



FRIENDS & FAMILY TEST RESULTS

September 2024

Number completed: 570

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: 467

Likely: 78

Neither likely nor unlikely: 14

Unlikely: 5

Extremely unlikely: 4

Don't know: 2

Comments made by patients:

Dr explained everything thoroughly

Took plenty of time to discuss and offer advice.

The nurse was lovely, friendly and efficient

Dr Patel was brilliant at listening and taking action

Dr Smith was patient and carefully answered all my questions .

Always very helpful and efficient

Speedy appointment

Doctor was less than 15 min late and listened to what I wanted , surgery was cleaned, receptionist friendly

Timely, informative and effective

Later evening appointment

She was kind and gave me some exercises to do so my pain can improve

Very good and informative doctor

Seen more or less on time and procedure was absolutely painless, didn't feel needle go in at all. Charming and very efficient nurse.

Really lovely physio lady took loads of time with me really pleased

I was quickly called back and offered an appointment and then saw the paramedic on the same day.

Happy with the consultation.

The doctor who I saw for my asthma check up was very clear and was easy to speak with. We covered a lot: my asthma review, a review of other medication and explanation why Hertfordshire won't be offering ventolin going forward.

It was very helpful

I was actually seen within 5mins of my appointment time.

I got a phone appointment quickly and Dr Patel was very helpful

Nurse Judy was very reassuring and phoned later to let me know she had spoken to Duty doctor and asked me to contact St Albans Hospital regarding my wound. Very good service

Excellent care from Dr Patel

Positive experience

Easy to talk and discuss concerns

Helpful responses and examinations

Provided follow-up arrangements

So good experience

I saw Dr Allum and I have regret faith in her She is one of the best doctors at the surgery

A very calm atmosphere in the surgery and I am always waiting no longer than 15 minutes

However... the car park was full and I don't know where all the people were cos they didn't appear to be in the surgery!!

Nurse Ruth was exceptionally thorough & had information printed out already to help us. Great service!

Dr Smithers was excellent. She was prepared and knew my daughter's diagnosis and provided all the support and information we needed. Ensuring I understood and speaking to my daughter in an age appropriate manner so she understood and felt comfortable. Thank you

The follow up care and interest taken by the Physiotherapist and Doctor on my recent visit whilst waiting for an appointment for an ultrasound scan on an injured ankle.

Fast response to my email and excellent consultation with Sara who was very thorough

I was seen promptly and efficiently. Very impressed.

Great empathy and care from the nurses

Work with me the patient at my level of understanding of the management of my condition and made helpful suggestions

Was seen within 10 mins of appointment time, friendly helpful staff and everything that I had issues with was dealt with.

From reception to GP, they are working at high standard.

Good

Spent time with me and gave me lots of reassurance, thank you

Very satisfactory visit.

I was contacted quickly, received an appointment the same day and was even able to change the appointment at short notice. Really good service

Kind, friendly and efficient as always. Good that the 'off message' receptionist is not on duty these days!

Nurse Judy was very patient and helpful, and even made a follow up phone call to us

Great service, Helpful, caring and efficient.

I was seen promptly and there were no problems with my treatment. I received some very helpful advice about managing my asthma, which I will follow up with a proper check when I return from holiday

Dr Impey was very approachable and professional. She showed a real interest in my health and arranged any relevant tests.

Pleasant and knowledgeable receptionist and nurse. Waiting time not too long.

Dr Katherine Solomons was very understanding and helpful

I felt my cry for help was heard and whilst my grief won't be fixed quickly I took advice to call Blue Cross Bereavement line and received my increased dose of antidepressants same day. I am still feeling wretched but comforted I can get more help if needed.

I felt like I was listened to and supported with my medical issue. Side effects for new medication was explained clearly and I was made to feel in control of my own health.

Prompt and thorough

Same day appointment, short wait beyond appointment time, professional attentive proactive physician

Easy booking and skilled and efficient service. Thank you

Always kind Always efficient.

I was seen promptly, my dressing and steri strips etc were removed efficiently and I was given advice on how not to aggravate the wound while it was settling down. Nurse Clare was kind and helpful.

Incisive and effective

Got an urgent appointment and dealt with efficiently but with understanding and empathy by my GP.

I was given an appointment the day after you received my email.
Blood test and ECG swiftly arranged

Professional, kindly

Receptionist's are always helpful and friendly. Nurse Judy was excellent and very knowledgeable. The Elm's is definitely not like other surgeries some of my acquaintances go to, you are brilliant.

Rapid, on time, efficient, and to the point. Both physician and her assistant did well.

I was seen on the same morning as it was an emergency by a nice competent clinician who made relaxed and comfortable and received the treatment I needed

Attention to detail

Because my blood test was fine.No pain and I was treated very kindly.

I have no reason to complain. Dr.Rees was very thorough and professional.

No waiting for appointment, in fact a few minutes early. Nurse Mayo quickly carried out the ear syringing successfully and I was on my way within ten minutes. Hearing restored to perfect.

Speedy appointments, helpful staff.

Saw Sara Randall she was excellent
Informative and helpful
Great follow up

A very positive and helpful appointment, Nothing more to say!

From filling in the online form to being seen by the right person was quick and efficient.

Really thorough and friendly

It was very nice and helpful

Seen on time. Nurse Kerry was kind, pleasant and reassuring

Speedy and efficient

Jen, the physician assistant I saw was very kind. She listened to me and made me feel as if she can really help me move forward.

Everyone was very helpful

Fantastic GP dr Jackie Impey .so caring and knowledgeable. She is a wonderful doctor.

Dealt with promptly and helpfully by receptionist
Allocated a same day appointment by text shortly afterwards
GP very thorough, kind and helpful

After advising the receptionist I had arrived for my appointment with Dr Smith as I was slightly late. She advised Dr Smith. I had now arrived and I was called by Dr Smith when the patient who had taken my place had their consultation completed. Meaning Dr Smith had no wasted time as the patient immediately after myself was seen a little early. Giving satisfaction to all.

I was seen by the Doctor who apologised for the slight delay. We had a good discussion about the progress been made with my situation and suggesting things for the future.

Comprehensive review of recent health issues. The Elms team are all helpful friendly and informed. Been a patient for 50+ years!

Reassuringly helpful

Seen on time and fabulous treatment.

Quick and efficient

I am happy the the practice wants to monitor my progress whilst using sertraline.

Dr Patel had read all my notes of the last 5 weeks. Her empathy and understanding how lost I was feeling helped so much. I was so reassured by the tests that have been put in place. Thank you

Very professional support from the nurse

Speed of getting the appointment. The patience of the nurse, when I realised what I was doing wrong with the blood sugar monitor! She remained helpful throughout.

We are very lucky to have this level of service in Harpenden.

He covered all my questions

Called by reception within minutes of submitting my form. Prompt appointment made. Dr Impey was extremely helpful. Good medical outcome. Thanks for your help I do very much appreciate your efforts. I would rate it excellent if that was a possible category.

Great to be able to discuss my issues with Dr Allam

Dr. May,

I have only recently moved to Harpenden. I had a late appointment, and Dr. May must have been very tired after a long day, but she gave me steroid injections and listened carefully to my need for help with issues. Appointments were sorted quickly and efficiently. I am very impressed with the service at this practice. Thank you very much.

GP took my concerns seriously and helped me

Appointment was given very promptly

Text service was excellent

The clinical practitioner (Luke?) we saw was great - he took time to examine my daughter and understand the problem, sent a message when our prescription was at the chemist and had a lovely manner.

The appointment was scheduled even when there seemed to be no availability for that day and the doctor was very professional and friendly. The Elms medical professionals are simply the best.

Very thorough consultation about my eczema with a very sympathetic and understanding GP

Impressed with how quickly you made my appointment

Again can't fault the service

My visit was very good

You were prompt in your reply and making me an appointment very quickly.

In & out within a few minutes. Very efficient.

Doctor was compassionate and listened. A great experience which I appreciated

Dr. Smith was extremely empathetic and is helping resolve my medical problem WITHOUT sending me to A&E.

Seen promptly, friendly

Lovely nurse

Dealt with iss

Helpful receptionist, well informed nurse, appointment was on time thank you

Always a good and friendly service

The Dictor rang when arranged and was very helpful

Tee doctor was very understanding and helpful.

Good professional service to

I was listened to and heard

Speed of appointment

Knowledgable and Reassuring doctor

I saw Kumni, the Physician Associate. She was very thorough and explained what was causing the problem. She examined my knees and provided me with exercises that I could do to strengthen the one that had been swollen and painful.

Appointment same day, helpful advice

Efficient and polite doctor

Very good service all round. Dr Rees very good and listen and it's nice to be able to see the same dr for continuity

Explained the next moves

Arranged follow up procedure to check oestoparosis

Very helpful with all my ptoblems

I felt relaxed and confident in my treatment

Prompt helpful phone call

Because the person I saw was friendly given me lots of advice and reassurance about my condition and my appointment was roughly on time

Had a not very nice examination for the first time and was completely reassured by Dr Patel.

Person we saw was thorough and knowlegeable and very kind

Seen very promptly, very clear and helpful medical advice from the Doctor and the front desk lady was very pleasant and helpful to deal with arranging various follow up appointments.

Nurse checked relevant things and gave me a blood test appointment and urine sample bottle to take in.

Prompt response from online request & appointment was very thorough.

The doctor helpful and through.

Dr Sibley was patient kind and listened

In view of my recent experiences with mental health she showed what the nhs should be like

Problem dealt with in a timely fashion

Dr Allum was brilliant and had a good chat.Was so happy that she gave me time and not rushed 100%

The GP gave me time and was very thorough, they ordered some tests to check things out. Receptionist was very helpful when booking a blood test up.

On time and helpful

DR franzmann was very understanding and reassuring

Saw the GP I wanted for continuity of care and didn't have to wait too long.

Seen quickly, Dr Patel listened to me and to my son, spoke to my son directly and gave us a good and practical solution

I've been trying to make an appointment for six weeks it's a shambles

I was seen promptly by Luke who was very thorough recording details and diagnosing my condition

The service is excellent

The physiotherapist was very professional, very caring and very pragmatic

Very quick

I am very happy with Elms Medical Practice and my GP, Dr. Kirsty Loweth. She is very attentive and thorough. I feel I'm in good hands. Thank you Elms

Your new doctor was very thorough and sent me to Specsavers for a full eye check where I had an even more thorough test and was pronounced to have healthy eyes. So I am completely reassured by being told visual migraine with no headache.

Love Dr Kanthi always feels like she is listening, gives you time, cares and really wants to help

Very helpful

Kirstie was great very thorough

Kind professional nurse who listened well and was compassionate as I had my smear test

Very fast efficient Shingles vaccination

Appointment was made very timely and Dr. Patel is very professional and caring.

Very helpful and relaxing

Got appointment right away, reception really lovely. Didn't have a long wait and Dr very thorough as usual. Very happy thank you

Prompt attention and improving situation

The doctor I saw was excellent, took a lot of time discussing my issues, was really kind and empathetic. I didn't feel rushed at any point and found the advice she gave really helpful.

As always the GP (Dr Allam) was excellent

So kind and professional. I feel lucky to be able to see her

On time. Always helpful and efficient. Low stress environment. Don't make you feel you are wasting their time. 5* stars!

Dr Loweth was extremely helpful and supportive

Very good reception staff and the best doctors

Dr Smith took the time to listen and offer constructive advice in a polite and professional manner. Thank you

Perfect reception.; clear explanation of my condition and way forward.

There was a lot of confusion at the Front Desk with little proactive advice. Polite enough but generally vague.

I was pleased

I was reassured with my condition

The reception staff were very good and helpful especially when I phoned later to give a message.
The doctor who saw me was very good explaining everything very clearly and offering me various options.
Later she sent me another message giving further helpful explanations.
I value this service very highly.
Thank you

After initial consultation I received an appointment the same day. The appointment with the Doctor was very thorough and provided both answers and a way forward

I'm very high risk for cancer. Occupational Health flagged a possible problem. Elms saw me same day.

Very satisfactory visit answered all my questions and put my mind at rest.

Had no problems

Dr Alam is always very welcoming and very thorough at her job. I always feel happy leaving as I know she checks everything properly and gives good explanations. Highly recommended Dr Alam to my friends and family.

The doctor encouraged me to go to an afternoon appointment the SMEC at L&D which resulted in an important revelation to me.

Arranging the appointment was seamless and well communicated. I was seen exactly on time by Kerry. She explained my blood results very carefully to me and explained the questionnaire and the result of it. She gave me very clear advice to follow with a link to NHS guidance.

Very efficient.

Always very professional and helpful

The nurse was great at engaging x and put her at ease straight away.

Very easy to arrange a flu vaccination appointment online. Wonderful, kind and quick care from the staff member who administered the flu spray. Thank you.

I received an appointment within two hours of submitting the questionnaire. The physical examiner is professional and very detailed. She called me to confirm my allergies before sending the prescription to the pharmacy.

Excellent service as usual no complaints

The receptionist was polite and friendly. I was seen pretty promptly by Doctor May, and my consultation was thorough and completely satisfactory.

Efficient and on time

I managed to get an appointment quickly to see the Doctor. She is very nice and polite

On time , friendly and very informative nurse

I was sent the appointment booking, staff were friendly, even when there was a potential problem the staff were clear and friendly and explained everything, the HCA was lovely with my foster child and made her feel at ease

Very efficient and reassuring,

Listened to with empathy and understanding and treatment offered.

Very understanding doctor

I was seen quickly and Dr Impey was decisive about referring me to a skin specialist

I was informed about my blood test results and given a printout and the result of my stool sample and what it meant. I was offered statins but chose not to have that for now.

Very professional

Usual kind words given by dr Rees.

I had a phone call soon after submitting my on line request for an appointment. The quality of medical care in my appt was excellent too.

Dr explained everything

Nurse gave me the injection very well.

Was referred to hospital for further tests, doctor and nurse present were very friendly and helpful

Not rushed and was wholistic its approach. The Doctor listened to my concerns and explained her thoughts of treatment going forward.

Great service

G P trainee Dr Shah appeared knowledgeable in organising further tests

Very efficient

Prompt, friendly and effective.

The Doctor I saw was kind and thorough
I felt that I was listened to and was reassured
I have a blood test booked and I'm waiting for a scan

The doctor who I had appointment with was very nice and helpful

Filled out form online seen same day and got great treatment from Julian Smith

Dr smith has a lovely manner - he takes time to listen and understand concerns. Feel heard and understood. Clear explanation and exploration of options with hrt, thank you

Great doctors

The doctor was very thorough and had excellent communication skills.

Lots of time spent

Easy checkin and appointment on time

Dr Allam listened to my concerns and was able to reassure me and explain the treatment available to me.

Doctor was helpful and amiable

Responsive and clear advice

My appointment was on time. Nurse Judy is very approachable and professional. It was a follow up appointment to review new medication, which has improved my symptoms.

Short wait for a reason - all dealt with quickly and efficiently - Clare very welcoming

Not too long to wait

Dr Impey is always very nice and gives you the time and good advice

Excellent service as usual no complaints

It was very thorough and provided answers to the questions raised

Everyone is always helpful and caring, makes see the doctor easy going.

Excellent experience - from booking my appointment to going for my appointment. Super impressed with the new Elms booking system and how easy and efficient it is. My appointment was thorough and informative, and my practitioner very friendly and personable. Thank you!

Smooth triage to get an appropriate appointment

Unfortunately we did not make it because my husband had been taken to hospital as could not get up .

All aspects covered in a sympathetic way

Very helpful chat with the doctor, appreciate the stress that your under with the volume of appointments

Professional and efficient and respectful

Helpful and quick physio appointment. Tried to book an RSV vaccine at reception after appointment but was told to call back next week as appointments are only released in 2-week blocks. Would be more efficient to allow patients to book further in advance - saving a follow up call.

Dr Shah was very kind and listened carefully to what I said was wrong with me. He spent quite some time and made notes. I was happy with how things went.

It was efficient

I was seen fairly quickly

I only had to wait 5 minutes and saw an extremely lovely doctor. I would have given 'very good' rating but the only problem was I was told my prescription would be ready at my local pharmacy that same afternoon (manor w'stead) but when I went to collect the following day, they had no record. I'm now abroad and didn't have time to follow up.

Doctor was knowledgeable and informative about my condition. Receptionist helpful at booking blood tests

I didn't have to wait long to be seen.

The doctor I saw was very kind and helpful.

Wonderful doctor but I needed to wait for my appointment like usual even though I came in time.

Visit itself was very good. Time to get the appointment less so.

I found Kerry very helpful with my questions

Such a lovely lovely nurse with a heart of gold

Every clinician is professional, helpful and kind.. the reception team go above and beyond and I couldn't recommend this practice enough.. without there advise and support my medical situation could have been far worse!!

The doctor was helpful check me and explained my illness

Within 30 mins of filling in the online contact form- I had an appt with Luke, who took time to read over my notes, and looked into medication and has booked me another call for later In the week to check up on me! Thoroughly wonderful service

Appointment with Paramedic, Luke, went ahead at the offered time. Really helpful visit and p/m had great patient rapport.

Every one was very pleasant and listen to my problem and dealt with it most grateful

An excellent follow up for my case. Excellent follow up from my visit following an ultra scan. New procedures arranged and I'm looking forward to my next phase of recovery. Many thanks to all concerned particularly Physio Department.

I was seen on time

GP was lovely, had to wait a bit longer than I would have liked, but that was OK

Longer waiting time than expected but thorough examination once seen by the dr

Dr Shah was pleasant interested asked lots of questions and examined my knees and referred me on to Dr Smith for injection

Because I am in Luton and Dunstable hospital .

And being cared for by some great people . Honestly I don't not remember anything about my last visit to you .

Very considerate practitioner explained matters plainly

Waited 35 minutes beyond my appointment time to be seen even though I arrived early - if running late maybe there should be a text notification to avoid people leaving work too early

Polite nurse treated with respect

The doctor I saw, Lisa Greenfield, took me seriously and did undermine what I was going through. Previous experience on the subject resulted in meet leaving my old GP unsatisfied but this time round I felt heard and left with a solution to my problems. :)

Receptionist was a bit cool but I imagine she is sussing out time wasters otherwise it would be very good ...

The doctor I saw was very pleasant and helpful, however, I did have to wait a while for my appointment.

Appointment was on time. Dr Patel was very helpful.

The associate couldn't help. I then waited longer to see a doctor who gave me a letter to fast-stream me through A&E to ESU. That was fine until everything ground to a halt with no doctors.

Quick and efficient

Dr Smithers listened carefully to what I was saying and gave me appropriate treatment.

I didn't give very good as I was waiting for about half an hour to see her.

The consultation was very good and thorough. I felt very heard and made to feel like my injury was important. However I did have to wait 45mins from the time of when my appointment was supposed to be.

Excellent service , quick offer of an appointment , superb medical care

Im still awaiting communication from the trainee Dr that I saw on the Friday. He said he had to review his patients with a qualified Dr but as yet I've not heard back.

Trainee GO was thorough

It was nice seeing the same person that I had seen before.and someone that knows me

Didn't feel rushed, listened to me, gave me a plan, and what to do next

I missed the appointment due to entering in my diary incorrectly. The surgery were super quick in responding and rescheduled the appointment

Well informed receptionist and patient with patients. Although the delivery driver parked in the wrong place and upset an older lady

Dr seemed to know medical knowledge but was uninspiring.

I was properly listened to

I was quite happy with what was discussed with a very pleasant doctor

Not very good because the cause of my sickness has still not been established. I was poorly and worried during the appointment and in consequence did not resolve queries about continuing iron/folic acid prescription and flu/covid vaccinations.

Appointment was thorough, follow up tests scheduled and completed same day.

Very quick triage and seen by nurse within a couple of hours for non emergency care

Everything run smoothly and all staff were fantastic

Always made to feel comfortable and listened to

Thorough and pro active

Nurse was great. Strange it was running late though considering the appointment was so early (8.40am)

The doctor was kind and caring and listened closely to what I said.

I find the lady on the reception a little snappy - but love the surgery 😊🌸

Liked it

Luke Hindmarsh very kindly did an immediate test and all clear result

Lovely staff, good clinicians & a well run practice

Excellent nurse

Doctor Smithers was very helpful indeed and very kind

Seen on time and Dr Patel was very effective and efficient

Prompt appointment and a gp who listened

I would have given very good, except for the wait.

I eventually saw Dr Rees after several
Months and summer holidays etc

I have been working on myself & doing a lot to help myself

Dr Rees did review the HRT medication & we discussed mental health help

The nurse Judy was very patient and explain the details to me and my child clearly

Very fast response with health professionals willing to listen.

I did not have to wait long. I had a good and informative discussion with the doctor.

Pleasant thorough check up and helpful consideration of my present stressful situation.

An easy to fill in and submit triage form, rapid response by the surgery with a same day appointment and a great doctor who was kind, caring and thorough.

Excellent fast appointment with the paramedic who was a very nice and professional person

I expected to have an appointment with one of the GPs but when I arrived at the surgery I found out that my appointment was with a paramedic.

2 appointments on the day

First for ECG was efficient and timely

Asked to come back. Long wait of over 40 mins past time but good conversation with Dr Sibley - awaiting further info now

Would ideally like to speak with a doctor once in a while also .

A delay in getting nurses appointment but appointment went well

The service is great however I was disappointed that I wasn't able to book an afternoon (after school) appointment for my child for the annual asthma review.

I was seen very quickly and an appointment was made quickly and it was helpful

I don't have to worry about my visit - It's always reliable, a friendly receptionist there, and not too long a wait to be seen.

Short Waiting time

The review was good. GP services and appointment availability are really limited

Friendly and helpful coming back in one month to see if the change in prescription helps.

Punctual, nurse explained all in detail and answered questions. As always an excellent service

I needed the Nurse to attend to a serious Hand Wound. Nurse Judy was excellent. I am also under the L&D for Heart Failure. The Elms has been very understanding to get me into the Red House for my Blood Samples. I am 74 and live alone. The help as above has been excellent. Thank you. Elms

Great service from receptionist booking an appointment, prompt call-back offering a variety of times. When seen by physician, very personable, understanding and talked clearly through my issue and potential pathways. Extremely impressed with level of service from start to finish.

Because it was good Dr was very helpful.

I was happy with the person I saw for my appointment but I went to the chemist to get my prescription and it's not even on the system.

Pleasant, informed, understanding, helpful associate

My first response was not very good - I explained on the online form how high my pain level was and was given an appointment in 3 weeks. The following day I resubmitted the form and received a phone call appointment and the doctor gave me a prescription which meant I got some sleep last night and have not been in such intense pain today. Thank you .

Dr May very personable , listened well I thought and tried to help .

GP I saw was friendly and professional. Really felt listened to and understood. Very kind of him to have seen me despite slight late arrival due to floods. Very positive experience despite lack of clear outcome for me.

When I request appointments and any services they are always replied to promptly

I was given an appointment very promptly and the treatment I received was very good

Just brilliant so helpful

Had a 7.15pm appointment which is a great help when you work full time

Dr May was very helpful, kind and considerate

Staff are always courteous and helpful

The physician understood my concern

Helpful reception staff and good consultation with GP

Nice doctor

The nurse explained everything very clearly, and explained the potential side-effects, she was very professional.

Easy to get triaged online. Very quick response time. Happy to get an appointment on the same day so I could see the doctor. Managed to medication and feel noticeably better today!

Friendly nurse, efficient and kind

Dr Patel was quick and efficient and dealt with the issue immediately

Very friendly and professional

Very efficient last minute appointment.

When everyone is busy and in a hurry to push the patient out I felt that there was someone who listened and understood me. Thanks.

Good help provided and also a solution to my ear infection

My request for medical advice was addressed at superhuman speed. ECG within the hour and referral for urgent blood test. Sara Randall was so attentive, reassuring and thorough. Very grateful

When I see the gp's I'm always happy with the service. What I'm not so happy with is being told different information on booking appointments. In this instance for the nasal flu vaccine for my daughter. I'm going round in circles being told different things from reception, the associate physician and the GP's. Yet again I've had to complete the online triage form despite being told that I just needed to call up to book this after how unwell my daughter was.

The Appointment was easily arranged, seen on time, and a very good GP experience

Although I had to wait a lo g while Dr Sibly is always a good listener and very supportive and seems to genuinely want to help

I saw Lisa, the physio, who took time to listen to my symptoms and examine me. She talked through the next steps and I felt re-assured

Very easy to contact the surgery and an appointment was arranged quickly.
The doctor was excellent. Explained everything and was very straightforward.

Professional advice in a clear way.

Making the appt and the communication around it was seamless and I felt I was able to ask and receive responses to questions. On the day the appt took place exactly on time. I felt listened to and well informed by the end of the appt.
Thank you

The Doctor who saw me was extremely patient and listened well and explained everything in detail.
Doctor identified issue quickly and was straightforward

The workers are always ready to help

Dr Loweth was very helpful

Dr was fantastic on our call. Took the Time to discuss fully. Felt very reassured

2 Appointment's, timing was good

The nurse was very good

The Physiotherapist explained everything to me in detail

Understanding GP.

The GP (Dr.Sibley) was extremely kind,thorough, listened carefully and set out a good practical plan to move forward.

Kerry was very helpful and polite

Difficult to get consistent care. Even when you request a specific Dr cos he has advised you to put his name on the form you gat another Dr.
Also not enough information provided- I have just had all my repeat medication request declined...no reason given.

I initially was offered an appointment for this coming Monday which seemed a long way off given the discomfort I was in. I asked if I could be seen any earlier and had a phone call offering an 11 am slot which was fantastic.
Kunmi was very thorough with her examination and listened to my symptoms. I also feel that the follow up plan is very good.

Always great service

I saw the doctor I wanted to see

Can always be seen with professional advice and help

Seen before time of appointment!
Friendly professional service
Thanks

Doctor Smithers was very sympathetic and understanding. She was also very thorough when she examined me and questioned me. She explained why she thought I should have some physiotherapy and a blood test. She also advised for me to have an x-ray to check my pelvic area.

The receptionist was also very kind and organised the various tests for me after my consultation.

I should have waited to see Dr Smithers who'd seen me previously. I was expecting a review of recent blood tests that Dr Shah had no prior reference to. I have also looked at and am concerned about the statin prescribed and the high dosage, 20mg, that has now been reduced to 5mg.

My last experience was the Mindfulness session on 31/8. I went with an open mind and was looking forward to it. The lady taking the session was so quietly spoken most of the time I couldn't hear her. The handing round of plant cuttings, the stretching of feet, shoulders etc did nothing for me. Then when it came to the last section where our eyes were closed I couldn't hear her at all. So I concentrated on my own breathing exercises.

I felt that it was over an hour wasted sitting on a chair which aggravated my back pain more than normal. Maybe other people enjoyed or got something from the session, but I'm afraid I didn't.

In and out v quickly to see nurse

Efficiency, friendliness, helpfulness and professionalism.

Kind caring and professional service with a clear pathway of help.

Dr Smithers was extremely helpful, thorough and reassuring. The receptionist was also kind and helpful. I am happier now that I will see a physio and have a blood test. Also glad that the doctor arranged for me to have an x-ray as a precaution.

It's a lovely practice, staff are always very nice, was running a little late but that can't be helped I think it shows they are thorough.

Reassuring medical advice and consultation helping resolve a longstanding issue

The Elms continue to provide an excellent service. The appointment was provided quickly and Jennifer has referred me for diagnosis / physiotherapy. Thank you

Because my issue was dealt with in an efficient and friendly manner

Dr Greenfield was professional, courteous and caring. The receptionist who sent me the link to book and who made the booking was also very helpful.

Polite and nice smile

Very quick in responding

I saw a doctor, whom I had not met before, 25 minutes after my appointment time

Dr May is very knowledgeable, caring and easy to talk to.

I was offered a suitable appointment date/time

I was seen within 10 mins of my allotted appointment time

The Dr listened to my complaint, and offered in my

Opinion suitable tests to investigate

Because I had a good outcome with the Doctor

My son is autistic and it is very hard to access appointments. I sent through a document to the surgery the day before that explained selective mutism. The GP (Dr Allam) thanked me via email and said she would pass the information on to the clinician seeing my son. The Clinician (Kumni) was excellent with my son and he noticed that she did exactly as had been asked.

I was a bit embarrassed as normally I would try and resolve things at home first, but I am concerned about his diet

and he had had a similar mark before on his foot that the pharmacist had told me I should check. I was grateful that Kumni reassured me that it was okay to come and ask for help.

I always find this surgery excellent and am really grateful we registered with Elms when we moved to Harpenden.

Has always been absolutely first class previously. However following a completed request for acceptance of a new prescription and a phone call to accept and request, during which I was on hold for over 15mins, It has still not been actioned. I have been singing the praises of The Elms which makes this reponse all the more disappointing

I felt that my dr listened to me and made me feel listened to and helped me a lot

Appointment on time. Staff friendly and helpful

Lisa was very professional and understood my needs, and emailed some exercises

Easy to arrange the appointment.

Knowledgeable and practical consultation with the physio.

Appointment on time

Excellent Gp

All very efficient

I was able to get a blood test booked very quickly

Kerry did the blood test. She is always so kind and caring to me as she knows I don't like having blood tests

The nurse was very kind as I hate needles. She made me feel relaxed.

Excellent advice and help

Efficient use of questions and qualification of my symptoms

It was good

No positive help, worries remain, superficial

Dr Patel always makes you feel listened to and I like so have seen her every occasion for this symptom so there is continuity. She also called me and checked something which is very reassuring.

The staff and the reception they nice and kind and the doctors they understand the situation of the patient and they are more listening.

Noticed I had a fever while I was there so treated quickly for an oncoming infection.

Rang me with an appointment within in half an hour, practitioner was very professional, she listened to our concerns and acted on them, she was a lovely lady, thank-you.

The GP that attended to me took her time to understand what could be wrong and was quite eager to help. She was professional too and seem to know her job.

Excellent service thank you

Got an appointment very quickly and was useful

The appointment offered was late so my daughter didn't have to miss school. It was also on time

3 weeks to get an appointment for extreme pain in existing condition. I accept it is what it is but that doesn't help me. People very pleasant when eventually seen

Appointment was on time. Nurse was nice. Didn't feel rushed. Didn't think i would be given Shingrix, which was the vaccine I preferred (rather than Zostavax), but I was.

Kerry ..Nurse very efficient took blood carefully @ 10.20 Monday
The results were on line by 15.30 today Tuesday Excellent

The doctor was able to check me and discuss treatment. I am very satisfied how she diagnosed my condition.

All my questions were answered came away feeling I was given good advice

I was able to discuss most of my health issues and I understood clearly.

The receptionists are always helpful

Dr Loweth is excellent. She really listened and was very thorough.

Also the admin team did well to find me an appointment the same day after my appointment for that afternoon was cancelled

It was very good

Liz was very prompt and even saw me earlier as I had arrived 15mins early and explained everything about my ailment and gave me excellent advice. She is extremely professional and even more importantly is very kind

Appointment on time and dealt with very efficiently by the Practice Nurse.

I sent a message on the app, was called back within 5 mins, given an appointment for 50 mins later, was seen exactly on time, and had excellent care from the doctor. Outstanding help. Thank you

Efficient service and the paramedic I saw was really good.

Clearly explained
Short waiting time

Clear information

a massive thank you to Dr Suthakaran. You were so kind to my daughter, who feels heard and supported.

Can't thank you enough for all you have done to put the wheels in motion to get her the support she needs.

Efficient check in service. Appointment was conducted slightly ahead of time. Very caring and kind attitude (Dr Suthakara Mon 23 Sept was very thorough and asked for confirmation from her supervisor. Nurse Judy Tues 23 Sept was absolutely amazing). My first time using online enquiry system and it worked well- managed a same day appt (23 Sept) and then a cancellation booking (24 Sept).

I had to go to a Hospital in Kent regarding my heart and none of the notes appeared on your system, had to try to explain what had happened difficult, surgery staff though we very kind and caring and the doctor I spoke with was very good

Wonderful, caring, efficient doctor. Thank you.

Seen on time, able to ask questions without feeling pressured for time, GP suggested actions which were appreciated

doctors was nice and very thorough

Emailing the query along with a photo into the surgery and waiting for a response to me feels more efficient as you are not tying up the phone lines and doing it this way also helps the surgery decide if the request is urgent or not and is more able to give a more accurate response to the patient.

Dr.Smith saw me which prevented a trip to hospital

Dr Smith was very helpful in assisting me with my medical ailment!!

The clinic was well organised. My appointment was in time. The doctor was fantastic and all of my issues were addressed. I'm really impressed with the clinic.

The booking process is so efficient. The appt was on time.

The nurse was brilliant

Excellent helpful practice nurse . Professional, informed and proactive. 20 years experience put to very good use.

Because I got to see a doctor that knows me and it makes a big difference She is an excellent doctor.

The doctor was friendly and answered all my questions.

Good communication system Prompt appointmentVery helpful and informative

Was seen on time and the nurse was lovely.

I'm not entirely comfortable with the online requests for treatment, its so impersonal. However i was offered a face to face appt with a health care provider within the hour, so that was excellent

I was seen quickly and very thorough question and answer although my condition was quite ordinary.

Very helpful and warm nurses who helped to make my 3 year old feel as comfortable as possible for her immunisations.

Friendly n helpful staff

Everyone and especially Dr Impey were just excellent; professional and helpful. Many thanks.

Seen on time nurse very good explained everything and very helpful

I was seen on time. The options were explained clearly and the jab administered with care and consideration.

Seen on time by a brilliant Nurse who sorted everything out very efficiently. Thank you

Was due for my second shingles jab. Completed on line request for appointment. Had phone call from surgery after about 15 mins, appointment made. Was seen on time and efficient nurse Judy painlessly gave me vaccination after fully informing me. Thank you The Elms

Dr Smith was very helpful and is easy to talk to. I mentioned two problems relating to my medication and he soon sorted it.

Nurse O'Connor was wonderful. The only issue I have is when I arrived, my appointment was not showing on the sign-in screen when I added my info.

Quick booking for appt, on time service and quality of the service

Appt on time

Go helpful

Punctual appointment And effective treatment

Quick efficient, friendly, informed service.

Brilliant care as always at the Elms. Kelly is really friendly, helpful, and professional. Thank you

Expertise and patient care was excellent. But...I was in a great deal of pain and distress and the new triage system - implemented while I was away -meant that I could only be offered an appointment in a week's time. Luckily a cancellation came through.

Look, I am reasonably articulate and able to navigate my way through online forms - even when in acute pain - but how do some others cope, I wonder? Can you honestly say that these changes have been devised and implemented to improve standards of patient care? I have nothing but praise for the medical professionals at The Elms, but I am incredibly disappointed that you have created a patient interface like this. It. Makes you feel that patients are being actively from making appointments. This was my experience.

Professional but friendly. Thorough with examination but respectful. Pleasant experience.

I was given an appointment quickly. Dr Smithers had familiarised herself with my symptoms, took a great interest in what I had to say, carried out some tests herself and used all the information to come to a conclusion. I was very impressed with the service I received.

Quick redponse

I was lucky enough to get my appointment on the same day and my doctor listened and understood my concerns. Thank you so much.

Very efficient and speedy response and outcome

Dr Franzmann was thorough and gave us all the options available, explained the full extent of the issue without scaring us and offered supportive advice

I was seen by a lovely dr who didn't rush me along and answered all my questions

Had appointment straight away. I felt the appointment wasn't rushed. Feel like I was listened too.

Sara is always very reassuring, she actively listens, makes sure I understand what has been examined and what it means, plus offers lots of suggestions of ways I can support my own health along this journey to getting answers.

Always such wonderful care and understanding

Attentive and good in finding solutions

Just overall excellent. Dr Allam is fantastic,I can't praise her enough for caring and professional approach.

Dealt with quickly and efficiently.

Very quick response to my request which ended with a visit to surgery the same day. Excellent service.

My e consult was answered with 15 minutes and I was seen within an hour.

Easy to get an appointment

Quick response and answered all questions

After submitting my request for an appointment, a date was arranged. I initially needed to reschedule after my note of when I would be unavailable missed/ignored. On the day of my appointment I was seen within 20 minutes of my scheduled appointment time. The outcome of the appointment was a referral to a specialist clinic, which is what I hoped/expected.

Doctors are excellent with my children! I am yet to meet one who doesn't support me as a parent in all I'm doing, the enthusiasm they bring to the children when they are scared is brilliant.

Saw Dr Impney Gave me her full attention for a long time Tried to understand my issues First time I had a Dr dealing with me as a complete person

I always feel better after seeing Dr Allum she always takes time to listen

Dr Impey was very engaging, very reassuring and very helpful

My appointment time was not respected.

Dr Bhardwag was great. Listening to me and addressed all my concerns. Many thanks

Very responsive and friendly doctor who really tried to help

I had two visits to the surgery yesterday, one in the morning when I was expecting to see the asthma nurse for a check up and later when I saw Dr. Patel, who was extremely helpful. She wanted to increase the dose of Furosemide I am taking and I am awaiting a prescription for 20 mg tablets to take with the 40mg I am already taking which was sent direct to Manor Pharmacy but has n't arrived yet.

Very quick response, very friendly staff, very impressive service!

I had a quick response to my message and was seen on the same day. The physician I saw was lovely and I started treatment within a couple of hours of being seen.

Prescription request ok waiting time too long. How can this be when it's an on line service.

I had a student doctor who after looking at my growing

PSpontaneous info and help from all concerned

Because that's that's how I feel

Prompt telephone appointment, was incredibly thorough. Could not ask for more from the consultation. One issue with the text sent, had arranged telephone appointment and the text sent was in person appointment so had to spend 20mins on hold to get through to double check as it was same day as the appointment I got the text. The doctor was lovely. He took his time to listen and discuss the issues. It felt like I could talk without any hesitation about my problems.

The doctor listened to me and took time to explain what medication she was giving and what will happen if it doesn't work. Nice to see a doctor who is not rushing

Dr Impey was extremely thorough in dealing with my skin problems and also answered my questions relating to a scan of the thorax I had a month ago at L&D as I had heard nothing back from hospital consultant who had requested it.

Easy to book app

Telephone appointment with Claire who was very good and helpful as always. However I was puzzled by the booking process. The telephone message says you can make Nurse appointments on the phone, I tried to but was asked to complete the online form!

Appointment given within 4hrs & v efficient GP

My concerns about my blood pressure issues were dealt with in a friendly and professional manner, leaving me better informed and free of stress.

I saw Nurse Ruth about a contraception issue, and also mentioned to her about a lump on my naval. She called in Dr Reese who examined and advised me on what looks like a hernia. I thought it was excellent service that I was able to see the doctor without having to make another appointment, and they were both so kind and friendly.

Generally good. Except length of appointment wasn't really long enough for the medical. Completely appreciate you're v busy but I did pay £130 for the appointment.

Appointment on time

Doctor extremely helpful

Long wait in the waiting room.

Always friendly and helpful - nurses are lovely

Appointment was on time and Lisa was a lovely combination of professional and warm, giving clear advice and following up quickly as promised with exercises.

Nurse Aisling was very helpful

The online form is quick and straightforward to use. Follow-up with an appointment afterwards was very efficient

Good doctor who listened and dealt with concerns

Nurse Judy was fabulous, booking appointment was very easy with the link and choosing times. Only issue was waiting time but I always bring my book so no problem. I'd rather appointments overran and me wait a little rather than being rushed in and out of an appointment.

Quick response when requesting an appointment by email. GP experienced and informative

Fast efficient, doctor was empathetic and kind and took the time required

Saw the physical associate Kunmi (?). She listened, was thorough and helpful

Efficient online service. Appointment quickly arranged. Team members friendly and helpful.

Really good advice and care

You're good

Submitted health questions online and the next day Elms provided a GP appointment. Although appointment was in 2 weeks, my health matter could wait. I attended the appointment and the service was excellent.

Everything went like clockwork and the doctor was great!

Efficient and capable.

Very kind and knowledgeable lady dr (sorry but forgotten her name ? 😊) and prompt service - thank you 😊👍