



# FRIENDS & FAMILY TEST RESULTS

March 2025

Number completed: 582

**96 % 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: 468**

**Likely: 91**

**Neither likely nor unlikely: 14**

**Unlikely: 3**

**Extremely unlikely: 2**

**Don't know: 4**

## Comments made by patients:

Dr. May was very patient and extremely thorough and respectful. A marvellous consultation.

I have yet to receive the follow up referral.

The appointment was on time. The Dr was very professional and efficient

Easy to book consultation. A good service and very informative and helpful.

Efficient making and confirmation of appointment and speedy access to GP. Actual consultation was considered and clear.

Very nice to talk to

Checked in easily and appointment was on time. Professional and efficient practice nurse.

Everyone is helpful kind, polite and prompt

My doctor , Dr Loweth is extremely helpful and caring

short wait time and lovely service from doctor

Always treated with great respect and care by Nurse Ruth ❤️

Effective check in process. Seen by nurse within 5 mins of appointment time.

Was saw on time. Very easy to get the appointment and I was given the injection I needed.

Practice open later in evening which is a very good idea & hope it remains.

Didn't wait long and check-in was also quick.

Friendly staff and speedy appt system. I'm always so grateful!

Unable to access further treatment until I have had the leg pain and numbness for 6 weeks. As I am a carer for my 93 year old father this makes life very difficult

Very fast appointment booking, professional gp

I requested an appointment online. I was given an appointment with Jen the next morning. Jen was very thorough and put my mind at ease.- I would like to thank Jen for her kindness

Quick to book and attend the practice

Everything went smoothly and Dr Patel explained well what was the next step. I'm now waiting for the results of his actions.

Easy to book. Good experience with GP

Punctuality and length of time spent with the clinician were both good.

Dr Loweth was very helpful, clear and thorough

Dr Loweth knew the reason for my visit. She is very easy to talk to and always listens carefully to what I have to say.

The receptionists are very helpful when I speak to them face to face or by phone.

I was impressed from start to finish. I was seen on time and Dr. Loweth was very attentive. She was thorough and helpful. I found her kindness a great help.

She was super friendly and did an amazing job : )

I emailed my problem and was given an appointment straight away. Saw the PA who was very efficient.

Flexibility around fixing an appointment and a listening unrushed consultation

I saw the doctor I wanted. She had empathy, and provided an interim solution for my problem. Dr Rees also referred me for continued treatment. I felt at ease during the appointment.

Appointment Enquiry response was quick and appointment time was very quick. Doctor I saw was very helpful.

Ruth was amazing. Always very efficient, helpful and friendly

Friendly professional service. On time

Because the services which I was anticipated had delivered

I had the best nurse

Good communication and efficient appointment/follow up

Lovely staff and friendly helpful doctor who was very thorough and kind. Always a good experience at The Elms - thank you

I used the online triage system & was contacted within half an hour & offered an appointment

Nurse Clare is always a delight & very reassuring

Triage system to make a nurse appointment worked perfectly. Seen on the day very promptly by Nurse Clare - very welcoming, reassuring and professional. Please pass on my comments if appropriate.

Quick appointment and helpful staff

The nurse removed the staples and dressed the cut perfectly and was helpful and informative.

Extremely efficient with the vaccination, given by two nurses with impeccable timing on each arm. My daughter didn't even cry which is very unusual! Also very friendly and kind (plus the sticker afterwards) so really made the experience the best it could be having a vaccination both for child, parent (and grandparent that came along too).

Only because every time i go to ELMES MEDICAL practice i am well looked after, also in my last two visits, I was well impressed with Dr K. Patel

Dr Impey was thorough and efficient and has moved forward my skin problem

Everyone was so helpful and understanding. I had an appointment within 12 hrs

Appointment was very easy to setup, reminder arrived the day before and nurse made vaccine quick and easy

Always treated so well

As always, Dr Bhardwaj was extremely kind and helpful and I did not feel rushed in any way.

Very satisfied with my treatment and outcome

Quick response to my online appointment request and issue resolved

Very thorough, very patient and I felt completely listened to

Usually get an appointment on the day

Professional, focused, patient centred and efficient service . Ideal delivery of primary care from receptionist( outstanding) to practice nurse. I felt safe and secure and at all points the surgery offered what I expected.

After sending the online form, I was contacted very quickly by text message offering me an appointment on the next working day. I saw Dr Kolamala and she was kind and helpful and suggested a medication to help my condition. I would call that excellent service.

Good treatment (ECG) and good advice

It has been an efficient service

The doctor was very nice understanding my problem and helping to resolve the issue. Listening to me which is nice 👍

I went for an ear wax test but the nurse also arranged for a visit to pharmacist and also recorded my readings for my blood pressure so left with better than I expected. Excellent service.

Quick and efficient service. Thanks

Prompt reply, prompt appointment and nurse Claire is excellent.

Appt on time. Nurse Ruth talked me through the procedure before I had my ear syringed. Excellent treatment received.

Very thorough

The nurse confused the situation was late to take my ecg and then did not send me to dr. However dr later rang me and sorted this so it was fine in the end

I found the Doctor very thorough and all staff pleasant

Punctual and thorough

Efficient and courteous

Dr resolved my problem. She was fab!

Dr was so nice

Appointment given within reasonable time. Dr was very professional and caring

A quick appointment which I needed and excellent doctor

My only criticism having used this service twice (phone app) is that reception give a 30 min slot, ie between 5-5.30pm for the call and the text gives a two hour slot ie 4.30-6.30. Otherwise a fantastic service

Very personable & friendly putting you very much at ease.

Consultation with my doctor was very helpful and answered all my questions. All staff I encountered were extremely helpful.

I asked for an appointment with Dr Rees and spoke to her on time and she was brilliant. Thanks so much

The appointment was on time and the nurse was knowledgeable and gave advice.

Efficient and organised.  
Dr Smithers was excellent

I think the waiting room feels a little sterile. I preferred it how the chairs were previously placed - it felt more comfortable.

Explained everything well and good follow up

Great prompt friendly professional

Everything happened as expected

Staff are helpful friendly and knowledgeable and take immediate action on any requests. Judging by the experience of some of my friends, the Elms is an exemplary practice and I am lucky to be registered with them

We got an appointment quickly and smoothly using the online system, Dr Smithers was very kind, listened and very thorough

Good comms

The initial text describing the blood test indicated that it would be a "medication monitoring blood test." However, it transpired to be a routine kidney test. The doctor scheduled a follow-up blood test to assess inflammation markers, but due to scheduling constraints, this will not be conducted until April. The initial text was sent in January.

Dr. Smithers was welcoming, professional, empathetic, and knowledgeable.

For the prompt response to my EConsult and the way in which my concern was handled.

On time, great quick service

App arranged, saw a Dr who had time to listen to me and examine me

Appointment was on time. Consultation with the Dr was informative and answered my questions very clearly. Thank you

On time and took around 2 mins!

The whole team at the surgery is amazing. The only reason I gave Good vs Very Good was due to the long waiting time. I would have liked to be told that you're running late so I can plan with childcare.

Prompt reaction.

Thorough examination and suggestion for a different antibiotic to take.

Listened to, examined thoroughly. Given a wider scope antibiotic to get rid of my phlegm ridden cough. Also phlegm will be analysed and I shall have a chest X-ray next week.

Friendly doctor and I was able to get an appointment same day

Appointment on time. Nurse very efficient and friendly.

My request was answered very quickly

So efficient and get to cause of problems

Very efficiently arranged, appointment on time. Lovely nurse.

Solved my problem really quickly and was very friendly

Responsive to my problem with suggested solution

I have done this last week always good

Clear advice, efficient, gave me vaccination there and then.

Very easy and quick

The doctor was superb and flexible

Lovely staff quick results

Very helpful staff

Ruth is always professional and very knowledgeable. She delivers.

It was very thorough and appt conducted with care

The checking in screen and mobile check in were not working for me and 2 other patients. We joined a long queue. Another patient tried the screen and it worked. It then worked for all of us.

Practice nurse was professional, respectful and kindly offered me personal career advice regarding a change in nursing career after critical care when I asked her advice.

Delay in being seen

The triage system is superb and every GP is polite

Give the poor nurse Aisling some decent dressing scissors she can use please.

The student doctor was amazing.

Super personably, explained things very well and felt very comfortable. Great doctor in the making, clearly learning a lot from the doctor! Both of them were great

Very polite and professional. Explained my problem to me and what will happen in the future regarding further treatment.

Responded with help

Appointment was same day. Thorough friendly doctor

I have been impressed on response times and follow up . Excellent

Reception was very helpful,  
Dr Patel has a good bedside manner very good.  
I was impressed.

Messaged in the morning - got seen in the evening.

Because Jennifer was so kind ,really listened to me and agreed to refer me to audiology .

Nurse lovely

Seen on time, made to feel very relaxed, wonderful nurse who was very knowledgeable about procedure and put me at ease

Wait time was about 15 minutes but nurse was lovely with George during his injections

Because Ruth is a very good nurse

I had expert and thorough diagnoses and treatment

The doctor listened very carefully to my concerns and confusion and helped me clarify the issue. I felt heard at a vulnerable time.

Various tests were arranged and I am now feeling more hopeful and supported.

Ease of getting face to face appointment with Dr I wanted to see (Dr Patel) & very helpful advice given by him about treatment he had suggested 6/7 weeks ago .

The doctor I saw was very knowledgeable about my condition

After a short wait I was seen by the Dr.who dealt with my issues

Lovely nurse, very informative

Very efficient and kind staff for both my IYD placement and daughter's 8 week vaccinations

On time, good explanation and useful information

Because the appointment was arranged quickly and doctor listened

Professional and empathetic consultation

Ruth takes good care of my leg, always thorough

Nurse was fantastic

The Dr was very helpful and could see a situation from my notes

Appointment almost on time and covered off what I went for. Dr was helpful and caring.

This is G's mum. As ever brilliant care from the elms and great to see training junior doctors. I had given G the choice to see the doctor alone given the sensitivity and I want him as a young man to access support when he needs it. Incredibly thorough approach from both student and supervisor. My only gap was a full picture of what the problem was and, given I had lost a friend to cancer the day before found any mention of it overwhelming in a way I wouldn't ordinarily. But I should perhaps have mentioned that ast part of the contextual information- it probably heightened our reaction and fears. Thanks for being so thorough and empathetic

Dr Rees and Nurse Ruth were amazing thanks

Very kind and understanding put me at ease

I have not been given recommended treatment by hospital in December until now (March) which left me in pain so long.

Condition cleared up, so very happy

Excellent service

Im happy to provide feedback on Dr Rees and the lovely nurse (whose name I unfortunately didn't register because of my menopausal exhausted brain). Dr Rees and the nurse who assisted made an uncomfortable procedure bearable. They were efficient, professional, kind and put me at ease with their relaxed approach and a bit of humour. I'm grateful to them both for the amazing job they do and for their professionalism and kindness.

The appointment was set up very efficiently. Dr Rees performed the procedure I had done and was polite, friendly and professional. I was very happy with how it all went.

Very thorough and referred me for other, the correct, tests.

Seen on time and the GP explain the situation very well

Next day 9am appointment with Physician assistant. Couldn't do better.

Was seen on time and Doctor very thorough and helpful.

My physician associate was brilliant

Dr Loweth has been incredibly supportive, through what has been an awful time with my health. I'm very grateful to have a doctor who makes me feel safe and heard. Sadly this doesn't seem to translate much into the hospital referrals.

It would have been a very good, but we were meant to weigh me at my appointment and we didn't go over my recent blood test result where my cortisol is high. But I know we always have so much to discuss, sometimes things get missed. I appreciate her so much.

Im genuinely happy with the practice

Easy to book, got a call when expected, got the outcome I wanted.

Speedy reply for an appointment with the required doctor thank you

Positive and full discussion and examination. Given clear guidance on next steps.

Dr Master was really excellent. She was friendly and I felt she really listened and understood and gave some really helpful feedback advice.

Easy to book appt online. Appt broadly on time. Appt completed quickly but not in a rushed way.

Exceptional help from Dr Allam re The Elderley Clinic findings and after looking at a very sore toe arranged antibiotics and x-ray. Also arranged for me to see the nurse for her to dress the toe. Grateful thanks for helping to get pain relief for my toe.

Always find everything first class with the practice. Only moan very difficult to park . Always seems full yet few patients

Lovely service

All the staff, Drs, Nurses and Receptionists have been extremely helpful to me, as mum's carer in our recent visits. They have also shown great care and consideration and patience with my mum. We have never had to wait very long and we have never felt rushed.

My sister and I are very grateful for the way in which The Elms Surgery are keeping an eye on mum. Many thanks.

Prompt response to my triage submission.

Request for GP appointment obtained only one day later. Short wait in surgery waiting room. Consultation itself was considered and empathetic to my concerns. I didn't feel rushed out.

I was seen on time by a friendly nurse and the shingles jab was almost painless and quick



Speed of appointment and care from doctor

Basically on time, friendly staff, valuable care

Dr and nurse were great at helping me and reassuring when I was in a lot of pain.

Didn't expect to get my injection done immediately. Brilliant.

I didn't feel rushed and everything was explained to me

My concerns were answered

Was a good thorough check up and seen in good time. Nurse was very helpful and kind.

Appointment on time and doctor very thorough

I was seen same day not too long to wait and treated promptly by Dr Smith.

It was nice to see a doctor that took the time to explain things

Dr Julian Smith was on time , completely on board with history of medications and latest blood test . Very compassionate man . Very professional

Always helpful

Always respectful and helpful

Good

You found a health problem and tried to resolve it quickly

Dr Smith gives lot of time and understands my issues. I feel assured when I see him and any prescriptions he suggests. Thanks

Ms Ruth nurse is wonderful, she is always smiling and I feel comfortable to attend her clinic. Thanks

My doc DR Loweth is very professional and thorough

Necessary but nothing new to report

Punctuality, Doctor Smith was friendly and competent and explained to me my results  
In clear terms

Very informative and made me feel comfortable

Clear messages. On time appointment

I was even very quick and a follow up was also confirmed. The doctor I saw was very thorough

The doctor was pleasant, took her time explaining what my problem could be and listened well.

The practice nurse was friendly and administered the shingles injection swiftly explaining any possible reactions

The receptionist likewise was very helpful providing a form to complete to make an appointment

Seen almost on time and very helpful doctor

I didn't have long to wait, GP very understanding and listen to what I was saying, and gave some good advice

Charming nurse. Patient and kind. On time

Super quick with everything. First class Dr's

If it's from the reception which are very friendly and helpful.

I've seen the doctor after a couple of minutes of waiting she was very helpful and patient

Got seen quickly and the practitioner was helpful, understanding and reassuring. Seemed like the appropriate level of care for the injury, and felt like I could come back if I need to.

I got seen by a lovely GP quickly and was given an effective outcome, efficiently. I would also like to thank you for the support given to me to reverse my pre-diabetic sugar levels via the health coaching phone calls and the Livia programme.

Nurse Clare was extremely friendly, helpful and had all the information we required.

Was seen on time, very caring nurse and good advice given.

Whenever I have a question it is ALWAYS dealt with promptly resulting in immediate action.

The receptionists are helpful and pleasant and the doctors thorough and timeless. I never feel rushed. I am very happy with the service provided.

I received a booking on the same day, which I was over the moon. Sara was incredibly empathetic and listened to all my concerns. She took the time to perform swabs and a urine sample to rule out any major issues and mentioned that what I might be experiencing could be hormonal. She gave me a detailed explanation and shared recommendations for vitamins I could try. I was prescribed a cream that has provided some relief. Now, I'm just waiting for the results

Very friendly service, felt at ease, informative & procedure was swift.

Quick to offer an appointment. Happy that doctor is actioning the diagnosis.

Always efficient and thorough

I went for a check up and was given a shingles vaccination as well

The online request form is easy and efficient and appointments are offered soon afterwards. Dr Gupta was kind and helpful.

Jen was very thorough and very helpful

I saw Ash re having a very poorly toe which I had been coping with for 7 weeks. She was very careful and took great care dressing it for me as it was so very painful. She was very professional and kind. I am seeing her again next Tuesday to have the dressing changed.

Pleased by concern, patience and delivery of Dr Mistry

Pleasant efficient

Dr Kathi very helpful and understanding

I had some stitches out yesterday. It was awful pain taking bandage off. But she was very gentle and kind to me. Back Tuesday thank you

The GP was excellent. I downgraded the rating due to the receptionist who booked my blood tests, didn't explain what or where, the 'Red house' was in spite of me asking for some clarification. I had to Google it at home.

Pleased with coordination of making appointment and helpfulness during telephone appointment.

However, shame one of my Oct my blood results listed as 'pre-known'. No follow up given to alert me to it, as thought of as pre-known, I didn't realise / become aware of result until March, due to no follow up being given, only by chance I noticed the result and queried during app for something else.

Managing to get an appointment the same day for an ECG was amazing. Super friendly staff on the desk and my nurse who always does my ECG's is amazing- so kind and lovely. I'm very happy with Elms.

Very good with zoladex injection

Been having this B12 shots for many years and it was the first time that it hasn't been too painful. The Nurse was very competent and friendly.

Nurse Clare was very helpful and informative

Lovely doctor, had time to listen to me

On time and of course Dr Impey knows what she is doing!!

Got appointment on the day, and seen by Aishling on time. Friendly and efficient service

Appointment on time and a brilliant nurse

Always nice service

Person I saw was very thorough and what she prescribed has done the trick

Dr Impey as gives wise and sensible advice . And is so helpful.

Good follow up and very good personal contact

Attentive, kind and very efficient nurse. Not often a cervical smear doesn't hurt but this was done so quickly I barely felt it. Just great.

Very helpful and speedy response from doctor

Lovely nurse and made me feel relaxed and easy to talk to !

Seeing the doctor I was very impressed by the service I received

Professional and comprehensive appointment. I was listened to.

Because it was nice to find out why I was brought in And to now all was ok

Always very quick to respond to queries and online forms. Very friendly and efficient

Very attentive doctor, fast and efficient diagnosis and clear explanations. Immediate appointments set up, same day at St Albans and later at the practice. Thank-you.

I got an appointment very quickly and help with my problem was also super fast

Helpful and polite

Face to face appointment with Dr Impey who was well prepared for my visit which was also on time .I left feeling very satisfied.

I find everyone helpful. The receptionist making the appointment to seeing the doctor . All very helpful and efficient. Thanking you at all times for your help..

Dr Kanthi is such a great doctor! Warm, approachable, so easy to talk to and reassuring, and so knowledgeable and practical. She is also very insightful about people- she understands me completely! I could not recommend her highly enough.

I found everyone to be helpful from the receptionist to the doctors and nurses. Kind from beginning to end and helpful advice.

Full discussion and examination  
Given clear guidance on next action

Very good and helpful

Online form Ans then follow to text questions then phone call appt  
Then another online form and an I person appointment

It's mostly good. But I would appreciate a text or email when the repeat prescription request has been actioned, because Crown pharmacy are rubbish and they blame you for delays and when I contact you, it's done. But I've been on a wild goose chase that I don't have time for.

When I was in need you were able to fit me in without a long wait. I think the messaging link is a vast improvement on service. Thank you.

On time and very efficient

Receptionist was very helpful and made it very easy; Dr. Jollyman was excellent.

Nurse did a great job

Great receptionist and super doctors

I saw a Dr but was only allowed to ask her about one problem I had. Now have to book another app.

Before I attended my appointment with Dr May, I was unable to raise my arms above shoulder level, I was in so much pain in shoulder and arms, felt so much inflammation, I felt very low. Thankfully three days after treatment and advice I am now pain free and more aware of taking care of myself.

GP was warm, friendly and thorough, made us feel at ease and gave a great service for us as patients.

Difficult and time consuming to book a appointment

All went well

Speedy initial and followup appointment

One point - on the screen to call patients to the their appointment. If you are visually impaired you need a verbal reinforcement

Very nice Doctor who made me feel at ease during the consultation

I am very pleased

Very efficient

I was seen at the right time

If you could just stop playing that god awful music in the waiting room I'd have give a higher mark. Experience with my doctor was very good and without any feeling of being rushed. All fine.

I saw Dr Smith for a periodic prednisone injection for my RA symptoms. As always Dr Smith takes great care to make these injections comfortable.

I was impressed with the quick response to my email request and the availability of an appointment. I had a very little wait to see the doctor who dealt with my problem in a very understanding way.

Efficient appointment

Everyone is very welcoming and professional in all that they do. Thank you 😊

The Dr was very helpful and reassuring unfortunately my visit was ruined by the receptionist who was missing for quite a long time and when she did return there was no apology and people had given up waiting.

All explained with care, such an easy process to book app, all staff very caring.

Lovely doctor

Easy to get appointment and nurse was great

Appt that day. V.good medical student under supervision

Always such friendly staff and v easy appt making (with speedy replies) and easy check-in process on arrival.

The stuff very helpful and only the waiting is problem. On the 17th I was waiting nearly 45 minutes to see my doctor and I am in heart condition issue and it wasn't the doctor I have mentioned to see.thank you .

I was seen by a new doctor who was very thorough

Dr Allam was lovely and helpful and kind.

Because I didn't have any experience at the elms apart from sitting in the waiting area.The receptions don't speak to anyone and it's impossible to get to see a doctor. The paramedic I saw was great really.

Dr. Chaldray was very thorough and friendly...she did call me personally and cancel the appointment she made for next Tuesday 25th March after consultation with her colleagues as it seemed too soon to judge my results but said to arrange another appointment in 4-8 weeks time with the surgery.

Always helpful and good service.

It is what it is

Prompt professional and friendly

Seen on time. Friendly staff

Very efficient from checking in to seeing Nurse Ruth, keeps you calm and explains what is going on during the appointment

Staff were friendly and helpful. The wait time was reasonable, and medical care excellent.

Professional, gave me helpful advice, was very pleasant and knowledgeable.

The doctor was caring and understanding

Doctor was well informed, listened and provided good advice

I was seen very quickly

I received an appointment very quickly and even though it was late in the day, Dr Allam gave me the time I needed.

Seen in a reasonable time ( 15 min wait) , Dr Allam helpful and informative.

Easy to make blood test appointment via very pleasant receptionist.

Have sent two messages, one for Dr Solomon and the other querying my prescription, unfortunately as yet not had a reply to either.

Professional friendly advice

The Dr Impney was very helpful and I felt a lot more reassured after my appointment.

Lovely HCA very kind and efficient

Helpful staff

On time and efficient

Always been fast at e consult replies

Prompt and empathetic attention

Consult replies

Prompt and empathetic attention.

I was treated promptly and with respect. A very nice professional who made me feel valued. Thank you.

Didn't have to wait long, the staff were helpful and friendly, the doctor was very professional and helpful.

As always treated so well, Ruth is so friendly and helpful.

All my questions were answered and further investigations have been sorted out quickly

Almost no waiting and having the capability to see Dr Salomon for a proper followup (not changing doctor for each visit) is great.

The paramedic I saw was very professional, kind and helpful. The reason I only gave good is that the receptionist was rude and I felt like I was being an inconvenience even though I had been asked to come for an appointment immediately and I had made sure to get there straight away.

I managed to get an appointment with a dr, which is the level I had requested for this appointment. Very quickly! The dr was fantastic- listened to everything I said, gave me the time without feeling she needed to start her next appointment. She was reassuring and also thorough. She agreed and granted the testing I had discussed. I came away very happy with the experience.

Booking was easy.  
Dr was lovely & understanding.  
Waiting room is airy & spacious.

Prompt appointment and thorough check

Very caring nurse

Called to my appointment on time and was given clear information

Very good. Because everyone is so helpful and always go above and beyond for me. Also always get back to you straight away

Dr Smithers was excellent, she understood my issues and has prepared a plan to go forward to investigate further. This visit reassured me that I will have my concerns addressed as soon as possible.

The nurses were just amazing and made what could be an unpleasant experience so much better - thank you!!

Frustrating but helpful

The shingles vaccine hadn't been delivered so my appt was rearranged

V.efficient response to my problem

Very helpful visit from start to finish

Always so helpful

The receptionists were friendly and eager to help

Efficient and lovely nurse

Very helpful

Awww! Nurse Ruth is a little angel - she really knows her stuff and CARES! With my nerve damage, wound dressing can be excruciatingly painful, but she somehow makes it bearable. She's always full of bright ideas about how to tackle my issues. I feel I can ask her anything, including prescription advice. We all need a Nurse Ruth in our lives! Thank you 🥰

Appt on time.  
Nurse Ruth explained what was going to happen.  
All excellent.

I have no issues. Venue was clean, receptionist friendly

Dr May very professional and kind. Took the trouble to answer my questions and listened to my concerns

General pleasantries and efficiency

Had query about need for medicine & Dr phoned back same afternoon

Thorough explanation of blood and ECG tests results and reasons for additional meds

Just so impressed by the kindness and care and the holistic approach to helping me get through this really difficult patch health wise.

The nurse was actually quite condescending, didn't listen to what I was saying nor what I asked for. I came out of the appointment quite upset and will be returning by with a parent next time

Nice and friendly nurse

Felt heard and that the GP I saw was very thorough

Great response to my problem and very quick appointment to help me. Thank you

Informative appointment discussing diabetes, friendly doctor

Friendly and efficient. My needs were met!

I asked to change my time, which was processed well

I filled in the triage form on Thursday and I got a response with a couple of hours and booked an appointment for the following day.

Because advice was clear

Dr on time explained my results so I understood what was going to happen

Professionally pleasant experience

The doctor really listened to my problem and the receptionist was very helpful

Dr Impey explained everything very well

Excellent service from all staff from reception to medical staff. Dr Impey was just excellent. So helpful. Highly recommended.

A polite receptionist. A timely appointment slot with a very knowledgeable Physicians Assistant. Very attentive to my worries and she looked to find solutions and recommendations and booking a required referral to investigate further. Thankyou

. Receptionists are really nice. Dr Impey as always very helpful

Lovely doctor who explained things re my blood test and also listened to my concerns

Superb service from Dr Kanthi



On two counts, I walked in to the surgery on Friday to check for a possible appointment and I was offered a cancellation for Friday pm, and, secondly, although it was not a nurse I had met before for the Zoladex implant, it was dealt with in the same efficient and pleasant way as others! Thank you all so much.

I was seen quickly & dealt with by Dr Smith'es who explained to me what would be arranged.

Dr May was very helpful

Dr Impey explained everything very well

Excellent service from all staff from reception to medical staff. Dr Impey was just excellent. So helpful. Highly recommended.

I filled in the triage form on Thursday and I got a response with a couple of hours and booked an appointment for the following day.

The doctor was so engaged and did a thorough check and I was very pleased with service.

Because the advice was clear

Dr on time explained my results so I understood what was going to happen

Receptionists always really nice

Very attentive happy with service

Left feeling like I wasted my time. Told gp the pain is causing low mood and just told to call up or go to hospital if gets worse. Didn't really feel like I got anything from appointment as feel confused and still in pain with no answers.

I'm always pleased to see Dr. Impey. She is always very cheerful and she gave me my injection.

Triage approach is efficient and reassuring. Thorough, unrushed appointment

Doctor Smith was friendly and explained my results in a clear way

Appointment made online. Taken on time. Friendly and pleasant practitioner. Good advice about further possible problems.

I got what I was expecting from my appointment, good comms dealt with quickly and efficiently

New doctor for me and she is very nice

Enquiry dealt with quickly and able to be seen on the day.

Exceptionally helpful and understanding reception/appts staff and secretaries always quick to facilitate needs as a patient, which is integral to the running of a good practice. Excellent medical review with my doctor.

The personal procedure was carried out confidently and sympathetically by Dr Solomon.

Swift diagnosis and immediate help in responding to knee issue

Efficient and helpful service

All staff always so caring, and always try to make sure that you get the help you need. Brilliant surgery.

Booked an appointment on line and staff responded quickly for me to see a doctor

I was able to get a last minute appointment for my B12 injection

The doctor was very helpful and professional and assisted me with my ongoing condition

Seen quickly and had a helpful conversation with Dr on how to proceed after results.

Well communicated and solved the problem with a cancelled appointment immediately

Dr Smith was very good

Very difficult to contact the surgery unless through the web. Not convenient unless in front of a desktop.

The response to my appointment request was very quick and an appointment was available on the day. The professional who saw Sophia was very knowledgeable and very good with children.

I really appreciated that the GP completed this procedure for me

Transformed, well run and helpful.

I was seen promptly

The online booking system works very well and all the doctors couldn't be kinder or more caring

Easy to make online appointments and ask for advice. Always receive prompt answers by phone or text. Visits to surgery taken on time.

I think the eform for appts is very good. Although sometimes a phone call response when trying to book a suitable appt would be better. The doctor I saw was very pleasant and thorough.

Very helpful

I was reassured by Dr May's advice regarding my failed hernia repair and planned ICD implant. I left the surgery feeling that I was in a safe pair of hands and with renewed confidence.

Very Professional although I can't. Remember who I saw

I was offered an Edoxaban blood test at the surgery immediately following my GP appointment rather than having to wait potentially several weeks for a booked appointment at the Red House. Brilliant !

The person I saw was extremely good at explaining and took her time

I has a long and helpful consultation

Friendly and helpful staff, all questions answered.

I have been with the Elms all of my 65 years, delivered by Dr Robertson in the Red House. I have always found the Elms to care and be efficient.

My online consult query was answered extremely quickly and I was given an appointment on the same afternoon. Excellent service

The doctors were very diligent and help me

I've put a middle of the road answer because, even though this appointment was favourable for me, generally there is no continuity for one's condition, as one is usually unable to see the same doctor again. When I first joined the practice many years ago, one had a specific doctor assigned to you, it meant they knew your health condition.

Dr Sibley was very lovely and very helpful

Calm atmosphere. Convenient time. Very good doctor. Felt listened to

I had a consultation with a student doctor before meeting the duty doctor. This consultation was one of the best, most reassuring and comprehensive I've ever experienced. He put me straight at ease and I was so relaxed I was able to discuss the personal nature of my condition freely. I'm so grateful! The duty doctor was very kind and professional too. My thanks.

I was seen by an HCA who was very competent for an ECG. She very much put me at ease but although the results were shown to. GP it would have been good to receive a little more information myself.

Quick and good treatment

Nurse was 'lovely'

The nurse I saw was friendly, approachable and the smear test was painless (not all are like this).

Treatment from nurse was very good & she also gave good advice.

Despite a 15 minutes wait, the consultation was friendly and efficient.

The Doctor dealt with the examination and the action to be taken as a result followed by a review of other conditions. All dealt with in a caring manner

Dr Kanthi was very kind and efficient addressing multiple issues in a short space of time

Lovely staff

Polite and professional

Extremely disappointed that had to wait 40 minutes past my appointment time

very speedy response to my enquiry and also a very good outcome from the treatment I received.

My session was helpful and informative. I was asked relevant questions and put at my ease.

Dr Smith was excellent as always. Very informative. He is a real asset to the practice.

It was a positive/ good experience

Got a same day appointment and doctor sorted my problem

The doctor was kind, caring, knowledgeable, listened, made me feel part of my medical care. Excellent experience, thank you.

Excellent service

The receptionist and the doctor were very professional and polite and discussed all my blood tests in detail. Thank you. Note there is rarely anywhere to park as the car park is Full of Staff cars.

Easy to book.. Seen on time

I saw Dr May and she was very kind, explained everything so I could understand and prescribed something that she thought would help and suggested I come back in four months to make sure everything was ok which was reassuring.

Very kind and interested staff, who listen

Seen on time and nurse Claire was kind efficient and reassuring

The nurse was professional and kind.

Knowledgeable, friendly and informative consultation

I felt that I mattered. Very kind receptionists thank you

The Elms medical practice never fail to see me promptly as a cancer patient with spinal issue re : crumbling vertebra post Prostate cancer treatment.  
,with " Hormone therapy "treatment I'm getting long term injection which will help to stabilise not cure but could hold back progression of otherwise deterioration vertebra condition with pain management day to date gives me adequate mobility

Well looked after by the Dr that seen me

I saw Dr May who was understanding and thorough. The examination was gentle.

I got an appointment at a good time and was especially impressed by the knowledge and professionalism of the GP I saw.

Quick to get an appointment. Doctor was very helpful.

Friendly and efficient – thank you

Easy to fill in online form. Pleased to have an appointment within a short time. Not too long to wait (Dr was only 10 mins late). And excellent consultation - felt looked after with a plan going forwards. Nice chap.

As I said yesterday excellent as always

Rapid response and efficient professional service. Outstanding!

Nurse Ruth was excellent. I explained that since changing inhalers I'd developed a husky throat. She checked with another colleague who suggested a different type of inhaler which I am going to trial for a month.

Dr May was extremely helpful and supportive, as well as checking on what I went for she also explained my recent blood test results

Didn't have to wait long and Dr was very helpful

I would have said 'very good' but I would prefer a discussion about the time of the appointment or to be able to choose from a selection online. The appointment itself was very good. I felt I was listened to and the next steps explained well.

Informative

Friendly and super easy, gave me all the information I needed and made me feel comfortable

Very effective and very knowledgeable and hopefully will get to the bottom of my issues with blood test

Good consultation with GP. A little wait for my appointment

Dr Solomon's listened well and was clear and put Sophie at ease

Seen (almost) on time. Meeting fast and covered the relevant topics.

Seen on time. Dr May looked carefully at my problem and made some treatment changes that I hope will work. She hopefully, sorted a problem that could have arisen soon, not the problem I came in for but possibly linked. Time was provided to consider my problem and hopefully provide a resolution. I was pleased with the way the consultation progressed and it was good to see one of the practice doctors.

Appointment on time. Dr Kanthi was very thorough and explained everything very well

Caring observation and helpful

Helpful review

Seen promptly and the premises were clean and tidy while the staff were very pleasant and informative

Relatively easy to set up an appointment

Very quick and easy to get appointment. Minimal waiting time and great service

Very efficient

The clinic was on time and the doctor was pleasant and informed me of the relevant aspects of my clinical condition.

Physician assistant, extremely competent and personable.

Long waiting  
Grumpy receptionists

On time appointment. Nice Dr

On time, efficient, professional. Knowledgeable about available immunisations. Why on earth can't Practices be allowed to give booster Covid vaccine if requested by patient? Is all immunisation being gradually pushed into the hands of high street pharmacies thus depriving GP's of income and reducing patient choice. All part of the destruction of the financial viability of the medical partnership. Spose twas ever thus.

All that doctors seem nice

Expert guidance and confidence provided from this visit. The Elms is an example of how a practice should be run, efficient, courteous and knowledgeable.

Appointment was on time, and the professionalism and detailed analysis of my test results was excellent.

Excellent courteous service from the reception to my doctor, Julian Smith

Dr Solomon's is always amazing, so kind and thorough

Just very helpful

Super quick response from online form - call within 20 minutes and on phone to doctor within 3 hours. Excellent service.

Felt valued and respected with my concerns taken seriously.

Wonderful caring nurse

As always I had a light-hearted but professional appointment. The doctor was both informative and a good listener.

Easy to book an appointment online at a time convenient to me. I could choose the doctor. When I arrived at the practice, only had to wait a couple of minutes before I was called in. Doctor was very helpful, attentive and dealt with my issues.

Dr Kanthi listened to me and treated me like an intelligent woman, taking into account everything I said and providing me with options. She didn't dismiss my concerns and I felt like she understood the situation.

This new triage system works well and doctors are much closer to the appointment time booked. Dr Impey as a great doctor listens and understands the patient needs

Dr. May is very understanding, attentive, kind with a great 'bedside manner'. Always keen to help. such prompt pleasant response from medical and receptionist staff

The doctor was very good and gave me lots of time to help

Almost always very good, but a few hiccups over the years

Friendly helpful and thorough

Service

Prompt appointment and good session with the doctor

The doctor understands our concern and worries and help on planning how to follow up.

Always so helpful and efficient

Everyone I met was very helpful. Dr. Gupta was very helpful and took everything I said on board

Appointment was scheduled and completed with no problems.

There was no one on reception

Front staff very efficient and courteous. Dr Allam excellent as usual in all ways. Has the patience and time to listen and analyse.

Very prompt help

Quick and efficient

Seen promptly and well looked after

Very professional and caring

Generally you are able to see a doctor in reasonable time

Only had a 15 minute wait. Very good prompt appointment.

The Nurse that was kind and caring. I felt well informed. I didn't have to wait either, as they called me immediately.

I was seen so quickly. Elms responded fast and efficiently and the doctor I saw examined me and diagnosed me, sorted medication the very same day. Thank you Elms for exemplary service as usual !

She sorted out my foot thanks

Jo Moule was a wonderful help and Kerry always great

Everything ran smoothly. Doctor very attentive.

Seen in time and by Kerry who is always great

I had originally asked about my Mirena coil as well as my infected cyst. When I brought up the coil, the doctor didn't discuss it with me at all. She told me to go to reception and make an appointment. The receptionist was less than helpful and said she'd take my number down and someone would call. No one has called.

I was given plenty of time in the appointment and the doctor engaged with and empathised with several issues, including an unusual and complex situation.

Pleasant, Professional, and true concern.

Always a pleasure to consult with Dr Julian Smith.

He's a caring, very knowledgeable, experienced practitioner and good decision maker. Although very busy he makes eye contact whilst listening and is good at explaining and providing effective treatments.

Dr Loweth very friendly and competent

Dr. Did good check of several problems reassured me about diabetes, and gave extra prescriptions. Good to see her in person, but confident my messages are dealt with promptly

Because after several disappointing visits I managed to actually see a doctor who acted swiftly and comprehensively to listen to my health concerns- rather than another medical professional.

At this point there was also a sign to say "staff shortages." The receptionist although competent looked as if she was poorly herself - I was concerned for her.

Was listened to, had options identified and agreed way forward

Nurse Aisling was great with Holden, who was very nervous about his vaccination.

Very quick phone call after completing online consult form booked in for an appointment quickly lovely reception staff and very kind and thorough doctor

I was seen 15 minutes after appointment time

Promptly seen, efficient service

Very helpful and listen to my concerns , hopefully get to the bottom of it with some blood work , glad he did not suggest increasing my HRT, may have to happen however, wants to check my blood throughly as it maybe something else and very refreshing to hear this as opposed to add a higher the does on patch