**FRIENDS & FAMILY TEST RESULTS **

**November 2023**

**Number completed: 535**

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

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

**Extremely Likely: 435**

**Likely: 75**

**Neither likely nor unlikely: 8**

**Unlikely: 8**

**Extremely unlikely: 4**

**Don’t know: 5**

**Comments made by patients:**

I’m new to the practice, having been at my old practice for 40+ years. I met Judy who was thorough, explained everything to me and gave me options for my treatment. I felt listened to and given plenty of information.

Automated check in didn’t register my arrival. So waited for 30mins before checking. Must have caused Doctor extra delays

No problem with the Doctor very helpful. However you new appointment system and triage staff were most unhelpful. I do not appreciate being told by adminstrative staff that I am not allowed to discuss 2 issues with the doctor at one time, particularly when I had made the effort to submit two forms. Whilst in the surgery I saw a receptionist refuse to answer a patient's basic questions, 'what GP did I see last' and 'what are my test results' without a paper form being filled in for each request, as well as patients being berated for lateness when the electronic appointment check in in the surgery was not working and they had arrived on time and had been waiting patiently to check in with reception. Your new system seems to be stressing your staff and patients which less than ideal for everyone's wellbeing. Suggest you undertake a patient survey and respond to feedback to make improvements.

On time, good advice.

Nurse Judy explained well, listened carefully and was helpful in moving forward. Thank you.

I was given an appointment quickly and my health concerns were taken seriously and acted upon with care and efficiency by the doctor.

Dr Dominika was so lovely and informative, patient and friendly. She made my son feel very special and brave and was very reassuring to me. Please pass on our thanks.

Still find the online booking (and then a phone call after a missed call anyway!) frustrating.

I used the online appointment system. I explained my symptoms and received an appointment the following day. A practice nurse could have resolved my problem however I saw a doctor who triaged me and told me to make an appointment with a practice nurse. At reception I was informed that there were no nurses available to deal with my condition and didn’t know when there would be and that the doctor should not have told me to attempt to make the appointment. I later received a message from the surgery suggesting that” if I could afford to” to make a private arrangements and pay for the procedure. The surgery have me on a waiting list to see a nurse and as I have modest means I will have to wait.

The nurse advised me to make an appointment to see a doctor, the receptionist couldn’t access the system so I had to complete another form so someone else could call me to arrange another appointment! I still haven’t had the call - how can this be efficient?

Very efficient. Practice is very well organised now

My concerns were explained to me by nurse Judy

I filled in the online appointment form.. got an appointment through very quickly.. saw the doctor yesterday who was so lovely and understanding and examined me throughly .. referred me for a chest X-ray which I had today and prescribed medication which could help .. I felt listened to and valued

Kind and considerate treatment.

I was formally attended, the receptionist was a kind woman who greeted me appropriately.

I was seen promptly and the physician was friendly and knowledgeable.

Same day appt and little wait time

Very informative about vaccinations. Appointment was on time

Nurses were great and appointment was on time

I was seen promptly, my prior knowledge about how my own body reacts was taken seriously, and I like that especially on gaenologicsl things, they aim to give you a woman to speak to

Awaiting resolution of advised treatment, pending Dr Impey's diary for an appointment.

Was seen promptly by Nurse Judy, very helpful

Used the online system to request appointment. Same day reply with choice of appointment day and time.

Very thorough appointment with the student doctor.

The nurse (Claire) was very approachable, took the time to research and consult with the doctor before our visit and then shared lots of helpful advice

Excellent with Dr Smith over the years has always been helpfull.

Quick response to email query for an appointment and helpful and reassuring advice. Appreciate the offer to keep checking up on X if symptoms gets worse

I was seen quickly for my appointment and saw a medical student who was very thorough and also the GP (sorry can’t remember her name) who supported him.

Dr Patel was very helpful (again!!), thorough and clear with the issues. Had a good discussion on the best approach. Proactive with the follow up actions. Very happy indeed with her and the Elms.

Friendly, knowledgeable and even got a bonus flu jab which saved me having to circle back and rebook

Very responsive - thank you. One little muddle in advice and prescription sent to pharmacy, but resolved same day.

Bases covered by doctor, explained and referral made

The nurse was 100 percent in tune with me and understood me and my asthma extremely well

We were seen on time for my son's flu vaccination appointment (he is 2 years old). The nurse could not have been more charming and efficient in administering the vaccine.

The appointment was easy to book, and text reminders were helpful. The nurse who gave my toddler his flu spray vaccine was very kind and efficient.

Excellent advice and wellbeing, always there to help and support you at eney time . all the doctors are very helpful and supportive, it’s. a fantastic surgery definitely one of the best.

A quick response to my original enquiry, a relatively early appointment & a friendly & competent nurse. No after-effects from the vaccinations as a bonus!

Dr Patel was knowledgeable, listened to me about my symptoms and gave excellent advice.

Team always super friendly and great with small children, very patient etc. Always triaged so quickly via the online system

We were in and out before our appointment time

I was kept waiting over 50 minutes in reception for my appointment.

Dr Impey took lots of time to make my toddler feel comfortable and she listened to my concers

40 pounds is a lot of money for a letter that was not even signed.

I was given an appointment within a good time frame

I felt heard and taken seriously. The time needed was given in order for me to be able to give a full account of my symptoms their history.

When i made the appt it wasnt clear it was a student doctor- I am happy to help with the training but in this instance I was keen to avoid picking up germs since my husband is awaiting a kidney transplant - so would have preferred to avoid a 40 minute wait. But the student doctor was fine

Quick response to my online request. Got what I needed the next day via telephone app.

I was seen by a paramedic for an ear problem. Told me to take antihistamine?

I have never had a problem getting an appointment and actually really like the new format of filling in a form rather than the 8am phone rush! Always had a very positive experience from professionals that I have seen and always felt listened to. Would highly recommend the practice.

Despite now having to book on line which is difficult - I managed! As usual my visit was most satisfactory. Never had a problem since 1971.

I completed the online form in the morning and received a phone call before lunchtime offering me an appointment 2 days later. Excellent service

excellent visit but I do not like the new triage system

Waiting over 35 mins

Both clinicians were very friendly and helpful

Nurse clare made me feel comfortable and not embarrassed during my smear test

Dr Impey was fantastic.

Got answer straight back

Quick, efficient and very friendly.

Saw the doctor of my choice,appointment was within a few days.

New systems installed were an improvement

Short wait time. Friendly staff

Very good help was very patient couldn’t have been more helpful

I saw the pharmacist she welcomed me into her room, she discussed my diabetes, gave me options and solution, was very open and engaging and said she would follow up with a telephone call to see how new medication is going

Very helpful and giving me confidence in from Dr Smith

Send promptly and then when no improvement saw dr Smith on the day I emailed

Quick response after I filled out the form that morning. Got to see someone about my son within a couple of hours & had a good appointment.

Was seen on time by a personable and efficient nurse

I completed the appointment request form and the receptionist phoned me and gave me an appointment in 6 days time which I said was to far in advance as had cellulitis which needed more urgent treatment

I needed an appointment urgently and the receptionist arranged one for the next morning. The nurse I saw was kind and reassuring as I had cellulitis and renewed my prescription without requested. Much kinder and reassuring and knew more about cellulitis than most of the doctors. A credit to the practice.

Speed of response and appointment and service given

Doctor was very thorough, and clear in her discussions and explanations.

I was seen on the day I called. Your receptionist tried to find an alternative drop in centre for me to visit but then later called with a late appointment. Dr Impey was very helpful.

Staff work so hard to give an excellent service can’t fault the Elms

I was fortunate to have an appointment straight away (thank you) with Dr Smith who was able to quickly see the problem and provide medicine and reassurance. He was cheerful and very kind. Thank you 🙏

The paramedic (I’m sorry I don’t know her name) was so lovely. Kind and patient and thorough with all that needed doing. Thank you

Excellent communication with doctor who addressed all issues.

Excellent timing-caring doctor overall excellent

GP - Dr Jollyman was excellent- really helpful

Attentive attention by Doctor

Very attentive

As always, Dr Kanthi has time for her patients and is an outstanding doctor.

Although I miss the contact of a person and don’t like writing my symptoms down on a questionnaire helps you organise things

Both doctors were very patient, understanding and really listened to my concerns. They took the time to explain why they thought X’s illness was viral but also outlined what I should look out for if he worsened. The care was outstanding - thank you so much.

I saw Dr Merryman this morning. He really helped and I felt as though he listened very attentively. The reception staff were kind and approachable. Thanks

On time helpful and effective- great job again 😊👍

Thorough and attentive care

I was able to see doctor Smith face to face very quickly and he was able to prescribe medication and reassurance in kindly fashion. Many thanks to receptionist too who is helpful and cheerful.

Quick to respond via the online application and Dr Patel was kind, welcoming and accommodating!

Excellent service

Dr May listened . She discussed my problem ,and I will try the medication . Hopefully I will feel better , if not I(can try ) to see her again .

The GP is working towards helping me get well.

Short waiting time, Doctor very helpful.

Dr Smith knows me, we can communicate well, and we agreed on way forward.

It was on time and she was so helpful

I was a little confused by the change of time for my telephone appointment, but the discussion with the doctor was fine and I was pleased with the results. Thank you

Was slightly frustrating having to have a poorly 8 month old baby checked twice. Firstly with student and then with doctor. Appreciate why but not ideal

On my recent visit Dr Patel was very good

The reception I spoke on my condition understood and was helpful to book appt as I was very unwell . Dr Smith was very helpful, and was aware on my ongoing treatment and prescribed the right anti bio. Thanks to both

Received Steroid injection as arrange on the NEW BOOKING SYSTEM, So can fault this new service, which sends me a reminder text, alter appointment, or attend. All without waiting for Reception Staff to answer, or missing an appointment. I also got a bus pass letter which was additional so getting this great service can’t be faulted, must be the Best Surgery in Harpenden Town.

New Online appointment booking is perfect, saving me time, plus I can guess it saves lots of time for Doctors and Nurses and other Reception Staff to handle more important matters, see I'll Patients and helping them to recover back to normal Fittness.

I was seen on time and the doctor was friendly and understanding.

Kind and helpful

Really helpful and thorough

Quick response to email. Excellent doctor service at appointment.

As long as what was spoken about is followed up on, I’m happy with my experience. I’ve been struggling with an abdominal issue for many years now and desperate to get a referral to a specialist.

I am so grateful to the surgery for the patience you show as I am a ' frequent flier'. Thank you.

Helpful and prompt attention given to my request.

Both people I saw were very thorough and a very good bedside manner as they say.i felt I had a good reply to my questions

Very long wait

GP took lots of time with us and concerns were listened to. Excellent

The econsult process was easy to use. Dr Loweth was very thorough and helpful.

I was seen within 2 hours of ringing for an appointment, the doctor was helpful and informative.

Extremely professional & thorough consultation with Dr Loweth who listened to all of my concerns and involved me in the decision making

I chose the e-consult option and was phoned up a couple of hours later with a same day appointment. Thank you. I’m not sure I could have coped another day without antibiotics

I've been with the Elms for ever, and you've always done what it said on the tin, witch means you've always been first-class thank-you.

Evening appointment, friendly doctor, hassle free

The Consultation with Dr Allam was

Appt with your minor illness nurse was very efficient (didn’t need a doctor). Seen on time and she was so pleasant, kind and helpful. Thank you.

Patricia was very kind patient and empathetic.

Liz the medical nurse was polite understanding and friendly

Good response. Nice clear advice & reassurance given.

The practice is staffed by very friendly and helpful people. 10 out of 10 all round.

Efficient and caring

Nurse Clare is beyond amazing!! Experience it let down by the new booking system requiring "message tag" to get a suitable appointment time. To clarify re the new booking system, it could work well , but getting the right nurse appointment was difficult and it would deter some people from getting a smear test. Also, the current telephone message for the Elms seems a bit blunt. It says to me "no-one will talk to you about any booking" and seems unhelpful , as though one is a nuisance. This is not at all my historical impression of the Elms, to be clear, so the message is a shame and could be a little more welcoming!

I was called when it was arranged.

Prompt service, and helpful caring approach.

Doctor was very kind and efficient

Waiting one week for an appointment that the receptionist seemed to think was pretty important felt longer than necessary but not unacceptable. Waiting half an hour in the surgery for the appointment felt quite a long time to over run. Dr Kolomala was very pleasant and gave me excellent well explained information.

The service given by the doctors and in particular the practice nurses is excellent, but the quality of service of reception and admin staff is variable!

Had a student Dr who took time to understand my issues and consulted with main Dr

Dr was running over 30 minutes late but informed when asked

A telephone appointment I made through the website and a follow up phone call from reception for 7.30pm on 3/11 turned out not to exist, so had to rebook for this week. Otherwise all excellent

Excellent consultation with dr.

On time, nice nurse and quick vaccine for my hysterical daughter. Only negative was the appointment was moved (due to illness) from a convenient time for me to one that was difficult!

Sara Randall was very attentive and listened to my concerns and gave a well structured and holistic response as this has become a chronic condition. So far the treatment plan is working brilliantly

Efficient and professional service

Efficient service as usual.

Close to being on time and didn't feel rushed.

Felt supported and listened to.

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I used the messaging service to explain my problem to the practice and was delighted to get a quick response. I saw the paramedic that afternoon and was given clear advice on my illness and what to do if I got worse.

Fairly prompt, nurse very pleasant and welcoming, and did the jab and her job. Thank you.

Brilliant nurse. Friendly, helpful and thorough. Felt time was spent to explain everything properly. Very at ease

Dealt with pleasantly and efficiently

Seen quickly and on time The new booking system worked well

Responsive, polite, efficient.

Like the doctor and student

Booking was made very easy with a texted link. Appointment was on time and the nurse was very kind, professional and friendly.

Very quick response to my online query, with a same day appointment. And Dr May was very reassuring and helpful, as always

efficient pleasant prompt and informative

Just wish after seeing at least 5 Drs in past 6 weeks or so , someone could solve why I feel so rotten. Just don’t need medication changed each time especially as at least two have resulted in adverse side effects which has not helped. Now being sent for scans but still no answer as to why I find eating so difficult. Feel full and fancy nothing.

Your new online triage system doesn’t work- once at the survey great as usual and Dr May is a great doctor. But you need to sort the triage bit. Thank you

Met with lovely nurse Claire who gave me my first travel vaccinations. She put me at ease, I didn’t even feel the injection and explained side effects. She also made my next appointment so that I didn’t need to worry about making future appointments.

I just felt cared for and prioritised.

Questions answered and injection given well

The whole experience of my visit was was both pleasant and efficient and the kindness of nurse Claire was totally warming when at the time l was just a little nervous.

Prompt timings, got seen within 10mins yes of appointment time

Good booking system, friendly staff

The appointment was cancelled by The Elms

Domenica (apologies if spelt wrong) was very kind, helpful and thorough and took a lot of positive steps to help my breathlessness/cough. The lady I saw for an asthma review in the morning was also considerate and did her best to help my condition.

Always delighted with the sympathetic, kind and thoroughly professional care I receive.

Very good communication

After a blood test it took 3 weeks to get an appointment with Dr.Kanthi.

I was very happy with my consultation.

Not being able to make an appointment direct at reception

Was seen promptly and received the outcomes that I thought were appropriate for my problem

I was able to get a appointment and seen on time

Because I fell poorly during the day (Friday) and as it was a Friday was anxious to speak to a doctor before the weekend. I really appreciated being seen that afternoon.

Fantastic service, promp and professional service

I was given an appointment very quickly and communication was good.

Dr Kanthi was incredibly understanding of the complexity of my case. I felt listened to.

Excellent service and experience everytime. Thank you

I Contacted surgery via app , was rung within an hour and had appointment at midday. Excellent service

Prompt response to request for appointment and flexible when trying to fit me in

Really helpful, gave me a few good tips on managing my asthma. Appreciated.

I didn’t have to wait too long and the nurse Clare was very friendly but professional and able to give my vaccination injection with me barely feeling it!

Because all was on time and I get solve my consultans causes.

V efficient and v helpful

reasonable wait time. my concerns were heard and treatment in progress

Quick informative help

I used the online booking system which was a bit long-winded but seemed to work, and resulted in an appointment which answered my needs.

Seen immediately. Prescription given. Clear advice on follow up options if needed.

Quick follow up consultation following on line request. Consultation very comprehensive and follow up action offered and accepted. Efficient and hopefully effective service. Much improved on previous experiences. Takes time to master the new on line system and to access test results and history but seems to work once done

Very swift response from online booking, quick appointment and very efficient appointment.

Efficient and friendly

Sara is a good communicator and I enjoyed talking to her. I thought the session was useful.

Student doctor was very polite, thorough and helpful

I was able to get an appointment

I was offered an appointment quickly

Seen promptly. Doctor very helpful and explained everything. Came out fully understanding issue and what to do if issue persists

I feel incredibly lucky to have such a good doctors on my doorstep. In comparison to my old doctors, it's an amazing service.

Had expected a telephone response from the surgery either yesterday or today with outcome following on from the pharmacist’ discussion with a GP. No call as advised. Feel as though left in limbo. Hope that something will come of this

Mr Jollyman was very very helpful and listened to my worries

It was my first time as a new patient and everything was easy. I logged in easily, the waiting room was pleasant, and I didn’t wait too long for my appointment. The dr was very efficient and I had a positive experience. Thank you

Rapid response to online contact. Student GP very attentive and mentor GP unhurried.

ALWAYS… i receive excellent service with you. I like the fact you continually adapt to changes needed- your online booking system is a massive improvement. The Doctor on my visit, Smithres was positive to my needs effortlessly.

Great service

Staff wonderful as always

On time, thorough examination, diagnosis and treatment explained very clearly.

I was able to get an appointment and seen in 24hrs (next day). It was also easy to make the appointment online and someone called back not long after, offering the appointment and taking more detail of my condition. I felt heard and looked after by the team and doctors. I was happy to receive a blood test too to check for underlying issues related from my symptoms. Happy to receive the antibiotics as I feel much better already since starting them. Thank you.

Nice people

Time waiting for Doctor was good |attention was excellent

Because the service was very good!

The actual appointment was fine, it was just 35 minutes late, so knocked off a mark. The student doctor was very courteous and thorough, felt very comfortable with the diagnosis and suggestions for how to approach treatment.

The nurse was fantastic with X and really put him at ease.

Careing and knowlegable staff as always

Dr Allam was kind helpful snd reassuring

Booking the appointment was efficient and easy. The doctor was very helpful and gave a very good assessment of my condition

Always helpful and pleasant. Practitioner was fully focused on me and my needs and made me feel cared for.

Appointment booking system. Long wait for booked consultation.

Despina was very thorough and very pleasant to chat to.

Appointment went well and to time.

his was my first visit to your practice. I was very impressed with the very slick check-in process and pleasant waiting area. And the practice nurse Ruth was FANTASTIC! Professional, friendly, and very highly skilled. I’ve never had such a quick and painless smear test before and was really impressed. Thank you so much for providing such an amazing service - it’s really really appreciated.

Granted requested appointment without delay

Doctor was very sympathetic and encouraging and sorted out problems. Thank you.

I was given a good service by both team members yesterday and today.

Friendly nurse and reception staff

No waiting time. Found a parking space. Quick.

On time, friendly and quick

Was great to get an appt same day. Although with a student, which i never mind, S was friendly, respectful and thorough. Then he got Dr Loweth who was also thorough. I will continue to highly recommend Elms!

Great service super friendly nurse

Nurse Ruth was very welcoming.She answered the couple of questions I had with a smile and she was an all round nice person.

Although the appointment was a little delayed, the staff were attentive and very helpful.

Very helpful nurse, who dealt kindly with my problem.

Excellent consultation in all respects

The HCA was very engaging with both my sons, very playful, and made the whole process so smooth

Fantastic service from the nurse; super friendly

Helpful staff and the GPs appear to genuinely care

My medical query was dealt with efficiently and in good time

Luke has a great bedside manner with children and adults alike. He did all necessary routine checks for my son, and prescribed ear drops for my child's inflamed eardrum. Because I can rarely get through to the chemist by phone, as the line is often engaged, Luke as the line is often engaged, Luke kindly texted me, after the GP had signed off my child's prescription, to collect at the pharmacy, which is very helpful indeed.

I felt I was listened to by Dr Allam. Reception were accommodating in finding me an appointment

They got me an appointment very quickly and I saw DR Rees who was very good and very thorough.

Extremely professional and friendly nurse who did my smear test. The experience was as good as it could possibly be given it's not a fun thing to do!

Listened carefully and set up many tests

Appointment on the same day, seen on time and just brilliant service.

The appointment went very well. Liz is friendly and professional with a good way of getting things across.

Luke is very professional, efficient and knowledgeable person. He is smartly turned out and has a very pleasant manner. 😊

Friendly helpful nurse, given good advice, seen before appointment time

Seen on time. Nurse reassuring and answered all my questions and gave me good advice.

Booking system worked well. Prompt appointment and professional and well informed treatment. Thank you

Quick response to my request for an appointment, I didn’t have to wait long, and nurse Ruth was very professional

I was seen at the appointed time. My condition was explained clearly in a professional but friendly manner and the appropriate medication prescribed.

On time, compassionate and caring nurse, quick and easy.

Quick, simple and easy. The paramedic who saw me was very personable and informative. All in all, it was everything I needed.

Got a telephone appointment quickly and a prompt call at the allotted time.

Quick appt time.

Seen on time, thorough asthma check

This particular GP was very informative and took her time to explain

The service generally at The Elms is very good. Yesterday I saw an Associate who was very nice but didn’t listen properly and said she would send a prescription to the pharmacy without telling me what it is or why she was prescribing it or how it would treat my issue. I feel the appointment was essentially a waste of time and the prescribed item not appropriate.

Good service.

Timely, friendly, helpful

There is nothing to complain about. Everything was how it should be.

Aisha Mhatay is approachable. She asked me all the questions about my chest infection listened to my chest and then explained her conclusions clearly.

Appointment was 25 mins late but my displeasure was offset by the GP’s handling of my case.

I received very good advice from a friendly and approachable doctor.

Lady was nice and spoke to X and not just to me (mum)

Very helpful staff at the Elms Practice. I have been seen by the Dr. promptly and as for my request. Dr. Impey was really helpful and lovely. Many thanks.

Easy to make appointment.At last decent music in the waiting room . GP Dr Jollyman showed consideration for my injury and gave an excellent diagnosis.

I contacted the practice by email and got a very quick response, and Dr Patel saw me within a couple of hours. I am extremely grateful.

Skilled procedure with local anaesthetic operation on finger.

The nurse mentioned a fairy story - as to why my son had to have flu jab it worked a treat followed by stickers - we were also seen earlier than appointment result!

I was responded to quickly when I requested an appointment. I was given an appointment the next day. The doctor was great. Happy patient!

Seen on time, thoroughly investigated. Super happy with the service.

The proecess is smooth and the staff are very professional

The lady I saw was very kind. I felt listened too and didn't feel rushed. She explained very clearly and helped me understand my symptoms. I would be very happy to see her again

Quick,professional assistance.

On time, Doctor listened and was friendly and thorough. Triage system worked well, reception staff friendly and helpfull.

Because Dr. May listened to me and is very caring and helpful. She helped a lot regarding my health problem. She is also a delightful person

There was a bit of a wait, but once I saw the doctor I was very pleased with the consultation

Doctor called on time, listened to my concerns and gave clear advice and a plan of action

Answer the question and moved on

It was the closest to how I felt expressed my experience...

Great and prompt service. Dr took time to listen and offer advice without rushing. Great surgery

Short wait to see the doctor

Doctor helpful and explained all to me . I felt comfortable and able to ask questions.

Dr Maton took the time to explain why I had the blood tests and what the results meant, even drawing me a diagram so I could understand it fully. She was extremely helpful.

Luke took great care of .y daughter and was very thorough on diagnosis .

On time and tgorough

Liked the online appointment request. Speedy response and early appointment available. Appointments were on time and Doctor was very helpful and understanding.

Quick and efficient, child friendly

Always a very quick response using the online system. Dr Godfrey is so kind and understanding. Really appreciate her seeing us and putting my mind at ease.

Seen on time. Pleasant nurse going procedure

Secretaries and reception staff were excellent but i left surgery feeling very unhappy as cancer was suggested that it may be connected to spine fracture and would be discussed when i see orthapecic surgeon

Overall The Elms is SUPERB and one can always get an appointment

The doctor I saw was a good listener and carried out a swab and referral for a scan. I felt heard and that my concerns were taken on board.

The appointment was for my 11yr son X with fever an tonsilitis. I called reception to help me understand the new online appointment system as wasn't sure what to do initially, but once that was explained the process was very simple. We received a call with an appointment time for that morning shortly after. The doctor was very friendly and efficient and our prescription was ready to collect in town by early afternoon, perfect!

I was seen on time and the practice nurse was very kind snd considerate.

Because everything went very well

I completed your online form at 08.00 and your colleague called me within an hour or so to suggest an appointment time

Seen on time, clear explanation of results and referal made immediately.

Appointment was quickly arranged, and the doctor was very good.

It was very straight forward to request an appointment, heard back very quickly and then was able to see a dr the same day.

The doctor was very nice and the place is very clean (which I like). I also really like the machine where you give your date of birth it is very satisfying. The doctor was very nice because we talked about Arsenal football and I liked talking about it. He did a lot of stuff well. 😋⚽️🤪😃😀🩺👍🐶🐒🐝🐌🦣🦧🐬🐟🐠

Thank you,

The online system recently introduced is useful and has worked well for me.

My recent appointment with Dr Maton was extremely helpful. She was very professional and listened to my concerns providing excellent constructive advice. Thank you

Doctors and nurse for Flu jab were great, the whole process to get the appts was not. I had a text from elms asking to book a slot for my flu jab. I competed that and went last Friday to be told there was no nurse in or appt on the system. No apologies or explanation just - There is nobody here to do it. I was not that worried and was given a new appt this week but the messages I received did not work.

Had a same day appointment and a preliminary email had already been sent to Watford to request required drugs. Dr Smith was very reassuring

Timely. Doctor was helpful . Love the new booking system

GP was very helpful & clear

I had the advice I asking for.

Dr Jollyman is great and the booking service now is so much better than what used to be there

I was given an appointment quickly and the info I gave about when I needed to leave the surgery was taken seriously. I was seen quickly and thoroughly

Very thorough and explained all my medications

I got a quick response from the e consult and an appointment quickly.

Was told my call would be in a 2 hour period however didn’t receive a call until 2 hours after the period ended, just to be told I’d be sent a form

Easy phone call to book. I do not like online bookings as have found online apps very unreliable and want to talk to a real person. My wife does not own a smart phone so sending her surgery information and appointments is no use at all. Very informative and professional nurse who gave my injection and provided me with full details relating to the action taken.

Good listener and good diagnosis, very helpful.

The gp was very professional and I didn’t he to wait for long.

The receptionist very welcoming. Dr Patel was very kind and helpful to me.

Filled out an online form at 7.30am and was contacted by phonecall before 9am with an appointment for my son at 11.45am. We arrived at 11.30, which I know gives us no priority but we did sit in the waiting room for an hour waiting to be called, this was my only issue with the whole experience but luckily my poorly 2 year old slept for most of the time that we were waiting. We saw Sohaib who was very thorough with the questions he asked and then he got Dr Sibley who was absolutely lovely. My son was thoroughly checked over and I was given some advice to go home with. Dr Sibley text me later that day to see how my son was doing and gave me some more advice and told to ring back if he didn’t improve and she would see him again. Fantastic service and very reassuring when you have a poorly child.

Provided a possible diagnosis and gave me exercises to do.

I was given very good compassionate advice.

Coz I thought the service was great a bit like you’re CQC review :)

Appointment was on time and the nurse was very efficient

Efficient pleasant Been at this surgery since 1988

Dr very helpful.

I sent an e consult mid morning and was called with an appt time for the same day! As my problem is potentially cancer related the speed of response was very welcome

Very kind and empathetic doctor, got an appointment quickly and got some excellent advice

Efficiency

They listened carefully to what I said, asked lots of sensible questions, then were very responsive with the action plan that they put together.

Nurse was excellent but wait to see her too long

Diagnosed quickly and considerately

I was seen on the same day and I was given a sick note that I needed because I was feeling very unwell. I was feeling very stressed regarding my symptoms and Dr Younis put my mind at ease and reassured me. Being pregnant and unwell can be difficult and I was very happy to be seen the same day.

Triage service, asked to make an appointment and given time and date options to select. No hanging on the telephone! 👍

I saw Dr Allam who was very understanding .She offered my different treatment choices and discussed with me the best way forward. I was happy with her advice.

Ruth has a caring approach and is conscientious. I hope that this is shared with her and that she is valued.

Excellent care and attention.

I was waiting for a phone call yesterday Tuesday 21/11 at 2pm and no one called.

The appointment was about 15 minutes late, but when it came, it was excellent. V impressed by Dr Jollyman.

I was seen more or less on time and Dr Jollyman had a pleasant attitude and was helpful with reviewing my medication. Parking was difficult and in the end I had to park on double yellow lines so bit stressed about that. But overall good experience once I got inside.

On time Appt easy to get

Appointment was made easily (online) practitioner was on time for my appointment and the treatment was done smoothly & successfully.

I received a good explanation of the suspected condition from Dr Carolyn Maton

Appointment on time and it was friendly, efficient and effective

Professional and friendly attention to my issues as always. Great team from reception through doctors to back room staff.

The nurses were super friendly and came across very experienced. While vaccinations are scary they made us feel like they really care and do their best least painful work possible.

Very efficient service from start to finish

Dr Kanthi was attentive, informative, supportive. Thank you

A quick appointment

Quick response to request and an appointment the same morning

I received amazing care. The team at the Elms is very caring, warm and helpful. I am very grateful for the efficient way the surgery is run and for the care we receive.

Because you were very fast in acting, and very good.

Appointment reasonably on time. Good and kind attention by the nurse.

Good record of my medical condition and very thoughtful

Appointment on time and very good consultation and examination. Thanks

Easy to book via online form and efficient once there

The doctor was very helpful and very reasonably helpful

You asked on the form when NOT to call me and I was called during that time! No point asking when NOT to call and then calling during that time…Apart from that the system seemed to work. And my appointment was on time too, which was a real unexpected bonus. …..

I like Dr. Impey, she's to the point and knows her job

I’ve been really impressed by The Elms; we joined last year after moving to Harpenden, but my two sons have been for various issues about 3 times now. Each time the doctors have been utterly brilliant: completely professional, very thorough and very caring and helpful. I’m very impressed and grateful, thanks very much all.

All staff very attentive

Nurse Clare is fabulous and answered various questions and has great empathy

I made an online enquiry and I was called straight away. Great service. The doctor was excellent.

Surgery response was rapid. Offered Doctors’s appointment later the same day.

Doctor rang on time, explained my X-ray results and the way forward for referral and also reassured me.

X was seen quickly and Liz Godfrey had fully understood his issue and examined him and gave very clear and helpful advice. Thank you

Quick to respond to an acute condition, prior to that the staff made time for me to see a GP who correctly advised on series of tests that showed up a serious problem.

You were able to provide me with the medication and referrals I needed in a very efficient manner and very promptly.

The response to my filling in the triage form was rapid that lead me to have a telephone consultation. I then saw Sara Randall in the afternoon which has resulted in several things recommended. All within 24 hours.

I was given an appointment within an hour of contacting the practice

Early appointment provided. Very short wait after arriving.

Every time, as always staff ,nurses and doctors ,exlant , 🌟🌟🌟🌟🌟.

Excellent pre blood test communication Really efficient appointment and running on time

The level of interest with my present condition

Had my 6 monthly injection which Ruth gave me. Always very kind and thorough in her questions too.

Nurse Clare and Dr May were very thorough and explained things to me very clearly.

The doctor was very good and took his time

Doctor Allan was very thorough and was easy to talk to

The nurse gave me the jabs, without fuss and with humour

As always friendly and efficient.

Dr Smith was very thorough and listened to my concerns.

Very helpful and attentive. Phea was a good listener.

Very easy to complete the new e-consultation. Prompt and efficient reply back.

I was so pleased I could get an appointment on the same day.

I am a teacher so complete the e-consult and receiving a text made the whole experience a lot less stressful. Thank you..

Really lovely and kind nurse who helped me immensely

Very thorough

Useful chat with Elms pharmacist got me a prompt appointment to see Dr Smith who reviewed my medication

The nurse was kind and warm when my daughter was having her first set of jabs - it put us both at ease. She also explained everything really clearly and didn’t mind repeating the info!

People were calm and patient

Appointment on time, and Dr Impey so friendly which didn’t make me feel rushed at all as I usually do because there wasn’t loads of other patients waiting. All my questions were explained perfectly.

Having recently left my old practice of 46 years I have been super impressed with The Elms. Staff are efficient, helpful, friendly, the appointment system is excellent and super efficient if the request is urgent, the clinic is clean and welcoming. I am extremely happy to be a patient at The Elms, and have every confidence that my health will be looked after by them.

Dr listened and took issues forward effectively. Also reassured me and was empathetic

Got seen straight away.

The pharmacist in my opinion was very knowledgeable about asthma and she was very patient with me.

I didn't have to wait long for appointment. Dr was very nice and had time to talk, so medical problem solved.

Good doctor. Waited a while but but not a big deal!

Dr Impey was very friendly and listened well. She gave very good advice and was very helpful.

There was a bit of a mix up with my appointment. I was told I would have a telephone appointment between 2 pm - 6pm. Then after a little while I got another text saying that the appointment would be at 3 pm. So I waited and finally got a call from the doctor around 6:30 pm. She explained what had happened with the mix up and sorted out what I needed.

Very welcoming

Dr Impey very understanding and helpful

Very prompt contact

The nurse Kerry was v good

A thorough check up.and prescription. Both Dr May and follow up structural medication review.

Greeted by receptionist who helped when checkin screen didn't work properly. Nurse was understanding and gave good advice

Seen quickly. Dr understood what I needed.

I was given an appointment at short notice and felt that I’d been looked after in a very thorough way and Dr. Bhardwaj was very pleasant. Thank you The Elms.

Obtained immediate appt and pleasant Doctor

Excellent doctor and overall support

Dealt with my request quickly and got me appointment with the doctor I wanted to see So I’m very happy

Dr Impey very chatting and put me at ease while I had some injections and things removed

Easy to check in, appointment was on time and the doctor was very helpful

Because I was pleased with the efficiency of the phone call from Dr Smith. It was on time as stated and I had a good outcome with him.

They helped me straight away and have led to a very good service

We are waiting to hear if we can get a nurse who can visit us at home to arrange a blood test to check that the sodium levels are still Ok.

I was seen on time and my problem was dealt with very well.

Easy to get an appointment using the Elms website. Very attentive by Nurse Clare.

The Doctor I saw was very efficient and explained any things I was not sure about

Very efficient

Prompt and a very helpful consultation

Dr Sibly was approachable, professional and listened to my symptoms and queries. I felt heard and that I was receiving care.

Excellent service as usual. My shoulder seems to be responding already to the exercises, prescribed by Dr Smith. Thank you, keep up the good work.

Seen on time and had good interaction with the GP.

On time appointment. Doctor knew why i was coming in, quickly anle to order relevant blood tests and discuss follow up

Even though he wasn't able to solve my problem and the waiting list for surgery is huge, nonetheless I feel supported. That's as important as any painkiller. Thank you.

Dr.Maton was kind and knowledgeable. I am glad that my baby’s first appointment was with her. Thank you

the nurse was really friendly and was quick with giving me antibiotics

I was seen the same day. The service was quick, the medical professional friendly and I was reassured that my symptoms were OK/normal.

Very friendly and i feel at ease Also reception is helpful. The doctors and nurses are good

The online Contact Us form was easy to complete and an appointment was booked very quickly. Appointment was on time and the minor illness nurse we saw was so kind and good with my little boy who is only 18 months old

Luke Hindmarch was welcoming, professional and helpful. He communicated very well and made me feel at ease.

I used your online service first thing in the morning and got to see a doctor later on in the morning. Very good.

Dr Julian Smith always shows thorough interest and care towards us as patients and always gives sound advice and support.

Prompt and efficient diagnosis. Easy to make appointment with the right person

I don't like online booking - very in personal

.

Appointment was on time. It was for an asthma check. The lady I saw was kind and helpful and listened carefully to everything, reassured me I am doing all the right things then sent me on my way reassured.

The help I’ve needed over the last few weeks has been there without delay. Thank you

Prompt response and appointment

Efficient process, friendly knowledge people, doctor with a great bedside manner

Excellent help from the receptionist who went above and beyond to find me an appointment

Easy to arrange - was for a review which was helpful.

Easy form to fill in and quick response

Seen on time, I had a good communication with the practitioner , my mind was put at ease and looking forward for my next appointment to discuss further of my blood test results and my Health

Appointment was on time and nurse Ruth was very thorough and gave good advice

Easy to book, running on time, nurse ruth very friendly and informative

Helpful staff and doctors.

Seen on time, very happy with the nurse attention and advice. Required extra painkillers and this was actioned and approved with excellent advice given

Got a prompt appointment, didn't have to wait too long in reception and was happy with the outcome

The gp was very good was very helpful with my problem

Excellent summary every time,from all the doctors,

Enabled a timely appointment with the Practice nurse.

i waited for approx 45 minutes for my appt which was ok. However, I became increasingly anxious that I may have missed my name as patients were being SILENTLY informed the doctor was ready to see them! The repetitive music did nothing to calm me either. It would have been preferable to forgo music and replace with audible next patient prompt! When I did get in to see my Doctor, he implied my appointment needed to be compromised to allow for him running late.

I’ve never had poor visits to the Elms over the many years I have attended . Everyone is welcoming , polite and efficient!! They also know their stuff and know how to impart the most unwelcome information. So every aspect of the practice from reception to hands on work is superb. Many thanks

Dr Sibley was very thorough pleasant and unhurried with me. My appointment was very prompt. I was given good advice.

Too many Doctors work Part Time so almost impossible to get continuity of treatments and consultations. Despite that you have the cheek to ask for more new patients!!

Didn’t have to wait too long. Nurse gave me friendly welcome and did lots of useful tests ready for GP on 4th Dec. Thanks!

You responded to my request for an urgent appointment on the Monday morning However you sent no response when I raised the concern on the Friday

Only waited 10 mins, Doctor did not rush me , listened and explained everything well.

I contacted The Elms by their online contact and was happy to receive a reply the same morning.

No waiting and helpful Doctor

I was seen quickly and my situation resolved promptly and professionally and with a drawing.

Call was on time and there was even a further call to double check and clarify matters

Very kind doctor

Receptionist polite and very efficient . Received a thorough examination from the attending Doctor, very satisfied all round.

Seen quickly then quick follow up with next steps agreed

I was seen quickly and appropriately. Would have been useful if I had been told about the box in the porch for depositing samples as wouldn't have queued to hand in but I'll know in future.

Good attitude

Very helpful and friendly nurse

Nurse Judy! Amazing!!

This is very good GP practic all members of staff efficient and polite it is also a unique practice by providing wheel chairs and walking aids and parking for ptatients with usability

Was little wait and calm atmosphere in the waiting room

Polite receptionist, doctor was understanding and to the point, overall satisfied with the level of attention and solution options provided

Nurse was excellent, kind and talked me through the process asked if I had questions.

I feel that Dr Smith is giving me the right medication and scans I need To get better

Attitude of booking receptionist was poor

I was able to book online and had an appointment confirmed within 2.5 hours of my request.

Very efficient & thorough. Felt that my daughter was cared for and we were listened to

Got an appointment very quickly same day. Very helpful and addressed my issues. Excellent service and support.

Dr Smith quickly assessed that I needed to be seen and organised tests immediately. He is unfailingly courteous and always very pleasant.

Because my treatment was excellent.

Nurse we saw was knowledgeable and friendly she made sure to be as quick as possible so I & my baby could go home and rest. Thank you

Nurse Judy was kind and efficient in explaining things and doing my spirometry. Thanks

The doctor listened and her advice was very useful. She was also working with a student doctor and I was impressed with the way she involved him in the consultation. No surprise she is an excellent GP

I was fitted in to see the nurse and I was seen on time. The nurse went through my vaccination requirements and I had to make an appointment to return. However, no appointments available and I would need to ring on December 11th and advised that there probably wouldn't be any appointments before I travelled in January! Advised to contact Hopkins pharmacy and would need to pay for vacs. 🙁

Appointment cancelled yesterday.

Very welcoming

Prompt appointment and engaged and informative doctor/practitioner

 Such doctor and very thorough but th down after going to the trouble to write a letter to take with I arrived at 6 pm but was not seen by 4 am in the morning they told my daughter that it may be be another few hours so we made a decision to go home and a very nice doctor told us that he would make a appointment for an endoscopy

Very friendly staff and quick service with little waiting time

The new system is excellent. It is a huge huge improvement and worked very well.

Dr Kirsty was great. Super professional and informative

Kerry was warm, professional and caring in her approach to me. She explained everything very clearly and was very thorough I was listened to and she patiently worked to extract blood for tests from my very stubborn deep veins.

For the same reason given a couple of days earlier...... over the last year we have all been endeavouring to come up with an answer to my acute back pain and we now might just be getting somewhere! We are keen to follow this through and hopefully it won't take another year.... meantime....thank you!!

As ever the staff were friendly, helpful and efficient. I constantly consider myself very fortunate to be registered with this practice.

Great people

Very thorough and helpful

Smear test with nurse Ruth. She made me feel very comfortable and at ease- thank you!