

FRIENDS & FAMILY TEST RESULTS

July 2025

Number completed: 487

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

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

Extremely Likely: 396

Likely: 65

Neither likely nor unlikely: 10

Unlikely: 10

Extremely unlikely: 3

Don't know: 3

Comments made by patients:

Easy to make appointments. Excellent consultations and dedicated staff

We were feeling quite worried about our child. She was not herself and seeing Dr Impey helped her and us. Dr Impey was brilliant and very kind too. We are lucky to have been seen so quickly and really appreciated it.

I had no unanswered questions. The whole appointment was handled in a factual manner without being too “heavy “.

Dr Impey was incredibly thorough and friendly. I felt listened to and not rushed at all.

I was seen quickly and the GP listened carefully.

Easy to make an appointment.

Dr Impey was extremely helpful and personable and took my medical problem seriously.

Doctor was compassionate, listened to me, answered all my questions and explained the report thoroughly.

The online booking was easy, I was contacted almost immediately, and an appointment was made for the same day.

At the medical rooms, there was enough parking, the wait was too long, and the attending was warm, compassionate and helpful. It made the whole experience from start to finish very pleasant and efficient.

I had a doctor who wasn't a skin expert so was told to come back in the autumn

Superb treatment by Dr May

Very professional but friendly approach

He was good and quick as i had several issues to advise him. I can't fault him, but why are there so few people in the waiting area to see a doctor?

I was looked after with kindness from doctor and receptionist

Helpful friendly questions answered as per usual.

Prompt response to my appointment request following triage process. Dr May, who I saw, gave me some quality time in discussing my concerns, including physical examination where appropriate. I didn't feel at all rushed during my appointment, and Dr May was very friendly, helpful and understanding in her assurances.

Lovely doctor

Faultless in all respects

The practice is very prompt in responses and efficient with appt's. I appreciate how they've taking care of my family and I

Reception staff and nurse very kind and helpful.

Electronically check in system was not working. No receptionist to check me in for my appointment. Resulted in me being 10/15 mins late to my appointment. Receptionist lacks compassion.

Quick response

I submitted my triage form at around 4 pm expressing concern at my symptoms. About 30 mins later I received a phone call with a GP appointment. Dr May was extremely helpful and I left with urgent forms for blood tests and x ray

The doctor I last spoke to was very empathic, reassuring and kind.

Ruth re did bandage and it's getting better thanks

I have always been treated with kindness and respect.

Very responsive and helpful

I felt the right decision was made in order for me to find out more about what's going on, as well as felt comfortable during my time at the appointment.

I was welcomed by your v friendly receptionist who is a delight! (in an almost empty waiting room). I was seen on time. The doctor was interested in what I had to discuss, gave me time and was very helpful in my being able to make a more informed decision. She could not have been more professional and given how hot it was, very patient. I felt relieved when I left not to be carrying a prescription 😊
Thank you! The Elms reputation is very good and we are fortunate to have a well managed practice.

Outstanding help from Kirsty! Couldnt ne happier - she is wonderful.

Despite having to wait 30 minutes after my scheduled appointment, the doctor was very helpful, informative and provided clear vision if the next steps

The consultation was efficient and thorough

Lovely staff from reception to nurses. Went beyond medical care - genuinely cared about my daughter being happy and comfortable.thank you!

The doctor couldn't give me anything for my excessive sweating that as I said when I booked my appointment on line was getting me down and to be honest she didn't seem bothered!!

Took a while to be seen but the doc was great

I was worried about a health matter but am not a natural or habitual user of the surgery- my concern was dealt with swiftly (online triage) and when I met the Dr in person, my concern was dealt with respect and my concerns allayed.

The elms staff are always very sympathetic

We were seen quickly, the appointment was not rushed and the doctor was incredibly helpful and kind.

Although I had to wait an extra 15 minutes the nurse was lovely and reassuring. 10 out of 10!

My problem was dealt with very quickly

If you have to phone very helpful

Quick response after submitting form . Saw GP same day. Friendly & thorough approach. Practical advice given to improve situation & also what will aggravate it. Let's hope the teenager listens!

Dr may was punctual . Precise,gave more time and attention person centred care . Receptionist polite. A pleasant visit

Excellent GP 's and care system

I can usually can speak to a doctor in good time. Although there's seems to many new names that are unknown to me.

Jen Mascarenhas was very professional and empathetic. It was a very helpful consultation - thank you

Listened to my concerns and addressed them helpfully

Received the asked -for injection. 😊

Thorough consultation

Always excellent as usual

Just overall fantastic. Very kind, helpful, proactive. Thank you

Dr Smith was right on the ball in asking questions to elicit the underlying issues associated with abnormal blood results.

In the choices you only give very good in my opinion. The service I've always got from everyone involved in the practice I would give excellent. the efficiency. And especially the personal touch that I've received from everyone from the receptionist to the doctors and especially the nurses has been beyond excellent. I'd like to take this opportunity to thank them all so much they have treated me throughout my medical conditions. And if this message is being read by the people at the top I hope you realise what a great set of staff you have. As much as I do

Appointment was prompt and on time. I felt listened to and cared for at all times.

Sara was thoughtfully helpful and thorough in her care for me.

I done an e consult in morning was given an appointment in the evening . Was actually seen by doctor before I my appointment time

Easy to book, clear and straightforward in waiting room.

I was made to feel comfortable from dealing with a request at reception to my appointment with a GP.

Friendly, trusting healthcare worker explained everything to me. Also not a long wait in the waiting room for my appointment.

On time, very welcoming clinician who explained things well.

Very informative discussion with GP and not rushed at all . Thank you.

My online query was answered immediately. Then in surgery the receptionist is very helpful - always is -can't remember her name but am sure people say it all the time as she's gregarious then dr smith sorted my ear problem by moving my head around. So, administration, reception and care all excellent.

The receptionist was kind and helpful. The wonderful Dr Allam was as usual a great listener, kind, and made me feel welcome and quite at ease. She has a fantastic personality and I always leave her consultations feeling well looked after and in safe hands. I trust her completely. Thank you Dr Allam for everything..

Very friendly nurse she did the procedure very quick en respectful

The nurse was very nice, but I did have to wait around 15 minutes for my appointment

appointment made easily and was quick

My appointment was on time and all my medical questions were answered

Great Doctor!

Quick appointment offered, on time, professional and clear messaging.

On time and the nurse was lovely

Easy sign in
Prompt appointment

Quick response, helpful advice from GP and sufficient time allowed to ask questions

All my queries and concerns were answered

I have no concerns

The physician associate we saw was brilliant - couldn't ask for any more! We were waiting for 25 mins after the appointment time, which I realise is just one of those things, but it would be great if, on arrival, we could be given some sense of roughly what the delay will be.

Felt listened to. Doctor introduced herself. Feel like my concerns will

Dr Loweth took time and care in helping me sort out my medications. Thank you

Always takes time to listen to concerns

Super efficient

Never have a Problem either contacting or making appointments

Very efficient, I completed the forms after lunch and was seen that day. Everyone was friendly and very helpful.

Runs to time, everyone very helpful

The doctor addressed all my concerns

Appointment came quickly and good consultation.

Popped into surgery to get appt ...hadn't realised I had to fill form in to do this ,had previously tried to get appt thru nhs app

Receptionist explained the new system of booking appts through elms website

Eventually heard back from doc and entered into text dialogue re symptoms

Submitted photos

After few days was sent appt

Thankfully the appt was convenient ,

All good at appt ,happy with consultation and things to follow up

So helpful

Nurse was very engaging, professional and explained the procedure in layman's terms

Seen promptly in surgery, Phy Assoc seemed very motivated to resolve my problem.

No delay in my appt.

Very friendly staff.

Talked me through all the detail leaving no reason for questions

All very good but all my inter reaction with the surgery over the last 4 years have been excellent.

Very prompt arranging appointment. Thorough & friendly care

Apt to time. Ruth is the ultimate professional but always friendly and helpful

Went for a vaccination. Seen on time. Procedure very quick.

Very helpful and professional

Responded quickly to my message/request. Same day appointment offered and accepted. Nurse excellent and resolved my problem. All very easy to organise. Thank you.

Good to get someone to check on my general health. Dr Smith was friendly and had appropriately prepared for the appointment.

Reception perfect

The receptionist was very helpful. The nurse was very friendly & efficient. It was a very good experience.

Organised and not too long to wait. Doctor I saw was very thorough and friendly.

Easy to get an appointment and received text reminders for my appointment. GP very reassuring and thorough.

Got an evening appointment fast after using the app and uploading photos of problem on my shin. The trainee who saw me who saw me was polite and professional and was able to liaise with the Gp to treat me .

Wonderful doctor giving me the antibiotic ointment which is exactly what I needed. Very helpful and friendly.

The person I saw was very knowledgeable and had a fantastic bedside manner

Dr May was very efficient & supportive with my medical needs last Friday .

Pleasant atmosphere, friendly and helpful receptionists.

Very quick answer and very pleased with the doctor

Such amazing and quick service. Extremely helpful doctor. Thank you so much

On time

Help was required and was given

Because I saw a lovely Physician associate and she asked the excellent Dr.Alum to see me

I was given a prescription which has done wonders for me.

How quickly I was given an appt. The thoroughness and kindness of Dr Smithers. The helpfulness of the receptionist. The kindness and perseverance (to get some blood) of Kerry.

Couldn't attend as in hospital

As always questions answered.

I received an appointment very quickly and was seen by a trainee physician who conferred with the GP to sort out treatment for me. I was happy with prompt and professional service.

Prompt response to online enquiry and helpful in making appointment

Being able to get an appointment easily with my chosen GP and receiving feedback

Dr.Sibley dealt with me very efficiently and explained about my blood tests and listen to my questions with regards to PSA test.

It was a pleasure to meet Dr. Barkway ,He was helpful and kind
His advice was helpful and positive and he made me feel that I mattered.

Please see previous feedback, also relating to Nurse Ruth, who was her usual brilliant self! A big thank you too, to medical secretary Wonderful Wendy for her very kind and helpful words. She really took time to listen so she could understand my complicated situation - and all with a lovely, sympathetic sense of humour :)

Excellent service 🙌 thanks

Seen quickly. The waiting room is clean and comfortable.
The appointed GP seemed very knowledgeable about subject matter and asked lots of questions to deduce the issue. A physical examination was conducted and helpful links for treatment were text to me on the spot.
Very efficient and done so with a friendly and patient manner.

Nurse O'Connor did an excellent discomfort free smear test.

Very prompt response to test results; appointment offered quickly. GP was kind and helpful

Friendly professional advice

Did not have to wait too long and the nurse was incredibly kind and helpful.

Friendly and efficient nurse who did a great job dressing my wound

Appointment was easy to make, the GP was fabulous - thorough, and referrals were made immediately

Excellent advice and support, appointment didn't feel rushed.

Wonderful service

The GP was very helpful

I was able to see Dr Harsha Master who was very thorough and helpful. The consultation was approx 20 minutes late, but wasn't a problem. The front desk was understaffed on the day, so took a bit longer to get through the queue.

Helped me improve my health

I Saw Dr Azri she was so good went through everything with me so helpful the best doctor I have seen

After an initial hiccup I was then seen very quickly

As per usual friendly and professional.

Dr very helpful and knowledgeable

The doctor was very efficient and clear.

The actual visit was great, but I worry that less tech savvy people would have problems trying to get an appointment. It is not simple nor intuitive.

Very helpful and gave helpful advice.

Always get appt quick good docs and nurses. Quick referral

The doctor gave clear and concise information.

The doctor was very thorough, polite, informative, explaining matters very clearly, and I didnt feel rushed.

Because Dr May always really listens to me .She is a kind ,caring doctor and dealt with my concern thoroughly ,I fact,she went the extra mile .I felt very relieved and satisfied after seeing her

Dr May is wonderful, she is kind, efficient and puts you at ease

Good to see Dr Smith,, good consultation for my problem

GP professional, polite and attentive.

The person I saw was very helpful but was running over half an hour late.

Receptionist was very kind, helpful and considerate

Helpful discussion with doctor. Very thorough.

Feel listened to and given a doc appt when requested

My appointment wasn't urgent so I didn't mind waiting for an appointment although it was some time after my request

I felt listened to

I submitted a request for medical advice at 10.30am and within ten minutes was sent an appointment to see a doctor that same day at 1.20pm. This online service is excellent x

Always helpful and efficient

Kirsty was very friendly and put me at ease

Very pleasant place, seen on time, and staff are all very helpful

Sensible meeting

Satisfied with the advice

Appointment as expected. Waiting room music is very irritating

Dr Kanthi was superb and took the time to answer all of my concerns patiently and fully. I have total confidence in her and all the medical team at The Elms. The reception staff were really helpful in helping blood tests.

Simple and efficient booking system

Prompt reply and early appointment

Excellent communication

Very friendly, professional nurse

I am always treated efficiently and respectfully. This has always been my experience with the surgery and its staff.

Every one is so helpful & kind . I am suffering from a rare condition & when ever I need help they are all so understanding

Nothing is too much trouble staff are friendly reassuring kind excellent

Dr Rees as usual very kind listening to me

The process of getting the appointment through the app is tortuous. Triage etc. Once in front of the doctor it becomes less so. The app as I discussed with the doctor is just an air gap preventing the patient from having access to the health professional. A waste of my time and I imagine the admins time.

The nurse was very good at putting me at ease and the procedure was much less uncomfortable than I expected.

Amazing Dr she was so understanding and knowledgeable and kind as are all the staff

On time, thorough and put at ease. Explanations clear.

The loveliest nurse ever! So kind, warm, and brilliant with my child! Made me feel so much more relaxed this time! Very positive experience, thank you!

I wasn't feeling well & struggled to understand the instructions as to what I had to do over the next few weeks

Friendly helpful timely

Seen (essentially) on time. Waiting area pleasant. Doctor helpful and efficient.

Kunmi was very patient and kind with our son, who is very impulsive and active. I appreciate her kindness and adaptability.

Lovely nurse- kind and helpful as always

10-15 minutes delay in getting seen

The medical care it is always outstanding

The doctor was Thorough and reassured

I came without prior booking following 3x bee stings and was having a reaction to it - I filled in a triage form and within a very short period of time was rang by the surgery and offered an appointment within the hour. It was truly excellent service and Dr Smith was extremely kind and helpful. Thank you

Appointment arranged very promptly & thorough discussion with doctor

Knowledgeable, friendly receptionists. Pleasant atmosphere.

All staff members, medical and administrative, were very helpful, and took the time to understand my problems.

Dr Azri was excellent and thorough. Appointment provided very speedily.

Just cannot get over my fear of visiting gp

Helpful and friendly staff polite and genuinely care

Because it was good

Very polite explained everything that was going to happen in detail. Reassuring and comforting.

I saw Clare for an asthma check. It's always a pleasure to be looked after by her. Also saw Dr smithers who was very thorough and helpful

The professionalism and listening of the medical staff

Very good visit

Dr was friendly, well informed about medical history and approached my daughter in a really supportive way

Really good GP. Asked lots of questions to understand the issues and how they may be impacting on me and promptly sorted a referral

Reception staff always pleasant and helpful, Nurses will always bring a doctor in to treatment rooms if needed to advise on patient.

Doctors will always follow-through with hospital visit results and consultant advice to patient.

My family and I are very fortunate to be patients of Elms Medical Centre Harpenden

I am a frequent visitor to see Dr Allam and she is always very friendly, caring and excellent advice is always given 100%. I am a very lucky patient. Thank you.

I was seen promptly and given lots of time to talk through my issues with the PA Kunmi who was very thorough and supportive.

Referral made the same day

Appt with Dr J. Smith who was very helpful & immediately arranged further examinations & tests for me to ascertain any problems & possible treatments moving forward. Receptionist also very helpful in organising blood test for me.

Friendly, knowledgeable receptionists. Pleasant atmosphere.

Dr May was interested in checking the elements of my symptoms.

Personable service

Dr May is always very caring and efficient and she always listens to you

Got a quick response to my on line request for an appointment. Saw the nurse three times over 10 days who was extremely helpful and resolved my issue. Excellent service, thank you.

Timely and friendly service

Because the dr I had was very professional and thorough. I was very happy with my surgery experience 👍

On time, informative and effective

Given such a competent friendly service

He is very easy to talk to and understood how I am feeling. He made me feel like he really cared Excellent doctor

Great visit doctor listened and took my concerns seriously

Dr May was very kind and thorough. Hopefully I will get an emergency ultrasound scan very soon

I needed a consultation with a GP and saw a Dr within a few hours.

Dr Impey was kind, considerate and very thorough with me.
Many thanks as always!

The Dr. that have seen was kind very understanding , to my mind Elmes surgery is one of the best that I come across

From filling in the online form explaining why I was requesting an appointment to see a GP to actually being given one was very prompt

1. Doctor Feedback:

It take such a big effort to fill out the form clearly, noting that I've had a hysterectomy, but the doctor still asked about my last period. It felt like the form hadn't been read, and I had to repeat information. I was later told I needed to see a different doctor who handles hormone-related issues, but I didn't realize doctors had different specialities. It would help if this was made clearer at the start.

2. Receptionist Feedback:

When I asked about booking blood tests, I was told to do it online, but the receptionist didn't mention that I could also have them done in Harpenden. I only found that out later. More complete guidance at reception would really help.

I understand things are busy, but clearer communication would improve the experience for patients.. waiting for results and thank you for all your effort .

Seen on time and received an updated prescription to resolve my problem

Professional helpful as always

Have always found the Elms medical practice to be of the highest standard and find the doctors very good especially the doctor I saw.

Professional and personal

Quality of engagement with Dr is very high. Thorough, well articulated explanations and strong listening.

Ability to get appointments in a timely fashion.

Very professional, fast courteous service. The waiting room also very pleasant from a space and atmosphere point of view. Thank you

Only emailed on Monday morning and given an appointment for 2 days later within 1 hour of requesting

I have tried to explain to drs I need help with weight my mother and sister had strokes my brother and sister died of heart attack I am sole caregiver to my partner and I have been dieting and exercising but getting nowhere I have a torn tibialis posterior which makes excessive exercise hard and I have bone on bone in my left knee

Helpful, friendly, on time!

Would be very good however I haven't received an update from blood test taken 4 weeks ago regarding thyroid medication Would be very good however I haven't received an update from blood test taken 4 weeks ago regarding thyroid medication

Routine appointment, on time, friendly

The doctor was great! Appointment itself very helpful. But waiting time is too much. And no communication of how long still to wait.

The Doctor was fantastic

Very efficient service

They are very polite

Quick and reassuring diagnosis very satisfactory appointment.

A first class service delivered by friendly and caring staff

Prompt response and appointment

Very thorough checkup very friendly and helpful nurse.

My appointment was speedy and the nurse answered my questions very well and was kind and efficient. However it did come out that I was supposed to be having annual appointments whilst on the medication and, for some reason unclear to me, my prescriptions had been approved for the last couple of years without asking me to come to an appointment with a nurse.

Dr May gave me the time to explain and she was understanding and helpful

The nurse was very thorough and informative throughout the procedure. Very friendly and patient

The doctor was thorough, and answered my question easily.

Appointment on time. Consultation professionally handled

Outstanding service knew what was wrong and gave prescription. Super friendly and professional

Very pleasant staff both on reception and medical.

Outstanding service

Taken before appointment time and offered jabs I didn't know I could get

Because it was very informative and helpful.

Great experience

I had a telephone call with nurse Ruth which was very helpful.

Very pleased seen quickly and the Doctor was very efficient

OK
But just need clarification from Dr Smithers as to why on the subsequent filing from my appointment it shows * Kidney stage 3 disease* no mention of which made at the time

very helpful staff and doctors

The Physician was kind and listened to my concerns while providing advice and finding a way to move things forward for me.

Prompt. Polite. Helpful

I have always been able to see a doctor or a suitable professional promptly. All the staff are pleasant and helpful. I get the feeling that all the staff at all levels care about patient wellbeing

Prompt and efficient service

Friendly nurses, short wait time

Appointment was a bit late but GP apologised and explained why. I felt listened to and she explained my options clearly.

Although the appointment was delayed , which is expected to, once in the appointment the Dr was helpful and to the point

Dealt with my little problem

Lovely friendly nurses, minimal waiting, appointment booked easily at convenient time

It was efficient. Well done

Quick appointment, lovely doctor and minimal wait time. Thank you very much

Dr Impey was, as always, very helpful and the relevant medication, blood tests and x-ray organised. She always takes the time to listen.

I never received a phone call for my telephone consult, i had no missed call then just received a text saying i missed it

The people I saw were friendly and very knowledgeable.

Fantastic advice as always and loads of information given. Really can't thank you enough.

Staff are nice and responsive.

Dr Kanthi was very thorough and explained things to me very well at my appointment.

Thank you to ash ruth Clare. For getting my foot better. Thank you. I look forward to swimming next Tuesday.

Responsive

Always helpful.

The online system is fantastic. Works so well. By far the best practice in the area

The doctor I spoke to tackle the issue very well. I felt safe and understood. She also entertained my baby whilst I was having my blood pressure checked. She's professional and kind.

The triage process was efficient and meant I got a convenient appointment arranged. The consultation was friendly, thorough and very helpful in investigating and recommending next steps for treatment. Thank you!

Fast, Efficient booking & on time appointment.

Diabetic. Review doctor was helpful and interested in my problems

Relatively quick appointment, excellent doctor, friendly, professional and listens

The Elms felt very friendly while being super-efficient

A relaxed, friendly atmosphere but very efficient at the same time

Having filled in an online query I received appointment the following day.

Professional, thorough and kind

Friendly. Thanks

Appointment was cancelled 20 mins before it was due.

All excellent apart from auto check-in for appointment which wasn't working

Nurse Ruth was kind, upbeat, efficient, skilled, friendly and inspired confidence in everything she did. Please thank her so much.

Just like the rest of Team Elms, Dr Smithers provided superb service. I had so many questions and she really took the time to listen and advise, always with sympathy. I felt she was really listening to my (complicated!) needs. Conscious of over-running my allotted ten minutes, I then felt reassured that she cared enough to give me the extra time. Thank you so much :)

Fast and efficient

My visit was better than the last, I prepared myself for a wait and it was 20 minutes.

I was able to be seen quickly and the doctors were very nice.

Dr Impey is lovely, she calls you by your first name which makes one feel that she actually cares.

On time professional and friendly

I like the triage system, it seems to work well. And I saw the doctor I wanted to see. Excellent.

It was quiet which is good but can you bring back the air filtration especially where windows don't open so we all have lower exposure to viruses

Outstanding prompt and attentive service couldn't ask for more. A shining example of how a clinic can be run when managed in the right way by staff who care about their patients needs.

Dr Impey is an amazing Dr. Nothing is too much trouble and she always has the patient's best interest at heart.

Doctor called on time with a detailed analysis

Very friendly and a quick visit

Didn't wait long. GP helpful and listened.

Dr Kanthi has been so understanding and supportive with my 14 year old daughter and is doing all she can to help her. Thank you, it is really appreciated.

Because it WAS very good. Excellent in fact

Nurse Aisling was absolutely fantastic with my family for our travel vaccinations. She was informative, clear and kind. Thank you very much!

Perfect

Very quick response to the triage form submitted. Very quick provision of a GP appointment that day. Fast resolution of my problem. Great experience altogether.

This relates to my last visit, for an appointment with nurse Aisling O'Connor. After looking at my leg wound which was scabbed over but still very inflamed, she called in Dr Sibly to give her opinion. They both recommended I called in at the QE2 UTC to see whether they might x-ray the wound to check for debris or possible abscess. I felt that they were both trying very hard to find a positive way of getting my condition to improve

Prompt service

The waiting area music relaxed me and the notice boards were so helpful. My Dr was excellent, compassionate and listened giving advice and care. I'd like to see this Dr every time if possible. Thank you.

I would have preferred and felt more comfortable seeing a female doctor about my peri-menopause symptoms and migraines. Although the male doctor was very understanding and has given me a trial prescription, I don't think I was as honest about my symptoms as I would have been with a female doctor.

Great and quick service

The blood test was not easy for the nurse - due to my disappearing veins!

Only had to wait 9 mins

Appt on time

Very helpful staff and went helped me book my next appointment with ease

The surgery or rather encounter I had with the Dr that saw my daughter was an experience and a negative one. I felt I was being interrogated after she asked me the third question which was same as 1st and 2nd questions and that's when I felt I was being belittled and it was a condescending behaviour. I suddenly felt I had to sit up and respond to the antagonism in the Dr's tone. It wasn't a nice experience and I told her as much. I deliberated about giving this review but without understanding why I was made to feel little I fear, I might be doing us all a disservice if unregistered.

This is a one-off experience (for me, at least worthy of my mention) and I don't believe it is representative of this surgery.

I was quickly seen and my - probably unnecessary worries resolved

Very professional. The GP tailored discussion to our little girls needs

Easy to book appointment and got frequent reminders. Kerry was excellent.

Efficient, on time and friendly

The service was good

Problem solved in quick time

Quick appointment.

In depth consultation.

Appreciated .

Answered all concerns but unfortunately the cream prescribed has been discontinued so need an alternative please

Nurses ruth Clare ash. Managed to heal my leg injury thanks

The doctor was very good, very kind and resolved all my doubts about my health. Very satisfied on how I was treated.

On time, friendly and efficient

Dr.dubrov(?!) did telephone consultation and went over and above my problem and will ring again tonight OR tomorrow morning when he gets blood results
Explained everything clearly and calmly
A credit to your practice

Near enough on time. Not too busy. Very efficient trip - progressed a historic issue too. Offered a choice of treatment routes. Pleasant.

Absolutely fantastic doctors

Friendly efficient and caring

Very helpful staff and doctor.

The PA was efficient and considered my problems. Only problem she sent my prescription to the wrong pharmacy!!

Dr Rees and the nurse I saw (I can't remember her name but she was in room 12 yesterday) were so lovely and really listened to me, they made me so comfortable. The nurse especially was super friendly and took the time to chat me through everything, which you don't see a lot and it meant a lot to me. Thank you!

Dr Kanthi
Listened, Answered my questions,
Gave me positive feedback and advice

Quick and easy to book. Nurse was friendly, prepped and quick in administering injections

Dr Master was friendly and efficient. She listened and answered my many questions

I had been to audiology and they rec'd I have my ears syringed. I duly asked for an appointment with nurse but did not see Clare, who does ears!

I have recently been feeling a bit "down " about my state of health, fearing I was deteriorating! Sarah was so bright and positive, checked all I asked and reassured me. She set in motion my routine blood and urine tests (reception lady then most helpful with those appts). My daughter and I both came away feeling very optimistic that I have plenty of life yet!!

I cannot fault the Elms in any way and fully approve of the triage system. Thank you.

Dr Azri was wonderful, checked my moles and was very helpful and put my mind at rest.

I was seen on time and Dr followed up later quickly with further information

Nurse doing regular diabetic check was friendly and efficient. She recognised my current mobility issues and adapted tests accordingly

This was a physical appointment to review an infected sebaceous cyst after a course of antibiotics. As expected he discussed options for removal or not, but failed to look at the cyst until requested to do so. It is still infected and needed further antibiotics.

My ears were thoroughly checked. The nurse Ruth being informative and reassuring throughout

Nurse was friendly and helpful

My appointment answered all my questions regarding vaccinations needed for my trip to South Africa.

An appointment was given to me for the next day (brilliant), everyone super nice and efficient.

Dr Loweth was very helpful

When I saw the doctor I was very impressed and found that he listened and was very helpful. Not sure I like the online triage, I understand why it's done but for complicated long term health conditions I find its not always helpful for the patient

My request to see GP and appointment arranged was processed and conducted same day.

Still waiting for referral letter though.

Great advice from doctor

Although my appointment was late the doctor apologised for this. And my appointment wasn't rushed, which I appreciated.

Received a quick appointment

Dr Jollyman was attentive provided me with a suitable solution to help overcome my medical condition

It was as expected- good service and kind staff.

Nurse was amazing as always. Very informative and carried out the procedure without hurting. Polite and courteous. Thank you

Nurse Clare was very efficient and had a pleasant disposition.

I sent an e consult but quite clearly this wasn't properly read as I was sent the incorrect advice.

A much earlier appointment than expected, arrived early and was seen almost straight away

I attended the surgery with my son to discuss vaccination needs for a trip to Sri Lanka. Both Claire and Ruth the practice nurses were very knowledgeable. I saw Ruth the day after Claire to have my vaccination (tetanus) - who very kindly called Dr Rees to look at my eye, which was sore - and likely a sty, which I got an Rx for.

Triage system worked really well and I was offered a same day appointment

I missed my appointment. I am very sorry - I had wrong date in my diary. But receptionist sorted me out same day for another appointment. Nurse Claire was brilliant. Hoping daughter encouraged to go into medical profession!

I appreciate we were attending with a complex issue but my autistic daughter did not feel listened to - she felt belittled and was extremely sad with the outcome . She said she was made to feel stupid . Again , I can see from all angles but I was not the patient and for autistic children it can be very tough to access information and especially with time restrictions .

Dr.BHARDWAJ was excellent on telephone consultation calm listened gave precise instructions and went over and above arranged a blood test and sent form through by e.mail is ringing tonight with results if available if not he'll access them tomorrow (Saturday) and advise me of outcome

A credit to The Elms practice

The doctor was friendly, attentive and understood the situation, but also realistic in that the waiting list for a situation that threatens merely my quality of life is very long!

I was given time to discuss my concerns with my GP and was pleased with the outcome.

I saw Lisa for physio. She has been so helpful and believed in me when I fell through the net. I would still be limping and struggling if it was not for her kindness and understanding and support.

The Dr listened and I didn't feel rushed. We discussed plan and future follow up. Reception were very helpful with booking blood test. Thank you for your support.

Seen promptly relaxed pleasant attitude of the staff and the waiting room was clean tidy and quiet

Dr Rees was very thorough and joined all the dots to dad's previous symptoms. Kerry Harding was kind and professional and tended to dad until the ambulance came.

I was seen quickly and referred on as GP is not able to diagnose my condition.

Polite caring efficient punctual

Seen promptly. Nurse very pleasant and professional. Painless injection.

The waiting room was quiet and orderly and I wasn't kept waiting very long.

Great GP and really helpful

Short wait to get in. Efficient and good health check.

It was a shingle's injection, all went well.

Professional, friendly, on time,

Very professional and helpful

Patient was very impressed with Jen. She was very thorough sorting her ear problem out. Very professional and took care of her.

★★★★★ nurses

Follow up with Dr Bhardwarj was on time(6.45 in the evening) and once again he had empathy and prescribed medication and is arranging for follow up blood tests at no point did i feel rushed he said he just wants me to get better EXCELLENT..

The GP told me that he would send a prescription to the pharmacy and that I could go collect it immediately after my appointment. I went to Boots and they hadn't received it. I then went back the following day and they still hadn't received it. I then had to call 111 to get a new prescription sent and the 111 doctor said that no prescription information was included in my notes and that none had been prescribed; they then prescribed me the medication that I was supposed to begin taking on Friday

Very nice doctor, explained everything very well

No waiting. Very nice doctor. Easy to book appt

Easy online booking service then called by a thoughtful receptionist to suggest another GP who may be more appropriate for my health condition.

GP was calm, listened, asked additional questions.

Excellent, quick response to my enquiry. Very kind approach to the consultation and clear, focused next steps. Thank you

Appointment to assess suspected skin cancer and referral to lister clinic both received quickly

Seen on time and treated perfectly.

Dr Sibly was very helpful, knowing and understanding and made me feel at ease. She listened to what I said and gave me her honest opinion. I appreciated her feedback and I left the surgery feeling at peace.

Easy to talk to and helpful

The triage system for patient problems using the NHS app generally gets a rapid response and usually helpful.

Everything went to plan, no waiting around, dealt with very well.

I was seen on time and my enquiry was attended to quite quickly.

Very clear discussion with Dr Solomon resulting in positive forward action plan. Blood tests arranged and appointment now confirmed for Dermatology unit at Hemel Hempstead on 6th August

Friendly receptionist Jo and seen near to appointment time by friendly doctor

Great communication from reception staff and the GP

Dr Solomons was very welcoming and clear in her diagnosis.

A very long wait to see the doctor thirty five minutes in total, when I asked the receptionist roughly how much longer she said twenty five minutes isn't long plus

after that she replied oooo an impatient patient which I found was unprofessional and rude.

Very informative and supportive

Doctor was thorough and compassionate and organised a referral for me

Seen promptly and felt like Dr Master really listened to me

I found the appointment and information the doctor gave me helpful and informative to help aid in treating and diagnosing my gut related problems.

Because I've no complaints

Urgent phlebotomy appointment. The PN was well prepared, efficient and professional. Couldn't be faulted.

I was scheduled a call on Monday 28th at 10:45 but no one called me. I tried calling the Doctors surgery but it got cut off every time I got to "caller 1" in the queue.

Sarah was very receptive and very helpful

Easy to send message asking for vaccine.

Prompt reply with early appointment.

Efficient book in at surgery and call in for injection. All in all simple and efficient.

Professional kind care

I had cervical screening test. The nurse made me feel relaxed.

Very good consultation at short notice.

I have no complaints & found the nurse who injected me very caring and un rushed.

Doctor I spoke to was excellent. Very helpful, thorough and listened to me. It was generally a depressing feeling waiting in the waiting room.

Very professional and friendly

The doctor listened to all I had to say and confirmed that it all tied up with my diagnosis. He was very polite and understanding that an 86 year old was trying to convey his problem Very pleased with outcome. Also looking at forward test for possible prostate problems but eased my mind about what could be the outcome after he had given me an examination. Excellent.

Caring and professional

Very efficient service and friendly staff.

She listened to each of my issues - worked through answers and did so in a very understanding manner

I was seen quickly by the appropriate person and my problem was solved.

Great attention and explanation from the receptionist and the Nurse

I was seen at the given appointment time, I was provided the medication I needed and all staff were polite and helpful.

Pleasant staff clean and quiet waiting room. I attended to drop off sample and have blood test. Constant flow of patients from the waiting room into various doctors rooms and returning to leave the building..it all seems be very well organised and I didn't see anyone one having to stand around waiting nor hear anyone moaning about delays.

I did hear several comments on how well organised and pleasant the doctors and their staff were .

Today I felt listened to by Dr Loweth and also the receptionist was helpful with booking blood tests.

Prompt and helpful

Yes, man that I seen today was very understanding and thoughtful and explained a lot of my complications

I got an appointment in 24 hrs for a tetanus jab and was seen in 10 minutes. Very good.

Polite & friendly GP and nurse, who didn't make me feel at all rushed

A quickly available appointment. A confident procedure from the nurse. Thank you.

Easy to arrange through the online 'contact us' form, appointment booked very quickly for the following morning and the PA was very good.

My concerns were answered sympathetically and clearly.