



FRIENDS & FAMILY TEST RESULTS

May 2023

Number completed: 410

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: 323

Likely: 64

Neither likely nor unlikely: 8

Unlikely: 4

Extremely unlikely: 6

Don't know: 5

Comments made by patients:

The doctor was very thorough and gave me a physical for neurological symptoms in my limbs good advice and medication for neurological pain

Helpful reception team, Dr answered all my Q

An excellent and supportive GP thanks :)

On time, expertly treated.

All done promptly And efficiently

Dr Deb dealt with my queries very professionally and pleasantly.

I was seen on time, and treated expertly

Every one was very helpful didn't have to wait when I got there the person I saw she was lovely helpful kind and professional xx

I was seen quickly. Nurse and doctor were thorough and was referred promptly.

Reception helpful and consultation with nurse good

Cannot fault the practice in any way. I consider myself very lucky to have you all as my surgery.

Brilliant care was listened to.

Dr Loweth was very kind, patient and understanding.

The nurse was very helpful.

Easy to book (once I'd found a way of doing it online. It is confusing to start with as the NHS app ends in a dead end). The form offers us the opportunity to succinctly describe symptoms for triage.

Reception staff brilliant. Did not wait long to see Dr Smith. He was extremely helpful and considerate. All excellent.

Very polite. Made to feel comfortable and extremely efficient could not have been better

Seem on time and Nurse Ruth was very polite and efficient

Dr Impey was very attentive and she made sure to book all necessary tests

Procedure was expedited quickly and effectively

I saw asthma nurse Clare, she reassured me about my condition, she is also following this up by seeing me weekly, until I am stable, I was hospitalised last Friday morning in the early hours, it was extremely frightening, Claire listened to my concerns, explained what was happening and is working out a regime for me, thank you Clare.

The Nurse was personable and professional as was the receptionist.

Everyone is so friendly and helpful. It's the best surgery. I just can't fault it. Thank you.

Very caring practice

I had a telephone consultation with Dr Julian Smith. This was professional and covered all my health concerns.

Very quick appointment couldn't be more helpful Dr really good

Dr Rees helpful.

Dr Bhardwaj close attention to detail and his concern in getting a solution

Excellent service and good customer manner

The doctor was very thorough, wasn't rushed.

I was seen by Dr Smith on 3.5.23, who was very considerate about my symptoms and took firm action to get a referral for me.

Lovely asthma nurse! Very informative and helpful. Had to wait 20 mins longer but that's life.

Seen within 5 minutes of waiting. The nurse was very helpful & explained the best way to proceed with the treatment.

Prompt, friendly and efficient.

The Dr Smithers was very kind considerate and thorough and explained things very well

The receptionists have been extremely helpful and understanding. The doctors I have seen recently have been friendly, professional, and thorough. The whole experience of dealing with the staff at The Elms has been very reassuring and pleasant.

Prompt compassionate and thoughtful treatment. Thanks very much.

I saw the nurse, she was professional and empathetic.

The doctor that I saw was so reassuring and kind that I felt totally relaxed in the surgery and one who suffers from white coat syndrome this was a very calm and relaxing experience.

Appointment in time. Nurse very friendly and welcoming. Blood taken painlessly.

Dr Smith is an incredible GP; he has helped me and my son so much.

Excellent care and interest shown

Quick appointment and GP didn't rush me

Very effective and quick. Kind and supportive.

Very good service - not see promptly - understandably but both receptionist and doctor very caring

Doctor made me feel relaxed and was so informative re medical notes etc.

I am always treated with courtesy and professionalism

Because she the doctor understood what my problem was and also highlighted to me that my blood presser needed to be monitored.10 out of 10

Offered various appointments, given a choice. Thorough informative appointment.

Excellent visit as was called at 3pm which was my allotted appointment time. Receptionist very friendly and efficient. Doctor was very attentive and I felt very happy with the consultation

Helpful listen friendly understanding clean

My appointment was on time and everything worked well

Good service

On time and thorough - very nice manner professional and approachable

Dr smith was really helpful and kind

I think we are very luck at The Elms to have an excellent group of Doctors, who always take time to listen to (and hear) their patients. I don't need appointments very often but have recently needed two, which were available within a day or so of my call, that seems to go against the general trend - if one believes the media!

Very professional

Easy check in. Didn't have to wait for long.

On time. Helpful advice

The nurse was very thorough. I went for a blood test but she also took my BP and checked my weight.

Staff always helpful and kind.

GP advised on all questions. Reception staff all friendly and polite.

The receptionist was really helpful when we had a problem with our prescription, she quickly spoke to the doctor to resolve the mistake (which was our fault). Thank you it was very much appreciated.

Seen promptly. Dr Smith was thorough and empathetic. Follow up tests arranged.

Doctor was very warm and friendly and gave helpful information and advice. Reception staff also very friendly. Relaxing music in waiting room was calming too!

Waiting room was pleasant, appointment time was only 5 minutes late and the time spent with the doctor was very constructive

Obtained an appointment very quickly. The doctor dealt with my case very efficiently and sensitively, with appropriate follow up

On time and good service

On time and helpful answering all questions.

Always room for improvement

Able to get an appointment that was convenient. Dr Smithers was excellent. Very proactive with regards treatment.

Easy to check in. Enough seating. Doctor addressed my issues. Checked my records before making referral friendly and listened. Clear recommendations.

Your services are fast and efficient. Agents are very diligent.

Although I was early for my appointment I was advised that I will have to wait for a while. The receptionist was polite, friendly and knowledgeable. I waited past my appointment time because most of the other patients took longer than envisaged. The doctor apologised for keeping me waiting and dealt with my query professionally and quickly so I was happy that I waited.

The Doctor was thorough and kind.

Was seen close to appointment time. Receptionists were courteous and helpful. Doctor was thorough and listened well and explained things well and was very professional.

Appointment wait wasn't too long. All staff were friendly and helpful.

Having never met this doctor I felt she was excellent at the way she dealt with my case. Very impressed. If she is a permanent member of the practice I'll request her again. Thank you.

Excellent service. Such a helpful clinic. Felt very satisfied with Dr Smithers advice and proposed treatment.

As always a lovely doctor
Very knowledgeable and helpful
I was seen very quickly

Called at 4pm and managed to get an appointment the same day and didn't have to wait too long when we arrived. The Dr was lovely to my daughter and I was happy with her course of action.

Recently Dr.Loweth has considerably reviewed my conditions (included measurement of cholesterol, PSA and liver function). These are now within their normal range. The review has reduced my anxiety. Thank you.

My ailment was considered well, medication and advice provided

Easy to obtain appointment, helpful reception, very helpful and knowledgeable nurse

Always helpful. Appt on time and nurse answered all questions.

From booking the appointment to being seen was very professional, being listen to and time taken to treat me put my mind at rest.

Friendly and helpful consultation

Doctor told me all I wanted to know

Seen promptly and Nurse Ruth dealt with politely and efficiently

My question was underpinned by a significant amount of information which I explained first. The GP understood what I was saying and provided additional clinical information and data for me. Very helpful.

Claire is very thorough and helpful

The nurse would like to help and explain all the items in detail.

Very busy but good consultation

Prompt service

Doctor Kanthi was very supportive and encouraging with my improvements over the past 4-5 months and will be referring me to specialists about next steps to improve my condition further.

Clean, friendly, professional staff, leaflets, posters with useful information, most importantly to me is the calming music.

Receptionist was welcoming and helpful as was the doctor who was brilliant. Main issue was getting an appointment in first place and this system you have of releasing dates which means you always have to call even if you are at the doctors and have been told to book a follow up appointment as I was. I was advised to call when dates were released as there were no available appointments.(when I first tried to book my appt to see the doctor I was told to call back for the same reason). It seems a waste of resources on both sides. Would be good to find a more efficient way. My old doctors had a call back system which seems to work albeit it it was in it's infancy when I moved to you. I think you risk some cohorts especially older not phoning back and just getting sicker as sometimes they are the ones who don't want to bother anyone and either can't or won't go to hospital.

Claire is very thorough and helpful

efficient as always been 33 yrs at this surgery

Always great but appointment took longer as was with a trainee doctor and I was short on time. Also not clear on appointment purpose as never had a rheumatology review before.

Dr Impey is an extremely professional and very experienced doctor who gives every patient her full attention, care and expertise. I feel very lucky to be treated by her.

The doctor was listening carefully to my concerns and she immediately took appropriate action.

The nurse was helpful, calm and explained everything properly

Lovely nurse who gave injection when X v anxious.

Great service with very nice people

Very helpful and friendly

Friendly doctor, good discussion and sensible treatment plan

Very good service, Clare is so kind.

Dr Tash was very nice and informative

Very polite and efficient

Really good surgery appointments easy to book and very quick . Receptionist very helpful

Because the staff are friendly and helpful and appts mainly run on time

Was seen on time. Nurse was easy to talk to, calm, efficient and friendly. Couldn't ask for more.

Always been so helpful and don't usually have a problem getting appointments

Dr Rees was great. She gave me time and I felt really listened to. I had a clear action plan following the consultation so I know what I am doing! My thanks too go to the support staff who organised really efficiently my appointment.

Polite and efficient nurse

It was very helpful

We had a 25 minute wait. But the dr was very thorough and made me feel at ease

I was seen on time, dr was helpful and so was receptionist

The doctor answered our questions patiently.

Excellent service once there. Quite a long wait for the appointment, but understand that is just the way it is now.

Combined use of electronic and personal communication makes things much easier. I can see my result myself by receiving the documents directly and find out how things are progressing via email.

Doctor was brilliant but we were waiting 20 minutes. We had an early appointment so it's frustrating that the doctors can be delayed this much so early in the day. I also think it puts the doctors under a lot of unnecessary pressure. Perhaps a better booking system can be implemented?

Small delay in being seen however staff friendly and helpful. Doctor thorough, listened and helpful.

The wait wasn't too long the GP was very clear, very understanding.

The doctor helps to explain what are the possible reasons for the chest pain and also advises me which way to further follow up with.

Appointment was pretty much on time. Dr gave us space to explain why we were there and helped us.

It was all ok but the appointment started 15-20mins late and only lasted 5mins so could have been done on the phone.

Very helpful and patient

All staff are nice, Clare was so kind

Got the help I was seeking. Very happy with Dr Kanthi.

Dr May is excellent

I came for results of blood tests etc.

As usual the two doctors involved were very informative. I am always very impressed with their efficiency and kindness. I should also add how lovely and helpful your reception staff are.

I feel very fortunate to be with such an excellent practice

Always helpful staff and the Doctors don't rush one through the appointment - excellent.

Nurse Judy was on time & did what had to be done & said to come back if I still had pain give it a week.

Appointment on time and diabetic checks carried out efficiently with friendly HCA

Dr Kolamala saw me on time and was very helpful

The appointment time was good as was the advice I was given from nurse Judy.

My doctor was very attentive.

Nice helpful and polite

Easy and quick

Prompt and caring attention from the nursing team.

The nurse I see from my smear test was so amazing I come in with my 17 month old baby and I was very nervous and anxious. She picked up on this right away and made me feel so calm , also another nurse come in and entertained my little girl so I could speak to my nurse and have my smear. Thank you so much really was like a weight lifted from me walking out of the surgery

Had a bone density test on 22d February. Told it would take 2 to 3 weeks for the result. Thought 10 weeks was long enough so phoned the elms and told by the receptionist that I hadn't heard because my test was normal. Made an appointment on 10th May with Dr Smith to explain the result so I could understand what normal meant. Dr Smith explained he couldn't explain anything because the results hadn't arrived at the elms. Dr Smith said he was very sorry I had been given incorrect information and would chase it up and ring me in two weeks. No complaint about Dr Smith but a long wait and a waste of my time and Dr Smith's time.

Doctor was efficient but had to wait for 25 mins past my appointment time

Didn't have to wait long Doctor was lovely, efficient , but I didn't feel rushed

Receptionist was very helpful in arranging the appointment with Dr Impey. Dr Impey was very thorough in her examination of me and explained everything very clearly. Thanks!

Efficient booking system. Capable, caring, knowledgeable clinicians.

I managed to get an appointment at short notice and appointment was on time.

Appointment was on time and nurse was friendly and efficient

All round good experience!!

Both nurse and doctor were very kind and explained everything clearly. Also what would happen next to check on my health.

Doctor had read my voluminous records and could advise with relevant history at finger tips.

Dr was receptive and friendly, asked questions and listened.

Dr Sibley was very patient, I was able to explain my problems and she listened and made the necessary referrals and prescriptions. I felt very comfortable explaining and no pressure to hurry . Thank you .

As always brilliant doctors performed with great care always ready help with excellent medical treatment,

EConsult answered promptly, appointment same day, Dr Smith listened, thoroughly examined and explained his findings clearly, was very calm and friendly.

Best Dr's Surgery in Harpenden for year's.

Unbelievable Quick Service, Treatment and Service from all Staff.

Up to Date notification using Text, for, appointment reminders, to Treatment updates, monitoring Recovery.

Friendly service, always immediate appointments offered, Explanation are always clear, so I understand my Treatment. Knowing they truly Care.

Plus, totally open to suggestions to help me feel they are really a Caring Family Practice.

Always offering new inhouse service for a quick recovery back to full fitness.

So completely recommend you Try Them Out and get better.

On this occasion it was easy and straightforward to make an appointment. Dr Smithers was as per my previous visits, helpful and knowledgeable. I do find however that to maintain continuity of care with the same GP when you have a chronic illness is near impossible. Dr Smithers asked me to book to see her again after I had seen the consultant at the hospital. This was not possible as her appointments were not yet on the system and there was nothing to offer me. As someone who needs continuous care at present it is very distressing when you can't be sure to see the same Dr who has been with you through all the hospitalisations and knows everything that is going on. Perhaps a short term system for people like me could be put in place, which allows forward booking of appointments and therefore continuity of care.

Another, very supportive appointment. I have had an ongoing health problem for some time now, and we have been most appreciative of the surgery's efforts in trying to solve it. We thank you all !

Very thorough exam and history taking. Didn't have to wait long to see doctor once I arrived in surgery

Informative and clear explanation of problem, causes and suggestion for treatment. Follow up text . All very useful. Thanks.

The doctor I saw was very thorough and really took her time to listen to me. I didn't feel rushed at all. The only reason I gave the score of good and not very good was because when I booked the appointment, there was a 3 week wait to be able to see the doctor.

Punctual, pleasant, helpful staff.

The service was good

Dr Impey was very nice & helpful explaining things.

Easy to book and supportive nurse

The doctor was very kind and understanding

Appointment on time. Treatment good

I requested an appointment via your website and was very promptly responded to.

Always helpful and make you feel relaxed

My appointment was made for a certain time but when I arrived on time I was told I had missed it...the appointment had been moved 20mins earlier without me being informed of the change. Very frustrating and a waste of my time.

Appointment was on time and helpful, with the outcome I was looking for.

Friendly ,explained everything and also helped with other issues

Every one is very helpful and welcoming and we are lucky to have such a team for whom nothing is too much trouble from receptionists to nurses and doctors.

Always a very good and helpful team

GP had time for me. She listened and made constructive recommendations for me.

Had to wait 1h to have 5mins with the doctor

Simply, I feel very fortunate to be a patient of The Elms.
I always feel the care I receive is faultless throughout.

Doctor and receptionists were excellent ... when I got there! The appointment system leaves a lot to be desired. I came in and made my appointment personally as phoning leaves you in a very lengthy and frustrating queue and I can't seem to work the online booking system. (Technology isn't my thing so I don't have the knowledge or patience to do it that way)

Dr Smith is very thorough and shows real concern for my long term health condition

The paramedic I saw today was absolutely amazing. I felt she really listened to me and was very knowledgeable.

Appointment was very informative and follow up referral was handled very quickly and efficiently. Could not be more impressed.

For once it seemed to be a smooth experience where the patient's needs were taken into account.

Because my experienced are always good

Very kind doctor.

Felt I was listened to and happy with the outcome.

Excellent trainee gp

Very professional

I was unable to get an appointment with my regular doctor for over 4 weeks, then the same for Dr who also knows of my ongoing symptoms, however was then telephoned when a cancellation meant an appointment became available. I was seen 30 minutes after my appointment time, however once in the appointment Dr Rees was very empathetic, caring and we had a good conversation about what to do next regarding my care and trying to find a diagnosis. She listened to my thoughts and has referred me to a chronic pain specialist, so fingers crossed we will soon have some answers.

Deal

I was seen on time and Dr. Loweth was very helpful and thorough

Friendly receptionist and appointment right on time with very helpful doctor

Everyone very helpful and professional.

Great trainee doctor who took the time to make me feel at ease. She thoroughly looked through my notes and medication.

Seen on time by both the doctor and nurse which was an added bonus

Dr was so so helpful

As I can't fault their Service since 1972

I have been at Elms medical for 15+ years and have always found it a great surgery with amazing reception staff and doctors such as Dr Impey and Dr Julian Smith. However, I am really upset by my recent experience with one of your GP's, I believe his name was Dr Deb, although I have never been with him before. I went in for acne which I have had for 10+ years since I was a 12 year old girl and this has really affected my mental health. Baring this in mind, I would expect the doctor to be considerate and understanding that after a decade, I am probably quite upset that nothing has improved for an prolonged period of time, and that I know my condition very well. However, he never once asked me how I was feeling or if I was ok and he spoke to me as if I didn't understand it at all; explaining to me the different types of acne and what causes it, even though when I went in I immediately told him exactly what acne I had and that my PCOS contributed to this. He proceeded to try to print out the basic NHS page which I have seen hundreds of times so I politely declined. He didn't examine me even when I explained it was also on my back and chest, and I listed all the medications I had already tried after being treated by Dr Impey for many years. I requested a referral for a dermatologist as I had a second opinion and another GP suggested I try roaccutane and that topical treatments do not work for my type of acne. He immediately said 'they probably wouldn't give you roaccutane so there's not much point' and proceeded to write me a prescription for a drug that's not available. I think some doctors need to work on their sensitivity and bedside manners!

Was given a f2f very quickly and the GP in training I saw was brilliant and really listened to me and what issues I was having

Seen on time and nurse was very helpful and friendly

I didn't have to wait too long for my appointment & was seen promptly .
The Doctor was thorough helpful and friendly.

The assessment was very rushed and I did not get time to address the problems

Dr Deb was incredible. Talked me through options so thoroughly and patiently. He took time, was kind and empathetic.

Seen on time. Doctor was very helpful and reassuring.

Lovely clean & efficient surgery. Appointment with mental health practitioner went ok

Prompt appointment

I was surprised to see and hear online appointments being read out on the screen. I recognised two names in the five minutes that I sat there. I am sure some people would not be happy that their online appt was being broadcast to the entire waiting room.

Saw Nurse Claire who was on time, professional & listened.

Appointment on time and everything discussed with a further appointment to make in 4 weeks

I was on time at 8.30 but still had to wait 15 minutes for the nurse. She was very good.

Helpful consultation with a friendly and knowledgeable pharmacist.

The surgery is calm and I waited about 20 minutes which I find acceptable . The only problem I faced initially was getting an appointment with Dr Smithers and had to wait 2 weeks from when I called

Very helpful receptionist.

I see nurse Clare once a week for my leg ulcer dressing to be changed and I couldn't have better treatment

Seen in time, medication and review dealt with together.

1h wait???? Whaaaat????

The originally appointment at 10.30am was for some reason not booked in the system. However, help desk managed to get a new appointment on same day at 16.30 due to a cancellation.

As always, professional, kind and efficient.

Simple sign in, plenty of room in waiting room. Appt only a few mins late. V helpful, understanding doctor

Arrived late for my appointment. Helpful receptionist checked if Dr Loweth could reschedule same day and Dr very kindly added me on at end of morning surgery

Saw a very nice doctor she was very caring and helpful

Appointment was early! Doctor had a good manner and experience and was helpful

I submitted a request on the NHS app was given an appointment a few days later. Very helpful Doctor and follow up message via text.

Very efficient administration. Clear and good explanation from Dr Smith on advice given.

It took me on and off to get an appointment all week
Queue's to long every time I called

Claire was brilliant

Was able to speak to Dr Reese on an emergency phone call , have got gastroenteritis, made me feel very unwell, she asked me questions, and suggested how to help, she also left a. Sample pot and prescription at reception which my husband picked up . Hoping to get results back today, ALSO spoke to Clare the asthma nurse, as I couldn't see her face to face, she was as helpful and professional as always , thank you

Prompt phone-consult, clear helpful advice and felt 'heard'

Very professional and put my mind at ease.

Because the doctor I saw yesterday , listened to what was going on .As he does my husband .
Unlike one of your doctors who likes to demonstrate her bad back by walking across the surgery , as though to say we all suffer from old age . Doctor Smith listens and tries to help .

Prompt and pleasant staff.

It is very good that the surgery is helpfully operating normally again. However a 40 minute wait was difficult pushing my BP up! Once I saw the training GP I found her pleasant, very professional, helpful and she took her time to explain things to me. She did a brief health check, which was welcome since this has not been offered for 6 years. High cholesterol has been identified which would have been better discussed much sooner -perhaps ischaemia would not have occurred?. Thank you for looking after us again though and the training GP was excellent.

I needed to see someone urgently, lady at the reception desk managed to book me in the same afternoon. Dr.Jackie Impey was knowledgeable and reassuring she also provided me with information how to further approach my issue. Thank you

There was no problem booking a face to face appt, and as always Dr Impey was very helpful.

Difficulty in making the appointment but once booked, everything worked well.

Short waiting time. Attentive, understanding GP.

Was seen at correct appointment time, and treated well.

Usually it's good, but this time I waited 50 mins, not be seen by anyone, had to leave, wait for a call since last night ,until now, no one called

Good discussion about my problem and a satisfactory outcome.

Not seen Dr. Smithers before. She was excellent. Practical, helpful, efficient. Listened to me and sorted everything out.

Initial phone message and online not great but called back re appointment in timely way. Quick in person appointment. Prescription quickly issued

Dr Kolamala has been amazing has listened and gone the extra mile regarding my daughters symptoms and helped by eliminating creams until we found the one that has helped clear her skin condition has helped regarding her mental state. So kind so welcoming nothing was too much trouble so willing to help.

Nurse Clare is so helpful and has enabled me to make real progress with my foot infection.

Fast response to my query that included an appointment to see a doctor

This time I went in on time for my appointment, which is very unusual

Excellent experience, both from Admin team and nurse

It always takes around 30/40 min to make an appointment. Once an appointment is available it's around 2 weeks from booking. When coming to the appointment I have never gone in on time. Usually waiting around 20 min after my appointment time to be seen. Once in for my appointments they feel rushed and usually leave with no result or advise

The doctor was very helpful and took time to explain everything

Have not had the pleasure of seeing Dr Hannah Smithers before. Despite being kept waiting for 30 minutes after my appointment time, she was apologetic, kind, not rushed, answered all my questions and can honestly say she is one of your best doctors.

Long story short my main issue is the lack of communication the surgery and the staff have with each other. I'll have a question and if I ask multiple staff, I'll always come back with different answers. It's also tiring having to constantly de brief each doctor I see because the communication is just not there. I understand it's underfunded, and the staff are super busy. But 90% of the time I feel worse coming out of an appointment than I did beforehand.

Waiting time short and a good consultation

Perfect timing, good advice and follow up appointment. Excellent patient care.

Because I'm coughing too much and she didn't give me medicine

Staff on reception were very helpful in arranging appointments at short notice.

I really appreciated that I was seen quickly after my 3pm appointment. Dr. Smith was kind and helpful. Thank you!

Excellent Doctor. Very helpful appointment.

Understandably at busy times one needs to wait, but I was waiting for 40 minutes. I was also asked to move seats due to covid vaccination clinic being run on the same day.

Didn't wait long, good doctor

Saw the nurse fairly promptly. She was excellent.

Cumbersome process to get an appointment. Cannot choose doctor, date or time.

Reception fine.

Excellent manner - listening, understanding and explaining - from Dr Deb.

Attention to detail

Although there was a delay in being seen, the doctor I saw made me feel like she had all the time in the world for me and was so empathic and helpful.

The nurse who saw me was very good at dressing my wound and also got the duty doctor to prescribe antibiotics. Also she was a upbeat girl very positive. I might add that all nurses I've seen are very good.

Lovely friendly doctor thank you

I cancelled my appointment as I had to have treatment at L&D hospital

Seen more or less on time, didn't feel rushed and felt the GP made time to listen and explain my problem

Appointment made after calling in the morning was seen by nurse then refused to doctor an hour later

The nurse giving children their Vaccines doesn't have a lot of empathy, it makes it quite awkward when going in.

The doctor was very helpful

She is amazing g with children dr may

Waiting time was short. I had a helpful consultation and have improved the technique for using my inhaler as a result.

3 doctors in a week and they were all brilliant ..

Doctor was excellent- great manner and took the time to explain things. Appointment was punctual.

The staff are always friendly and welcoming, I was seen relatively quickly and my doctor was personable, thorough and professional. We have been registered with The Elms Practice for approximately 12 years and would highly recommend them to anyone.

The doctor was extremely thorough

Dr Ranjan was excellent 11/10

Thank you

I was contacted to discuss my results and told that I have asthma, when the respiratory specialist I saw a few months prior told me I do not have the- definitely.

I have been backwards and forwards to the GP for 14 months and still do not know what is wrong with me.

I am very frustrated.

No-one has really sat down, listened to all of my issues and then tried to resolve them. It seems as though only one symptom is heard, then that is what is what is focused on, trying to treatments from there.

Precise, interested, informed. Showed good general medical knowledge

Very professional, considerate and efficient.

Always excellent treatment

Grateful for the care and empathy.

No problems, though the car park was quite full. Nice doctor.

I didn't have to wait long for my appointment and the consultation was helpful

During my consultation with the doctor, I felt listened too, I felt my concerns were addressed thoroughly, appropriately, and with care.

Doctors, nurses and paramedic are always friendly, helpful, efficient and knowledgeable making for a very pleasant experience.

Only 5 minute wait on phone to book an appointment and was seen 2 hours later.

Visit went very smoothly, was seen very quickly

Got an appointment straight away.

Wasn't kept waiting long to see doctor.

Doctor dealt very satisfactorily with my health problems

Seen early for my appointment. Blood test samples took only a few minutes. Good for someone who doesn't like them. Nurse was efficient and friendly making situation pleasant as could be. Thank you.

I can usually get an appointment when I need one

Receptionist was pleasant, very helpful and remained calm despite a sudden influx of public

Answered medical concerns

In and out in 5 minutes

Sarah was brilliant. She had pre read my notes, was wise, and had a great manner.

I'm sorry. I am aware I had a phone consultation. However, it was late in the day when my memory is poor so unfortunately can't remember the call. From notes made at the time I believe all my issues were addressed satisfactorily.

Excellent receptionist and doctor. Although appointment was a bit late ,I was told this on arrival so was kept informed.

I can't thank Clare Mealy enough. She spent time talking to myself and my daughter, she was incredibly knowledgeable, kind, empathetic, personable, relatable and funny. I can easily say that if all my time working in the NHS myself, she is at the top of her game. An inspiration and a true asset to the Elms practice. Thank you Clare.

Excellent attention and consideration from the doctor (Dr Loweth) and on time as well so no long wait.

My visit was excellent and my problem has been sorted. Nothing is too much trouble. I am so thankful The Elms is my practice.

Appointment on time. Dr was thorough and dealt with issues now instead of saying come back in two weeks if no improvement

Everyone efficient but had time for you. Everyone friendly and welcoming.

I was able to check in quickly on the screen although I had to wait a little bit longer to see the GP who apologised profusely and dealt with my query in a friendly and professional manner.

As always Dr Allam and all at reception very helpful and professional

Helpful, clear, respectful

I felt supported and listened too. As per with the Elms as a whole experience was tip top. Thank you to Dr Smithers for her patience / knowledge and support

Always a good and professional service

Dr called at correct time, explained diagnosis and what further tests are needed and to arrange a face to face appointment for results

The trainee doctor was very patient and I had ample opportunity to ask questions. She explained well. I know I got a longer than usual appointment, but that made such a difference when I really needed to understand what was happening to me.

The appointment was on time and all issues were discussed and dealt with in a highly professional and friendly manner

It felt so comfortable talking to the doctors and I just knew I wasn't been fobbed off. Everything that they say they will do for you is done. I always feel happy walking out of the surgery

Because I never had any prob from speaking to receptionist to seeing the Doctor.

Appointment spot on time and all Elms staff were friendly and polite.

Very good service light to feel comfortable with delicate issue

Dr May was patient and kind. She was also very encouraging for my future progress.

I was seeing nurse Jo, I got to the surgery 15 mins early, and I was seen early. Nurse Jo was very nice and professional

Dr May is very helpful

I was seen very promptly. By a very helpful Dr.

Seen on time and Dr Smith was very helpful.

I was very happy with Dr Kanthi's service

Quick efficient and easy

Although I had to wait a little while, the Doctor was very helpful and caring.

Late into the appointment but when the doctor took so much time and attention with my issue, I could see why. Obviously a very caring & thorough man who's aim wasn't to get you out asap but listen and help.

Back chest infection which was dealt with in a courteous and friendly way

Answered the phone quickly, appointment with paramedic the same day. Excellent treatment from paramedic and excellent service from nurse on follow up appointment for ECG.

The Nurses dressed my wound and gave sound advice

Dr diagnosed condition immediately and showed treatment

Friendly , helpful, dealt with my problem efficiently.

I know that when visiting the practice I will always be met with friendly faces on reception. My consultation was with Dominique, the paramedic, who couldn't have been kinder or more professional.

A chest-X-ray was ordered and the paperwork administered by Dr Impey via e-Mail who also made suggestions of further investigations if deemed necessary. This was a very reassuring added gesture which speaks to me of true personal patient care.

Thank you all at the Elms

Because I had a double appointment and the doctor was able to discuss issues well with me

I was able to get the help I needed

A very good service and a great doctor in doctor Allam

nice and friendly staff and great doctors and nursers

The doctor went through test results with clarity.

Empathetic reception staff who dealt with my request for an appointment over the phone brilliantly. Lovely duty doctor with very warm manner good at explaining and reassuring approach. Couldn't fault anything

Just all lovely staff who genuinely care

Caring, listening and courteous

Helpful relevant and approachable

Appointment was on time, understanding, with good advice and explanation.

Phone call answered without an undue wait; pleasant receptionist; easy to book appointment with nurse at a date and time that suited, also without long wait; lovely nurse

Reception staff v courteous and helpful

Had time with Dr Impey to talk thoroughly about my concerns, discussed way forward and from her desk she made me appointment soon with practice physio

Was able to get an emergency appointment to reaction to new drug.

Appointment the same day, very quickly and comfortable. Thanks

The Elms Medical Practice is an outstanding surgery. Recently I've had to request urgent appointments for my son whose suffered from bouts of tonsillitis and he's always been seen. I find all your doctors to be very understanding and whenever I call the team are so helpful. Thank you so much.

Got an appointment on the day, was seen promptly by the doctor and given a thorough examination followed by a diagnosis.

I was seen promptly with a face to face consultation.
The nurse was friendly and very informative

Receptionist helpful. Saw nurse promptly

Had a thoughtful well researched discussion with the GP who subsequently follow up with me later that day even though he didn't have to. Felt my needs were taken into consideration.

The receptionist was very helpful and she got back in touch with me when an appointment with Dr Impey came up. Dr Impey is lovely, she never rushes you, listen to what you say and is extremely helpful. I can see why she gets so booked up and sadly there is a long wait

Nurse Judy was kind and helpful and I felt better for seeing her.

The doctor listened to me, was understanding and tried to help me feel better.

The paramedic had read my notes fully and appreciated that my diabetes was very relevant

Was seen quickly. GP sympathetic and helpful. Referred for blood tests and ECG on the same day. Excellent service. Thank you

Very proactive and thorough in trying to rationalise the blood test results received in recent weeks. Much appreciated.

I called in to The Elms requesting an appointment to update my medication/ prescription following discharge from hospital. The receptionist was very understanding and took on board the necessity to see a GP at the earliest opportunity.

Very efficient service.

Was made to feel at ease and with consideration

I was given the appointment for the same day at 7.30pm so it didn't interfere with my work, all staff were happy, polite and professional, doctor was running a bit behind but doesn't bother me as she is very thorough and doesn't make you feel rushed.