

## **FRIENDS & FAMILY TEST RESULTS**

**August 2025**

**Number completed: 402**

**94 % 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: 322**

**Likely: 56**

**Neither likely nor unlikely: 11**

**Unlikely: 6**

**Extremely unlikely: 3**

**Don't know: 3**

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

Easy booking. Even easier check-in. Calm and clean waiting area. The nurse was kind, clear and swift. All important with a smear test. We're very lucky to have her at the surgery.

Appt was on time and follow up appointment was made promptly

Very supportive staff

Ruth was marvellous absolutely a brilliant nurse

On time , quick , friendly and efficient.

It was fine but I think the handing out of statins has become far too common and like all drugs they have side effects. I am not saying I will never take them but would prefer an in depth conversation on other options to reduce cholesterol levels through diet, including plant stanols as a first option.

The consultation was thorough and explained well.

Claire the nurse was as lovely as always. I was seen on time, offered a chaperone and lots of advice. I can't fault the service 😊

Good service

I like the updated, quick check machine and the provision of hand sanitiser. The waiting room is large and airy, with plenty of seats. I didn't have to wait long for my name to be called to see the nurse, whom was bubbly, friendly, and professional.

The consultation was fine and answered my queries however it took a couple of weeks to actually get an appointment.

Very quick response to my online inquiry

Call consultation done on time and GP explained why he was calling.

Claire is always so friendly and reassuring .

Dr made time for me and explained everything

Kerry was very efficient, thorough and competent. She had a very good bedside manner.

Easy to get an appointment and Jen very thorough

Appointment booked within 30 mins of requesting it on patient consult. Appointment was for 11an. Seen and out by 11.08!

Digital sign in easy. Medical consultation very satisfactory Dr Bardwaj very pleasant, informative and competent. Receptionist very pleasant and helpful.

Friendly and thorough and gave me time

Easy to get an appointment. Staff are great

We saw Jen for the 3rd time re M's ear problem and she was treated with care and help. Jen is very professional and it is a pleasure to have her looking after M. Thank you.

The doctor was very professional

This was my first visit to Dr Bhardwaj. I was impressed by his knowledge and his manner. He knew which questions to ask, and I felt listened to.

It was on time friendly & sorted me out.

Easy to book appointment and efficient service. Dr Jollyman very pleasant and helpful.

Fast service

Everyone very helpful and the appointment was very easy to organise

The doctor was very friendly and gave very clear advice.

Friendly, clear explanations and helpful, thank you

Kerry (HCA) was v efficient and had a v nice bedside manner.

I received useful knowledge about preventative healthcare. This is the best I can do today to stop my medical issues becoming more serious.

Easy check in, seen on time and Dr Mistry was excellent

Dr. Mistry was amazing. me and my son had our 6 week check up and it was lovely to speak to someone who had some knowledge and understanding on down syndrome as my son it himself.

It was a follow up for blood test results and the Dr was very thorough and made a referral.

I have always had good listening Dr's at The Elms Practice

First appointment , receptionist was friendly and helpful. Met new doctor and felt understood and listened to. Felt reassured and more positive about way forward.

I am glad to get support I needed for my health condition and Dr understood and also requested for blood tests.

They are all very helpful and have doctors who will always listen and help. I've never had a bad experience at The Elms.

Dr Solomons was very helpful, very understanding, very kind and friendly. I wish she can work permanently at Elms Practice Harpenden

Prompt, authoritative and really helpful

I got to the specific doctor related to hormones . Hopefully it is the right treatment for now . Prescription send straight away to chemist .

The doctor was excellent and showed concern for my condition. She referred me to the L and D and I wa admitted and am still a patient here being given good care

I got to see a doctor the same day - Thank you

Very helpful and friendly at reception desk. Doctor helpful and thorough in meeting.

Dr Sibly thoroughly went through all recent diabetes and other tests.  
Discussed options with my daughter who was present ( medical practitioner)  
Many thanks for all your advice - Think your practice in all areas I have experience is great

Very friendly staff

On time, clear information given

Pain blood test and amiable HCA.

Dr Anzi was very patient, interested and professional. Her knowledge level of my situation was good.

Excellent service

Doctor very helpful and patient

Jen was efficient and good, but I would have preferred to be seen by a GP who had better understanding of my complex issues.

I felt listened to by the doctor and that he was making steps to take actions, that he made future appointments and referrals for me

Very pleasant nurse as have had her for years

Nurse Ruth was very efficient

The surgery dealt with my issue very promptly and offered me an appointment the same day. The GP was thorough and helpful.

When I contact the surgery - my notes are often not read. I am not listened to and as a struggling mother I feel totally let down and ignored while struggling with the health of my second baby and myself

As soon as I completed my form the surgery called me and arranged a dr's telephone appointment at 6.45 pm

The clinical people is so kind and nice to help the test.

Dr Azri was excellent with my son, age 10. She took the time to speak with him as well as me; she was very thorough, as well as kind and professional. She listened well, asked lots of good questions and was open to discussion the matter. I was very impressed and very happy with Dr Azri's attention and treatment of my son. I would note though that I nearly put just "good" rather than "very good" because the receptionist did make me feel like I was intruding on her day. Whilst she was polite, she just gave me the feeling like I was just not important and it was annoying that I was asking questions, but maybe she was just having a tough day. However, Dr Azri was excellent, so I have kept the rating at the highest for her.

Dr was very clear on the questions at hand and the next steps

My train was delayed by 5min and the practice was very accommodating. Didn't wait long and Doctor Jollyman friendly and helpful.

No waiting, the nurse quickly dealt with my problem, and I was back in my car within 15 minutes

Doctor was thorough and helpful. My appointment was for 2:30 and wasn't seen until 3:30 but I understood that this sometimes happens.

Excellent consultations. Clinicians listen well and are friendly.

The nurse I saw was excellent, kind and helpful. Unfortunately I just had to wait 30minutes for my appointment which was a shame

The doctor was patient and showed empathy.

I think everything is well organised

The Elms Surgery are always so efficient and helpful.

I am always looked after and feel cared for..

A very organised surgery and everyone is so helpful and friendly xx

Thank you for always caring x

Some slight degree of reservation in so far as I felt that Doctor could have spent a little more time talking to me about the condition.

Seen on time once again , Dr Loweth is a very nice doctor who I have a lot of trust in

I was treated with respect and professionalism by Ms Jen Mascarenhas

The physician associate was calm, patient and understanding. I was prescribed the medicine that I believe I need. Thank you.

Really helpful as always. Thank you for seeing us so speedily and for the consultation.

I was given a telephone appointment quickly having chased a previously sent electronic triage form. The doctor understood what I required and helped me with meds issuing a script directly to my pharmacy. Delighted with the people, care and fast response of the Elms.

Timely, efficient, clear and friendly experience

Very efficient

Very smooth and efficient

Long waiting time (over an hour)  
A rush appointment

The doctor was attentive and talk appropriately

Everything worked as it should

Because as always the doctor was running late, but made up for it during the consultation.

I was assessed in a good time and a diagnosis obtained

Nurse was lovely - very reassuring. Appointment on time, smoothly managed

Excellent and caring service from Nurse Clare, who explained all points in a way that was understandable.

Quick examination and further action required

Although my appointment was late, the doctor didn't rush my appointment for which I was grateful.

Sarah was so very astute, informative and caring

My appointment was on time. Dr Reese was great

Efficient online enquiry and prompt appt

Nothing wrong at all , the doctor I saw was very professional / helpful booked me follow up physio etc

Good service

Professional, prompt and authoritative

I had a short wait for my appointment. The GP I was very professional, helpful and pleasant and I was satisfied with her advice.

Promptly seen with an excellent diagnosis.

Not sure

The associate I saw listened intently to my situation but then referred me to MSK which can take months and for blood tests. I am not sure how blood tests can diagnose the possibility of a trapped nerve. Surely direct referral to a hospital for a scan would be preferable.

Firstly, the Elms booked me an appointment really quickly, which was great. Secondly, Claire, the nurse who I saw, was ABSOLUTELY FABULOUS - a really lovely lady, extremely thorough and knowledgeable and went above and beyond to provide an EXCEPTIONAL service. Claire is an asset to the Elms!

On time appointment and very helpful and pleasant doctor

Because I was seen on time, and the nurse Kerri did a good and quick job collecting the blood sample for glucose monitoring.

It was a phone conversation and the doctor took time to explain the reason for the call, to report on a recent blood test, and what I need to do now

I saw a very nice doctor. Don't know her name She arranged for me to be admitted to the L and D

I certainly needed treatment. I have been discharged but not better yet

Nice lady who helped me

All Staff were polite and helpful when you got to see them but when you call, they tell you to go on line and fill the triage form. They don't want to talk to you.

Excellent and professional staff. I had enough time to explore all issues and got swift referrals. Many thanks.

Very thorough, and informative

The only reason I didn't give very good was that the check-in screen wasn't working

Reception colleagues very helpful and polite

Good advice

Waited in reception for nearly half an hour.

Also, the dr was aware of why we were visiting but after looking at my son's miles, told us we were better off speaking to one of the other 2 drs who specialise in dermatology.

I suppose it was reassuring that she doesn't have any immediate concerns but would have made more sense if our initial appointment had been with one of the

practice experts! Just felt like a waste of time and now we have to wait until September for the other appointment

Happy with GP appointment

I would have given a V Good rating if I didn't need to spend additional time providing justification for my PSA test request.

Saw Dr Solomon on time, very efficiently dealt with by Elms Med practice

The Doctor I saw was very pleasant and thorough. She answered my questions and explained the probable causes of my injury. And the fact that she would seek advise from the dermatologist who is more of an expert in the area of my ailment.

Dr Solomon's was very patient and very thorough with my issues

I was seen on time, the nurse was friendly, helpful and courteous.

Was seen same day

Staff were friendly, appointment was more or less to time

Online services are excellent, doctor was helpful and friendly, waiting room clean and spacious

Swift service and Dr May was attentive, helpful and very warm in her approach.

Dr very helpful and professional

A good professional examination and was happy with the advice I was given

Nurse Kerry completed my diabetic review after dealing with an emergency at the surgery on 12/08/25. She was very professional as always. She is a great asset to the Elms Medical Practice.

All my questions are answered and information provided was clear and helpful. Thank you.

Doctor very helpful and understanding

The dr. Was very nice and she listened to me, she also put my mind at rest, gave me some exercises to do for my inner ear, also the receptionist I spoke to made the appt for me as I couldn't move my head without the room spinning, thankyou.

I submitted 2 e-consults that 'never got received' but when i phoned to query the lady on the reception was very helpful and helped me get an appointment for my son within the hour. the doctor i saw "Dr. Loweth" was very helpful and i found she listened to me and took my concerns seriously. she was very helpful in helping me to get my son on a medication that helps him and was very warm, welcoming and



friendly. she also quickly sorted a follow up appointment for the next day incase of any issues that needed chasing. what a lovely doctor.

Gave good clear advice

Appointment on time and a very good doctor

I cancelled my appointment

Online enquiry responded to swiftly and appointment made same day.

I got all the treatment I needed

Because I thought the diabetic review was carried out thoroughly and effectively

I came for a Prednisolone injection. Dr Smith does these periodically for me to treat RA flare ups. As always he does the injection extremely carefully and without any discomfort.

Although the appointment was late by some 15 minutes, however, the nurse conducted the procedure with great efficiency  
. equally and being a new patient to the Elms (used to be with Village Surgery) I phoned the technical advice which the nurse gave me infinitely better than anything I would've have received with my previous surgery

Seen on time and my issue was dealt with well.

Seen on time by a lovely nurse

Answered all questions

After requesting an appointment it was quickly arranged. A full medical review followed. Many thanks to The Elms medical team.

My treatment was fast and effective

The appointment happened on time, Ashling was very friendly & explained the procedure clearly

The consultation was very caring & thorough, but unfortunately, despite being an early morning appointment, we had to wait for 30mins beyond the scheduled appointment time

Very friendly and explained everything to me

Staff are efficient and friendly

Appointment given straight away

Excellent service and care

Always find the staff super friendly and supportive. Thank you for everything you do

Because you are all brilliant

My appointment was cancelled 10 mins before the allotted time, indeed I had just arrived in the car park about to go in to the surgery. Very poor however it was rearranged the following day which happened. Considering I normally have to leave work early in London to make the appt, this kind of cancellation notice is bad form but the first time it has happened.

Listening /advice good  
Referral for test  
Follow-up of concerns

On time, great service

I received an appointment via the online triage. Happy I was able to get the issue checked.

The nurse was pleasant and helpful

The PA provided detail information on my condition and how I should manage this

I was pleased to have an appointment made with a specific GP despite the wait. The online system works well for me - though people who do not feel confident with online forms would struggle

Ruth is always caring and knowledgeable

Attentive, excellent in trying to help according to me as the patient. Kindly listened to my concerns and acted accordingly. I'm impressed this far. Thank-you

Didn't get the help needed

Always a pleasure to visit. Thank you

Very efficient and painless

Lady's name was Sarah I found her very helpful and understanding considering she wasn't a GP. thank you.

Quite, quick, and easy to discuss problem

Went smoothly

This was the first meeting M had with Dr Solomones and she was very impressed with the care and understanding of Dr Solomones to her and gave her very good advice re her panic attacks. Thank you very much.

Sarah spent time understanding my problem and gave good advice. I felt I was treated with respect.

I had a telephone appointment with Dr Allam about medication. She explained everything clearly. I didn't feel rushed at all and felt I was also involved in the decision making regarding my medication.

Prompt and efficient appointment

Quick efficient and not too painful

Doctor was brilliant

As before, all round excellence

Seen on time and GP listened and clearly wanted to help me get the treatment I need.

Very friendly nurse and staff

Consistently professional and personable staff. Helpful problem resolution, advice and next steps addressed. Many thanks.

Was listened to and heard

I felt I had a thorough discussion with Doctor and progress on my concerns

Very efficient and friendly. Thank you

Helpful receptionist with booking appointment.

If I had been treated correctly when I first contacted the surgery on 17th July I would probably not have been there 15th August

Because Dr Smith is beyond good!

I was booked in with an assistant whom was unable to assist or guide me. It wasn't clear at the time of booking this was an unqualified medic

Quick efficient and friendly

Doctor was very thorough and clear. A very long wait but understandable. Surgery could not print sample label.

Check up made easy over phone blood pressure readings etc

Contacted me within a few hours, photos sent and medication sorted very quickly. A very quick fast turnaround, thank you

Quiet and clean waiting room and all the staff I met were polite.

In particular, Jo went out of her way to find out some extra information for me from Dr Smith after I had forgotten to ask him something important during my appointment and then phoned me the evening to put my mind at rest. So helpful. Thanks Jo

Receptionist very helpful and doctor excellent

Seen without delay, and my ear syringed quickly and successfully. Very pleasant, helpful and informative nurse

Generally a great service. Wait times for a nominated doctor can be a pain if you have to wait weeks to see them. Would be nice when doing a e request that doctor in their reply checked your notes more thoroughly when replying this help reduce follow up telephone appointments and face to face visits to clarify the messages sent.

Very quick, efficient and friendly.

Dr Jollyman was great - very informative and helpful

The nurse was very good at her job .made me feel at ease

Very professional well managed practice.Good doctors & helpful staff. I feel the waiting area is starting to look tired and would benefit from redecoration

Personal experience

I came to discuss the issues with my leg which I have done previously only to be told to "lose weight." This time, I felt listened to and came away with referrals and what feels like a way forward. Thank you Dr Smith.

Very quick to get back to me and put my mind at rest.

Quick and efficient in responding and seen by very nice GP

Very professional

I feel I'm not really getting anywhere . I've been having gut issues for over a year now , and no closer to getting can't answers .Appointments feel rushed , and I don't feel listened to . Feel like I'm going in circles . It's taken a year to see a gastroenterologist

Lovely doctor and was able to talk situation through with her. Many thanks

Was seen promptly and didn't feel rushed

Because you gave me an appointment on the same day. Saw a trainee, very thorough and also a qualified GP who sent me to A and E.

Easy check in for appointment. Dr Kanthi was very thorough in her assessment and advise.

Easy to book, good appointment, very good service

After submitting a request for an appointment, The Elms very quickly contacted me to understand the nature of my medical needs.

Doctor was very thorough

I was concerned about recent PSA results and Dr Smith explained the figures and arranged further tests.

Good, friendly service

Nurse very good with A - understanding and quick. Efficient and no waiting around.

Friendly welcome from the nurse who explained the procedure well

Very professional and caring

The timeliness of the appointment was excellent. The care of the nurse and doctor was also excellent. Thank you.

The doctor was very professional and empathetic and listened to all my concerns. I left there feeling both heard and reassured

All my questions were answered

I'm pleased to be sent for an X-ray but on reflection, the dr could have spent a bit more time examining my foot.

Very welcoming and professional

The practice initiated the appointment to check on me rather than just prescribing. Options were presented in the appointment and reassurance was offered. Other health screening was flagged.

An action plan was made.

The receptionist was helpful when booking an appointment.

All my queries were answered

I didn't get a call that was scheduled and took time off work to be available.

I was worried about my baby I submitted my form and they called me straight away giving me appointment one hour after. The paediatrician was lovely and I felt listened. Thank you!

Saw Dr Smith. Nice man, and helpful with my concern about PSA blood test.

The doctor was very comprehensive in her analysis and got everything covered quickly and sympathetically.

Clare was absolutely lovely and very professional.

Clare Mealey was absolutely brilliant and made me feel so relaxed and supported for my recent appointment. A credit to the service!

Felt supported and listened to

Prompt reply to my message, professional helpful consultant.  
Thanks

Really helpful

I submitted the online form which allows you to provide lots of details about the issue, and received a face-to-face appointment the same day to suit me. Saw a PA who was very helpful

The doctor was lovely very helpful and kind

All worries answered successfully

Had a quick appointment given to me for which I was grateful. Dr. Impey was thorough and comprehensive in her questions and examination- not rushed.

I received appointments promptly and dealt with professionally by the GP. Received a referral, which I was told was an emergency referral, took 2 days for the referral to be sent. When it was it lacked relevant information meaning it could not be used. Still awaiting the referral note 4 days since.

I found the visit a "neutral" experience

Felt my concerns were addressed

I was very pleased with the experience. The staff were extremely kind and made me feel comfortable throughout the process. I really appreciate the care and professionalism.

I was seen bang on time and the nurse was lovely.

Urgent problem sorted in minutes. No fuss.

I was given an appointment the same day I sent in an econsult with a cancer worry. The Physician Associate I saw was excellent. Very thorough, reassuring and knowledgeable.

Prompt response to online form with appointment. Excellent GP appointment - was thorough, not rushed and kind

Helpful receptionist

Copy of referral received very quickly

Quick blood test appointment at Red House made for me

Great service - thank you!

Pretty much on time with the appt. Good consultation with the gp

I am comfortable seeing Dr May and with her advice. I will request to see her when future appointments require. Thank you.

Nurse was knowledgeable, friendly and efficient. Helpful discussion, lots of useful information and pain-free vaccinations 😊👍

Reception staff and doctor Allam were amazing as always

Receptionist very friendly and efficient, Dr Allam efficient and pleasant as always, got an appointment without too much trouble ( albeit 3 weeks ahead).

Had to wait half an hour after appointment time to be seen but Dr apologised so no worries.

Very quick response to my online query and a same day appointment. The nurse couldn't have been more lovely, and made my young daughter feel completely at ease. Everything was explained very clearly and a next stage appointment was booked during the appointment. Thank you for the excellent service.

I was well looked after by the Dr. And was very well examined

Hassle free appointment, lovely nurse and successful treatment

Effective friendly helpful service

Excellent nurse with superb technique

Always have given my wife and I excellent service

Efficient well informed good service

I did not need an appointment as my notes said I'd already had a shingles booster but no one suggested that I need not book. I had a wasted journey but the nurse I saw was very apologetic.

Very helpful answer all my questions brilliant

Friendly and fun. Even if I did get a jab

Dr Allam is always very helpful, patient and knowledgeable

The nurse explained what she was going to do to remove wax from my ear. She explained the procedure and the risks involved. The procedure was carried out quickly and efficiently with no pain or discomfort. The nurse said should I have any problems just return to the surgery

Dr Impey's a great doctor

Very helpful and informative, friendly and efficient.

The service from this surgery is excellent. Using the website you get same day consultations or solutions to your problem. I cannot fault you as a practice. Staff are so friendly on the phone and behind the desk. On Tuesday I sent a picture of a problem. Reply came back with an appt the next day at St Albans City. They referred me to Watford the next day where I had a procedure. Phone the surgery for bandage changes and you gave me appt the very next day and for the next 2 weeks. I would highly recommend your surgery to anyone looking in Harpenden.

Efficient booking system, appointment within 24 hours of request, appointment on time and the nurse was very friendly and helpful. Thank you!

Quick and efficiently dealt with my triage info.

Fast response

Dr Allam listened to me carefully. Pleasant and reassuring. Not rushed.

All resolved

Sorted efficiently and quickly!

Appointment made easily on line and Dr Allam was lovely, as always, and reassuring about my concerns.

I was seen on time by the nurse and after removing my dressing everything was fine and I was able to go home

The doctor was very professional and helpful



Nurse was welcoming and instantly put me at ease and made me feel very comfortable during the appointment.

Dr Solomons was very attentive, she patiently listened to me and reassured me then assessed the problem...I was quite anxious on arrival and left feeling alot better

As always the doctors are great

Dealt with very quickly and efficiently; and follow-ups scheduled to coincide with an existing appointment (for flu jab).

Generally very good however a couple of times , I felt rushed, not listened too and one doctor did not bother to take a sample having told her that I get UTI infections all the time , lucky the receptionist got me in and medication given,

Over 15 minute wait for appointment. No apology of any kind, even just a civil 'sorry I'm running late'. Manners go a long way

Prompt and on time, clear advice from Doctor.

Not better because I am unlikely to see this doctor again and I really need to for continuity of advice and understanding

Dr Kolamala was very kind and understanding about my health concerns

Nurse Ruth was very professional and helpful. She explained what was happening and helped find some information regarding my recent surgery as the hospital had not explained recovery to me

Friendly, thorough and actually questioning whether or not I have asthma.

As always very efficient and helpful

Ruth always makes time for you. Doesn't rush you through and looks at you as she's talking to you. So annoying when being spoken to but not looked at. She always explains things well and easy to understand.

Dr Impey always treats any of my problems so very well

Ease of making appointment. Very friendly and pleasant nurse.

Have no problems with the surgery

Excellent annual asthma review

Covered all aspects and clear plan going forward

Very professional....friendly and reassuring

Good advice given Thank you

Quick. No complications. Accurate records

Appointment was helpful. Had to wait over a week for the appointment and only got that one because I couldn't do the first appointment slot I was offered - had I taken that one it would have been nearly a month before I was seen.

From entrance at reception to exiting from my appointment all efficient and friendly. Dr Worked thro various issues which with the help of my daughter, a health professional I was able to understand.

Great doctor today - thorough, knowledgeable and didn't feel rushed at all. Great manner to put patients at ease

As always - so far - my appointments with dr. Impey were thorough as I would have expected from a genuine General Medical Practitioner . Thank you

Appointment booking handled very efficiently. Very helpful consultation with Dr Smith.

Quick empathetic effective excellent

Prompt appointment for blood test. Done by nurse

Easy to book. Timely start of my appointment. Pleasant environment.

Highly professional, yet very caring medical professionals. I never felt rushed during my appointment, and all details of my condition, medications, and other options of treatment were discussed. I couldn't be happier with the care your GP practise provides.

Helpful

I got to see the dr I wanted ,she & the junior dr were friendly & helpful.

Had time to explain and to move forward to hopefully find the problem

The secretary was helpful even when I was stuck in traffic (accident on m25 and m1 closed!). The doctor was accommodating and took my concerns seriously. She requested follow up tests quickly to further asses the situation. All in all - I could not have asked for more!

Visited nurse for vaccinations to visit Thailand. We were seen on time and the nurse explained the vaccinations required and gave us those required.

Excellent and friendly people

🌟🌟🌟🌟🌟 as always

Always the best service

The PA was very considerate and understanding. She made me feel really comfortable

Prompt response to submitting form & appointment booked within a reasonable time thereafter

Doctor was kind and considerate and listened well.

Very efficient and friendly nurse. Good explanation about our travel vaccinations

Good service

The appointment was easy to make, it was at a convenient time and I didn't have to wait. Nurse Ruth Mayo was excellent and explained all about the inoculation.

Fitted my husband in for appointment before holiday and Dr Smith was very helpful and patient. Couldn't ask for more. Thank you

Dr May listened to all my concerns carefully and was supportive and helpful.

Good service getting an appointment.

All staff very helpful nothing too much trouble

Dr May went to a great deal of effort to try to track down why I have been feeling so unwell. Also saw me very quickly when I asked for help

GP requested a consultant referral, just to make sure, which is what I wanted, as left undiagnosed it could be serious in the medium term.

Quality of professionalism and care by the nurse was excellent. The only reason I put good instead of very good was there was a bit of a wait.

If I was to rate the online triage system I would have put very poor. I have no issue with this type of system. But the fact there is no obvious appropriate option to choose for routine nurse appointments rather than doctor appointments where you have something wrong was frustrating. Also only being able to choose from 2 possible appointment times is incredibly frustrating. It simply doesn't fit with many people's commitments.

Very quick appointment after submitting the form and lovely communication from the receptionist. Doctor was kind and listened to my concerns, providing great advice. It has all been acted upon swiftly and taken seriously for which I'm so grateful.

I was called quickly after I made my request to see a GP. Dr May sorted out my problem, gave me some good advice and confidence

The service you aim to give is excellent. I cannot fault the system the staff and Drs and nurses I have seen. Everyone is polite and tries to help to the best of their ability. Cannot fault this surgery

Explanation and understanding of my knee problem and given exercises to help and referral for further physio.

The doctor was thorough and has referred me back to the dermatologist.

Really helpful

Quick communication and service

Had to wait a week before I was seen and in that time my condition worsened. I was also promised a referral letter, which I haven't received yet. But I have to say Dina was lovely

This feedback is for Kerry who did an ECG. As always it was a pleasure to see Kerry. She is always very professional, kind and kept M informed to what she is doing. We were sorry to hear she is leaving The Elms, she will be very missed. We are so pleased we got to know her.

This feedback is for the visit we had to see Dr Smithers re panic attacks. This was the first time we had met Dr Smithers and were very impressed with the professional care and explanation she gav.. Dr Smithers suggested an ECG and blood tests which have been organised.

Dr H Smithers was attentive & compassionate.

The nurse is very professional

Mum had very bad large ulcers in both cheeks made worse by the previous treatment and she was sent home with a text to seek treatment from the pharmacy for Oral gel and was told there was not much that can be done. I took her to the dentist the next day and she has now been referred for an urgent review for potential mouth cancer. I am not sure how the severity was assessed given the different responses.

I always find the receptionists, very helpful and understanding .....with my enquiries and they always look up requests thoroughly ....The Triage System seems to work well and follow up requests...appointments with doctors seem easier and less time to wait in the waiting area .....having professional opinions from the Physio's and Nurses , before a doctor is easier ...then referral to the doctor if needs be .....

The person I saw for my health check listened really well.

I had a very thorough conversation with the nurse. Efficient and professional.

Very quick appointment and good practical advice.

I had to wait about 15 minutes to see the doctor but when seen was given a thorough examination and sent for urgent blood tests. I was feeling pretty miserable and left the surgery feeling a bit better.

Quick to be seen, friendly, and informative.

I asked question on line and feel that it didnt warrent a face to face at 7AM! And could have been resolved online

Super nice treatment, amazing service

The nurse was very informative and got the doctor to check her diagnosis very quickly. I had the prescription sent to the pharmacy and picked it up very soon after my appointment finished

My appointment was on time, the nurse who helped me was super lovely, made me feel really comfortable and everyone lv spoken to at the surgery has been extremely considerate, supportive and lovely regardless of how minor the issue I'm coming in for is.

Great experience

I was seen promptly for my health check and found it helpful.

I had a telephone appt following my request for a repeat prescription. The Dr called me in the evening and took time to consider my problem. I have been referred to St Albans for a scan, but to date I'm still waiting for the appt from St Albans hospital.

The health check is v good for someone who only sees a Dr in an emergency. A f2f meeting with the HCA is a welcome opportunity to discuss general health matters and get advice.

F2f is an essential element, difficult to get now and so beneficial.

Didn't have to wait for my appointment

Dr May is fantastic. She always listens, gives valuable advice and support. She is a fantastic GP and I am very grateful to her. Many Thanks!

Efficient staff and everything was explained in detail