

## **FRIENDS & FAMILY TEST RESULTS**

**June 2025**

**Number completed: 500**

**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: 422**

**Likely: 58**

**Neither likely nor unlikely: 9**

**Unlikely: 5**

**Extremely unlikely: 3**

**Don't know: 3**

### **Comments made by patients:**

All your staff are kind and helpful.

Doctor and nurse excellent

Very prompt and efficient service. Dr Impey very helpful.

Nurses were careful removing and replacing the dressings and made the whole procedure almost painless.

Did not perform McMurray's test as evaluated in notes. Locking was suggested and instability mentioned during visit - again on notes it was mentioned as no. Notes mentioned able to squat - I wasn't able and still not able to squat. My left knee was not move to the degrees stated, nor was my right knee for comparison.

Very friendly and efficient

Kunmi was very good - wasn't sure what a PA was but now I know and actually had the time to thoroughly go through my concerns.

I've had 3 appointments over the past few weeks . At each one i have felt that the doctor involved really listened to me and was empathetic and understanding. I came away with positive treatment plans and felt confident that my issues would be investigated and resolved. Thank you

I came away from my appointment feeling positive, relieved, that I'd been listened to and hopeful that with Dr Kanthi's care and treatment plan I would be able to better manage my physical and mental well-being along my peri/menopause journey. I was nervous and embarrassed but Dr Kanthi quickly put me at ease with her friendly and approachable manner, showing genuine patient care, concern and compassion. Dr Kanthi listened to my symptoms and efficiently came up with a forward plan of treatment. I felt Dr Kanthi was very knowledgeable and informed in menopause issues, current information and thinking and was enthusiastic to make a positive difference. It was a great relief to be able to talk face to face about it.

Every GP surgery should have a menopause specialist - thank you to the Elms for putting this in place and thank you to Dr Kanthi.

Good service: very nice, clear explanation of what was going to happen.

The doctor was extremely kind, patient and helpful.

I never have a problem with the practice. I was so pleased that the doctor took time to go through my medical problem.

Everyone for polite and free and the service was easy to use

Excellent service. Advice given and appreciated.

Saw my Doctor very quickly , very happy with my management and further investigations arranged. Dr Smith is an excellent clinician

The doctor was supportive and helpful

Good customer service

Very nice, friendly staff, very professional

Dr Master is very thorough and also very knowledgeable and friendly ,excellent doctor

Fast, efficient and friendly

Kerry who did my blood test was brilliant

Care and attention from Doctor and receptionist Thank you all at the surgery

Looking after my health with efficiency and care

Promptly seen, friendly attention, good advice.

Dr May was excellent both in manner and advice. I felt I had progress in my situation which I had not before!

Time taken to listen and understand, sympathetic advice and treatment plan

Nice lady I saw and good plan of action

Very proficient met all my requirements

It was great to be invited for a health check, having bloods done was easy and the feedback appointment was made enjoyable by the nurse.

I just had good treatment with the Doctor.

Would have been very good if I had not had to wait about two weeks for the appointment

Friendly and clear communication

Really helpful discussion and resolved the issue. Only downside was a long wait - over 20 mins for our appointment

Always helpful, they have time for their patients

Dr. Sibley was, as is usual, very kind and considerate. She always listens and helps.

Having visited physiotherapy and explaining that I was concerned about possible DVT in my leg, I was advised to contact my GP surgery. I immediately phoned the Elms and they triaged me through in 20 minutes and made an appointment for me at 5.30 that day. I was seen on time, by Dr Jollyman, who was very thorough and reassured me. I have to say, that the whole experience was extremely well managed from start to finish.

The doctor rang on time and was helpful

Doctor could not have been more reassuring and helpful

The nurse was fantastic - knowledgeable, friendly, practical and efficient. Thank you!

Nurse Kerry whom I saw at the appointed time, was very efficient, caring and friendly.

Warm, kind GP. Did not feel rushed. Helpful advice. Very much appreciated help given.

Excellent advice. Warm and friendly GP.

I've contacted this GP surgery a few times over the past 3 weeks (for myself, my son and my husband) and on every occasion have had a very prompt response with an SMS, an appointment or a phone call. Very efficient, lovely staff (namely Nurse Clare, Dr H Smithers and Dr J Smith). Reception team have also been really helpful. Thank you for all your hard work!

Friendly and efficient

Very happy with everything as always

Dr Loweth was conscious of my origins and went beyond my immediate issue to examine potential melanoma on my back and chest. Excellent care.

Very helpful and thorough

Dr Allam was very helpful and friendly and I was seen pretty much on time

I had a good discussion with the doctor ( Smithers) about my medical issue.

It was easier to book an appointment this time.

Admittedly it was mainly because it was a follow up, as Doctors Loeth said to return if the treatment prescribed last visit, didn't work. I was impressed by the whole experience.

Was great and very professional appointment

Fantastic nurses as always !!!!!!!

Didn't wait long and Kerry the nurse was very efficient and a lovely person

I was seen on time. The nurse was pleasant and efficient.

Answered all my questions

Was slipped in due to a medical issue that needed assessing promptly

Very thorough and set in motion blood tests

Online appointment system and triage are effective, appointments very close to running on time, clear communication and concerns get addressed.

Quiet waiting room straight in to Dr Impey

Pleased with GP

Quiet waiting room straight in to Dr Impey and had a very satisfactory consultation with her.

The doctor was very helpful, friendly and polite and explained my problem well.

I was seen on time. Aisling was very helpful and informative and arranged a follow up because the vaccines weren't available.

Appointment when I needed it and friendly and efficient treatment

Ash is getting my wound better I hope

Is a good doctor surgery 😊

Very easy to request & book Shingles vaccine. Nurse Claire was caring & considerate. Thank you.

40 min wait for my appointment

On time and very helpful

Nurse Kerry was so kind and helpful. with my blood pressure problem (that was really worrying me,) she has put my mind to rest. Thanks Kerry, Thanks to the Elms.  
Regards

I got an appointment extremely quickly. I was seen on time and the doctor was very approachable.

Appointment given within a few hours after request.

I had a general enquiry I wanted an opinion on from a GP, which I sent via the e-contact form. Within an hour I received a call from the surgery offering me a face to face appointment the same afternoon to discuss medical issues, which were satisfactorily resolved. Very pleased and impressed by the service provided

Seen very quickly after arrival. Doctor was very helpful.

The doctor is kind and patience to help checking and giving advice while the reception also helps us to arrange all the necessary tests. The referral is very efficient to respond too.

Dr May took time to talk to me regarding my experience with the 111 service and to understand the ordeal I had at the weekend with no pain killers they d said they would provide for severe kidney stone pain . She was extremely kind and took time to understand what I d experienced . She also suggested a way going forward which was positive I appreciated her time and advice very much. the 111 service had told my husband on two seperate calls I d get pain killers made available asap as they understood the severity of the pain . She really made up with her attitude for the sense of being abandoned by 111 . She has made arrangements for me to attend St

Albans asap for a scan and for reassurance I no longer have kidney stones despite my efforts with diet hydration and exercise . I was very grateful to have seen her.

Appreciated being seen the same day. The person I saw was thorough and reassuring

Very competent practitioner

Very good visit

I did not have to wait to see the nurse who gave me a vaccination. I was called exactly on time. The nurse gave me clear instructions how what to do afterwards. Overall an excellent experience. Thank you.

Everything explained well

Had time to discuss complex issues

Thank you so much to the wonderful nurses during my child's jabs. For double checking with one of the doctors re his allergies, keeping us in the practice to check there was no reaction and being such friendly and warm faces. We are so grateful to all at the Elms.

Very understanding doctor. Made me feel at ease and gave me good advice

Listened to concerns

I was seen more or less on time, my condition was addressed, examined and information and feed back given

Physicians assistant was excellent. She took time to answer all my questions and I felt reassured not rushed.

Doctor Smith also contributed and supported in reassuring and informative way. It looked like good team work.

I saw a very pleasant nurse and she was more or less on time.

Nurse Ruth is just lovely! She helped put my daughter at ease for her vaccination and was generally helpful, pragmatic and friendly.

Dr Loweth could t have done More to Help me

Got appointment IMMEDIATELY

Elms provided appointment to see Dr. IMPEY very quickly.

I have always found the Elms surgery helpful and doctors care excellent.

Seen promptly. Felt I'd been listened to and not rushed. Helpful advice.

Was seen promptly, appointment was scheduled quickly to ensure follow up.

Appointment on time, thorough interaction with my GP

Excellent GP Dr May helpful and attentive

Very quick responses to my request and appointment the next day

Julian Smith was very thorough and didn't rush - very good and nice doctor

Always so helpful and understanding

Miss Clare Mealey is an exceptional clinician who provided me with an exemplary healthcare experience. Her **\*\*meticulous attention to detail\*\*** and **\*\*thorough explanations\*\*** ensured I fully understood every step of the process. She demonstrated **\*\*superb professionalism and kindness\*\***, making me feel at ease throughout.

**\*\*Additional Note:\*\***

The **\*\*reception team was equally polite and professional\*\***, contributing to a seamless and pleasant experience. Their warm and efficient service made me feel welcomed from the start. Overall, I left the clinic **\*\*extremely happy and satisfied\*\*** with every aspect of my visit!

Staff were polite and friendly. Also very helpful.

A kind, friendly 'doctor' who reassured me about my condition.

Very speedy response to both my queries and appointment for the following day

Very thorough procedure

The nurse was brilliant and the receptionist listened to what problems I was having and text in the evening to say she's done something.

First visit since joining practice, receptionist very helpful. Appointment running on time, diabetic nurse very pleasant and helpful. It was good to be able to have bloods taken in surgery. Offered additional vaccine, altogether a very good experience

The doctor listened and discussed my treatment with me.

Excellent doctor. He listened to my concerns, gave me the explanations that I needed and made action plans that suited my situation  
I highly recommend

Wait time was short and my doctor was very kind and understanding.

Quick response, clear communication and helpful

I came in for a pneumonia vaccination. Nurse Ailing was excellent - very friendly and minimal discomfort. Thank you

I was rung by a doctor. I did not visit

dr very good and thorough.

Check in system not working. Receptionist seemed annoyed when I told her. Don't like the new chair arrangements with back to windows and door.

The service was timely and excellent

My appointment was on right on time, the receptionist in the week leading up to my appointment (didn't get her name but she has blonde hair) as well as Ms Harding who treated me on the day, were both very friendly, extremely helpful & highly professional.

Quick response when I emailed doctor was very helpful

Never feel rushed

Caring and sympathetic GPs and staff

Running to time, professional service .

Very helpful young doctor took time to listen and explain

Quick response to get me seen by doctor although had to wait half hour after my appointment time

My anaemia condition was highlighted by a blood test and the future implications and required action were very fully explained to my husband and I.

Shame that my written request for an appointment was left on a shelf for 5 days, but then Dr Smith was very good and helpful when I eventually saw him. ( I had to go to Elms to find out why I was not contacted)

Gently persuaded to go to A&C. Didn't want to but good decision.

Advice given and accepted. All good

Easy appointment booking system, no wait on the day, lovely staff

The doctor patiently address the patient's symptoms and considers

The doctors and staff always listen and ask relevant questions. Then a plan of action is decided on.

Sorting out my foot thanks



Appointment went to plan and nurse was very kind to me.

Great people doing their best in overwhelming situations.

Requesting appointment online reduces the wait time on phone and the response is quick

Prompt and able to listen and give appropriate treatment

I was seen without waiting too long and received kind and friendly treatment from the doctor

The doctor explained things to Me well and answered any questions i had.

Excellent consultation. Sympathetically listen to and a good way forward found.

My doctors were able to prescribe the medication I needed efficiently and without delay and a routine follow up phone call appt with a Dr was given to me. However when I was initially phoned by reception requesting me to make the follow up appt I was told it was just routine and not to worry, no mention was made of the fact that my urine sample, several days earlier had shown a UTI and that I needed antibiotics. It was only because I followed up by messaging the surgery to ask if the sample had detected something because I wondered why I would need a follow up appt if the Sample was clear. I then got a message back to say I had a UTI and needed antibiotics. I would have thought the phone call from reception made to me would have said you need some antibiotics for a UTI.

Ash is healing my wound and it's getting better slowly 🍌

Helpful advice from the lady I spoke toKunmi.

Helpful advice from Kunmu

Polite reception staff and medical staff

I always get an appointment swiftly when either myself or my family need one

Only second time I've seen Dr May but felt very confident with her approach to my issues. I will definitely ask for her next time I need an appointment. Thank you.

Dr Smith was very helpful. He listened to my concerns and didn't try to rush me. I was seen very promptly

Excellent explanation of what my condition was and the choices of treatments that were available.

Splendid service and speedy to give me my injection

The doctor I saw was lovely and I got what I needed from the appointment

Quick/professional

my initial query was answered quickly and with kindness

The GP I saw - Dr Sibley - was kind and empathetic- a good listener and made me feel that she was there to help me through a difficult time - thank you

Dr Kanthi was very thorough and professional as always with a calm demeanour

Speed of response to online request for help and quality of that help from PA.

It could not have been better and so helpful thank you all for your kindness

I asked for an appointment and I was given one a couple of days later. Appointment was excellent

Very patient and understanding

Short wait, easy to book appointment

This GP always goes the extra mile and really helps. They are also kind and approachable

On time. Dina has a good "bedside manner".

Friendly efficient service

Very efficient and professional

Without exception I have always received excellent service from all the Elms Medical Practices Team. The person I saw yesterday was very helpful, thorough and ensured I had new medication and a sputum sample sent for analysis. Provided practical and helpful guidance.

Dr answered all my queries and didn't rush the appointment.

Always quick and efficient

Excellent attention

Friendly and seemed to know what they are talking about

Reassuring and kindly attention from Dr Allam

Very efficient way of booking appointment. Immediate and thoroughly professional screening. Saw an excellent doctor who dealt in a caring and professional manner with my concerns. Couldn't rate her highly enough

Super friendly as always

Doctor was informative and helpful

Very sympathetic and kind

Friendly reception staff.  
Dr Sibley was excellent

Friendly and thorough

Lovely staff

On phoning with my concern I was given an appointment later that day and I really appreciated the Doctors time.  
Thank you

Very helpful and efficient staff ensuring smooth running of Reception and Waiting Area. Dr May is so nice and very approachable.

Knowledgeable and helpful

It went well, staff are excellent

I have always found the service at the Elms to be very good and both drs and staff to be proactive, helpful and knowledgeable.

I can't find my negatives about my last visit. Doctor was absolutely amazing, she listened to my concerns and came with a solution. I'm very happy

I was seen promptly, and felt my concern was taken seriously and with compassion. Lots of people are moaning about GP's at the moment but I have still had the same level of care by thoughtful doctors and staff as before Covid. Thankyou

Seen very quickly. Pleasant practice nurse - friendly and informative

Doctor was very good explained everything very caring

Query dealt with efficiently and effectively.

I felt the Dr was listening to my concerns and was very helpful. I felt she considered all my symptoms and gave me good advice and reassurance should I need to return.

The booking system works well and helps when you go in to discuss the reason you are there.

Patient has been suffering for 3 weeks with urine retention thanks to Dr Smithers we were seen quickly in a&e a catheter was put in and she is now feeling so much better thankyou thank you thank you

The Dr; was very keen to sort my issue out  
Very polite and understanding

Proactive approach

Thorough and efficient consideration and discussion of symptoms by Dr May, who seemed genuinely committed to getting to the bottom of ongoing symptoms. Tests organised and I left with an inhaler and a peak flow meter, the results from which will likely be illuminating for the follow-up.

Appointment-making had been very helpful.

As an aside, the reception/office staff went above and beyond to cheerfully assist an elderly couple with mobility difficulties, showing real compassion. I was impressed.

Very efficient and helpful. Called back very shortly after my form was submitted and arranged an appointment quickly. Thank you.

No fuss.

Efficient and polite service.

Prompt attention

I had an 8:15am appointment with Dina your Physician Associate. I was seen within 10minutes and she instantly diagnosed my symptoms and I was out within 5 minutes. She seemed very knowledgeable and professional.

Very good appointment

Listened to and action taken

Nurse Clare changed my dressings and was very reassuring about my recovery following surgery.

Aah is getting my wound sorted nearly closed

It was agreed that I would have Doxycycline prescribed, but it wasn't on the prescription at the pharmacy.

Dr Kirsty Loweth is professional and patient.

Doc impey amazing took time to listen and help me really impressed thank you so much

The physician was thorough and listened. She had a lovely attitude and was clearly very caring.

I realise that GP's are very busy but I always have to wait past my appointment time- 25- 40 minutes over the time is normal.

As always, excellent care

Dr covered all my issues and queries

Excellent consultative approach and advice.

Good as advice to go to Hospital. Doctors letter enabled avoiding A&E and going direct to surgical assessment

Doctor Hannah took time to comprehensively explain test results.

As usual excellent service - also some social chatting with staff & a laugh or two.

The nurse was very professional.

I was seen promptly, had my test results explained, and given further advice and treatment by a sympathetic GP thank you!

Doctor treated the issue there and then and had very good understanding bedside manner

Very knowledgeable, engaging, friendly thorough doctor. Very impressed

the team here are 🌟 🌟 🌟 🌟 🌟 ... 🙌

Got an appointment vey quick.  
Receptionist was most helpful.  
Physician was very professional

Very professional and well mannered

Excellent gP

Good consultation

Appointment arranged on line. Nurse very friendly and professional. Taken on time.

Friendly and helpful with good advice

I was seen promptly at my appointment time

The lovely lady who I've seen before was great , so nice and unlike last week when the doctor simply did not want to listen too me !! , she did a test on my urine today , UTI again , so glad I went back as feeling pretty awful for the last 3 days and I'm praying it's not got worse and becomes a kidney infection, she listen most

importantly and getting more antibiotics today and also to come back with another sample in 10 days time

10/10 for this lovely lady 🙏❤️

Really disappointed with the 6 week postnatal check. It felt like a box ticking exercise. Appreciate there will be a process to follow but more care could be taken to a patients medical history. As an example, I came off medication for my mental health prior to becoming pregnant but there was no discussion about this during the appointment. It wasn't useful to have the appt with a locum who would have no knowledge of our medical history.

I also had a number of questions I wanted to ask but there was no opportunity for this. I even had to ask for my scar to be checked - surely anyone who has had a c section should have this checked as part of the process.

Prior to this my experience has been great but this was really disappointing.

Not too long a wait. Discussed problem with Doctor who said she would need to speak to another Doctor and would call me back. Called me back that afternoon.

Fantastic nurse and you will miss her when she moves!

Dr Master was very thorough in her assessment of my current symptoms

The medical team and staff are always very kind and helpful, they make you feel at ease. Thank you to everyone there.

Aisling was so lovely and thoroughly explained what the inoculations my daughter was having, what they were for and the possible side effects. Brilliant!

Doctor was patient, compassionate and very helpful.

Easy to book, no delay in being seen

I had to wait for attention and it took time before the person at the front desk rang for help with the growing queue. Someone came immediately that was done. They helped me, but had to go to the back office to action my initial request. I was told I could only make my second request through the website.

It was easy to make the appointment.  
I felt listened to by Dr May.

All on time. Friendly and professional asthma appointment. I suggest (and the pharmacist agreed) that this could have been a telephone appointment.

My discussion with Dr Azri was useful. I do not think that weight loss medication is the best current option for me. I need to concentrate on improving my eating habits as the immediate priority. I did have quite a delay from my scheduled appointment to being seen.

Parking is a nightmare! I arrived 12 mins before my appointment, no spaces in the car park despite the practice being quiet. No spaces in the road. I eventually had to park in the disabled space and was 15 mins late for my appointment. The Junior Dr I saw was very nice. I was reassured my low heart rate was nothing for concern. I had expected some blood tests possibly but this was not offered. I do recommend this practice and all of the doctors. Sadly the parking is a real issue.

Always have an excellent service from the staff and doctors at the Elms

Job done and friendly

Appointment on time I was really listened to. Dr Allam is amazing

I saw an excellent Dr this week, what a bonus she was

Quality of care by doctor

Quick appointment, on time, very professional and pleasant Dr (Kirsty Loweth)

On time and efficient and friendly

Seen to promptly

Did not have to wait for dr to see me and the dr explained exactly my appointment all about. Very happy.

Excellent doctor

Got an appointment straight away the same day was a nice lady that gave me my injections

Sister Ruth Mayo is phenomenal

I was seen in good time and nurse did what I came for in a professional & informative manner

Efficient, fast service. Friendly staff. Felt reassured.

Very quick initial response sending a prescription (within ~1hour of triage). Appointment for 2 days later, and follow up met my initial request.

Very good visit lots of things explained to me very caring.

Being able to have my blood tests at the surgery was excellent. Also the medical assistants I saw on both days were very thorough and I felt well cared for.

Great advice and very prompt treatment

Very efficient, patient and kind doctor

Receptionists helpful and friendly

Dr Smith knowledgeable and helpful, giving scenario for future of my knee but in a gentle manner

I completed the triage form fully and within less than an hour I was contacted and an appointment was made for the next day. Although I had to wait a long time to see the doctor at the surgery when I did see her she was kind, competent, understanding and efficient. I was referred immediately and the matter is being followed up today

Clear, supportive and kind

Nurse Clare was so friendly, helpful, reassuring and kind.

Long wait

Always excellent I find

The reception and office staff were helpful and friendly. Dr Karunagaran was attentive, she listened and was informative and thorough, during my consultation..

Had a problem doing blood test a further test was arranged so 2 visits made this didn't work either so taken to Red House. Needed a phlebotomist not Health Care Assistant my veins not easy!

Very efficient and pleasant

Recently I requested two appointments one for myself and one for my son and I had both very promptly. I asked for Dr Loweth and she is always very kind and helpful.

My doctor listened to my concerns. Thank you

Thanks for prompt appointment and friendly, professional attention from GP

Appointment was on time. Doctor was very helpful and effective.

Efficient and confident nurse

Nurse Ruth was - as always - full of good ideas and humour! She takes a real interest in my complex treatment, using her initiative to create a personal care plan for my leg ulcers. Such a great bedside manner. She appreciates that my wounds really need the expertise of a tissue viability nurse, but in the meantime, is an invaluable help. I'm also pretty happy to rate the surgery in general as "very good". You're always so swift and sympathetic in dealing with my constant requests. I don't mean to be an awkward cus, but must be a real pain, yet you constantly come up trumps. Thank you so much! 😊



Pleased with the prompt appointment. Appointment itself was rather flat. An asthma review could be a better experience.

I saw the Doctor who knows me best. She was excellent, as ever.

Dr Smith was very thorough and the speed that you got me in was very impressive. Also the doctor was to schedule. This saddle is most often a big bugbear. So very happy

Seen on time, had enough time with the doctor to talk about my condition, was able to get a referral to a specialist which is what I wanted.

Lovely doctor, very little waiting time, assuring advice

The Doctor listened, explained, was friendly and referred me promptly for further investigation

Sarah gave me a warm welcome, she listened, took time to understand, to think through why previous treatments have not worked.

Very thorough

Very friendly nurse who had a happy disposition. Took time to explain everything to me.

I was seen on time the nurse was very friendly & professional

Everything was carried out satisfactorily, with a smile!

The doctor was very thorough but didn't find a cause for my symptoms. She decided to refer me to Watford General hospital.

Second visit for a blood test which Health Care Assistant unable to do - took me to Red House. Luton & Dunstable had asked for test. But there seems to be no way results can be transferred although GP had transferred care to L & D. In end I asked Secretary to contact them & she sent email. GP phone call re results as not aware of L & D already dealing with me. All staff friendly but L & D connection needs sorting- information is on computer but quick human contact still needed

Clare was lovely and made my shingles vaccination a pain-free pleasure

Listened to my worries. Tried and succeeded to find a solution to one problem and gave advice on the other. Professional but also very kind.

Prompt attention and covered all concerns

Care and attention

IT WAS DR REES FIRST APPT OF THE MORNING AND SHE WAS CARING AND LISTENED TO ME AND EXPLAINED EVERYTHING

Dr Smither discussed the pros and cons of taking statins, the Q risk, etc. We also discussed more briefly the other blood test results, regarding possible hyperparathyroidism. She asked me what other supplements I take. She agreed to a baseline DEXA scan, in view of my strong maternal family history of osteoporosis; given my 31 year old daughter already has osteopenia due to her AEDs and the family history.

Appointment offered speedily and efficiently for later same day with Dr. May who is well aware of my medical issues.

She was very helpful, thorough and reassuring.

The Nurses always been good to me. 💙💙

Dr Tash, whom I had requested for a follow up, was on time and very receptive to my problem. She is going to pursue my problem with an expert, but in the meantime has prescribed the painkiller which seems to be helping.

Kind and friendly consultation carried out professionally

Everyone has just been so kind to me throughout my diagnosis.. doctors office staff . So massive Thanks to all

Very swift response. Empathetic and professional doctor.

Received an appointment quicky. Was called on exactly on time. Very thorough and helpful Doco.

Sara listened, evaluated my symptoms and referred me on as necessary, unfortunately this was let down by the hospital who once again, ignored the referral notes, her symptoms and did basic bloods as usual then discharged me, worse than when I went in, as they'd left me so long without fluids, so I'm now severely dehydrated in addition to the pain and still can't eat properly because of it. I appreciate Sara so much.

I felt Dr Tash was very kind, professional and thorough in dealing with my health concern.

Appointment took a while from booking but doctor was pleasant and efficient

The Gp was excellent giving me time understanding advice and treatment

Nurse was amazing but couldn't micro-suction son's ears

Jen was amazing with my child, keeping him engaged and listening and following his cues. He let her do everything she needed to. My child is very comfortable with Jen,

he was excited to see her when he went into the room, which isn't an easy feat. I can't praise her enough.

I saw Dr Bhardwaj, who has a really nice manner. He explained everything to me about my condition and I'd be very happy to see him again.

Swift help and care when my Bcc got infected and opened wound.

Nurse Ruth was very professional and took second opinion with her colleagues to help me with my symptoms.

Dr Sibley was very thorough and made me very satisfied that my concerns were addressed.

Foot healing thanks

They are prompt at responding to my concerns

Good service

Dr Impey was wonderful. Friendly, kind demeanour, very approachable. Properly listened, gave me time during our appointment, I didn't feel rushed whatsoever. She answered my questions re blood test results, she took the care to look properly on the system to provide as much info as she could to me, she explained what different results meant or could mean \*for me\*. I had previously been dismissed by GPs when I asked about my blood test results. I really appreciated Dr Impey, thank you.

The reply came back within 20minutes.

Dr Impey is an experienced professional who takes time to explain what's going on in your body and communicates well. It really helps to have that information to understand physical problems especially ones that come out of the blue. However, it took a very long time to secure an appointment with a Dr ( I think it was nearly 3 weeks) and in that time I was so concerned by my sudden health condition that I went privately to gain some answers and then followed it up with a scan. This I self-funded. I would have preferred to come to the surgery as my medical history is available there.

1-st time ever a very thorough and genuine interest in me/ patient with many different medical problems .

Thank you Dr. J. Impey

Fast and very helpful

Superb expert care from my GP backed up by a very friendly and efficient reception team.

Simple to book the appointment and my problem was dealt with there and then

You getting my injury better

I had access to see gp and get referred for further investigation

Very clear and efficient

I do not think very good is a high enough rating for the Elms Medical Practice, it is outstanding and excellent. On Friday I saw my GP, Dr Ellen Sibly, with several medical issues and she dealt with all of them in one go. None of them were urgent. By Monday, the next working day, not only had I received copies of the two hospital referral letters she had made, I had details of two hospital appointments.

So not only is my GP excellent, the secretarial and administration team at the Elms Medical Practice are excellent too.

Thank you to everyone working at the Elms Medical Practice.

Short wait and friendly nurse

Not too long in waiting room. Friendly and professional attitude of nursing sister

Came for blood tests. Kerry was lovely thank you

Speed of appointment appreciated

The machine wasn't working and the lady fixed it but you could tell she was rushed and busy.

Appointment was on time and information delivered clearly and politely. A good experience all round thank you.

Would have been very good but computer was down and took half an hour to get it working was panicking because had another appointment so only had certain amount of time so stressful

Very quick response and the GP is very understanding.

It was reassuring to be invited to discuss any concerns I have related to my cancer diagnosis. Thank you

The appointment ran late by 40 mins, but the consult was excellent. Good discussion of symptoms, possible causes and relevant tests done. Follow up advice also given

Very efficient

Doctor good response and had read notes. Appointment pretty much on time.

Both Jo in reception and Dr Kanthi were so kind and helpful and professional.

My appointment was on time and Dr May gave her full attention and was extremely helpful and professional.

Reception could be a bit more friendly

Choice of times for appointments and seen promptly in the day (but that could have been because it was one of the first appointments)

Communication was easy, I got an appointment quickly at a good time and people working there are polite, nice and professional.

Kerry was ever so helpful and even saw me before my scheduled appointment time. My tests were done very efficiently and she clearly explained the results and what would happen next. Thank you Elms Medical Practices. 10 out of 10 again

Attentive, Jen was lovely x

Dr Master was pleasant, professional and considered various options

Dr May knows my history and was very supportive and I appreciate the timely appointment. All good.

Great response time

Service from Doctor was excellent - however the appointment was over 1 hour and 15mins late . Fully understand the pressures the team are under but no heads up given by reception on delays which would have been known, difficult as had to get a lift to the surgery - simple upfront communication on delays would help your patients.

The nurse at the appointment was great. My issue is with the triage system. When I completed the triage form I asked if my routine smear could be done by a GP as I'd also like a pelvic exam as I was worried about some irregular bleeding and because the smear and exam are both quite invasive and uncomfortable I'd ideally like them to be done at the same time. Once the triage Dr (I think they were called Dr Martin) had looked at my form they booked me a smear with the nurse. I called the Elms to ask about the pelvic exam and they said they would speak to the triage Dr. They then rang me back and said that the Dr had said the nurse would be able to do an initial exam and she could call in the on duty triage Dr if there were any concerns, and that they had made a note on my file.

When I saw the nurse she was understanding but said she would only be able to do my smear but she would let me know if anything looked concerning and advised me to complete the triage form again about my irregular bleeding. I'm frustrated as I feel I was incorrectly dealt with by the triage Dr and they completely ignored my request.

Excellent service with the online form and face to face appointments

Almost on time -seen by very helpful and professional person.

Very thorough consultation with GP

My injury is getting better thanks ash n ruth

I was able to get an appointment when I needed, was seen promptly and the consultation was productive and reassuring.

All the staff who dealt with me were very helpful and friendly

Always efficient

The receptionist was really helpful very nice

To talk to I had no

Idea how to get an appointment she helped me a lot the doctor was very good can't fault anything

I saw the nurse. The appointment was on time and Kerry was friendly and efficient.

My problem was dealt with without delay

Efficient, explained everything to me ,and put me on the right medication

What turned out to be a minor issue taken seriously. Physician Associate dealt with appointment well.

A1

Friendly and efficient service changing my dressing and checking progress of my wound.

Overall excellent service and staff

Efficient check in. Staff couldn't have been friendlier or more reassuring

I had been booked in for a second shingles jab but in arrival I was told not enough time had elapsed since the first jab. This after having received a reminder to book my second jab! I don't know where the fault lies but it's poor admin somewhere which needs to be remedied. Receptionist very helpful.

You always provide an excellent service, very proactive and thorough. You have looked after me and my family for many years and it is always appreciated. Thank you.

Very helpful and professional

Staff are friendly kind efficient and professional

Easy to get an appointment

All fine, took several hours and a chase up before the prescription made it to the pharmacy before they shut. But otherwise all good, medical professional was excellent

The reception staff were happy to help and dealt with questions efficiently and professionally.

The waiting room was not full and the environment had a feeling of controlled calmness. This is different to say a year ago.

The appointment service through the on line app works well now. A year ago it didn't feel a good way of getting an appointment.

I am very satisfied with the advice and diligence from the trainee doctor.

Dr Matthew's took my problem seriously, remembered to consult the ENT clinic at L and D and texted and phoned with feedback and next steps. Thankyou

Seen slightly late but had good non rushed conversation with Dr.

Only because I was well looked after and everything explained to me was very clearly understood

The doctor was kind, a good listener, asked useful questions and was very helpful. The receptionist was also efficient, patient and courteous.

On time, friendly, clinically excellent

Triage worked perfectly and I saw the doctor I wanted to see within 2 days

In depth answer to all questions. Pleasant and empathetic consult

Quick to arrange an appointment, no delay in doctor seeing me (ie bang on time) and efficient diagnosis and referral for further treatment

Efficiency

Didn't have to wait long for Jan

Answered my email, and send me a time I need to be at my appointment. Message reminder was helpful. Person I spoke with was very helpful and kind!

Very good

Dr Kanthi was very cheerful, she listened carefully to me and answered all my questions. She also sorted out blood test for 3 and 6 months time and gave me a prescription for bone strengthening pills.

I was seen on time, I didn't feel rushed and was very happy because my diabetes is in remission.

I'm so pleased I'm part of Elms Medical Practice.

Dr Masters was professional knowledgable and covered all bases

Because you got a appointment very quick

Good explanations and time taken to explain medical things

Airy, quiet waiting room. Friendly reception staff. Dr Karunagaran is thorough, professional, and extremely pleasant.

Had Asthma check with Claire. And was very happy with consult

Dr Kanthi is so supportive and proactive with my daughter, it is really helping her that she has a doctor that she trusts and will open up to. Thank you.

The nurse was so friendly and made my vaccination appointment so easy and she put me at ease

The service at the Elms is always good. The staff are always friendly and welcoming.

Consultation was thorough. Plan made  
Next appointment was scheduled by the gp I saw

Listened to me and was thorough. Very pleasant

Very efficient service

All my questions were answered and remedy enacted

Saw Dr May, who listened, gave me time and took action.

Excellent service from the Elms, both administrative and from the doctor and nurse

I had a clear and precise examination and also had other issues tidied up

Because you are excellent at your job

I came for an asthma check which was done by Nurse Ruth who recommended a different inhaler. This was delivered by Southdown Pharmacy today.

The staff go above and beyond to care for you

I have only been with the surgery for 15 months and more tests and checks have been made than nearly 20 years at my other GPS, very thorough practice

Very friendly and reassuring

Always have good experience with elms through booking app to visiting

Treated with courtesy and any queries fully answered



Doctor Smith was very nice and helpful answering all my concerns

I was called for a shingles vaccine. On arrival for the booked appointment I was told that it was too early for the vaccine to be given. I asked why I had been called if it was not possible to give the vaccine. I got no explanation and no apology. I was just told that someone had called me "a minute ago" - not enough time to avoid a wasted journey - and my mobile had not rung and there was no phone message left. I asked for an early morning appointment, but was sent a link with no early morning appointments available.

I gave the best answer. The doctor who saw me. Showed kindness was good listening to what was explaining to her. She showed care for her patients.

Was seen on time. Thought it was for a repeat prescription but instead taken off the medication and didn't really get explained why. Doctor seemed very rushed and implied things rather than explain in plain language. Was difficult to get a satisfactory answer or course of action. Now very worried waiting for results of new blood tests.

I was asked my problem and was listened to and answered with immediate suggestions and was confident that advice given to me was excellent.

Efficient service and empathic staff

Very impressed with Kerry when I had my check up . Was efficient helpful and kind .

Appointment was on time and I was happy with service I received.

I had a particular concern regarding my current medical condition and the GP dealt with and reported on it promptly. I'm very grateful.

Appointment arranged quickly, seen on time, and procedure carried out efficiently and kindly.

Because I thought the service was very good

My phone appointment never happened

Dr Smithers was very good. Admin via reception not so good (although didn't have much to do with them on this visit). NB reception / admin is normally very poor indeed and often wastes people's time including third parties

Rapid responses. Great team

All parts of my visit were handled efficiently. The Practitioner I saw was excellent. The only negative comment is, can you move the bins away from the bike racks please; I, and another visitor, struggled to lock our bikes up.

Seen reasonably on time, and dealt with in a professional and friendly manner.

Amazing triage system. Very efficient and quick to make appointments.  
Doctor took time to explain

My appointment from booking was very smooth and Running on time. I saw nurse Claire who was so lovely, I had a my first smear and she was really reassuring, informative and friendly - making the experience really easy and pleasant.

The nurse was so attentive and follow up was excellent.

I was having my ears done the nurse Clarie is so very good and kind

The triage form is straightforward forward to fill out.  
But the majority of patients do not want a call from the doctor, they want face to face appointments.  
In my case, I got an appointment to see the doctor in 3 weeks. The doctor was extremely helpful and informative.

Everything pretty much on time and the medical professionals listen to you and take prompt action.

Friendly staff, can always get an appointment

I left the appointment feeling well taken care of. The doctor did a great job, she was kind, helpful, and informative. I really appreciated her approach.

Very good and competent doctor.

Friendly cheerful nurse. V helpful

Helpful and Professional appointment.

It was just such a relief to see Dr Smith who has compassion and really takes the time to understand my problems and issues. I have been treated by Dr Smith for nearly 25 years and each time he treats me as a patient that needs help and not just fob me off to see the next patient.

There are a lot of Doctors who could take a leaf out of Dr Smith's book.

Practitioner explained everything she was doing

I was seen very promptly by the nurse who gave me a vaccination.  
The nurse was very professional.

Rapid response to my NHS triage app and appointment quickly provided. Decision to call me in for an additional check seems to indicate there is an effective overview of Ph. A work

Very satisfied and care by nurses and doctors. Thank you

Appreciate quick response and care

Clare is wonderful and so conscientious. Thank you

Very understanding and helpful

Easy to make appointments. Excellent consultations and dedicated staff