



# FRIENDS & FAMILY TEST RESULTS

**June 2023**

**Number completed: 608**

**93% 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: 490**

**Likely: 77**

**Neither likely nor unlikely: 21**

**Unlikely: 6**

**Extremely unlikely: 8**

**Don't know: 6**

## **Comments made by patients:**

Always the same. Very best service

Amazing service as always

Excellent speedy diagnosis reassuring and helpful

Good service, friendly staff

Nice people good service and on time

Short waiting time. Problems dealt with efficiently and further care discussed.

Very informative info given..

Doctor was very good and very helpful

Hardly waited and when consulted was done very professionally.

Quick and helpful

Quick response on phone, quick appointment and knowledgeable paramedic. Thank you

Took immediate action - now in L and D who have found fluid on the lung

Prompt attention and courteous support oh Nurse on duty.

Quick appointment and effective treatment

Ruth was very knowledgeable regarding vaccine and educating around vaccines. She is also very friendly and had a genuine interest in talking to you, not rushing the appointment.

Very friendly when you arrive for your appointment. Just feels good.

Always friendly and helpful. Great service every time.

Miranda listened carefully and gave me good advice.

Punctual appointment and good treatment

Jo fitted me in to see paramedic on the day I called. Dominika gave me very helpful advice. My thanks to them both.

Appointment on time, health assistant pleasant and professional, receptionist helpful and welcoming.

Face to face appointment booked within 2 days. Dr Kanthi was excellent, reviewing past history thoroughly and giving specific advice.

Dr was only slightly delayed.

Helpful appointment re my pre diabetic condition

Lovely doctor who saw me promptly

My nurse made me feel so relaxed and comfortable during the procedure

Pleasant staff very helpful and nearly on time 😊

Professional as always.

Excellent service from your telephone staff when booking appointment and excellent service and attention to detail from Dr Smithers thank you All

Quick, efficient and friendly.

I was seen promptly, very welcoming and professionally by Nurse Ruth my ears syringed quickly and on my way hearing everything around me. Thank you.

All members of staff and nurse Kerry very helpful

Not too long in the waiting and friendly kind nurse

Excellent service from Dr Dev

I put good because i loved the nurses who did the injection as they were so kind funny and loving. I put good as the actual injection ruined it for me as I don't like them

I am very grateful to Dr Rees for providing my medication and apologise for missing her two phone calls. My phone has been faulty.

Dr Rees was fantastic today, listened to me, took time explaining everything, a truly lovely GP. The Elms is an exceptional practice. All the staff are all so very caring, friendly and helpful. Nothing is ever too much trouble and they always go the extra mile. I am so lucky. Thank you

On time. Doctor very pleasant and informative

Very well organised

Dr Impey is a lovely Dr

Friendly and professional. No wait.

Dr Impey was, as ever, very personable and professional and I feel very safe in her care.

Saw the duty Dr and she was very thorough in assessing the problems.

Everyone very kind and helpful.

The doctor was kind efficient and good at explaining things the wait was rather excessive at nearly 45 minutes, but clearly not intentional

Doctor was very helpful

Quickly seen for my appointment, the Dr fully obviously looked up my history and was up to date on my previous issues. Listened and offered excellent solutions, no pressure to leave before I could talk about everything

Everything

Efficient and on time

Because I was very satisfied.

Efficient and informative

On time, very nice welcome and Doctor was listening to me and tacking a interest with my problem

I got very thorough & very kind & reassuring treatment

It achieved all that I made the appointment for.

Online appointment request system very good. Good communication via text message also. Kind GPS and staff.

Like a family

Organised appointment well and actual visit very good too.

Quick appointment for my daughter

Doctor able to answer my concerns and send a prescription to the pharmacy quickly

The doctor I saw was brilliant . Great bedside manor however I did wait 30 mins for the appointment

Doctor was informative and has followed up with what she said she would

I was pleased to speak face to face with GP

Able to ask questions re my condition with satisfactory outcome.

As now moved to out of area trust very sad to be leaving this practice after 25 years of excellent care.

Always treated with friendly kindness and respect every visit. Thank you.

Able to see doctor face to face and all the issues I raised were addressed.

The dietician explained everything to me carefully and fully

Used online triage service this was so much better than waiting on the phone. Was very impressed and will use again

Receptionist was friendlier than usual.

Doctor was excellent and it didn't feel like she was trying to get me out of the door as soon as I entered

And there was only few minutes wait.

You can check in with your phone so you avoid touching the screen for germs

And lastly prescription was sent directly to the pharmacy which was great.

Overall extremely happy!

Phone answered quickly. Reception assessed my needs and got me an appointment with the nurse within a couple of hours. Nurse completed all the relevant checks, concluded and prescribed. First class from The Elms - Thank you

Doctor listened and responded appropriately

Polite , professional, clean , no long waiting times

From start to finish the whole service was great from ALL the staff

Dr Bhardwaj was very open to changing my medication.

Very good staff

Appointment on time, arrival and checking all easy, nurse Kelly kept the session well controlled to achieve all procedures to be undertaken in a friendly atmosphere, thank you very much.

I've seen this doctor on two appointments he is very good and very informative of my problem and a great listening ear to anything else you want to discuss.

Dr Smith listened to me. He was very helpful

Calm atmosphere in waiting area and Dr Allan very helpful.

Felt I had been given exceptional attention and expert advice. Very pleased.

The only problem was there was quite a wait to be seen ,even though i had an appointment when I was eventually seen the doctor was good although I had never met her before, overall I am happy with the practice.

Called as expected and gave good advice and instructions.

Friendly receptionist on the telephone and the doctor was very thorough and helpful

Medical staff very approachable

Thorough examination. Plenty of helpful information. I felt "heard" and respected. Kind doctor. Same excellent service I have always had at elms

Received excellent care

I would have liked an appointment earlier than 2 weeks. But Dr Sibley listened well and responded

All of the staff T the Elms are so helpful. And very informative.

Reception and the Doctor were very friendly and helpful.

Very swift response to online contact form. GP was able to discuss issue and prescribe relevant item. Extremely helpful. Thank you

Very helpful nurse

The emergency Dr I saw was amazing and very reassuring. Thank you

Doc I've not seen before so cannot make a judgement.

Punctual, considerate, professional. Thank you.

Very good

Friendly, helpful and knowledgeable staff making for a very pleasant experience

The whole team was very pleasant from my first call to the reception lady ,the check in and the nurse who helped me out with removing my stitches

Appt given quickly. Receptionist helpful and doctor explained every thing well

I was able to get same day appointment with a Paramedic who saw me promptly and prescribed appropriately

Staff were professional and clearly explained the vaccination process, they helpfully used distractions to help my daughter feel more comfortable

Excellent service always can get advice. It takes along time to answer phones but that's to be expected. Very professional

Sympathetic nurse who was very kind and efficient.

I saw Dr Allam and was very pleased with the Consultation

Stool sample got lost so have to redo (otherwise would be very good) it but great service from the actual practice

Face to face visit yesterday 7th June..

Receptionist very good, personable, responsive, really helpful

1st responder MSK.. excellent, great to communicate with, very knowledgeable I left reassured and with a care/recovery plan Paramedic... excellent, caring and knowledgeable. I left reassured with my current status and with recovery plan from the emergency surgery/injuries from a motorbike accident 2 weeks ago in Spain

Sarah was extremely helpful, she really listened and very understood my situation. 100 % happy

On time, Ruth very efficient as always.

Seen on time by a very kind, knowledgeable and friendly nurse

Whilst the wait was v long this was made up For the fact that the trainee gp i saw was so thorough - I felt v listened to and was really impressed to receive a text at 7.30 that night giving me an update

Dr Kanthi is very good. She listens and is more holistic than many other doctors at the Practice. Not all illnesses can be improved by just giving medication

Seen very promptly by lovely and very kind and knowledgeable nurses

Drs and staff very understanding. On line emailing for advice very helpful and quick.

Just felt she was in a rush . I have no problem with what she said . I know you can only see about one thing . It was an MSK assessment. The lady I had before was very good . I think the Elms is a very good practice . Maybe I should have asked for a longer time slot.

Very informative, reassuring and knowledgeable about which vaccines we needed. Had looked at our records prior to arriving

Easy to book and quick appointment. Nurse Ruth is also just lovely!!

Seen promptly and received the treatment I required

Pleasant people. Quiet waiting room. Almost seen in time.

Frustration and dissatisfaction.. I called the Surgery on Tuesday 30th May asking for an appointment for someone, a doctor or nurse, to check my post emergency surgery in Spain, 5 days previous, wound but was denied and told to go to A&E with a likely 5 hour visit.

Appointment ran slightly late but otherwise I was very happy with the service provided

Everything went according to plan and my doctor was excellent as always I

Appointment was very quick and good appointment

Nurse Clare was professional, punctual, sympathetic.

Doctor was very good with xxxx , really listened and gave max time to explain everything

Professional, competent and caring member of the team dealt with my issue. She was outstanding.

Doctor Impey is so lovely and she takes time to listen to problems

Seen on time. Wasn't rushed. Dr explained results well.

All efficient communication, no delays. Miranda dealt with all my concerns, clearly demonstrated new exercise, helped me make prompt decision between nhs or private physiotherapy. She explained clearly the situation with my knee, without making me feel bad for being overweight or not tackling problem earlier

I would have rated the experience as very good but I was not notified that a telephone appointment had been made for me. I received a reminder of the appointment but only read it after the time had passed.

We had a quick appointment scheduled in for us and the doctor was amazing with my daughter, really made her feel at ease.

I was extremely impressed though with the speed of medical team respond and also method of communication - I received an email and a voicemail explaining the situation and what I needed to do next.

The receptionist understood my request and I recieved an early appointment. The advice and consideration given through my appointment was excellent.

I don't understand why when I booked online for the MSK assessment this went through with an appointment 1 week later then when I came in for that appointment I asked to see someone to look at my surgery I was seen an hour later. Why couldn't this have been done over the phone on the 30th and saved me worrying for a week

An appointment request was dealt with speedily and politely. I was seen by the paramedic the same day. Thank you.

Unable to get an appointment over the phone ( not ideal) came in person at 7.50. Excellent reception & doctor. Excellent availability for a same day app.t Received appropriate guidance & advice

Appointment easy to make, reception staff helpful, and no delay for the actual appointment.

Easy to make appt and wasn't kept waiting

Quick appointment, good gp consultation

I know the appointments team have a tricky job to do but on this occasion I think they got it wrong

I always receive first class service from the doctors & their supporting staff. Many thanks to all 😊.

I was seen on time, treated with respect and humour, had any questions answered and departed happy

Everyone was so friendly

Answered my problem precisely and clearly.

Very professional service.

As usual great service from the pleasant receptionist to Dr Alum with whom my appointment was with, who as usual was professional, informative and helpfully knew my past history. So good to be able to have some sort of continuity, very rare these days. A great surgery.

Seen promptly and efficiently by Kerry and received reassuring blood test results from earlier in the week.

Was able to get an appointment the same day to see a clinician for something that was worsening and very painful. Sara was excellent. Very thorough, knowledgeable and has a lovely pleasant manner. Very impressed all round. Thank you.

Good review of data and advice given by experienced doctor. A criticism might be not to send out the text messages about worrying blood tests so close to the actual face to face review. To be told via media of being prediabetic is not conducive to a positive relationship with your doctor. Thankfully he put it into context; a poorly constructed text message never can.

The issue was identified quickly and a solution offered.

Sara was extremely kind, easy to talk to, reassuring and very efficient.

I am always delighted by the marvellous spirit, professionalism and endurance of my GP's surgery and the NHS at large working under such a mean spirited government.

Very friendly and helpful service from reception team, minimal wait to see Dr Smith and very satisfactory attention.

Everything was explained well. Rang within time given.

Longer appointment and got answers to all my questions.

Kind helpful receptionist and really excellent Menopause Nurse Kirsten. Thank you very much! Only issue is the constant 'Help' advert played on the screens. I have some anxiety and I found it upsetting to be waiting at the Doctors and having constant repetition of 'help' all the time. I wonder if something a bit more gentle or relaxing would be far more beneficial and reassuring.

The nurse was well prepared and allowed sufficient time for our needs. The receptionist was both helpful and patient in helping us to book a further appointment.

Very kind staff at the reception to make the appointment and a lovely member of staff for the ECF. Very quick appointment too.

Test results explained in detail by the Doctor. Receptionist helpful.

My appointment was in time and nurse Kerry was professional and friendly.

It was spotted by healthcare person that I needed to see a Dr. Had appt that day and was diagnosed with UTI which explained why I felt unwell.

Appointment on time. Doctor very understanding and dealt with problems efficiently.



Dr Bhardwaj was incredibly helpful and I liked the continuity as well as the quick response to my online consult. Thank you

Receptionist was superb and really kind, even gave me a same day appointment. Patricia was amazing and really listened to me, she has offered some brilliant support options. I didn't feel judged in any way which was my biggest fear

Staff pleasant, was seem promptly good all round

I was booked to see a trainee doctor who was apparently ill on the day - I did not receive notification of a cancellation. When I arrived the receptionist was very good and arranged for me to see paramedic instead. Paramedic was very good and gave me a prescription and followed up thoroughly later

I was kept informed about my appointment and Dr Impey is fab.

Dr Rees is amazing, she completely understood my hormonal issues and how they were affecting me. She went above and beyond and fitted me a coil, there on the spot. Unbelievably amazing care. I have been in such a state and just her care has made me feel better already.

Dr Sibly very helpful on the phone .Also Phoned around agreed time

Phone answered very quickly and an appointment was offered to me by the efficient and friendly receptionist. I expected to have to wait for an appointment but got one incredibly quickly. GP was helpful, as he always is, and gave good advice.

Because as disabled person I have no priority no benefits and no free prescription...all this is absolutely disgusting

Thorough review is symptoms and detailed analysis given. Dr Rhys was superb. Thank You

The staff whilst under pressure went above and beyond to support me with a prescription change and to see the same medical professional as I was in quite a state. Sympathetically, the whole team did their utmost. I'm very thankful.

Because I was seen fast and everyone was very helpful.

The captioning was very pleasant and helpful. And Dr Sibley was very helpful and kind d. Thank you the elms

My appointment was in time. All staff were extremely helpful when booking further appointments. Nurse was really friendly and calming. Very happy with the service provided. Thank you to all.

Swift and efficient

Dr Allam was very kind and an excellent listener.

Booked an appointment with ease (a remarkable change) Doctor May was on time and gave me expert service with in a friendly and professional manner

It's difficult to rate as the problem I have had persists, six months after I first saw the physio and after following the prescribed regime and a steroid injection. Clearly that isn't her fault but it is disappointing. I am pleased she is referring me to the MSK service.

Dr May listens and explains clearly, answering questions whilst being personable

Short wait, excellent GP, friendly staff, clean facilities.

I managed to get a appointment to see a Dr on day of phoning. Receptionist was really lovely.

Almost on time and friendly.

I was very pleased with the service

The Doctor was very helpful The system for booking the appointment was very good too

Very thoughtful doctot

Prompt action on abnormal blood results

Very Satisfied

Dr was very very good

The doctor was very nice and listened to my problem I felt very comfortable discussing my problems

Waiting time to see doctor was over 20 minutes. When seeing the doctor I felt a little rushed so much so I came away thinking I didn't say everything I wanted to.

I felt respected and listened to. I also didn't feel rushed

The heart clinic appeared to be run in an efficient and compassionate manner. Thank you

Good service.

The Elms has been so helpful with trying to work out my diagnoses recently. From the reception staff to the online query submission process and of course the lovely doctors. It's been such a frustrating time and you have all made it that bit more bearable so thank you.

The practice arranged my follow up visit so no waiting on the line to make an appointment. It was on time and not rushed

I used the online system to ask for an appointment and by 11:30 I had one. I used the online messaging system which was fast and responsive too. As someone who works in the NHS I can easily say the Elms is the best run GP surgery I've ever seen

Always able to get an appointment every time I ask

Helpful and prompt

Efficient service

Efficiency coupled with professionalism

The paramedic was very good at helping me over the phone with strep throat and went above and beyond by noting down my illness in case I need to apply for special consideration during my Alevels

I didn't wait long to see Dr Smith, and he attended to my 3 issues quickly and we resolved a way forward in each case

I was seen on time and the trainee doctor dealt with my problem in a satisfactory manner.

All points of contact were efficient, professional and courteous

Excellent service from everybody starting from the receptionists .

Always receive very helpful services from Reception through to medical support. I've recently been undergoing medical checks for Thyroid, able to get appointments and Dr Maton has been very thorough, informative and supportive. Thank you, great team.

Service great waiting times are frustrating and please please please change the hold music for the telephone

Managed to get through on the phone easily. Delighted that the old on hold 'music' has been replaced! Gp Dr Kanthi was really lovely and went above and beyond.

I was able to get an appointment almost immediately. Receptionist listened to my problem and clinician was also very good.

Good advice, friendly.

Just very professional

Called when they said they would with a very professional and polite attitude

Dr. Smithers excellent for a follow-up. New to me but calm, helpful, good manner. Always very pleased with The Elms service.

Kerry was lovely

Prescription was over a day to be issued And my shoulder issues am being told to wait another 3 weeks for further assessment which is odd as been going on a while

The doctor was really pleasant, made me feel comfortable and she was thorough by taking a test and by referring me to investigating further the spotting while I am already menopause.

Appointment was on time and I felt I had the opportunity to discuss everything I wanted to cover.

I was able to book the appointment I wanted and the doctor I spoke to was very thorough and helpful.

Caring and friendly Efficient

This was a short telephone consultation but met all my needs. Dr Deb was kind and helpful. Particular thanks to the brilliant admin team who organised my appointment so efficiently.

Spoke to dr sibley on Tuesday she told me to call her or dr bhardwaj if I need a dr called Wednesday told neither dr in so totally bewildered

I was seen by the Doctor at my appointed time, which was an improvement as previously I have waited for extended periods of time even when booking what I was told was the first appointment of the day ! I'm not sure if this was a one off or a new policy / procedure, but it was truly appreciated. In addition, Doctor Allam was professional, courteous and very helpful. This visit was an improvement on prior visits and it would be excellent if it proved to be the new normal.

Saw me on time. Listened carefully to what I said. Explained things clearly.

The nurse was efficient and helpful.

Spoke to lovely receptionist then a great doctor

I felt I was being listened to.

The HCA I saw was happy to explain what she was doing and why

I have been treated politely punctually and effectively

Very prompt service from phoning surgery in the morning receptionist arranged for me to see a GP later that morning.

All the staff were very friendly, helpful and patient with me.

Understanding considerate First rate !

Seen on time. GP was helpful and spent time with me and didn't feel rushed

As always excellent. A truly caring professional service. Thank you.

I suffer with my mental health and I felt the doctor didn't really ask me how I was feeling and if I needed any support. I felt he could have done a little more delving.

Dr Smith was very understanding and quickly sorted out the situation so that I received an emergency prescription for my medication

Swift service

My appointment was on time and my consultation was most helpful, informative and action plan for treatment expedited. Excellent consultation.

I was booked and seen by Dr Smith same day without any delay and so efficiently. Thank you so much

I was expecting a physio appointment but realise it was really more of a triage to decide whether I actually needed a physio appointment. I fear I wasted Miranda's time though the appointment was made in good faith.

The physio was very thorough, she suggested X-rays, which I thought was a good idea.

Called re controlled medication & a call was arranged with a GP for the afternoon. He did call early but it wasn't an issue for me. Had a good conversation which was supportive & helpful.

Both Dr Loweth & Mrs Lyell were very attentive, professional and I'm sure have me good advice. Both told me to contact them again if I thought it necessary.

The discussion with the nurse was conducted in a friendly manner

Had a suspicious looking mole that needed looking at, called The Elms at around 2pm and was booked in to be seen at 4.10pm with Dr Impey. The team at The Elms are amazing. Better than going private!

Dr was very knowledgeable and kind

Very helpful.

I thought the whole process of getting appointment was fantastic and the doctor was very good and polite. Very impressed

Appointment was easy to book as I rang late in the day. Dr was excellent in assessing my injury and creating a plan of action.

Did not have to wait long. Both issues sorted satisfactorily and follow up action discussed.

Appt on time

Very efficient and helpful. As always... you are a great practice

Prompt appointment given for my 15 month old. Paramedic acted efficiently and thoroughly to get the best treatment needed

The Elms is a fantastic practise with great admin staff and doctors. Always treated like an individual rather than on a conveyor belt' thank you

Staff very thorough and professional

Efficient receptionists and very efficient appointment with doctor.

GP was good, reasonably efficient, and helpful as generally is the case! The biggest let down of the Practice and has almost always been the case, was the attitude and rude manner of the reception staff. They often come across as judgemental and make snarky comments, which is the last thing you need when you're unwell. Most of the reception staff I have encountered when attending appointments or via phone behave in this way, with little awareness or consideration that the patients they are interacting with are unwell and may have other health issues other than what they appear to be attending for. You'd think that would be obvious to them, and important seeing as they work at a GP surgery.

The receptionist was welcoming and pleasant and Dr Loweth took the time to explain my recent scan and blood test clearly and concisely, and was very reassuring. As ever great service from The Elms!

Staff are helpful.

Helpful and empathetic response from the paramedic.

Very approachable and thorough.

Very satisfactory visit

The care that i have received over the last two weeks has been excellent from the receptionists to the Doctors and the two paramedics Thank you

See promptly

Excellent practitioner but was running late

Seen slightly earlier than appointment time. The medical staff took an interest and we're very professional offering sound and easy to follow advice. Great job!

A very exact telephone consultation, where options were explored around results and future diagnostics, and agreement reached.

I was seen ahead of my allotted appointment time and the nurse was very friendly and informative

On time, Ruth did the task quickly. Also had a minute or so of after chat about my general health. Almost enjoyable meeting!

The response from me filling out the online form was so quick and easy. Was also give an appointment within a couple of hours.

I was able to see Dr May very promptly and she dealt with my problems efficiently giving me the time I needed.

After a lengthy wait beyond my appointment time it was a 5 minute consultation and i was referred to LnD promptly.

Appointment within 1hr Doctor Hannah Smithey extremely efficient and rang a& e.for.my admission superb practice

Dr Loweth is fantastic!

Got appointment when requested with doctor of choice

It is hard to have a proper follow up when a different doctor sees you every time.

Didn't have to wait too long, and love Dr. May. Definitely don't feel rushed when you see her.

Dr Allam is very caring and always sits and listens to what I have to say .Can't always get to see her but when I do I'm always very pleased .Receptionist's are very helpful too .

Fast service. Caring staff. Dr Smith very open and professional. Felt I had time to talk and discuss options. Many thanks.

Very satisfactory outcome with GP. Now feel more in control of my health care.

Only a couple of days for appointment; able to park; went in on time; given clear advice

Urgent appointment provided for me within 30 minutes of my phone call request which was amazing

Timely, professional, kind helpful

It seems bizarre to say in the circumstances but it is always a pleasure to come because of everyone's helpfulness. We were particularly grateful to the team at the surgery for taking the initiative to sort a hospital error. We , patients of the Elms are very very fortunate,

Very pleasant and professional to do with.

My concerns about my child were heard and the care offered

New Telephone system not up to scratch!

Phone system worked well. Happy to wait in the queue. Kind and helpful reception staff. GP listened well, was caring and excellent at giving advice and help. Very impressed particularly when compared with my experience elsewhere.

Dealt with my problem in a very Professional way which is what I have become used to Thank you so much  
2)Because it the truth

The appointment was prompt and the doctor was very informative and helpful.

Excellent discussion with Dr Sibley (even though running v late - worth the wait!)

Doctor Impey was very sympathetic and extremely helpful to my situation. Offered me Solutions to my problems that were causing me a lot of stress.

Friendly and knowledge

Prompt, clear and friendly

The doctor acknowledged my concerns and I felt very listened to.

Very efficient and pleasant

Because you are good at what you do, yes you have the odd hiccup but we are in trying times.

The junior doctor I was dealing with was very knowledgeable and calm

Everyone is always so friendly and helpful at the Elma Medical Practice. I always get an appointment. The GP was very helpful and knowledgeable. He listened to me.

Reception staff have always dealt efficiently with queries and arranged appropriate medical appointments promptly. Very helpful doctor. Answered all my queries and came up with a good solution

Some receptionists helpful, others condescending. Very long telephone waits; much easier to come to the surgery, talk to someone and make an appointment. I cannot fault Dr Rees. She was thoughtful and listened, we made a plan for my ongoing care and I felt heard and understood.

Ladies In reception were so helpful and supportive. Dr Kanthi is a fantastic doctor along with Dr Sibly.

I got an urgent appointment for which I'm truly grateful and the doctor gave me some much needed painkillers etc. Brilliant service and understanding from all staff, thank you.

Miranda was really helpful and knowledgeable.

Doctor and staff is nice and helpful.

Friendly and efficient service

Telephonist very friendly and helpful when making the appointment. Dr Impey was excellent.

Always receive quick support from both the reception team and the GP

Seen on time and very helpful

I had to wait a while to see a gp. Worth it as Dr.May is an excellent doctor. She listens to me, has great medical knowledge & is friendly.

Because I achieved what was required.

Patience and willingness to listen

Very welcoming doctor with answers to all my questions

As one expects

Staff pleasant and good atmosphere

We were pleased with our visit

My appt last night was on time, nurse gave me lots of time. This morning I was asked to go back and see Dr tonight re medical condition. Such fast service, and am being referred for urgent scan, I feel very well looked after and cared for by such capable clinicians. Thank you for the amazing service you all do!

Kirsten was very knowledgeable and caring

All staff are very helpful and professional

Prompt and very helpful advice thank you

Doctor May is always very personable, professional and thorough. We didn't however cover everything regarding the results of a recent scan. I have further concerns and questions which I will submit via the online portal.

The Doctor I saw ( on the 20th June at 11am - although she was running 30mins late), was really unaware of why I was seeing her - even though It was on my notes. I had to tell her everything again. She made me feel very nervous with how she responded to my questions and also seemed not to know that I was no longer going back to the hospital for further check ups - even though it clearly says I have been discharged.

Husband was seen prompt and nurse Ruth was very helpful.

Very well regarded practice with good doctors. Is there a prize?

Very good, very helpful and very friendly

Just perfect 😊

So kind and helpful many thanks.

because it was very good.

Fast and friendly attention

45 min wait , but excellent consultation time Caring and thorough.

The paramedic, Luke, was amazing! He went the extra mile for me with tests and getting a second opinion so quickly. Nothing was rushed and he was very thorough, all delivered with a very calm and gentle manner. Reception gave me an appointment within an hour of turning up at the surgery. All very well done.

Receptionist and doctor very pleasant and helpful

Treatment on time Nurse professional polite and courteous



Helpful reception staff, always polite. Every GP and medical practitioner we have seen has been caring and informative.

Very friendly nurse Ruth, who explained everything well and put us at ease, appointment running not too late, reception area pleasant to wait in.

Very professional and caring approach to my issues.

Service very good ,

Appointment system worked well and a urgent appointment was able to be scheduled on the same day

My concerns were answered

Very polite and seen very quickly which was good as working

Despite the wait the consultation was constructive

Good service overall

The nurse was very knowledgeable and supportive.

Saw the practice nurse re my asthma ,she was very helpful .

Very caring HCA

Same day appt was available (and it was needed). Dr Sibley was fab. Professional and made me feel at ease.

The student doctor I saw was very thorough and I felt had time for me. She really listened and wanted to help.

The doctor allowed us to talk freely and listened attentively.

Prompt, efficient and courteous

My daughter has been coming to the surgery with urine infection symptoms and being repeatedly told she doesn't have an infection. We have since gone private to get to the bottom of the symptoms and they have analysed her urine and found an infection. The tests were done just over a week apart - the tests that are being performed at the Elms are inaccurate and we as parents are being fobbed off when we are repeatedly trying to explain there is a problem. How can we trust the practice when the results that are coming back from testing is inaccurate?!

She was very short and to the point with me and had to google information about the marina coil - which is what I was having checked by her. I never want to see her for an appointment again.

Despite running 45 min late, Dr Rees always ensures you are listened to and given the best level of treatment. She is very professional and goes out of her way to make you feel cared for.

Confused as I had only just returned from an examination plus sedation at L & D hospital

Kept getting messages with different appointments times

Very satisfactory put my mind at rest.

Warm welcome. Professional service by knowledge paramedic

The main reason is it's ways so difficult to book an appointment even when the Doctor you have seen asks you to return in a said time, inevitably you are told you cannot book that far in advance or ring again later or there on holiday. It's just not acceptable it never used to be like this and I have been with the Elms over 50 years. How many Doctors do the Elms have now and how many are in on a daily basis? Something has changed and it is just not good enough.

Prompt and helpful call back

Appointment was offered for the same day I called to make it. I was unable to do so and was offered next day instead. Very unexpected given all the national news reports to the contrary! Examination was as thorough as it was pre-pandemic which was very reassuring

X-Ray results on my knee pain nothing found I still have the pain and no lower body strength. I guess I'm have to go private to get it sorted.

Friendly and efficient receptionists - and doctor was too.

Quick and efficient service no hanging around

Automated check-in, efficient clinical examination, clear feedback, next steps confirmed in writing received.

The experience with the receptionist was poor and unlike the experiences I have had in the last 18 months as the new receptionists are good The experience with the doctor as always was good

Waited over an hour to be seen

Once again I was treated with exceptional patience and my problems were talked about and sent for x-ray and bt. I am one lucky lady being a part of The Elms and having Dr Allam as my doctor. I have been with The Elms for 60 years and so appreciate the care I have been given.

Didn't feel convinced that my problem was fully investigated.

The staff are always very friendly at reception and the waiting time wasn't too long. I also had a lovely appointment with the nurse who was very kind and excellent in her advice Swift appointment, clean and quiet waiting room and nearly no waiting time

Very quick. And friendly

The nurses were nice, but the nurse who administered xxx jab hadn't put the needle on tight enough and as such had to jab him twice unnecessarily. He was very distressed. The nurse blamed the baby for tensing his leg, but it's my belief that the mistake was hers - human error and she just didn't prepare the needle correctly or insert it correctly. I wish she could have taken responsibility. A bit disappointed by this. She apologised but it was all a very stressful experience.

The nurse (Clare?) was absolutely lovely.

Carefully considerate assessment

Had to wait 20 mins

The Dr. was sympathetic and helpful.

Always professional but kind

It was very quick. BUT VERY ANNOYING THAT THE OFFICE SENT ME IN DUE TO MY BLOOD TEST RESULTS NEEDED ATTENTION, then the GP SAID THEY WERE FINE. Which I did not agree, as the test were in the red!!! I can see why the office called me in, but why are the GPS reluctant to help????

Only a check up and answering a few questions

Dr Allam was very professional, thorough and kind for both mine and my mother's appointments, providing very good advice and help. Many thanks.

I received a phone call from a doctor this morning that I had not booked, it is unclear whether my actual appointment on Monday is still going ahead or not but I am not willing to spend an hour on hold to ask that question. I raised a concern to the doctor that the results from urine testing is inaccurate (having had a comparison lab test and find different results for my daughter) but was told I had to book a separate appointment in order to discuss that even though my my appointment was about testing my urine. It feels like there is no one thinking or joining together any dots, staff seem to be following process blindly even when the process doesn't make sense.

Just joined and it's amazing thank you so much

For the first time in many many years, the Doctor/Pharmacist actually gave me the time to discuss my concerns. I am very grateful. I still have issues, but now feel there is some hope.

All the staff were very professional and helpful. Staff responded very quick when I mentioned over the telephone I have shortness of breath and immediately booked me in with the paramedic. Thanks for your help

The person who xxx was absolutely fantastic with him. She had obviously read his notes and asked him how he is other than the reason he came for. He felt heard and pleased that someone had acknowledged previous struggles.

Always helpful. But waiting in a long queue to speak to reception is painful.

I don't get to the elms often but when I do everyone is so kind

Very understanding and efficient

All went as expected

Because I saw Dr. ALLAN and she is very helpful.

The GP took out time to listen to me to understand what me needs were.

Was hoping to speak to a GP, but was given only a tel appt with a health practitioner. Reason I wanted a GP was the expertise involved in what medications could be given for hay fever even though under 18. Medical practitioner just gave us the standard info that she looked up.

Appointment cancelled as vaccine did not arrive

Nurses were kind, attentive & thorough. But we waited 40 minutes for our appointment in the stifling waiting room. Please consider aircon!

Got appointment quickly seen by lovely helpful lady

But I did have to wait 25 mins after my appointment time

Same day appointment. On time. Great advice from Domenika

I had been called in for a knee assessment. On arrival the woman had no idea why I was there. She said she could see that a receptionist had made the appointment. My son had to read the original text invitation which explained Dr Allam had requested I come in. Truly amazing lack of communication.

Because the doctor finally listen to my pain !i have been complaining over the last 7 years about all different issue that I had with different doctors . She reads my folder in front of me . Things that know one tell me in the past. Explaining every single time to a new doctor is not good and we don't know if we need to contact you or you need to contact us. I had a scan last year. Know one come back to me to tell me the result! I have uterus and breast cancer in my family is the first time after 2 years I got referred again to an other place. No idea why my folder from london didn't get transferred. Why the gynaecologist in st Alban discharge me. Miss Kanthi is an amazing doctor keep her! Thank you so much .

Dr Khanti is a wonderful GP who listens and is very caring, and proactive in finding a solution.

On time and very professional

Efficient and pretty much on time

I was invited to come to an appointment and I felt free to discuss anything without being rushed.

Dr Sibley went the extra mile to help me. She was very kind.

Always have good service at the elms

The doctor was polite and constructive.

Dr Rees was thorough and reviewed my problem in detail with a constructive resolution. It was extremely helpful to see my designated doctor, as she was instantly able to recall my history.

Nurse Jo was very helpful and responded to my rather low mood.Good advice and > left feeling much reassured.

Dr Sibley was very kind and helpful and listened to everything I wanted to say without me feeling hurried. The two receptionists were very nice as well and got me some water while I waited.

The practise does as best as it can with many patients to see, so I was placed with the Butse rather than a GP. There was no parking space when I arrived which meant I had to find alternative parking. Maybe patients could be warned prior to their appointment that this sometimes happens, so that they allow plenty of time to find a space. The reception staff are friendly and efficient amd the nurse is often jolly when I see her.

It would be nice for doctors to be more accessible. All seemed to be working well pre-Covid, but now not so.

Saw the nurse who gave good advice

Due to Staff Illness early Friday I received an early Text to advise me the Nurse who I was due a Blood Test follow-up with was not well and that I would be contacted later in the day to rearrange. Unfortunately I don't recall the name

of the Receptionist as she had sent me the Text and then made the Call. She couldn't have been more helpful and she was able to reschedule the Appointment with Sue, same day. Sue was also professional to deal with on what I'm sure then was a busier day than normal for her.

Doctors amazing and helpful. Appointment almost on time.

I find everyone friendly and helpful

Very good service

Always efficient

All on time (almost) and good info given.

Asked for an appointment and got one in good time. I was seen promptly and the doctor was very nice and helpful

Appointment was on time. The nurse was great.

Reassuring examination and advice from the muscular skeletal nurse Requested appointment online. Rapid response, reasonable time scale for appointment (just over a week) given non urgent nature of complaint. Doctor bang on time with appointment. Follow up call from doctor same day (which I sadly missed), referral made same day, confirmation by clinic same day, appointment at clinic made next day for less than 3 weeks away. Thank you.

Good annual checkup

It's usually possible to see a doctor or nurse on the same day for an emergency appointment, which is a godsend. Booking regular appointments is also nice and easy and usually within a week or so

Dr. Carolyn Maton was very efficient and arranged an ultra sound and blood test quickly!

I felt listened to and well supported. I was then sent information to help me understand how to look after myself to avoid a potential condition in later life.

Paramedic was very kind and diligent, double checking with the GP to confirm assessment. It was greatly appreciated

Dr May is just what a family Dr should be .

Excellent communication whilst waiting in the telephone waiting queue. Sympathetic reception staff. Quick to get an appointment (<3hrs). Immediately called into seeing the clinician. Thorough, respectful service with clear management of my expectations. Call back from GP within an hour. Follow-up appointment scheduled. First class, professional service. Thank you.

Staff so helpful.

Nurse Jo was so kind and put me at complete ease.

Emergency Appointment same day@11.10am first time seeing Luke Paramedic, whom was, Immediately in control, helping me, With my problem discussed, medication issued & Treated plan agreed. plus Further Help to confirmation of Xray required, with another Doctors for approval. Called me back, later that day with updates and so I fully

understood my future treatment. Which was outstanding Service from start to finish.  
I can only praise his EXCELENT SERVICE, wishing his knowledge will make him a Doctor soon.

Very helpful member of staff

Luke was personable and diligent

Doctor was excellent

Prompt and easy

Dr Allam answered all the questions

Very polite and helpful staff and doctors

My experience of Elms practice is a bit mixed- really good at times, not so great at other times.  
Dr Maton has been really kind to me and helped me a lot. Dr Smith was understanding and very helpful too. As well as some other doctors.

Friendly, thorough & very professional

There was some initial lack of clarity about the time but it got sorted.

Dr May was extremely helpful and informative

Effective and precise information and advice given.

Was advised that Dr Smith could do steroid injection into hip, but advised by him, he could not!  
My arthritic hip hurts a great deal and apparently you can do little about it except prescribe pain relief pills and advise me to go down your pathway!

It was convenient to have a phone consultation and Dawn was lovely.

The paramedic I saw was helpful and knowledgeable and the receptionist was kind and empathetic towards my HRT journey.

Nurse Jo gave me thorough information and took a cervical screen and she was very reassuring and clear about procedure and results.

Very helpful

Always try to help for best result.

I realise how fortunate we are to have a practice where if needed you can get same day emergency appointments. I have had a series of different doctors over my time with the practice and appreciate all their help and expertise and kindness when I've needed their help.

Appreciated doc call. Got answers I needed. Didn't feel I was wasting docs time. More efficient I hope for the practice

Seen promptly and efficiently, text reminders and updates are useful.

Everyone was friendly went in on time. The nurse was very informative and didn't feel rushed

Staff always helpful.

Dr Deb sounds very knowledgeable and gave me all the options and answers for my questions, as well as reassuring me I'm doing the right thing with my issues. he was also very clear language wise, which helps me a lot  
Filled in easy online form. Appointment given for the same day

Efficient and friendly treatment

I saw Dr Allam, the consummate professional, outstanding practitioner as usual.

Quick appointment, on time, good listening by doctor and follow up.

Receptionist was so helpful, empathetic and as always Dr was lovely

Very good service. I had no problem getting an appointment. Was seen promptly and Dr May was a pleasure to deal with. Very happy with my new practice. Thank you!

Procedure was well explained. Took time answer questions. Made me feel very comfortable. Seen on time.

My problem wasn't resolved.

I was given a suitable appointment date and Dr.Sibly was most attentive

The receptionist was really helpful getting me an appointment and the nurse was really nice (and very patient) about getting my blood pressure and alerting me to my free nhs check ups. Thanks.

Because the the experienced Nurse that I saw when I took my husband gave him , who we saw was excellent and positive . Was very kind and patient .

The nurse was so lovely, she made me feel at ease and was really kind. The receptionist was also very friendly and helpful !

An appt was booked without my asking for one (and am away) and on my previous appt I was told I would be referred (2 week referral) upon receipt of photos. I advised when submitting photos it didn't pick up the lump. Now I'm being asked to re-take photos and book an appt with a doctor! I called yesterday and someone said they would sort/call me back but am still waiting.

Called within times lot, was helpful.

Receptionist and Doctor both just really pleasant and helpful. And having an after work (evening) appointment.

Dr Rees took my concerns seriously and I felt listened to.

If would have been 'good', except for the fact I was waiting 25 mins for my appointment

Because I didn't have to wait and the person I was seen by was very professional

I went in deaf in one ear, had it cleaned out and came out with hearing restored. Thank you!

I came to see the Physio and she was very friendly, knowledgeable and professional.

I saw Miranda and she was very attentive. She took time to listen to me and asked lots of questions before examining me.

Receptionist was polite, and the nurse was very caring

Excellent service from the front desk and superb clinical care. In my opinion The Elms just gets better and better.

Receptionist polite and helpful - and Dr Impey is "the best"!

Ms Sara Randall is wonderful, understanding and compassionate! The practice in general is good. But i was very nervous about my appointment as I had tried to address this certain issue in previous appointments with different doctors however she is the only one who really listened to me and helped me with making a referral. More knowledge of neurodivergent conditions (such as ADHD/Autism) is needed in general within the practice!

Dr May phoned when appt was for and was very thorough and helpful ..thank her so much for her time .....

Prompt response to my request to see Dr.Smith and later that afternoon with Dr. Impey.

Prompt service. Same day appointment. Very pleased with the practice.

The Dr was clear in explaining her assessment, gave cautions that made sense to me and used some visual material to ground what she was saying in something I could see and therefore appreciate differences.

Was given quick service with a smile

My problem was resolved quickly, courtesy and efficiently.

We got emergency appointment easy and quickly but we had to wait almost 1 hour with my 5 month old baby to see the doctor and the issue wasn't specified

Staff are always the best and make you feel at ease. Just very impressed every time. Thank you.

Very professional and efficient examination, all done with detailed explanations of what was needed etc. very happy!

It was quick easy and all very friendly

I didn't have to wait too long beyond my appointment time. My consultation was very satisfactory: I was listened to and received good care from the practitioner. Overall, I felt that I achieved what I wanted from my visit.

I had a worrying problem for which I got an appointment the same day. I received helpful and reassuring advice AND a referral for a confirmatory test.



Very efficient

My appointment was at 11.50 I was waiting for 40min. I was expecting more from doctor not just to hear what I know already. I described about my health, I have increased heart rate, my heart is falling out so bad and I just got the answer I have depression and the doctor can offer a medicine or therapy, no blood tests or other check ups

Prompt replies to requests

i would prefer to get the blood test form via email. this would be more economical and efficient

My appointment was on time and the doctor listened to my concerns and was examined. I have a follow up appointment on Wednesday by phone.

I was really taken care of by everyone. Ended up having three visits on one day and was left amazed at the quality of care.  

Appointment with Dr. May was on time and a good experience

Sadly there was a six elderly gentleman during my visitor which made my appointment with the nurse and newborn baby 45 mins late. I realise there is a shortage of nurses at the moment. So more feedback for the NHS finding in general. Staff at elms are always fantastic

I have found the Kerry Health Care Assistant very kind, helpful and efficient. She checked my feet thou roughly and offered me very useful advice. The Reception staff was very good too.



Rang when told a few days after request and everything sorted

Was able to see paramedic on the day and then the physio shortly after. Expert service received from both.

Returned call very quickly

Quick appointment. Polite staff. Excellent Doctor.

Just reiterated my history

Doctor easy to listen to, explained things well. Not rushed. Quick getting next steps arranged. Many thanks

Thorough, great communication skills, explanations etc.

Telephone call was on time and most helpful.

No waiting, a full explanation of what to expect by a cheerful nurse

The receptionist who dealt with my query was excellent and dealt with my issue promptly and professionally

They gave me an appointment very quickly and the nurse I saw (Jo) was very professional and friendly. She also went out of her way to look up a test result that I mentioned I have received which wasn't her job to do.

No issues or difficulties - very friendly session

My appointment was muddled up with someone else by the same name.

service good and appointment was on time. Obviously a bit of a wait from booking the appointment initially to seeing her but that's often the case these days.

Great doctor but a 30 minute wait in a hot waiting room

I have been with the Elms since 1971 always very good service.

Condition was discussed and explained in a friendly way and follow up measures organised on the same day. All very efficient and friendly.

Short wait. Patricia Martins calm and friendly and put me at ease.

Friendly reception staff and very good doctors and nurses.

Dr listened, was proactive and asked relevant questions! Came up with a plan !!

When I called the surgery the receptionist was very helpful and immediately made an emergency appointment with the paramedic who again was very helpful.

Domenica was thorough, helpful and listened.

The Doctor that I saw during my visit was very helpful and thorough.

I wanted an appointment to discuss my medication. I did not have to wait for a receptionist and was offered a telephone appointment later that day even though I stressed that it was not urgent. The call took place. It was a sympathetic response and a way forward discussed and agreed upon.

I am hoping that this review is for the ECG I had with Kerry. Once again my treatment was done brilliantly especially as we had to move to another room because Kerry's computer wasn't working properly. All done so professionally (and much laughter). It was a pleasure meeting Kerry for the first time. Thank you.

Professional care provided, approachable staff. On time.

I was able to speak to the duty doctor the afternoon I rang. The doctor rang at the close of her surgery. She was pleasant and helpful after a long time on duty. All good thank you.

Thought I was well taken care of!

I received a same day appointment with the paramedic who was very helpful

I felt the doctor's examination was thorough and detailed, it was followed by blood test referral.

The lady was very helpful and friendly

Had results of x-ray and blood tests and Dr Allam was kindness itself. Once again I am so fortunate to have such a caring Dr looking after me and to belong to The Elms. Many thanks.

Quick appointment

The doctor was patient and kind, appreciated my health concerns, checked me thoroughly and gave good advice.

Mostly can get an emergency apt when needed

This was a telephone consultation and Dr Sibley was really helpful in suggesting a further doctor's review of symptoms before making any decision. She then organised for me to see someone face to face. My thanks too go to the Administration team for sorting out this consultation at short notice and being so helpful.