



# FRIENDS & FAMILY TEST RESULTS

**August 2026**

**Number completed: 331**

**92 % 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: 262**

**Likely: 43**

**Neither likely nor unlikely: 10**

**Unlikely: 6**

**Extremely unlikely: 6**

**Don't know: 2**

## **Comments made by patients:**

Quick response to my request online. Caring and attentive appointment with Dr.. Sileby. Effective treatment plan put in place.

As Always treated with respect and help. Ruth explains everything as she does it.

Both thr receptionist and Nurse were excellent, very professional and reassuring.

Did not feel rushed and attentive to my numerous medical conditions. Thanks

I was seen promptly and the GP referred me on to hospital

I didn't wait long and got another appointment quickly

I was very impressed with Dr Patel, very knowledgeable.

Seen same day as triage

On time, lovely doctor

Friendly and professional

Doctor was lovely, very helpful and made me feel listened to

Aisling made me feel very comfortable

Excellent caring doctor, very kind and helpful

Professional and so helpful.

Dr Solomons has been very helpful

I always get the feeling that staff think they're do a favour. And gps just guessed what's wrong with my leg. Which made it worse, longer to heal while unemployed, I can't claim insurance BC you put in the wrong information. And the waiting between GPs guessing and specialisation is now 8 months. What Ive spent on private healthcare I could have paid for a year of medical insurance which speaks volumes that I need insurance and private healthcare when you are asking about what I think if service.

I had quite a number of things wrong with me and found it difficult to know what was more important

Dr Mistry dealt with it very well and decided on the course of treatment

Same day appointment was really appreciated

Felt listened to and reassured

Comprehensive and not dismissive

The doctor was fantastic

Very prompt service, good advice and excellent follow up

Efficient, helpful and interested

Dr Ali was running late and couldn't really offer any advice. I am exploring one possible suggestion but not feeling optimistic. He was pleasant and polite

Everything is efficiently run

Quick appointment and a GP who listened

Had to wait 45min, and then didn't see the doctor we were booked in to see. Also we were not told that the doctor was running late on check in.

Dr Patel was excellent. She covered everything that we needed to discuss, in great detail. I felt very well cared for. Please give her my thanks.

The doctor I saw (dr Solomon's) was very good she was friendly and very thorough. I would have given a score of excellent but I had to wait for quite a long time for the appt.

Booking the appointment: the online triage meant I did not feel I was wasting anybody time.

Nurse Ruth continues to be unfailingly warm, helpful and capable.

Dr jollyman asked questions, was prepared to listen. He gave informative, helpful, productive responses to all questions. He made suggestions that were clear and actionable.

Can arrange quick appointments which are dealt with by appropriately qualified medical people who listen and respond well to the health matter. I feel very fortunate to be able to access such an excellent GO Medical Service.

Quickly got an appointment.  
Seen at the appointment time.  
Speedy diagnoses.

I felt I was listened to and was examined properly before various tests were requested to find the correct diagnosis.

Friendly and professional nurse Ruth

Excellent nurse

As always, treated well and with care

Good

Same day service and Dr May was extremely good

Always excellent service

Appointment reasonably punctual. Very good doctor. Kind and professional.

I twice requested to have a face to face with a doctor, firstly was told there were no appointments available because the doctors were on holiday and secondly, apparently the doctor said to give me an appointment with the practitioner assistant. I'm confused that a request to see a doctor has been denied.

Because he was very good, efficient and enquired about various things about my health.

As always the dr was brilliant and very helpful and polite

Because the doctor was efficient, thorough and knew what I was worried about, and looked into them and explained them to me in words I could understand.

I feel my Dr is trying to find a solution to my problem and not just rushing me away

I can never give enough praise to The Elms. A brilliant practise with fantastic staff. Thank you from me

Seen promptly for my appointment and given good treatment

Nurse Ruth was friendly, reassuring and totally professional

I was given clear reasons as to why Melatonin can not be prescribed at primary care services and I have received the answers for the other two questions  
Dr was very attentive and kind  
I wish her all the best

Got an appointment super quick (within the hour!) and treatment seems to have worked 🥰

Appointment on time. Nice nurse. All very professional and helpful

Went in check in then was seen on time was a very good experience. lot doctors been in past left you hanging around for ages before you are seen. Thank you

Efficient and friendly service

Informative and reassuring

Excellent approach to patient care. Was listened to

Seen on time. Pleasant and efficient nurse.

Doctor was attentive and careful in ruling out the risk and making referral to specialists.

Helpful, timely communicative

Got appointment to see doctor the same day. Emergency blood tests arranged followed up by MRI scan. Surgery arranged appointment to go through results.

The practice gave me an appointment quickly, with a very kind doctor who checked me thoroughly and organized two blood tests to exclude possible causes of my pain.

Felt not only listened to but understood

Nurse gave the vaccination with no issues

Appointment on time, doctor helpful, disappointed we weren't seen a month ago when we needed the help even more

Dr Jollyman was well informed about my condition and I felt he dealt with the issues in a very compassionate way.

Excellent service as always

The Dr was brilliant. The waiting room with loud music not so much. Music is very subjective as to who likes what. It can also be over stimulating for neurodiverse people that are already anxious about being at the doctors. Just seems unnecessary. The receptionist said you can't please everyone but did turn it down. Perhaps people who want music can listen to it using headphones and leave others without the extra noise.

Pleased to get both appointments and mean I could take my daughter before my appt which the nurse kindly organised

I am still waiting on my referral letter for my skin check so it's strange to receive this feedback request before I receive that letter

Good doctor

Dr Solomon's was well informed about my blood tests etc and discussed my symptoms carefully. She explained a plan of action to address them.

Zoladex injection, FSV inoculation and blood test in 10 minutes with a smile

The HCA seemed to be unsure of what was required at my appointment. She forgot to carry out my foot check which I only realised when I got to my car. I went back to the room and asked her to do the check. She had also forgotten to take my weight.

The usual Elms kind and caring approach. Many thanks.

Within minutes of submitting my health issue I was called & offered a same day appointment

Thorough chat through symptoms with my gp. Felt comfortable and she was listening.

Very thorough and helpful, thank you

Got an urgent appointment very quickly

I felt I had a good result from this appointment with dr patel

Excellent attitude and professionalism from the doctor Roshni Patel

I got offered an appointment quickly. Service is just very good. Thanks

Thorough examination, sound advice, and further text message with follow-up exercises for the lower back.

The nurse determined that my ear didn't need syringing, swift and friendly.

Nurse was very professional.

She couldn't get any blood , so she made another appointment for me - next week. For another try.

Friendly and professional

I have not seen a gp that I have requested for a long time, during a very stressful time of my life with health issues. After waiting 2 weeks my appt was with a registrar. My request was for advice regarding a new diagnosis but he was not in a position to help. I am & continue to be very disappointed.

Very personable clinician, on time – Explanatory

Was given an appointment to see a Dr on the same day as the request was made.

An appointment to see a doctor was arranged for me on the same day as the request was made.

Friendly and on time

I was given the appointment very quickly to see the doctor and the attention was very good.

Responsive to my requests. Helpful

A Very quick response to my email plus an appointment made for me to see a Doctor on the same day.

Very friendly professional and helpful advice from Doctor. No long wait before being called in for my appointment. Reception staff always ready to assist. Thank you

Seen promptly – follow up to be arranged

Excellent timing, superb support from Dr Loweth who checked everything carefully and explained in detail future support and what I should do.

Wonderful help and consideration.

I was seen more or less on time and felt Dr Smith gave me time to discuss my concerns

GP was very good- explained everything very well and listened to me describe my symptoms.

Helpful, speedy

An appointment was made quickly, I didn't need to wait too long at the surgery and my doctor helped with my problem

Easy check and on time,  
Thorough appointment  
Managed to update some administration changes too face to face

Always helpful and speedy with appointments

Always get an appointment. Receptionist's are friendly and helpful. Nurses excellent. Surgery clean and welcoming. Well done.

On time

I was seen on the same day I emailed the surgery by a doctor, on time and very pleasantly.

Dr Smith was very helpful

Dr Loweth dealt with concerns brilliantly

Very prompt and helpful service

All satisfactory

Always excellent service

Seen early and great care from nurse Ruth

The Doctor was helpful but I find your receptionist to be brusque and lacking empathy

Such a positive welcome and Dr Impey immediately addressed a 'granulation' issue. An easy meeting of minds, and a sense of feeling you were in the right place to get help and understanding

Music is too loud in the waiting area. Nurses were great: friendly, informative and knowledgeable.

Dr Loweth was excellent, fully investigated my concerns and gave me a detailed explanation and a follow up meeting. I was very reassured by my visit.

Always helpful staff. Appointments or advice always provided within a reasonable time

Very responsive and supportive

My problem was dealt with efficiently

Prompt action about a problem

Quick to respond to message and provide an appointment

Dr May was amazing and put my mind at rest and covered all of my concerns about new medication I had been prescribed.

Prompt action about a problem

Quick to respond to message and provide an appointment

Efficient admin and high quality GP

I felt listened to and was taken seriously, also advice given was apt

Doctor was very helpful tying up lots of loose ends from recent hospital visits and tests.

Pleasant waiting room with relaxing music .  
Dr Kanthi is very thorough and compassionate GP

Because I liked the way everything was done

Doctor Rees and nurse O' Connor were very helpful and thorough.

My consultation was detailed and clear advice given plus blood tests arranged and follow up on recent surgery. Thank you for the good care this practice gives to patients.

My appointment was prompt.  
My diabetic check went very well and my nurse appears to be very professional, dedicated, kind and helpful.

Staff are excellent, but booking online is too difficult. Must be a simple user interface.

Dr Kanthi was very attentive, thorough and kind. Thank you.

Professional and caring

Dr May was wonderful in helping with the Royal free hospital on information with my treatments she's a very caring helpfull doctor

The appointment was easy to make, the nurse was wonderful and the whole experience was very straightforward.

Quick response to my texted message and offered a same day appointment despite it being a Friday. I saw a very pleasant ,interested and thorough lady doctor who had read my notes, listened and was able to give me appropriate medication , advice and referral for additional investigation

Dr Allam was very thorough, asked me several questions and said she wanted to arrange for further tests which I welcome as my foot is very painful and I have had no relief for the past 14 weeks.

Great nurse, put at ease and smear done quickly

Helpful discussion with the doctor

Dr Kanthi was extremely helpful & also very comfortable to talk to

The doctor understood my reason for attending the appointment . Explained what had given rise to the problem and how it could be cured.  
The waiting room however was nearly empty and was very depressing like "Gods waiting room". The screens in front of the receptionist were excessive and made communication difficult . All very drab and off putting.

Dr Loweth is really efficient and for the first time in weeks I felt like I was actually listened to and taken seriously

Doctor was very pleasant

I had a foot check for diabetes and even though I can't feel anything in my feet, very little advice was given. The person who collected my bloods gave me a large bruise on my arm.

The nurse was wonderful, very calming

The wait was fairly long considering I had an early appointment. There was no way of me knowing if the wait would be long and in order to ask you have to repeat your personal details to a receptionist in a quiet room so everyone can hear. The machines should tell you how long the wait is approximately when you check in.

Dr Smith was punctual, spent time with mum, listened and put a satisfactory plan in place. He also made a follow up appointment there and then - which was great. Thank you so much for your kindness and care!

The appointment was cancelled by the g p practice a few hours beforehand

Very understanding and supportive GP

Very sympathetic and caring service

I was seen on time and both reception and the nurse were helpful and professional

I am treated with kindness, understanding, and the care I receive from Dr May is above the call of duty. The receptionists are always helpful

Waited approx 25 mins for my appointment but the practitioner I saw was very very helpful and informative

Very helpful and efficient

The lady I saw yesterday actually treated my problem & gave me the antibiotics I had asked for

I submitted the appointment request via the website at around 1pm and was given an appointment with a doctor at 5.15pm that afternoon which I wasn't expecting but was very happy with

I felt that every possibility was being considered and that I could not have asked for a better consultation

Straight in, no wait and lovely nurse

The nurse I saw for the smear test was brilliant, made me feel very comfortable, was professional and clearly the expert.

I was given an appointment straight away and Dr Allam was excellent

Nurse was very helpful and listened to your questions and also kind and gentle

Given an appointment quickly...same day. Extremely nice, thorough & professional person saw me.

Quick, efficient and friendly

Always treated with respect on these visits, in fact enjoy them 😊

Quick response to my nhs ap request  
An appointment the next day

Treatment for my condition offered straight away by Dr Loweth

Very thorough consultation, super doctor

Pre appointment communication was good and actual f2f with doctor was excellent.

The nurse Asling was very professional and put me at ease

I like that the gp took time to speak with me but every time I go to her she brings everything back to HRT adjustments despite the fact I have an ongoing crohns condition and fibroids - both requiring stable hormones. She has again suggested increasing my Oestrogen against the recent advice of the gynaecologist - it's nice that HRT and menopause are being considered for women in their 50/ but it was this narrow thinking that made my crohns symptoms minimised as largely menopause leading to a weak referral and delay to specialist treatment and ultimately escalation of my condition and admittance into hospital.

Receptionist and nurse were amazing, extremely helpful, friendly and informative.. I arrived early and was seen early. Great surgery

Efficient and informative. I saw the doctor on time and she was very thorough.

You asked  
Reasonable wait time. Dr Baker was  
Professional and thorough.

Very efficient and friendly service

Dr Impey gave me time to talk and listened closely. I appreciated this very much and a very big thank you to her.

As always very good and friendly

Outstanding!

The nurse gave us the information we required in a very relaxed and friendly way.

Amazing service

Professional and courteous

I was given full appraisal even though the ailment had improved since the appointment was made

Doctor is very well versed in her industry unlike many previous experiences.

Doctor was good. However the appointment was 25 mins late.

Staff very professional and friendly

I was in and out within a couple of minutes for my second shingles jab

Appointment on time and ear wax successfully removed

Met my needs

Very responsive, can do attitude, pleasant

The doctor was extremely helpful and I felt listened to

No wait for my appointment

Excellent communication, answered all my questions, I am happy – thank you

Doctor was very attentive

The nurse I saw was excellent but it took 5 or 6 weeks to get an appointment with her

Dr. May was very patient with me and checked me out and discussed my problems and ordered various blood tests.

On time, efficient and as always, friendly

Super quick and effective

Staff and doctors all very approachable and understanding

Very helpful

Rang within the allocated time and was friendly and helpful

Very quick to be seen. Further investigations were recommended and I felt as though I was being listened to and that everything possible is being done to get to the cause of my symptoms.

Always excellent service and kind and considerate doctors

Appointment was on time and good information provided

Quick response to my message by the GP, speed by which I had my appointment arranged and confirmed by reception. Polite and friendly nurse who carried out the tests.

My meeting with the Dr was prompt, professional and knowledgeable. It answered my questions and provided me peace of mind, with the necessary follow-ups needed thereafter. Thank you.

Dr Impey was very knowledgeable and friendly

Seen at appointment time the diabetic nurse ( sorry forgot her name) was friendly and explained everything clearly and helped me with a question on how to dispose of sharps bins.

Because the overall service I received from Dr Kanthi was excellent

Reception and the nurse who took my blood were both helpful and friendly.  
The reception area is spacious and it all seems to work well.

Very thorough and excellent advice

I got an appointment within a week and Dr diagnosed my type of headache and prescribed stronger painkillers for period pain. Also got links to headache info and diary to monitor

Sent online form and was offered appt same afternoon and Doctor very helpful.

Quiet environment .

Prompt appt .

Clear communication for son

I was able to check in quickly and was seen immediately by the GP. The GP was friendly, helpful and dealt with my query very effectively

Because I was seen on time and the Practice nurse was very thorough and informative

Dr listened to our queries and answered very helpfully and satisfactory. Was not hurried

Doctor was slightly delayed in seeing us .. however she was kind, sympathetic and understanding.

I was seen on time and received my vaccination

Dr.Allam was very understanding & thorough which was very much appreciated

Appointment on time. Dr May helpful and reassuring

Dr Patel, like Dr Solomons, listened carefully and had a plan to resolve my problem.

Inexperienced doctor that I don't trust can handle my specific needs

Dr May very patient and understanding

Excellent care by your Irish nurse and she put me at ease very quickly. Thank you

The doctor was prompt in analysing my skin blemish as a possible sebhoraic wart and not malignant. He telephoned me a short while after I had seen him and confirmed that my concerns re possible skin cancer were groundless.

I was called quickly about my results and Dr Franzmann was very clear and kind on the phone. It was very stressful to get a written message saying 'red flag radiology'. I thought it was going to be much worse news and I worried all morning.

I didn't have to wait long and Registrar was thorough

Very professional

Very good bedside manner at all times.  
Very careing Dr very helpfull.

Really kind and friendly and felt like I was being listened to and I problem will be resolved.

Dr Smith and Dr Shah both very helpful

The appointment was 20 minutes late but once in the room it was a swift visit

Everyone at the practice is helpful and my Drs appointments are dealt with respect and understanding. Dr May has been really good with me and it is appreciated

Appointment was on time, thorough and informative

Quick and efficient. Got answers to my questions

I saw Dr Allam an excellent Dr. she never rushes you has time to listen to your problem.  
Reception staff excellent.

Very happy with the service

Always a pleasure to see Dr Allam although I did have a long wait

Was seen immediately, late on Monday. I got treatment for uti

Prompt helpful and caring

Dr Shah and Dr Smith were great

It was really helpful to get an appointment the day after contacting you . However, it's disappointing that the earliest I could expect to be seen by an orthopaedic surgeon for a referral for an MRI is 6 months. Fortunately, I can afford to do this privately but I feel for other patients who don't have this option and have to live with daily pain for such a long period.

I have been referred back to the gastroenterologist after the results of the blood test and the FIT test. The doctor acknowledged that I had similar symptoms last year but did not give me any specific advice on what I could do while waiting to be seen. The doctor added that I probably need a colonoscopy to find out the cause of my symptoms.

Reception staff really friendly and professional.

The doctor was very professional and supportive and helped me progress my situation.

30 min wait for my appointment (though I understand there are sometimes delays).

Pleasant, competent and efficient nurse

The nurse was friendly and informative

Excellent from Claire the nurse to the doctor that came into check and the reception sorting admin.

Seen on time, given appropriate guidance and treatment as expected.

Nurse Mealy was so so lovely. She made my experience less intimidating and felt so motherly, in the best way! I hope to always have her for appointments.

Dr Impey, made time look at my medical issue. Looked at not just the mole I came to the surgery about, but at others as well. Dr Impey is also writing a referral letter for me.

My consultation was good, but I had a 45 minute wait

The receptionist is really nice and always remembers me and we have a little chat. When I went to have my Shingles jab the lady was really nice too

Seen swiftly, efficient appointment and got the referral I needed. Also I find the booking system amazing compared to others.

Ruth has been absolutely wonderful and has dealt with my leg with care, expertise and professionalism.

I had an appointment with Dr. Smith yesterday and I left feeling I'd been looked after and all my questions answered.

Was most grateful for his time and attention.

Iv always found you good

Quick response to appointment request and friendly helpful treatment.

Very positive visit

Received response to my e-con promptly and given appointment/reply to my enquiry.

Easy to book appointment on the website & good helpful advice and referral from the Dr during my appointment.

I felt supported and helped with my health concerns

Excellent experience and response

The triage was very good - responsive, helpful and fast; and the meeting with the doctor was similarly good - he listened, examined carefully, explained his conclusions, dealt with questions well and was friendly and relaxed. Excellent service thank you.

Nurse was nice and short waiting time

A great GP!

Given plenty of time and doctor listened to me. Had an examination, medication, and advice. Felt reassured.

The doctor was very reassuring

Really clear, calm explanation and retesting

Seen promptly and all issues dealt with efficiently and kindly

Lovely nurse but I was due a Denosumab injection, although I had had a blood test she did not have the right information so had to have another blood test and will hopefully have my injection on Tuesday.

Pretty efficient surgery in terms of appointment delivery and good medical team

As ever the service is very friendly and efficient

Seen quickly and Dr gave good advice

Communication channels and services are great for my generation, just need to consider the older generation that are not computer savvy or have medical conditions that mean they cannot see the screen.

It was a bit of a struggle getting to see an actual doctor , but when I did the treatment I received was first class

Dr was great but I had to wait nearly two weeks for an appointment

Listened to everything I said

Mainly because the doctor was took time to explain

The doctor was very good but my appointment was 45 minutes late

Nurse Ruth is just brilliant. Empathetic, kind, patient

I waited 25 minutes for my appointment and then had to leave and reschedule

Nurse listened carefully to my requests & gave detailed responses, providing 2 vaccinations & advice re other conditions.

Quick response to my form and managed to help with my problem