



FRIENDS & FAMILY TEST RESULTS

May 2025

Number completed: 531

96.5 % 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: 449

Likely: 61

Neither likely nor unlikely: 11

Unlikely: 2

Extremely unlikely: 6

Don't know: 2

Comments made by patients:

My appointment with Dr Rees was thorough and reassuring. She fully understood my concerns and arranged appropriate follow up tests

Parking space available, check in at the machine fine, only waited a few minutes for appointment and waiting area quiet. Appointment itself went fine, didn't feel rushed and desired outcome. Only negative comment was with the new 'stand up desk' I wasn't sure as the patient whether to sit or stand myself! And the chair for the patient stuck in the middle of the room made me feel like it was for an interview.

The nurse Aisling O'connor was very professional and skilled in performing the test required. Aisling had a great bedside manner and ensured the appointment went smoothly.

Dr Rees was very helpful answering all my questions and I really had faith in what she said. Dr Rees could not have been more helpful

Helpful information and more than I expected

Dr Rees gave attention to what I was saying - very kind and understanding - and made referral



Dr Smith was very kind and considerate

Efficient to book appointment. Very kind Dr pt me at ease

All staff very helpful Doctor very helpful

Everything was easy and all that I needed. Performed by a competent and pleasant nurse.

Excellent appointment for my asthma review

Dr Julian Smith was as always very thorough

Dr Impey is knowledgeable, friendly and compassionate. She took the time to explain different treatments before asking me how to proceed. She was kind enough to email me details of the condition for me to read at my own leisure. Dr Impey made me feel like I mattered which cannot be easy if you have a constant supply of patients to see. Thank you.

Good work on my foot with honey pads

Nurses were brilliant during boosters and put my daughter at ease. Really positive experience. Thank you!

The doctor was very thorough and caring.
She gave me a prescription for something that will help.

Helpful appointment dealing with issue

The nurse (Ruth) explained to me very clearly exactly what she was doing and why. She made sure I was completely comfortable. The appointment was quick and simple.

Dr Loweth was very calm with him, explained the most likely reason why he was experiencing the swelling and advised us and him on how to make it better.

I am always met with courtesy and kindness. My reasons for the visit are answered. I leave satisfied.

Face-to-face consultation with chosen GP. Everything was dealt with efficiently and there was a good interaction with Dr Impey

The nurse was really good

Quick response to getting an appointment and dr took time to exam and listen to my issues

We have been helped in a quick and personal way. Thank you for organising the medications so speedy.

Claire was very thorough

The service was excellent. I had only completed the triage form on line that I received a call offering me an appointment within a few hours.
I saw a very nice, competent lady who I think was a nurse practitioner who checked me over and confirmed that I didn't have a chest infection.

Appointment called on time so not exposed to other possible infections.

Seen on time by helpful staff

Friendly and efficient service

After missing my morning appointment the surgery arranged an afternoon appointment for me. This appointment with Ms Kunmi Odunaiya was excellent. She covered all aspects of the initial reason for the appointment plus further issues which had arisen since the original appointment was made.

Very satisfied with the service from both Ms Odunaiya and the Elms reception staff.

Excellent consultation but was running 20 mins late so can't score it the highest category!....full apology given by GP

Very polite and professional

Answered all my concerns by arranging a second appointment on the same day after I had seen the Physician Assistant in the morning.

Appointment with Dr Smith on time and thorough.

Seen on time not rushed through the consultation

Appointments have been easy to get .
Clinicians have been very professional and engaging

Friendly, Professional, empathetic with problem. Doctor and nurse tried to alleviate my ongoing problem, hopefully with success.

Very thorough & covered all aspects. Thank you.

The doctor took the time to listen carefully and make helpful suggestions

Prompt appointment. Understanding doctor

Nurse very helpful

I have pneumonia and I was treated by Sarah the physician associate she was very thorough and listened to me and liaised with a Dr to get me the right treatment. Sarah booked me in to be seen by Jen another physician associate who was very thorough.

I saw my doctor promptly and he gave me plenty of time

Called in for cardiac clinic. Pretty on time and very thorough discussion pleasantly conducted.

We were offered an appointment within 48 hours, were seen on time and had a very helpful consult with Dr Bhardwaj who was very friendly and put my son at ease. We did not feel at all rushed and left feeling very reassured. The receptionist was also extremely helpful dealing with an admin matter. Thank you!

Dr Allan gave clear and reassuring advice.

Quick appointment and problem addressed

Very pleased that my problem was diagnosed efficiently

The doctor completely understood my issues and was prepared to prescribe medication to hopefully get me through a ridiculously long wait until my next hospital appointment

Very patient doctor who listens to and addresses patient's concerns.

Easy to get an appointment and lovely doctor.

Always pleasant and efficient

Appointment was easy to book online and the wait wasn't too long

An entirely friendly, helpful appointment with the doctor.

Everyone very helpful. Seen at appointed time and excellent treatment as always from the Elms.

Doctor is patient to listen my situation, provide professional idea. Waiting time is not too long .

The nurse was delayed- I was told this 5 minutes after my appointment time. Surely the nurse should have told you well before this time that she was delayed

Efficient communication by text/app, easy check in at the practice, appointment was on time and Dr Smith was thorough, approachable, knowledgeable and listened. Excellent all round.

Aisling is a warm, caring professional. She has guided through all the inoculations that I have needed following my last treatment at UCL.

She has highlighted to me clearly what she was administering, potential issues that I might experience and practical guidance on dealing with any issues.

Very helpful and attentive

Practice clean and efficient all staff very kind and caring and knowledgeable

My meeting with my doctor was like meeting a friend. Thats why my answer is very good.

The nurse I saw for my appointment was incredibly kind, thoughtful, and caring. I really felt listened to—she took the time to answer all my questions and explained everything clearly. She also shared some new techniques to help manage my asthma and pointed out symptoms and changes to watch for.

Dr May was very thorough and caring

I was able to see the GP of choice.I had a double appointment which gave me time to discuss my issues and ask questions.Very pleased.

Doctor has great knowledge of my conditions and I feel 100% sure that I'm getting the best medical advise

Always friendly and helpful

Efficient and professional service

On time and thorough check up

Staff very helpful. Quick appointment. Doctor very impressive.

Discussed test result and took follow up action

I received a prompt reply to the online form and was able to make an appointment easily. Dr Impy was very helpful.

I came to see Dr Jollman, I felt completely listened to and not rushed , thank you !

Same day appointment although not with a doctor. Doctor spoken to and advised to get blood tests. Went back to surgery 3/4 hour later and had bloods taken.

Dr Smith showed great professionalism and care.

Professional, friendly and efficient

Because it was very good!

Very prompt response to my request with a quick appointment. Doctor very helpful with his advice.

I always get an appointment quickly and great care

Nurse was very attentive, kind and professional at the same time.

Dr Rees was really helpful but so hard to get an appointment it is getting worse so sometimes have to go private

Knowledgeable GP excellent friendly service.

Quick response

No

Helpful, thorough and suggested new ways to support me.

It was easy to get an appointment that suited. I was taken on time (actually may even have been called early) and the appointment was quick and efficient with the very knowledgeable and friendly nurse, Ruth.

Excellent staff and professional

Doctor Sibley was very pleasant and welcoming. She spent a long time discussing my dementia and was very helpful.

Seen on time, friendly treatment

It's easy to get an appointment and having been a few times now, the staff, doctors and nurses are kind and helpful. You have my thanks

Diabetic nurse checked for annual foot pulses and feeling in feet and was very professional and caring

Excellent treatment from Dr. Solomon

The GP was very helpful and took time to explain everything.

Good doctor

Kind. Listened. Helped by prescribing.

I felt listened to and received sympathy

Very satisfied with advice

Excellent service

Dr Allam was very helpful and thorough. She was also very pleasant and treated us both very well.

The nurse was absolutely brilliant at setting out what she thought I had and how I can try to sort it. Very clear communication and explanations. Also making the appointment was great and smooth experience.

Ashling was wonderful and very organised. Thank you

Quick response

Because you listened to my request to see the doctor of my choice to discuss my problem

No waiting and good administration of injection

Dr Rees is easy to talk to and very thorough.

Dr Kanthi is so supportive and understanding and goes out of her way to make sure my daughter is getting all the treatment she needs.

The appointment process was excellent. Dr Rees is always professional.

Excellent service today was seen early for a change and Ruth was excellent as always

My appointment to review recent blood test results was in good time and the doctor was thorough in explaining them to me.

Really helpful nurses and smooth booking system

Seen promptly by Doctor, who discussed test results with me; listened carefully, arranged further tests and prescribed medication. In all a satisfactory experience.

Saw Nurse Mayo very promptly and she dressed my cut finger which has been slow to heal and gave me good advice

The nurse is always so lovely and kind. She's so patient and great with children. Thank you!

On time and talks nicely

Very helpful and friendly nurse as was the receptionist when I needed some blood forms printed

Attention to detail of the GP

The nurse mending my foot healing up nicely. She put some honey pad on it as well as a bandage. Ruth..

No complaints

I was called about an appointment. I missed it and called back. Unfortunately, the person I spoke to then booked me the wrong appointment. This was quickly addressed an hour or so later when I was called to rebook.

Helpful and professional

Very efficient helpful and responsive administration and great doctors!

Quick response to appointment request, with quick booking for following day. Clear and thorough assessment with treatment plan. Thank you.

Went in earlier than my appointment time, really efficient, and really helpful

On time appointment - got advice- still waiting for treatment letter

Friendly efficient staff and service

Kind and professional

If I cant get what I need help wise on phone the app is great, and they are very understanding even though I am a stubborn b****

After an awful visit a couple of weeks ago I was nervous about my appointment. I was seen quickly, a lovely nurser welcomed me (I didn't catch her name, she had blonde hair, she was amazing) who ran me through everything. Dr Reece then came in and again was really nice throughout. Thank you

The doctor listened and was very helpful. Thank you.

All the people are lovely but the appointment was a bit of a waste of time!

I went to surgery feeling very unwell and was referred to a and e with heart problems. Was admitted and returned home yesterday having all the procedures needed to me me more Comfortable - I would like to thank Dr. Sibley for her prompt response. Thank you

My appointment had to be rescheduled because the nurse Kim had an emergency to deal with. But when I went to reschedule the reception said she's about to go on holiday for 2 weeks so it was a while until I could rebook. Reception was helpful and at my request gave me a print out of my over 40s check results.

Very good appointment

Nurse was extremely friendly and explained everything well and answered questions clearly

The doctor was very attentive and suggested a way ahead

The nurse was excellent but the electronic booking-in system was not working and there was only one receptionist.

Reception team were very helpful arranging my appointment with the nurse. The nurse was friendly professional and made cervical screening test as comfortable and easy as possible.

Running to time, very kind and friendly nurse

Seen promptly. Concerns taken seriously. Referred for a further investigation.

The nurse I saw was friendly and understanding.

We were offered an appointment within an hour of filling in the form, which was amazing. Our appointment was exactly on time and the doctor was very thorough and helpful.

Friendly helpful staff

Excellent service as usual

Dr Kanthi is excellent

I find the online booking system very good. The doctor I saw was very pleasant and dealt with my issue very efficiently. She promised to do something and she did it. Can't ask for more.

Seen on time. Health Practitioner very helpful.

Friendly, professional service

I always end up waiting more than 15 mins. But loved the GP I saw, DR JACQUELINE IMPEY. She was very knowledgeable and kind. Please tell her that if you can.

The Doctor I was saw seemed very caring ,and was keen to sort the problem.

Seen quickly

Seen very quickly and reassuring advice given didn't feel rushed either

Always has time to listen

Thorough and efficient consultation

Very efficient punctual service - thank you.

Nurse helped me was very nice, and understanding,

Efficient service and online communication for booking process was smooth

I can never fault The Elms. As on other occasions both the medical and non-medical staff have always been kind, understanding and, of course, professional in the way they have helped me.

On time appointment. Plenty of parking.

The doctors are always friendly

Doctor was reassuring in a worrying situation and explained issues clearly and agreed a plan to go forward.

Clare is so warm and reassuring. Please share my appreciation. Mandy on reception is welcoming. Thank you.

Efficient and pleasant service

Friendly helpful service

Excellent experience...tests have been arranged and I felt listened to by the doctor.

All staff are always very helpful and smile

Amazing, experienced GP with specialist knowledge who had really bothered before my visit to investigate the issue. Immediate progress on something that has been around for 2 years.

Very good attention from Doctor Impey

Fast response after initial request

I have been very well looked after , I had an accident a month ago & both doctors that reviewed my test & my state of affairs were very kind & I didn't feel rush , I felt taken care of . Thank You so very much . I am telling all my friends & any one that will listen , there is an excellence that n the NHS that I have experienced . Best regards

Easy to get appointment and seen on time

All very pleasant

All very pleasant and helpful

Quick service and nurse explained everything to me even though this is my 2nd diabetic check

Convenient time and professional advice

Helpful informative information about different inhalers for my asthma.

Easy online appointment and reminders

Doctor saw me promptly and was very helpful

The practitioner I saw was excellent,
Took time and explained everything well.

Excellent service always

Dr Smith, very good consultation

I contacted the surgery to book a GP appointment after developing high blood pressure post natal, having already a history of preeclampsia. The online booking was very prompt and an appointment offered within the timescales requested, which I'm very grateful for and continue to be impressed with the surgery's quick replies even with the online service, which I think works really well. The only point I would suggest a change on is matching the GP with the health matter as much as possible. Our GP was very good and understanding of my situation but she did have to refresh her memory and pop into a colleague's office (who works triage and is more up to date with high BP post natal) to make sure I was prescribed the right medication and follow up. Would've been better to have had the appointment with the triage doctor, perhaps even discuss alternatives to medication. All in all, very good doctor's appointment and service and we couldn't be happier with The Elms.

Dr Smith was very helpful and understanding when I bought my son in after his prescribed formula didn't seem to be working. He listened and was empathetic, and ultimately gave a good suggestion for next treatment in my son.

Saw me promptly and did tests. Reception kindly phone me back with a cat of blood test to save me waiting three weeks.

Easy to request appointments and very fast responses with advice or appointments arranged.

Lovely nurse, very kind and supportive. Thank you

Didn't wait too long to see the doctor

The appointment was offered same day as requested, was reasonably on time, friendly and efficient. Couldn't have asked for more.

The doctor tried different means to help

Detailed history taken and physical examination. I felt the GP listened and responded to my questions. She explained my treatment plan and how it might progress in the coming months.

Quick response to triage and actioned appointment
Jen was very good at seeing and acting on what was wrong

Easy to sign in for the appointment and was seen on time.

Dr was helpful and understanding

Polite, facts presented, attentive

Dr May was extremely polite helpful and gave information in a clear and considerate way I felt very safe and cared for.

GPs follow up, they listen and take you seriously. Always easy and straight forward to get an appointment.

The procedure is fast. It is very good.

I got an appointment and the Dr was lovely

The nurse was helpful and answered all my questions - and the blood test didn't hurt!

Ruth is very friendly and professional also listens

Got the appointment with in a day

An efficient and excellent diagnosis and plan for further investigation and consultation.
Thank you Dr Loweth

Speed of reply from the surgery in response to my online request to see a doctor more quickly than the appointment I had already arranged with a doctor. Offered an appointment for a day earlier with a nurse. Did ECG due to chest pains and referred me straight to a doctor. Dr Smithers was very thorough with me and her kindness and empathetic manner was much appreciated during my upset. She phoned L&D to say she was sending me in. Thank you for the surgery's responsiveness and to Dr Smithers too.

Everyone so friendly, professional and supportive.

Doctor was thorough, reassuring and approachable

Please with my treatment from the receptionist and the doctor that gives me my treatment care .

Very thorough examination and review of my condition - very helpful.

I was very impressed with the speed in which my medical issue was dealt with. I sent in the request form at 10 am. My issue was triaged. I received a call at 10.15 am to ask if I was able to make an 11 am appointment the same day. Fortunately, I could. My appointment was on time and I was able to collect my prescription medicine at a local pharmacy at 11.40 am.

The physician associate was efficient pleasant and professional

GP was very thorough took his time and talked everything through.

A v thorough chat about all issues of health

All very good

My telephone consultation was thorough, friendly and efficient

Very helpful and efficient staff

I have asked for a repeat prescription for my HRT. Had to fill in a form. I now find out that the prescription has been rejected but I was not told or know why. I now have no medication and I feel rubbish.

Elms always seems well organised, the appointments generally run to schedule and the staff are really friendly, especially the nurses.

I was able to book an appointment very easily to see the doctor I wanted.
I had a very satisfactory visit to see the doctor coming away with clear information and a plan of action, so very pleased.

They are very good and kind

Practice nurse Aisling was fantastic- practical and helpful in her advice and warm and friendly in her manner. Very grateful to her indeed!

Receptionist very patient.
Dr IMPEY very kind, helpful and reassuring.

The nurses were really warm, kind and reassuring- thank you!

Very responsive. Very helpful and very professional. No complaints. On the other hand waiting for over nine months on a hospital waiting list for an operation on my hand drove me to have the operation done privately.

Excellent appointment for my Asthma review

The nurses which has given an immunisation to my daughter have very good and gently approached. They explain everything very clearly and they have been so friendly.

Staff always pleasant, knowledgeable and helpful.

Polite and friendly, and I got in to see the Dr early!

I always find Dr's and everyone so kind and helpful at the surgery or phone. If you have any Queries they try to explain in layman's terms. And most importantly don't rush you when you there.

The doctor had taken the initiative to advise me that I should have the pneumonia vaccination, and then Nurse Ruth Mayo was very pleasant and efficient when it came to administering the vaccination.

The doctor was patient, kind and thorough. He listened to me and gave clear, well considered answers and information.

Fast, effective and friendly - very impressive.

The doctor examined me thoroughly and answered all my questions

Always great kindness from the receptionist . The Doctors listen carefully to your medical problems and give re assurance to your on going health care . Thank you to you all .We are so lucky to have you .

No problems, everything was organised and efficient.

Clean, welcoming surgery. Efficient, friendly nurse. Very satisfying visit.

Seen promptly

Thorough, understanding & caring

Pleased with everything

Easy to book the appointment and I was seen on time when I was there

Only booked in the day before. Seen on time and problem was dealt with following on consultation. Pleasant doctor.

Friendly approach, not rushed and informative. Time to ask all my questions.

Very friendly and efficient

Really liked the doctor I saw

The objectives of the review were clearly met. Thank you.

We have constantly received good interaction. And good communication.

As always a good and efficient service from all

I am always treated politely and with kindness and when needed care when I seek your help!

Gp knows what he is talking about with great bedside manner

Very quick service, very friendly nurse

Good discussion regarding diabetic issues

The doctor . Is the best. She takes her time and she listens

very helpful and understanding. Explained all and time to answer questions

The person I saw did not introduce themselves by name or designation which was a bit disappointing. I left being unsure who I had seen or what their qualifications were. Other than that can't really fault the service. Thank you

It is very difficult to get an appointment

Short wait times and friendly/informative GP

Doctor May was reassuring and kind.

Very helpful and knowledgeable staff who give the time needed for a useful consultation.

Got a same day appointment but I was seen 35 mins late

Receptionist very pleasant and helpful. Only had to wait 15 mins. Dr Allam kind and helpful.

Very quick and well explained

I went in for a 4pm appointment, and the Dr. Called me in at 4:30pm. I had to leave work early and work in the extra time. If I could have been notified the the Dr was running late, I wouldn't have had to leave early.

The Dr did apologise.

Asthma review was good

Very responsive and thorough! Excellent advice and follow up plan given

My request for a telephone appointment was swiftly picked up and arranged. Also the resulting conversation with the doctor was excellent. She was very patient listening to my questions and concerns about my blood test results, and was very reassuring when suggesting next steps.

Appointment was easy to make. I was seen in time. Dr Impey is excellent.

Dr Smith listened to and addressed my concerns

Politeness of staff

Seen promptly by sympathetic nurse who completed tests required for my Diabetes check up next week.

Excellent as usual

Lisa was amazing, informative, reassuring and had a clear action plan.

Dr Impey very reassuring and helpful as always. Hope she can intercede on my behalf

Seen on same day by doctors associate .good advice

Efficient and helpful

Prompt efficient and personable service

Sorting out my foot

Quick response

Consultation was thorough. A second opinion was sought from another member of staff in my case.

Fabulous service as usual. Seen just after appointment time.

Doctor was very understanding and helpful

My doctor was super nice, everything went smooth and I felt well taken care of. Thank you!

The Assistant Doctor was interested and responded well in the discussions.

The physician associate (Jen) was very thorough and had obviously read the notes and we therefore felt confident. She also had a very pleasant manner, professional but kindly.

Seen promptly. Dr Impey checked my skin thoroughly for any problems. She is very approachable and easy to talk to. She is very knowledgeable.

Waiting time to book an appt with Dr Kanthi is very long - otherwise would be very good

Very prompt and on the ball

The booking was easy to make online which I much prefer to the old system. The wait to be seen was short and Dr May was excellent as ever. She is kind and put my daughter at ease.

Your response to my online request was clear and quick. I received a helpful call offering a GP telephone appointment that day. Your service was thorough and supportive. I was given the time I needed. Thank you

Very helpful and knowledgeable

Very helpful

Made to feel silly and anxious

Getting my foot sorted out

As usual Dr May was efficient, professional and kind. She gave advice and proscribed what I needed for my eczema.

Very responsive to my request.

I felt all the medical issues were discussed and actions immediately put in place to progress the medical interventions needed.

Swift response to request for appointment

Prompt appointment with nurse and reassuring advice

Very efficient. Nurse was attentive

It made me ill

Quick efficient visit

Nothing was working. One receptionist was rude, she needs to go on a customer care course.

Receptionist appeared stressed, unwelcoming and unsure of where I should put a sample if it didn't have a bar code but fortunately another member of staff from behind reception knew the correct procedure and sorted me out.

I was seen on time and the nurse was friendly and professional. Great experience, thank you

Helpful, informative and friendly as always

Did not have to wait too long after the appointment time.
Jan who I consulted with was very thorough and caring.

I was seen really quickly and Dr Smith was kind, thorough and reassuring.

The practice nurse couldn't take the stitch out because it was a dissolving one that could take 6 weeks to dissolve. I was told 10 days!

Appointment was ahead of schedule and Dina was able to quickly assess my situation and put my mind at rest. Whilst also arranging the necessary follow up tests.

Always helpful, and stress free experience

Was seen on same day and given good advice and monitoring to be done at home on BP

The whole experience with Dr and nurse was excellent and I left the surgery reassured.

Quick appointment and good advice, although parking was very difficult despite only a few people waiting to be seen!.

I went for my shingles vaccination. I didn't have to wait long.

The touch screen was not working and did not have a sign to let patients know. When you waited at Reception and mentioned this the receptionist said they knew!

Extremely fast response to a concern

Plenty of time.. Explained everything in a kind thoughtful way really impressive thank you so much made me feel at ease

Had a lot of advice given for my diabetes management and was reminded my smear is due so booked that too.

Because it was good

I was seen promptly and dealt with efficiently.

The nurse carried out all tasks well and there were no problems. I had some medical queries which she was able to answer and gave me the information and advice I needed.

The automatic checkin wasn't working. Felt sorry for the secretary. Asthma review was good.

Dr Karunagaran was very thorough and helpful. She listened and gave good and clear information in response

The triage system works very well for me. I always receive a prompt reply whatever the nature of my enquiry. This avoids any anxiety when not sure what to do. Everyone very friendly and reassuring.

Doctor was very thorough and gave me plenty of info and making further checks.

Short waiting time in a clean and pleasant waiting room. Attentive and conscientious Doctor. Friendly and helpful receptionist.

Coz I answered the question asked.

Receptionist was very helpful and an appointment with the nurse was given to me for the following week.

I only submitted form after 1pm had a phone call to see dr at 5.15 pm. Very happy

Always helpful and efficient

Dr Allam is superb. I have total and absolute confidence in her and she listens carefully and takes concerns seriously. Thank you. We are so lucky to have the Elms. The receptionists are always very welcoming.

Understanding and prompt feedback

Welcoming

Easy to book and quick response with next day appointment. Appointment itself was very helpful and covered everything I wanted to know.

Quick, efficient, personable

Fast response to initial request, quick appointment, thorough and detailed investigation by helpful and kind practitioner. Then follow up communication after consultation with another professional. A job well done, thank you.

Fast, efficient and high quality care - thank you

Seen on time. The nurse was thorough in her assessment.

All on time for check up

Very thorough, answered all my questions

The staff are always very professional and considerate

Provided lots of help

Best of service as always

Kind and efficient nurse

Nurse Claire was brilliant and super helpful. Thank you

Doctor was great

Efficient and quick. Didn't have to wait and the doctor we saw was friendly and knowledgeable.

Proactive in offering assistance, helpful and friendly service.

The GP service is good. The system is broken. I initially consulted ten weeks ago about my leg. I've had no diagnosis, treatments or seen a specialist. The pain has impacted my lifestyle. I've paid tax for 52 years, had very little previously from the nhs - and when I need it I have to go privately.

Friendly environment with a great doctor

Just essential info from the GP in a friendly manner.

Speedy appointment and charming nurse

Advice given as to how to deal with ongoing issue. Review of preventative health measures discussed and records updated.

Excellent service, took into account my particular needs, friendly and helpful

Service as always excellent

Easy parking, doctor only 5 minutes late for appointment, doctor pleasant and answered all of my questions

Doctor Rebecca May was excellent.

Very quick response from request online.

Appointment given for next day with the nurse

Very friendly efficient service. Nurse Clare was excellent and dressed my heels and gave relevant advice.

Routine check-up, but conversation was extended to cover other matters of concern to me which were dealt with on a very efficient & professional basis.

Dr May was extremely helpful and thorough in assessing my condition and explaining her recommendations on treatment. She is clearly a very experienced doctor with a very clear and supportive way of speaking with and listening to patients.

Nurse ash putting a different bandage to help wound

Seen on time, quickly efficiently and friendly.

The nurse spent loads of time explaining how to administer the injection myself at home. Lots of patience and great advice

Prompt and useful consultation

Dr Charlotte Alam was very thorough. Brilliant GP

The Surgery is always professional, kind and caring.
It is also most efficient.

Brilliant doctor. Doctor Smithers

Helpful

Pleasant dr did not rush explained clearly

Dr May is a brilliant doctor who really helped me. She is patient, understanding and very friendly.

Dr Smith is great – kind caring and informative

Very prompt reply to my online request.

Excellent advice from the Clinician Associate. Thank you very much.

The nurse we saw was incredibly helpful and reassuring and very knowledgeable about asthma. She totally put my son at ease.

I saw Sarah Randall who was extremely helpful and efficient.

Dr Sibley was kind and thorough and I was able to explain my concerns in detail without feeling rushed or that I was not taken seriously. Very reassuring.

Dr Allum really listens and takes action. Does not accept pain. Her changes have made a real difference to my health and well being

As expected

Prompt response to online request, appointment offered and both clinical and non-clinical staff very friendly and caring. Great GP practice.

Answered my questions quickly

Dr Kanthi is brilliant, she's so thorough and really shows genuine care. I feel like I am in good hands when I see her for any medical issues that comes up.

This visit had no issues

Doctor was informative and pro active. Was seen on time. Gave me the time I needed

I never have an issue getting an appointment with this surgery, all members of staff are fantastic !

The service, attitude of staff & ambience of practice is excellent. Always on-time, professional & helpful service. Next day appointment after request put in.

Kunmi was particularly attentive & proactive in working out how to help me.

Thank you as always

Easy to check in and I was seen early. The nurse was very kind and had a great manner which made an unpleasant appointment more bearable.

Dr V Kanthi was so good to deal with...caring and efficient.

I was less happy about the offer of an appt made on 19.5 (of 10.30am 23 May) as when I requested later in that same day, I was told it was 10.30 on 23.5 or wait 17 days (5 June). I do realise there is huge pressure on appts but I had to cancel a group of about 10 people I was leading to make the 10.30am appt and did feel it wasn't unreasonable for me to ask for a different time on the same day.

Professional and supportive

Amazing doctor

I cannot express how pleased I am with this practice

I felt my concerns were validated and the Dr and I agreed a path forward which made me value the NHS - prevention so much better than waiting for things to go wrong.

I felt very supported at my appointment

Admin staff were very helpful and efficient. The GP was excellent, giving me time to explain my reason for attending and addressing all of my concerns.

The Doctor I saw was kind, efficient and always listens carefully with explanations, and acts immediately if he feels it necessary. A most pleasant doctor. Thank you Dr. Smith. also the staff on the desk are so pleasant and helpful. Thanks to the Elms.

Prompt professional and authoritative

Excellent help and advice from the nurse. I have never had any problems with this practice and have been a patient of theirs for getting on 70 years.

Always been excellent

Dr Impey was very reassuring and full of helpful info regarding ongoing exercise and care relating to my recent hip reacement. She is a wealth of academic and practical knowledge and very kind and caring as well.

this is a 🌟🌟🌟🌟🌟 medical practice.. i love their flagging system monitoring me

Quick and efficient

I requested an appointment using the website and somebody came back to me very promptly on the phone offering me a face-to-face appointment which I took. Then on the day, Dr Rees was very helpful with my issue and seemed determined to find ways to get it resolved... She said she would refer me on to a specialist and she also sent me for blood tests and explain the next steps. I couldn't ask for more.

I received an appointment

I gave this answer because as usual Dr May gave her full professional attention to my problem and advise on how to deal with the situation as well as prescribing the relevant medication. I consider myself fortunate to be a patient at this practice.

Not yet received referral letter - timing of these should be more predictable.

All your nurses are very pleasant and helpful

The nurse who did my ECG (Kerry) was very pleasant and very knowledgeable. I was very happy with my visit. Many thanks

I was seen with 5 minutes of my appointment time and received excellent care.

The doctor I saw was brilliant . She was patient and kind and very helpful

Treatment worked immediately, no long wait. Nice lady.

I was asked to make an appointment, I did, my check up happened.

Dr very helpful and responsive

Very short waiting time. Dr Allam has sent me for lots of tests to get to the root of my issue, very thankful

Your nurse, worked efficiently and with the most kindness

The doctor was very efficient and professional

The medical began shortly after the agreed time; Kerry Harding was efficient.

The young doctor was thorough and efficient

Dr Allam was excellent . Really thorough , helpful and totally professional . The reception ship was also very good

Appointment given for same day which was reassuring as it was for a newborn. We felt the doctor really listened and did everything she could to check our baby over and alleviate our concerns. We didn't feel rushed and appreciated the care taken.

I have not received the follow up referral form which I was told would come later on the day of the appointment which is disappointing. Otherwise good service. Thank you.

Doctor was very efficient and helpful. Reception staff are delightful

Appointment on time, in fact slightly earlier.

Doctor took her time to fully listen to me and to explain details of the condition.

I had a call back straight away after I submitted my online request to see at Dr. I was offered an appointment in the morning which unfortunately I couldn't make. I came to see Mel, the Clinician's Assistant at 6.30pm. Mel was excellent & carried out several tests & listened to my concerns. She also checked with Dr Smith, which was very reassuring. I'm having a follow up ECG tomorrow at 2pm. Thank you very much for all your help.

I felt comfortable to share my health concerns with Dr. Smith. He listened and examined me carefully.

The doctor I saw had a lovely manner and put me at ease. He was thorough in his check up of me and even made me laugh at the end. Unfortunately not all doctors have a good attitude towards patients, but this one did.

My appointment was pretty much on the nail and the treatment I received was excellent. My nurse was very happy and very efficient. Nice to know I can rely on my nurse who looked after me very well. Thank you Elms

Very efficient and a kind nurse. Treatment was v good during my appointment. I have met this lovely lady before and she is always good and kind. Regards

I got seen within 30 minutes of my appointment time

Was given some advice

Dr Impey was professional, knowledgeable, personable, caring and offered a treatment that would otherwise have taken many months of waiting for on the NHS. I expect her after care will be just as thorough as the diagnosis and treatment of my condition was. Many Thanks Elm surgery

Same day appointment. And the dr was friendly and informative

Dr Karunagaran listened and advised with real care and consideration. She was excellent.

As even though I had to wait to see the doctor as I did not have an answer, they did fit me in.

Dr Smith reassured me about my problems which have been investigated and nothing to be done.

Really nice on the phone and there were helpful

Good consultation with doctor

I was seen for a blood test. The appointment was in time and nurse Kerry was extremely friendly and I had no pain at all.

An appointment was given very soon after our request for our son to be seen. Always a pleasure to be seen by Dr Impey, with her extensive experience and wonderful manner. Thank you for providing such a good service.

The doctor I saw was lovely and listened to what I had to say

I've been using The Elms since I lived in Redbourn in the 70s and I never had any issues. I still use them to this day but I'm in Harpenden now

As always I get excellent time with Dr Allam. I have a few issues at the moment and I am treated with the utmost care, kindness and help. I am so fortunate to be so well looked after. Thank you.

Good consultation. On time and easy to book.

The doctor listened to me and altered my blood form so it is a more detailed blood test and also mentioned that I don't need to see an endocrinologist as the surgery will be able to put me on thyroid medication if this is what is needed after my blood results come through

Reception staff friendly. Appointment prompt and GP helpful and knowledgeable of my problem. Excellent.

Seen promptly by doctor and had a good, fruitful conversation. Felt truly heard.

Efficient and understanding

There were quite a lot of issues to deal with following on from my visit at Cardiology in L&D hospital. I was satisfied that they were all dealt with through blood tests and an additional prescription.

Kind, friendly & helpful receptionist. Thorough investigation by Sara of the condition I asked to be examined - along with further steps considered.

Quick, simple reassuring chat with doctor

Excellent appointment with Dr Julian Smith, who listened carefully, carried out a sensitive examination, gave clear advice and took immediate follow-up action.

I was offered an appointment the same day that I requested. Also the doctor was very patient answering my queries and finding appropriate solutions.

Always well looked after

I was contacted by the practice after filling in a questionnaire re HRT. I was contacted very promptly and had an appt with a Dr the next day. She was very thorough, kind & considerate which I appreciate. Thank you.

Simple appointment

Friendly and very efficient on time service.

Always helpful & informative as usual.

Very helpful Doctor
Gave practical advice. Listened well

The nurse was really nice. But the test hurt

As always. I was received with kindness treated with respect and left feeling great

Kerry, the nurse who performed my ECG was very welcoming & professional. She explained the procedure very well to me. After she showed the report to the Dr, she told me that everything was ok, which was very reassuring. I have a follow up appointment with Dr Smith next Wednesday. After looking at the NHS App last night, I could see my ECG report was on there. I have been very worried as it said the ECG was abnormal.

Pleasant and efficient help thank you

Dr was reassuring about my condition.

I much appreciated her caring attitude and her initiative in addressing my concern not strictly pertinent to the subject of the appointment.

My concern was readily and swiftly acted upon.

Di Impey very efficient - this was a visit to check she was happy with my skin condition 8 weeks after she had treated it for me. All well and she and I happy with result. She always makes you feel she has time for you whatever the seriousness of one's visit.

Timely response to email request. Offered appointment within a few days. Appointment on time. Physician Assistant was thorough, and reassuring - overall a very good experience

Very professional and thorough

Doctor Impey was very professional and obviously very knowledgeable. Everything was explained well and I felt very comfortable.