



FRIENDS & FAMILY TEST RESULTS

April 2023

Number completed: 125

94% 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: 99

Likely: 19

Neither likely nor unlikely: 5

Unlikely: 1

Extremely unlikely: 1

Don't know: 0

Comments made by patients:

Seen promptly and provided with plan to deal with problems.

Excellent service from the whole team.

Good to have a face to face. Doctor was caring and listened to me.

Nurse Clare took time with me and was caring.

The Elms are always professional, efficient and kind.

Everyone is always very helpful and polite 🙌🙌

Helpful polite staff. Got an appointment quickly. Seen by doc quickly on the day.

Booked on app worked well. Doctor was excellent.

Excellent thorough service/appointment with GP. Polite and helpful reception team

I felt that I was listened to and I felt really comfortable with both the Doctor and the Nurse

The receptionist was also very engaging and hrlofuk

Because it was very good - would have given excellent had it been an option.

I was seen on time. The GP was polite and sensitive to my problem

Helpful reception staff. Professional and helpful, unhurried doctor. Clean and uncluttered waiting room. Electronic check in simple and efficient. Screen and voice prompt for doctor and consulting room is good-avoids confusion.

Call back when stated

Was seen quite promptly and procedure by Nurse was swift and 'nearly' pain free.

It was easy to get an appointment and reception staff and dr May were lovely and professional!

Very difficult booking appointment. 51 mins before my call was answered. Receptionist unclear about availability and what I should do next. Eventually booked an appointment for 3 weeks time which was fine, but I still don't understand why this wasn't offered at the start of the conversation.

Actual appointment very good.

Seen promptly. Dr Ranjan very thorough and polite

Everyone is always friendly, helpful and efficient. We are very fortunate to be patients of this practice.

Polite and knowledgeable nurses

The doctor we saw was extremely thorough, helpful, patient and kind. She reassured us and gave some excellent advice. The receptionist I dealt with afterwards was extremely patient and helpful too.

Professional

Dr Allam was very helpful.

Dr Kanthi was amazing and listened. She was proactive and I felt looked after and reassured. Knowing that she put a plan with timescales in place made a difference. Knowing that she will see the next steps through makes a difference. Please share this with her, as I was going to email a thank you.

Excellent treatment as ever. I have been coming to this practice for a long time and they have served my family and me very well.

Very efficient

Dr Allum explained my various tests, sent links to low cholesterol diets and asked for 10 days of BP and more, all of which gave me confidence in my treatment at the surgery.

Dr Allen was excellent.

I had to ask to discuss the outcome of the biopsies taken

Got an appointment quickly, excellent student dr, very thorough and checked with senior dr

Making an appointment was super easy and stress free and I was able to get an appointment within 2 days. The physician Ms Randall was also very kind and helpful throughout the appointment.

Dr was listening, examined my issues, and asked about mental Health state . Made me feel very at ease and dealt with all my problems.

Also it was quick to get an appointment, only downfall is the phone waiting system is so annoying on a loop of horrendous classical music

Easily done .

Got a appointment same day when I rang and was seen on time

It was easy to use.

As long as it's not an emergency appointment, I am seen on time by friendly professionals. I accept that emergencies may have a waiting time.

Punctual. Considerate. Efficient. Professional

Appointment on time nurse helpful

Only 5 minutes late + nurse was lovely

GP booked me in to see the nurse for STI screening but the nurse informed me, at my appointment, that this is not something the practice offers.

On time and effective treatment

Your service is excellent, caring and prompt when it needs to be. I am not easy to please but could not fault the treatment and courtesy given to me.

Dr Allam was very understanding and v supportive as always.

Good - the gp was able to take a swab for potential infection.

I have called twice in the last few weeks after an operation I had at Easter. Both times I got an appointment quickly (once with a doctor and once with a nurse). Both colleagues were very kind to me, especially my first appointment in which I was a bit upset. The only comment I would make is that I never received my blood test results, I think because nothing to worry about but this would have been helpful. Thank you everyone!

Met Dr Deb for the first time, my husband and myself both had an appointment with him, he was very professional, he listened to us and acted accordingly and very promptly, He also said he would phone us with the information we needed after checking with another GP. We heard from him within a couple of hours, for which we are extremely grateful, it was a pleasure to visit the practice, thank you.

I have some issue with my ear either directly or around it. Problem has been on going for a long time. Best it has felt was after my last visit with doctor Smith who prescribed medication, which was great. Seems the problem is back. I will now go and see an ENT specialist hopefully he/she can advise a better treatment. Feels like a lot of guess work during latest visit. I had to insist I be taken seriously.

Always manage to get an appointment very quickly and the nurse who carried out the smear test was so helpful and lovely

Very helpful GP I didn't feel rushed and came out with a plan to improve my health.

Helpful and friendly very

Really friendly and positive attitude from receptionist. Doctor listened and took my concerns seriously. Thorough.

Helpful

Got through to make the appt quickly but did have to wait a couple of weeks for the appt but better than previous experience

Little waiting time for my appointment. Doctor was very helpful with necessary medication

Doctors are always brilliant - listen and take action. But I can never get an appointment!

Doctor was very knowledgeable and helpful but had to wait a extra 25 mins after my appointment time

Kind and understanding

The nurse give me her attention her time was nice with my baby which is good for me to have a good conversation about all what I've been concerned about

It is a good service even when it is very busy.

I was seen promptly and was able to deal with everything that I wanted to within the appointment. It didn't appear Dr Smith was completely up to speed with my circumstances before I came in but that's entirely understandable and I think the notes were thorough from my previous visits with 2-3 other doctors. In fact it's quite useful that I can be flexible with whom I see and I appreciate the fact I can build relationships with more than one person. Thank you for all your help over this past few months. I feel lucky to have The Elms supporting me and my family.

The online booking/query service is v efficient - avoids phone queue and you get an answer/appt in good time. The Dr covered a lot with me and prescribed for deficiency in my blood test which will hopefully help and further tests.

Easy booking experience and receptionist was lovely and accommodating when I had to move my appointment. Nurse Jo not only gave me my vaccine, she also listened and was there for me while I was telling her the difficulties I had been having in my pregnancy. It really was so helpful to have her kind words.

I got an appointment quicker than I was expecting, and the doctor I saw was very thorough and helpful. But I specifically asked to see a female doctor and I didn't get that.

Doctor Very helpful and put me at ease

I was seen on time - although that is the first time I have to say in the last year. Didn't Feel rushed by the GP

Nurse Ruth was really great.
B12 jabs can be very painful and she applied it skilfully.

X was seen very quickly and examined thoroughly

I am extremely happy with every contact that I have made with the Elms surgery during my time with them. Excellent professional service and everyone has been very helpful and understanding. Many thanks to everyone (Receptionists, Nurses and Doctors) at the Elms surgery, both myself and my wife are extremely grateful for all of you help and thoughtfulness.

Friendly and professional

Dr May was non judgmental and kind

Quick appointment

Quick appointment

Because I felt Dr May had good knowledge about HRT and could make an informed decision about which course of treatment was best. I was very happy with the outcome and it was nice not to feel rushed during the appointment. Thank you!

Dr Bhardwaj offered good advice in a friendly manner. I felt easily able to ask questions.

Because the doctor was very patient and discussed my problems.

Excellent appointment. Doctor was very helpful. Very grateful for your help.

Thank you very much for appointment. Very helpful. Doctors are amazing.

Quick, efficient, and all my questions were answered.

It was helpful

Prompt appointment. Sympathetic Dr. Action clear.

Dr May was patient, kind and thorough. She made me feel comfortable to talk to her about all my female symptoms and made me aware that I was going through a time in my reproductive life that I didn't even realise I was! I'm very grateful to her for this and it explains so much.

I was seen by Dr. Smithers at the appointed time and she explained in detail what the plan is for my medication going forward.

Friendly and professional staff. You feel safe in them looking after you.

Everyone very helpful

Staff were caring professional and thorough. Thank you

I used the Turquoise box on your web site for some advice. Quick response & appt with GP next day. Thank you.

Reception staff always helpful

Saw Dr May who is always professional and gives good advice on everything

I was seen on time and Dr. Smith was very helpful.

Seen promptly , nurses kind and helpful

Dr B was polite personable precise and efficient.

No change to that already given twice

I was seen by Dr V Kanthi, the service level that I received from her was excellent. I needed to have blood test which was carried out the same day.

Overall level of service for both consultations and blood test was excellent.

The receptionist was understanding to my request to bring forward an appointment to have my ear looked at. The nurse was very professional in diagnosing and remedying the issue quickly and carefully. Well done. Pleased the Elms is back on form after a few glitches in respect to being able to get appointments in last couple of years.

Empathetic and constructive support

I was seen quickly and my request was looked into.

On time, quick and efficient

All the staff were great, very professional but also really nice

Understood my needs and gave me the best advice .

Helpful, understanding and informative. Made the appt very calm and easy

Drs and staff are exceptionally helpful and reassuring

On time. Empathetic.

All staff were very helpful and took extra time to help me

Very helpful Doctor and no time delays

Doctor was very helpful, through and had time

Able to see Dr Rees. Appt with her can be quite difficult to get.

She listened to the message and said she would love to see you and see you soon

8 caller wait when booking the appointment but otherwise excellent- professional and friendly

Was supposed to have a phone consultation on 29/4 which was booked weeks ago. It never happened

I was given a proactive appt. The appt was on time and to time with the Dr.

Self check in gives surgery staff time to sort other things

Because I trust what the doctor says.

Brilliant doctor.

Friendly and efficient.

Friendly and efficient.

On time, polite, & honest