

## **FRIENDS & FAMILY TEST RESULTS**

**November 2025**

**Number completed: 406**

**94.6 % 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: 335**

**Likely: 49**

**Neither likely nor unlikely: 8**

**Unlikely: 10**

**Extremely unlikely: 1**

**Don't know: 2**

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

I was seen on time and the nurse was Very efficient and helpful

GP listened and talked through a plan.

I felt the consultation was professional, comprehensive and answered all my questions.

Was seen by the gp on time and was given good advise that reassured me

Appointment was on time. Dr May was very friendly & thorough

Easy to get an appointment and felt listened to and heard during appointment

Dr Smithers was extremely helpful and really listened to my problem. I felt cared for and confident that I would be looked after going forwards.

Jen has been very patient and helpful.

I was asked to contact make appointment and Doctor did not know why I was there.

I was only in for an injection, but a nice chatty girl which made the whole thing very pleasant

Doctors and personals are very professional and always display a duty of care  
Long may it continue 🙏

The nurse gave me a vaccination which was quick and painless. She was very pleasant too

Extremely thorough questions about the problem

Didn't solve my problem and the prescription order on line takes too long for a GP to approve it .

Easy to get an appointment and felt listened to and heard during appointment

Dr Smithers was extremely helpful and really listened to my problem. I felt cared for and confident that I would be looked after going forwards.

Prompt contact, efficient service and very pleasant and friendly.

Prompt appointment following CT scan results, and thorough review of my condition and options.

Seen on time & my issue was resolved.

The student I saw was very good and will make an excellent doctor. She listened, examined and offered suggestions. The only drawback was the time it all took as we had to twiddle our thumbs whilst waiting for a qualified GP to agree what we discussed. This meant she couldn't see her next patient (and my appointment had already been half an hour late) and I spent an hour at the Elms for an outcome which could realistically been achieved by a chat on the phone or an exchange of emails (for a paper trail/back up). I don't think this is the best use of anyone's time. Perhaps students could ask the patient to return to the waiting room, or another consultation room to await the GP's agreement and there could be a system by which the next gp to finish a consultation could just pop in, tell the student they're available and then both could quickly visit the waiting patient to ratify the course of action agreed (or offer an alternative suggestion).

Always such a good service can't fault the practice

Check-in easy, taken within 5 minutes of scheduled appointment, nurse seen was very pleasant & helpful.

I was contacted by lunchtime after my online form was submitted re request for an appointment

Reasonable service but impersonal at reception

Professional service. Very good outcome,

Very prompt response, charming physician and detailed observations with drugs to support. To be seen so quickly after a request is exceptional service.  
Thank you one and all

Dr Rees was extremely helpful, kind and understanding yesterday. She gave reassurance to our concerns, explained everything clearly and addressed all the issues we had in a professional manner. Thank you.

I was in and out for my Pap smear in less than ten minutes. Appointment was on time. Nurse Aisling was very reassuring, kind and put me at ease. Thank you

I needed to have a conversation with someone about my condition. The system does not allow for text conversation and I still have questions.

well can't say. much because it was first appointment in future we will see  
Thanks

Very short wait in waiting room. Nurse was very efficient.

I was seen on time and Ruth done a good job on my ears

Highly engaged and competent student doctor and went straight into my appointment on arrival.

Friendly and helpful

I used your Web site link. It's easy to use. I had time to collect my thoughts, and present them as I wished. Your response was timely. The outcome clear and that I understood and was happy with. What more could I want.

I was seen a week after making the appointment and then referred to the eye clinic as urgent and seen within 24 hours. Two comments  
Given the urgency I was referred when the gp wasn't exactly sure of the issue suggest any patient mentioning eyes should be given an appointment with the gp more quickly

Further and this is a national policy point. It would make sense for a gp surgery to have at least one piece of more sophisticated eye equipment. I have just returned from I and d and I had the smallest foreign body right in the top corner. It feels like a waste of a hospital appointment maybe. But I cannot fault the care when I see the gp or the hospital staff

Jen was very helpful, listened to my concerns and gave me some suggestions and a prescription, with the advice to come back if no change in symptoms.

My concerns about my state of health were thoroughly addressed. I left feeling reassured and various blood tests were arranged.

I had lots of questions, and the facility does not allow me to engage in a text conversation. I don't feel like I was given enough information about my situation.

Nurse was excellent

Dr Kanthi is amazing ... very thorough and professional yet friendly.

Dr Kanthi was extremely helpful & thorough

The nurse that saw my child yesterday was just wonderful. She was so caring and reassuring. She took her time and didn't rush him at all during that appointment. She was just amazing!

We were a tad late being seen, but the treatment was excellent.

Seen on time. Doctors was great.

Quick response

Very prompt response when booking appointment and as usual, very good appointment with Dr Impey who always makes me feel listened to and at ease.

Very prompt and efficient service

I originally submitted a request in September and received only a cursory follow up. I chased in November and had a face to face consultation. I was promised a response on my issue shortly after the consultation. It's over 24 hours and no response. Disappointing

The nurse, whom I've seen before, is absolutely lovely. She is kind, relates to me, genuine, considerate and always strives to make appointments friendly and pleasant. Wow. I'm always happy when I open the door and see her.

Online request answered quick and obtained an appointment in 2 days.

I presented a mole on my thigh and Doctor Loweth gave me a full examination to see if there was anything sinister, all negative, which was reassuring.

On time and excellent manner of all staff seen

Very friendly reception staff. I have been able to book an appointment easily when needed. I'm a new patient and the process was very easy and efficient to join the practice.

Dr Kanthi listened to me and gave great advice

My visit was dealt with politely and friendly. I felt very at ease with the consultation.

Dr Solomons was very welcoming and clear on diagnosis required.

The student working with Dr Lowth last Wednesday was extremely kind helpful and informative.

Dr Lowth was super supportive and understood symptoms completely and gave me constructive advice and treatment to follow

Slightly late being seen, but informative consultation.

Perfect appointment

Thorough and pro-active

My urgent medical complaint was dealt with immediately with real Care. The doctor was so thorough, caring empathetic and I couldn't have imagined a better care.

Efficient, understanding and reassuring

Dr May was very thorough and I really appreciate her continuing to examine every Avenue to try to discover what is wrong with me

I reported a situation on the NHS app and received an appointment in good time

The nurse was very helpful and knowledgeable.

Professional and courteous

The medical professional I saw was very thorough and very helpful

Prompt and very caring - lady on reception was so helpful the nurse was very good and even somebody helped follow-up me getting my prescription. Was very well looked after.

After filling out and submitting the appointment form, I have received a call from the Elms Medical Practice within an hour, to arrange an appointment for my son. The appointment on the day was on time, and the doctor was professional and amicable during the consultation, and made my son and me feel at ease.

The person I saw was very through and now we have a plan of action

I felt listened to, and my concerns were addressed

Lovely GP and happy with the advise and checks

The doctor I saw was very informative

First of all I got an appointment the same day. Dina was Very clear and quickly worked out the diagnosis and treatment.

Seen on time. Very thorough tests had been done and results were explained in a clear and understandable way.

The lady that helped me was super helpful. She really listened to me, asked great questions and was very friendly.

Would have been very good but was over 30 mins late.

Very considerate GP. I like his manners.

Prompt appointment time

I felt the doctor I saw, Dr Kanthi , was very understanding and supportive . The receptionist also notice my distress, was kind and went out of her way to get an earlier appointment and rang immediately to let me know .

Excellent attention from Dr Impey, who took a lot of time to try to resolve my problem and found another important issue which needed attention.

Appointment with a Dr and a cervical smear with the nurse - both were compassionate and helpful. Listened and helped. As always, excellent experience at The Elms

I was pleased with the consultation

Pleasant environment-really liked the soothing music. Was seen at the appointment time. Nurse was very personable and competent and organised-was done and out in minutes. Was pleased to know that she would text me to remind me of follow-up appointment.

The examination was very thorough

I was seen on time and dealt with very efficiently.

I'm extremely happy with the service my family and I receive from The Elms. Thank you

Always manage to get an appointment fairly quickly and staff always very pleasant

Saw a Nurse Practitioner who then had to ask Duty Doctor for advice

Quick response to online queries and the usual good service and kind care by Dr Impey at consultation

I can get appointments, and when i see a doctor I feel listened to.

Appointment on time, GP explained everything very well, did not feel rushed

I was able to get an appointment at a time that worked for our family, the doctor was very helpful and had a lovely manner.

Able to get an appointment same day

The Dr was very understanding and very thorough.

Dr Smith is always very kind and listens and is supportive. The situation we have cannot be helped by the Elms due to Herts policy but Dr Smith listened and I know he will help with what he is able to. I really appreciate him and his manner. Thanks

The Dr I saw was very thorough helpful and friendly

Answered all my questions clearly

Lovely staff who arranged an appointment for me. They also phoned to rearrange due to traffic problems. I was treated courteously at all times.

The practitioner I saw was thorough and very knowledgeable. I did not feel rushed and was given all the help I required.

Very efficient great to get an evening appointment and was seen on time

Timely, efficient. Felt confident in the diagnosis

The GP Dr May was very good

The response was prompt and I received my medication quickly

Clear communication. Helpful information and the doctor was thorough and showed genuine concern to help.

Problem quickly diagnosed an explained.

Dr Wannu had a very pleasant manner, was very efficient and thorough. Very helpful

Excellent service straight to the point all very clear to me great thanks

I was impressed with the consultation with Jen

Sensible advice

Efficient and prompt service

Appointment was on time

Friendly helpful advice and professional treatment

Fast and efficient

Easy communication, excellent service

Appointment was on time

Friendly helpful advice and professional treatment

Fast and efficient

Easy communication, excellent service

My nurse Clare was brilliant. She handled my cervical screening with such care and compassion understanding that it isn't a comfortable process to have completed. She made me feel at complete ease and spoke me through what was happening when. She then completed some blood tests on me, which I started to feel unwell through (which hasn't happened to me for years!!) she acted quickly and got support to help me lay down and some water. Her ability to remain calm and composed made me feel better. Thank you!! And sorry to cause a scene (mortified!!)

Nurse Ruth was thorough and appointment was quick from initial request

Antibiotics were needed to treat a foot infection and a prescription was sent to the pharmacy. The wound on my foot was dressed.

I received a same day appoint and the doctor? dealt with my query

My appointment was quite late (supposed to be 14:45, I went in maybe around 15:20), but once I was in there she listened and I got exactly what I went in for. Including a referral, which came through quickly afterwards.

Sara was friendly and knowledgeable and very good with my child - thank you Sara

The Dr was extremely helpful, and helped with multiple issues despite the appointment only being for an individual issue.

Doctor and medical student who listened and seemed concerned about helping get to the bottom of whatever is wrong with me

Dr Impey is a fabulous doctor, she treats patients with empathy and gives them time to explain and understand their ailments.

Although my appointment was at 8.30, I was called in until 8.50. The doctor was fine.



Excellent visit - I am immunocompromised and Nurse Clare was very careful to minimise risk - and did a superbly pain free vaccination. The appointment was also early. Brilliant thanks!

The doctor was very attentive and listened to my problems

Prompt and professional

Dr Bhardwaj was thorough in his examination of my rotator cuff injury and helped me feel much more at ease (despite the increase in pain I have been experiencing) with his knowledge and advice.

My appointment also did not feel rushed and like I was to be got rid of as quickly as possible.

Pleased to receive an ultrasound referral as exercises from physio seem to have really made the pain considerably worse and more constant in comparison to before I started doing them which has created a lot of anxiety not knowing exactly what is going on.

Very thorough, knowledgeable and diligent meeting

Quick and efficient

Sara listened to me and gave clear explanations of her comments and suggestions. I came away feeling more positive and cheerful. In fact my throat and voice feel a bit better.

Given clear advice regarding recent blood test results

The doctor was very caring and listened to my problems. He helped me to understand what was going on and offered various solutions.

Easy to make a quick appointment. Saw me on time. Understood exactly what I need to do

Short wait and very personable nurse

Doctor excellent but waiting 25 mins to be seen with no WiFi so can't work

Helpful and friendly and called on time and efficient service

Appointment on time, in and out quickly. Dr Rebecca May very easy to speak to and put me totally at ease

Appointment was on time , efficient and nurse Ruth was courteous and professional

My appointment started about 25 mins late but once it did, Nurse Mayo was great

The Doctor, the Staff very nice, kind people, took seriously my concerns and made me feel comfortable. Also, the appointment was given in a very short time,

The doctor was good and efficient with medication. Time waiting for the appointment was appalling.

I felt heard. The GP was detailed and thorough and seemed to care about me as an individual

Lovely doctors

The Phisiciam associate was very professional, friendly and helpful. Made my daughter feel comfortable.

Nurse Clare is the best 😊

I didn't feel listened to by the dr . She didn't talk to me about options at all or explain why she thought what she was prescribing was the best option. When I asked questions about alternative options, I felt like she was irritated with me for doing so - she said that people get different treatment when they go privately and that this is what the nhs offered, which was fine (I wasn't asking anything about private options) but she hadn't explained to me why I was being offered what I was. I was asking about HRT and I didn't understand why I wasn't being offered a gel (which is what many people I know are given), and she seemed annoyed with me for questioning this and me not automatically knowing the answer.

I then asked about how I should take the medicine (she said that it was a patch that I would change) and she told me the packet would explain.

I'm feeling generally pretty dreadful and she didn't care. She didn't talk to me about any of the risks of what she was prescribing.

It's worth saying that this was a really different experience to the previous doctor I'd seen who was lovely, listened to me and sent me for blood tests - saying that it sounded like HRT was a likely solution but that I should have blood tests to rule anything out first and that we could discuss the HRT options after those results.

Very relaxing waiting room experience. Dr Smith immediately acted on my additional health query with additional questions and tests. very reassuring.

Everything was fine

Nurse provided me with all the information needed and more. Professional yet friendly.

I checked in and literally went in straight away. Dr Smith was very knowledgeable and understanding of my condition and I felt very supported.

I like being able to send details about the problem online and hearing back the same day with what to do/where to go/a referral and on this occasion had an appointment.

My consultation was very thorough dealing with the two areas of concern I wanted to discuss.

I have every confidence in the advice given.

Also the receptionist was very helpful in organising a vaccination appointment.

I didn't have to wait long. And Dr. Impey is an amazing doctor. So thoughtful and engaging.

Impossible not to like Dr. Impey. Front Desk also very helpful.

Associate Physician Dr Jen was very thorough and persistent and arranged an immediate referral to L&D hospital for further investigation.

Hope this was also a useful experience for herself

I was offered an appointment convenient for me, great service and lovely doctor.

Nurse Clare Mealey was outstanding

Dr Impey was very attentive for which I give her many thanks.

Dina was friendly and knowledgeable and very good with my child. Thank you so much for checking her over.

My last series of appts was picked up when I requested a repeat prescription. I had a call in the evening from a doctor. Followed up by a scan in St Albans on Weds. A call from the surgery on the same day as the results of my scan with an appt arranged on the Friday. The dr I saw on the Friday was most helpful. Listened to my concerns, advised, changed my prescription which was ready for collection within a few hours and has arranged for a follow up hospital appt. The Elms waiting room is always clean and tidy with lovely relaxing music played and a tv screen with lots of very useful information. Thank you

Appointment almost to time. Doctor listened to my concerns and acted upon them

Very fast, efficient, professional service

Always an excellent service at The Elms

Great to see Dr May today shes good as are other team members

I was able to book an appointment simply, was seen within a few days, GP was very thorough and had time for me.

My appointment was on time. Quick, efficient and caring. Excellent

Quick appt given. Personable PA.

Very quick and helpful response

Very good chat with Dr Solomon's , and pain relief prescribed

The Practice Nurse was very effective. She asked for advice from another Doctor and advised on position about a funnel

Dr was very thorough and very helpful kind and approachable x

Very easy to make a appt, Doctor was articulate, and understanding of my on going pain situation.

Jen was so caring and understanding. She listened an understood my issue, keeping me informed as she worked through my treatment. Thank you.

I barely had to wait any time before I was called for my appointment. My consultation was unhurried. I felt listened to and that my concern was taken seriously. The doctor's communication style was clear, friendly, and helpful. I felt completely satisfied with my visit.

We got a same day appointment, the dr was excellent in helping both myself and my daughter and in helping book a follow up session and getting blood tests done.

Dr Smith was very helpful and saw me pretty much on time. He did not rush my appointment

The appointment time (18:45 ) was actually quite convenient.

Was able to park easily.

Appointment nearly on time

DR Smith was open and approachable

The issues I wanted to discuss were dealt with in a way I liked

I had a check up and felt comfortable I could ask any health concerns.

Dr Kanthi was excellent

Dr. E Sibly was incredibly kind and helpful during my visit. She understood my concerns right away and explained everything clearly and thoroughly.

Dr may was not expecting to do my smear - she listened to my issues and did it for me anyway.

The staff are willing to help and this GP is polite and has a good listening ear/bedside manner.

The GP's try their best. Some conditions are very hard to diagnose. This GP has a good bedside manner and listening ear.

Good bedside manner

Very good listener

Answered the questions that were asked

The staff always make it a pleasurable experience.

I always get a smile from whoever I am seeing and everything is explained to me .

Excellent service as always

Staff always helpful and good experience

I got a quick appointment and at the appointment they were very helpful and thorough in their assessment.

Nurses were both very accommodating to me, thank you

Filled in my form for triage, which initially worried me, but a reply within hours and then a telephone call to set up an apt. Apt at 1pm with Jen, who listened, was kind and thorough. Sadly the antibiotics made me sick, so today I completed another form and received a couple of texts from Dr Impey. New antibiotics sorted. Pleased with the service received, felt personal, considered and timely. Thanks.

I had to take 2 attempts at the online form, having no response from the first one. I registered at the desk on arrival and nearly missed seeing someone because she didn't know I was there. A long wait for her and me.

Appointment was prompt, nurse was caring and kind and explained the procedure

The appointment was some 17 minutes late.

The nurse was clearly very knowledgeable in checking information regarding my vaccination suitability.

Vaccination delivered easily.

Next appointment made at reception in a polite and friendly manner.

Prompt and efficient

Very efficient and prompt regarding appt request and change of prescription request

Although it wasn't a face to face appointment due to last minute reasons, the doctor was very helpful and it was a successful over the phone appointment.

I had an appointment within few hours of asking about a problem . The nurse was very nice to me and was in and out in minutes.

Ruth was very thorough and put my mind at ease, I was pleased with the extra layer of care for my hand and useful information.

My first shingles jab. Claire was extremely thorough, explained everything fully. She is very professional and a lovely Lady. Thank you to all the great team at The Elms.

Felt listened to and heard

Getting an appointment in person (with Dina) rather than just a call - or a just a prescription like a previous time without being physically examined

Wasn't expecting an appointment so soon. Excellent service

The nurse who administered my shingles jab was very pleasant and gave me a clear explanation of any side effects I may experience.

She was also understanding and helpful when I enquired about the possibility of my husband having his flu /Covid jab at home because of his mobility problems. In fact she came into the practice carpark to administer the jabs for him and said she had updated his notes for future jabs so that he could have a home visit! 🌟 🌟 Gold stars for her!!

Dr Kanthi was understanding and sympathetic to my concerns about continuing my weight loss program

Nurse O'Connor was extremely helpful and answered all my queries!

Easy to book an appointment, easy to check in, lovely staff who are very friendly and supportive

I came in to see Nurse Ruth with a skin problem on my left leg. She treated it, ordered some things from Manor Pharmacy and made an appointment for next week, so the condition should now be under control.

Dr Loweth is very kind, caring and really listens.

Nurse Claire was lovely and explained everything

All very efficient and felt cared for

Was given an appointment at a convenient time. Was seen almost on time and happy with the consultation.

Excellent and very efficient but also most kind and friendly.

Lovely nurse, super efficient. Thanks

Quick and efficient

Nurse was the best I'd seen really down to earth

Did not feel rushed and was able to discuss my problem carefully and was treated with great care Thank you

Dr. Loweth was thorough in her initial investigation and made me feel at ease.

Dr. Impey gave me very realistic information and was kind and friendly

I'm currently struggling to understand why I am feeling so exhausted. This visit gave me the chance to discuss various options and was very helpful

Nurse aisling was attentive, kind and informative.  
Thankyou

Very good prompt phone treatment.

All persons dealt with were polite and professional

Dr had to go home but I was still offered the option of a telephone appointment

I was seen on the same day as I submitted my health problem by the wonderful Dr Impey. Thank you.

The service I received from the GP was wonderful but my appointment was 45 minutes late. It was supposed to be at 10am but a 45min wait had already built up. Maybe longer appointment times are needed if that is the case?

Efficient way to reorder prescriptions

Professional service

The doctor and the pharmacist both allowed me the time to explain many of the ailments I have and arranged treatments

Friendly and efficient

Prompt appointment and comprehensive review

I was given an appointment on the day I emailed you. Very good.

I had to wait 40mins for the doctor to be free, not so good.

Dr Wannu was very thorough in her examination. Very good.

Blood Tests requested, a delay of 3-4 weeks, would have hopefully it earlier but I know from experience to expect to wait for an appointment at the Red House.

Quick and professional service thanks

Was given necessary time to discuss condition and options.

Very useful information

1) Very helpful receptionist ( in spite of receiving stress from other patients being unreasonable!) 2) Dr Smithers had clearly read up on me before I was called into the room, which really helped make the conversation about my results clear, relevant and productive. Thank you.

helpful but they were running a bit late

The appointment may have helped to explain why I have had horrid pains in my buttocks for so long. It was helpful to discuss abdominal pain.

Staff are always polite kind and helpful

Professional and approachable. Clare was charming and kind

Nurse Clare was reassuring and made you feel comfortable and the ear syringe carried out very well

Doctors good but appointments always start late

Prompt attention and nice staff

Always very efficient and good communication.

Excellent treatment and care.

Excellent treatment and advice from the nurse

Receptionist was very friendly and dr Kanthi was great!

Friendly and patient especially when my child got upset

Quick response to my e-con and GP follow up.

The lady I saw was knowledgeable, kind and reviewed everything thoroughly and came up with a solution. A worthwhile visit. Thank you.

Knowledgeable Nurse on time

Doctor gave me time and went through my test results in detail. Felt like Doctor cared about me and my concerns.

Very friendly Doctor who took time explain my medical issues.

Waiting room very clean.

Very efficient checking in.

I am happy with the overall protocol of surgery personnel.

Prompt polite & professional



Dr Smithers is an excellent GP.

The nurse and the receptionist were very helpful and had a good pleasant attitude

I have received care and advice on how to deal with my back pain problem.

Although you usually have to wait up to 2 weeks to get an appointment, when you do get to see the Doctors they are very helpful & sympathetic with your symptoms etc

Unfortunately in my case I suffer from RLS & I feel that most medical professionals don't understand what torture it is & how badly it affects a sufferer's sleep quality. Most nights I'm lucky if I get 3/4 hours !!

The GP I saw gave me lots of time to talk through my various concerns and was extremely helpful.

I was treated with respect, information was given to me for me to understand. My questions were answered

Nurse Clare was polite, helpful and very professional

I would rate excellent as my problem which was was dealt with immediately by Dr Smith at 6.15 pm and his secretary( cant remember her name sue?)

Dr Impey always very helpful and staff helpful to

Because , I was attended to on time without any delay and the Doctor did there work very well.

Friday morning sent a message via website. Within half an hour received a phone call offering me an appointment at 12.45. Dr May was thorough, kind and courteous and is referring me to the breast care clinic.

Appointment was on time, nurse was very friendly

Never have a problem with the Elms. Lovely staff

Never seem to have any problems and always get help when I need it.

DR.BARGWAR was very helpful & Put my mind at rest

Had a good review with the doctor and for a first time meeting with him felt both heard and supported.

Always very kind - gentle and professional

Efficient and timely

I received advice with regard to a red rash/mark on my leg but still did not receive a reply as to why the practice nurse had made a mistake in treating me and which had resulted in the mark which now appears permanent

Good patient care and blood test was smooth

Julian was very helpful in answering my questions.

The appointment was made fairly quickly and I felt that I was properly listened to and that the proposed actions were appropriate

All the staff are always very helpful.

Not had an answer yet

Sarah, researched my notes well given my complex medical history

I hate having smears but it was quick and painless and the nurse was lovely

Prompt response to my request for an appointment. Very helpful nurse practitioner

Quick and friendly.

i cannot thank Dr Rees or Nurse O Connor for the support they gave me and my son yesterday when he was in respiratory distress. they acted swiftly and professionally and helped arrange the extra care for my son. they also kept checking in on us whilst trying to manage other patients whilst we were waiting for the ambulance to arrive. we are all extremely grateful for the outstanding care we received. thankyou so much.

Lovely kind doctor

Quick appt with physio booked

It took two nurses to be able to find my cervix

Doctor had looked at my medical history before I went in, asked relevant question and sent me away reassured. His manner was friendly and I felt he had listened and understood my concerns.

Ash is very affectionate and caring.

Doctor recommended I see another doctor (who is not available) and get a coil fitted (extremely long lead time). I'm at my wits end with menopause and feel like no progress at all.

Very professional. Approachable and thorough

Responded to my request promptly and Nurse Ruth was very efficient even discovering a perforated ear drum, confirmed by Dr. Sibley.

Always there with help and advice to sort out our medical problems.

easy check in. short waiting time

I saw nurse Ruth. She was both friendly and efficient and VERY helpful.

On time, efficient, friendly

Dr B is the best of the lot. I fell sick just before consultation started and he patiently allowed me to get control of myself before the session commenced. It was a wonderful experience to be seen and heard.

The receptionist was very helpful and Ash is really lovely, never even felt the injection.

My need for pneumococcal jab was flagged when having flu vaccination and an appointment was quickly available

Wonderful Dr F. Very kind and helpful.

Non patronising receptionist and very efficient nurse.

Seen on time and follow up appointment booked by the ECG operative

Very efficient. Prompt service.

I was seen and my problem was dealt with. I now need feedback as to test results and referrals.

Thank you so much for your help. Your student doctor explanation of my bloods was excellent. It was helpful having it explained and I walked out of the consultant room feeling positive it made me think about my lifestyle focus on looking after my cholesterol.

Great advice and v friendly

The appointment was 40 minutes late which rarely happens at the Elms.

The receptionist listened to my request and acted on it straightaway and Dr May responded really quickly fitting me in for an appointment the next morning and was her usual lovely self.

Lovely receptionist and nurse

I was seen on time. Nurse was very informative and professional. Thank you for your support

The person I met was very friendly, caring and informative

Very friendly and sympathetic nurse, not rushed through at all.

For a very good quick response

I got an appt very quickly. The student doctor seemed very thorough and was very pleasant and the senior doctor was on hand.

I felt listened to by the doctor and she was empathetic. She provided me with an outcome that I've been hoping for for a long time. Thank you

Absolutely excellent service. The transition between my old practice and this practice was super easy. I was seen to by Nurse Ash & I can't praise her enough. I have had medical issues for the 1.5 years & when I raised these with her after my appointment I had a follow up appointment booked within 30 minutes after my appointment had finished. Cannot fault the surgery.

Very nice medical student who seemed v well informed. Although I would like a referral letter as wish to go down orthopaedic route to see someone rather than take medication.

The PA was knowledgeable and clear about next steps

Saw nurse. Very pleasant

I am so incredibly sorry for missing the appointment

Nurse was very caring

Fast appointment, not waiting much longer over appointment time. friendly and polite

Dr Kanthi was well informed on what is a complex health record when I arrived. She gave good advice, was effective, helpful and friendly - listened to me well and built a good rapport.

I was able to get an appointment in good time and the doctor was very helpful. Afterwards I spoke to the receptionist on my way out about a different issue and she was also very helpful. I always recommend the Elms, I have only ever had good experiences

Jen, the physician assistant was very welcoming, sympathetic and efficient. She prescribed the meds she thought I needed and suggested I book an appointment with the 1st contact physio which I have done.

She dealt with my problem well.

Just amazing

The Associate practitioner that I saw was excellent

This was due to Sister O' Conner along. She was amazing. A true asset to The Elms

Dr Dina was kind, thorough and I felt she really listened and cared. I was able to get an appointment fast and put some worries at ease.

Very kind and put things into action quickly. Very grateful.

Appointment went well with Dr. Though I was not happy with Admin team that it was a single appointment given instead of double appointment as I had requested initially, as I had another concern to be discussed for which I have now to wait.

Thorough and helpful

Always ready to help

Very helpful and was given a thorough examination

On time and very helpful

Appointment on time.

Nurse Clare very friendly and helpful

All my questions were answered and we reached a good conclusion

Good information provided and I was happy that I could always go back if further discussion was needed .

My appointment came through very quickly. The student doctor who saw me was very thorough and pleasant and the senior doctor came in at the end

Saw me at time agreed and listened to my problem.

Manage to get me an emergency appointment,

My appointment was on time

Dr Hannah Smithers was AMAZING, reassuring, had empathy, extremely helpful and kind. Very grateful to have a surgery who is supportive. Thank you

When I need to see a GP face to face at short notice the e-consult facilitates this very effectively. The treatment and manner in which my consultation takes place is very professional whilst being kind and thoughtful. The treatment is invariably top class. I feel listened to and involved in my treatment plan.

Whilst not related to this visit a special thank you to the prescription service staff who do a wonderful job behind the scenes, for which I am very grateful for.

Friendly and helpful care with a great sense of humour!!

As always I was treated with kindness and courtesy. My query was answered and I await the result.

On time for vaccination. Could park.

Two recent appointments re. Ear wax and Diabetes 2 checkup. Both nurses very proficient and informative with helpful advice. Many thanks.