

The doctor was very nice and extremely helpful

Always quick and efficient

You did your job

Excellent service from two nurses

This was specifically related to the doctor seen for the appointment and that person's general conduct, rather than the Elms Medical Practice overall.

Nurse was excellent, however it was frustrating trying to get an appointment.

Ruth Mayo is a wonderful nurse professional kind, caring & compassionate

Prompt communication

Lovely caring doctor, really made me feel at ease and was very informative

Checking in was easy and Nurse Aisling is professional and easy to communicate with.

They gave me an appointment within 5 minutes of filling out the request form for an appointment

Fairly timely and nice staff

Consultation thorough, with follow up plan

Very quick follow up appointment to discuss scan results and next stage. Dr Immpy v reassuring and supportive.

Friendly and quick

Very efficient

Prompt appointment and helpful nurse

GP seen (can't remember her last name but first name was Jackie) was very friendly, did everything she could and was actually sympathetic.

I love the online booking, although would be even more helpful if available for longer periods of time e.g Saturday.

Very impressive Doctors at the practice. I always feel listened to and get top quality advice.

It took 6 months and numerous online messages to get some attention and the responses were less than facilitative

We were looked after very well and everything was explained to us

One of the best appointments at the Elms

Dina was very efficient and helpful of my problem

Whilst the professionalism of my doctor cannot be faulted, the Elms surgery now feels far too clinical. Admin led as opposed to patient led. The surgery appears soulless, empty of doctors and patients alike. I am all for efficiency, but perhaps a gentle reminder of why we need surgeries and who they are for should be a question asked by administrators. It needs to be more approachable, user friendly and flexible.

This questionnaire is just another example of process over common sense.

I was really grateful to be able to talk to Dr Sibly about my recent diagnosis of meningioma following the MRI. Many thanks for her kindness.

Because you can no longer phone or walk in & book an appointment with the receptionist. I worry about the elderly etc missing out on appointments as they're not tech savvy.

The 2 GP's I saw at different times yesterday genuinely want to help, both have a good bedside manner, respectful, polite, attentive to my ailments and try to recommend things to help.

Very prompt response and action to investigate my health issue

I was surprised Dr Allum was able to get me an urgent referral which the letter came through with a date .

Seen on time. Very professional as usual

Excellent examination

Really friendly and helpful

My appointment had been cancelled but receptionist found me a time late in the day i requested a phone consultation this happened on time

Excellent GP

Because the dr actually took time to listen to me.
And answered my questions

I like the system for booking appointments. Staff are friendly and helpful and GPs are always excellent.

Always quick to respond to an issue. Friendly and helpful Doctors and nurses.

Good experience , well looked after

The doctor listened to me and really helped me with my problems.

The doctor was kind and well informed, she had checked my notes prior to my appointment to learn what the issue with my knee is

Not too long to wait, helpful consultation

Prompt, efficient and professional

As always very efficient

Attentive doctor

Dr Charlotte Allam gave me plenty of time, explained everything clearly and listened to all I had to say or ask

Caring professional advice

Lovely nurse

Very efficient GP surgery. They could not have been more responsive. Amazing

Friendly helpful asthma nurse who guided me to improve my medication administration

Looked after me very professionally with care

The staff is very professional and care.

The help that I was given was wonderful.

A specific receptionist was very kind and friendly and doctor attentive and requested further tests as required.

Dr Impey was amazing! She helped me with everything I needed and was so kind and caring

On time, friendly, helpful, kind... couldn't be better Dr Rees is the best!

Was very kind

Very prompt and accommodating response to my e consult. Immediate and convenient appointment and excellent GP consult

I was grateful to be seen so quickly. Dr May was very thorough, understanding and patient.

Filled in online consult form, called soon after and in to see Physician Associate that afternoon. Not long to wait in waiting room.

Efficient and caring attention

No nonsense good experience

Dr Charlotte Allam gave me plenty of time, made me feel at ease, was very thorough and explained everything.

Felt my symptoms were quite dismissed. Not even offered any pain relief."Come back in 3 weeks". It was suggested I go to the dentist too which I did and luckily they fitted me in. Dentist immediately prescribed penicillin and said my symptoms would not have cleared on their own and I should have already been prescribed it. 24 hours later and my symptoms have already improved.

Excellent

Dr Ali was fantastic and the overall process was first class

My appointment was on time and the nurse was quick and informative

Dr May was wonderful as always so helpful and reassuring. Please pass on my thanks to her.

Easy to get an appointment
Very friendly and helpful receptionist
Reassuring doctor

Excellent service by a very professional nurse

Really prompt response to my online form and a great experience with the Associate Physician at my appointment. She was so thorough and friendly - very much appreciated.

The GP listened to my symptoms and responded appropriately.

Excellent service listen to my problem and it was discussed at my level most grateful Thanks

It's always very good.

I completed the on-line form to be triaged and was contacted within the hour with a same day appointment. I duly attend and was assessed by Jen? who then asked for another GP (Dr. Allum?) to review. They agreed I needed to go to A&E and arranged via phone call with ENT at

L&D for me to attend immediately with accompanying letter. Everything checked out at hospital as their initial diagnosis was correct. Another first class service.

The doctor was very kind and helpful, atmosphere was calm as well

Very professional and caring

Quick and easy

Staff helpful and pleasant. They act on patient's requests

I was seen on time and dealt with efficiently.

It was much easier than it has been previously to register our arrival (the touchscreen system is much improved). The receptionist was really helpful and nice about submitting a repeat prescription. My daughter was seen very punctually and the doctor's manner was brilliant - friendly, reassuring, efficient and, of course, hugely knowledgeable.

Dr Ali was very polite, thorough and professional. I always have exceptional service from The Elms and all staff are pleasant and happy to help. Thank you.

I got the treatment required, all my questions answered and the nurse very friendly, knowledgeable and supportive.

Because Dr Smlther was aware of my medical history, we discussed further action and she contacted the hospital for a referral

Always excellent. Lovely nurses, great with the kids, grateful to have such a fab practice.

The GP was very encouraging

I am very happy with the Gp who dealt with me

I always get appointments promptly and my appointments run on time. The GP I saw yesterday listened explained and came up with a plan. Thank you

Warm, friendly and knowledgeable

Very good consultation with the paramedic in room 15, who also sought a second opinion from a resident GP who recommended a course of antibiotics after examining me. This I found very welcome, and now have the medication.

I am very satisfied with the care and service I received from the GP and the practice team. The doctor was professional, kind, attentive, and took my concerns seriously. I felt listened to and well cared for during my appointment.

The doctor arranged a referral for further investigation, and I appreciate the prompt support provided by the practice. At the moment, I have not yet been contacted by the hospital regarding the referral, and my symptoms are still causing significant discomfort. However, this does not affect my positive experience with the GP practice itself.

Thank you to the doctor and the team for their excellent care and support.

Attentive and thoughtful response, succinctly reviewing the overall picture whilst also dealing with specific concerns.

very good and very nice nursing team

Helpful and efficient service. Pleasant people .

I got answers to my questions and advice on the problem.

Appointment changed due to staff sickness on same day

Prompt response to a request for an appointment

Quick appointment. Saw the GP promptly.

Receptionist was charming and friendly. Dr Bhardwaj was charming, knowledgeable and understanding

The doctor was very attentive and answered all my queries. Would like to have him for any medical issues in future.

Appointment was easy to arrange and it was exactly as expected though the doctor was running a bit late.

The GP was very thorough and showed empathy. She had a lovely manner.

Dr Rees was thorough and explained everything to me

As always pleasant and understanding.
Helpful with my questions and problems solved.

Appointment not running too late, although music in waiting area very loud. Doctor told me to make another appointment but receptionist didn't believe me or couldn't do it and made me go through triage. Odd, time-wasting system.

Very good, professional and attentive

Dr May listened carefully to my current issues, understood my concerns about my current hypertension and suggested a trial of dosage changes for 2 of my prescribed medications to see whether that could improve my current experience

Doctor was very pleasant and helpful, his diagnosis regarding my medication proved to be correct

Very prompt reply to the online triage form.
Lovely sympathetic, patient, and caring doctor who tried to explain things very clearly to mum

All fine

Super quick response to scan result. Much appreciated. Clear description of problem and next steps. Organised via app. Also appreciated. Makes GP contact so much easier than 'back in the day'! Thank you so much,

The doctor was on time and very understanding. I had been referred by Jo Pollard because I was upset on the phone. I'm not sure what Jo was hoping by referring me, but I kind of knew there wasn't much the doctor could do. I felt like I wasted the GP's time.

Quick and helpful response time to my medical condition. Thank you.

The doctor was very helpful and I did not feel rushed.

My condition was discussed in an open and friendly manner, all my questions were answered and my views were taken into consideration.

Dr May always listens, gives advice and responds accordingly.

Felt very reassured after my visit. Time was taken to discuss symptoms & explain what was causing the pain. Recommended to see an osteopath to speed recovery. Excellent.

Quick appointment made for me

The procedure is rather unpleasant but I was grateful to Dr May who made it as bearable as she could and was very sympathetic.

Helpful staff at reception and the doctor has time to talk you through your test results.

Prompt and very supportive

Because there was nothing to complain about

As expected friendly welcome professional attitude and service

Quick response Caring practitioner

Very satisfied with treatment and advice given

Caring doctor covered all bases

The secretaries are so helpful always

Pleasant, efficient with successful outcome

Appointment was on time, Dr May is very likeable, thorough and efficient. Also very kind.

Dr Allam took a lot of time listening and talking to me. As always she was very thorough and reassuring.

Confirmed state of COPD not Asthma.
Listened /Answered all my questions very clearly.

Appoint was on time, actually 2 minutes early. The consultation was not rushed, very helpful, sympathetic and constructive.

Dr May was quick and professional and listened to what I had to say

Willing to alter medication & to reduce other. Very efficient.

I have already filled in this request. At the risk of repeating myself I found Dr May very sympathetic and she did her best to make an extremely uncomfortable procedure as bearable as possible, for which I was very grateful!

Very quick booking, nice and kind doctor. Very helpful.

I was kept informed prior to the appointment and saw the GP who was very calming, empathetic and professional

The treatment I have received from the nurses has been excellent

Always great and really human

I arrived just before my appointment time, and pretty much was called in. So no waiting! As usual Aisling was great and my treatment was easy, didn't feel a thing! All in all a successful visit.

I was seen on time . The nurse was very helpful with my concerns and will see me again on Friday to change my dressing . Lovely lady . Thank you.

Prompt finding of appointment, ran on time and my questions answered very helpfully

Helpful, no pressure

Efficient and thorough

I was seen within 20 mins of my e- consult Dr Allum went out of her way to help ease my symptoms

Seen promptly. Painless smear test

Very efficient and friendly nurse

Good standard of care

Given different options for medication, Dr Allam was very understanding and helpful

Nurse was very amicable and informative

Efficient, on time and friendly

The receptionist was helpful and organised my appointment with for blood tests. The doctor was very professional

Dr Kanthi is great - makes me feel very seen as a patient

Prompt response to triage form. Good communication with doctor. Talking through my ambivalence to going to emergency service. Being able to listen to phone discussion with L and D doctors.

I was so well looked after by all, thank you

V friendly and helpful

Great service and an understanding doctor

Seen promptly by very pleasant nurse

The nurse listened and did her job you can't get better than that

Quick response

Seen on time. Plenty of parking.

I didn't have to wait too long, helpful chat and advice from Dr Smith and I left smiling.

Always excellent treatment. And lovely staff

Very professional

Timing good, response good, all as I hoped for

Although my appointment was half an hour late the physician associate I saw was very thorough in her examination and questions regarding my symptoms. She made me feel like she cared which is nice for the patient

Speedy. Kind and efficient

The staff were extremely helpful and very kind to me.

Helpful, able to get an appointment quickly

Nursing sister very friendly and professional. Thank you

I was seen within a day. An excellent GP Registrar Dr Aly gave me time and was very thorough. Blood test and x-ray happened fast.

I had to use the online contract form because of problems with the telephone at the surgery but there response was quick

I had to wait nearly a month for the appointment.

I was well attended to

Always efficient

Dr Kanthi very thorough and supportive

Dr Impy was amazing

I needed to change my appointment from face to face to telephone consultation. This was accomplished easily via e consult which I find excellent. Dr Kanthi rang me and information was exchanged in a satisfactory way.

I rate your service very good because the doctor take her time to explain the situation and next step i can take concerns the result of my test

Helpful kind and professional staff

Dr Impey is amazing. I would note that the music in reception was very loud and as you are no longer alerted to your appointment over the loud speaker and only on the television screen it would be very easy to miss when you have actually been called in.

Doctor Sibly is very empathetic and kind and thorough.

Because Dr Loweth has found solutions to several skin problems and has made a referral for a persistent skin problem.

Speedy and friendly service with advice

Good service, fast

Efficient reception, friendly and knowledgeable doctor

My family and I have been in the care of The Elms doctors surgery 51 years, first in Redbourn and when surgery moved to The Elms Medical Centre in Stewart Road, Harpenden. We have always been able to get an appointment and treatment to feel better. My Husband is 92 years and I am 87 years old.

Efficient helpful and speedy response

Dr Smith, as always, is very pleasant, easy to talk to and an excellent GP.

I had an appointment with Dr. Impey while waiting I became very faint. A nurse took me into a treatment room. Cooled me down with the use of a fan and cool water . My dressing was changed in that room . When feeling improved I then saw Dr Impey. Thanking you all for your kind treatment.

The nurses were excellent, reassuring and welcoming as ever but through no fault of theirs the equipment wasn't working and it took several attempts even after moving rooms

I was seen quickly & Dr May listened to all my concerns & checked my appointments for me.

The doctor was excellent, but the digital checking in system was out of order and the receptionist was clearly a little bit flustered dealing with the queue but also with someone who kept asking the same questions multiple times and wasn't liking the answer.

I managed to get an appointment easily. The GP was very friendly and professional and listened to my concerns

Been a patient of The Elms for over 55 years and always had a good experience. Thank you.

The Dr who saw me was excellent & thorough.