

FRIENDS & FAMILY TEST RESULTS

January 2026

Number completed: 486

96.5 % of our patients would recommend our GP Practice. We really appreciate your feedback and strive to continue improving our services.

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

Extremely Likely: 406

Likely: 63

Neither likely nor unlikely: 9

Unlikely: 4

Extremely unlikely: 2

Don't know: 1

Comments made by patients:

Convenient and helpful and friendly.

Efficient and helpful

They always try to deal with requests or concerns very quickly

Dr May was extremely kind but firm that I must address my emotional eating. I am very grateful for the care and interest she gave me. Her encouragement has made me focus on changing my next blood test results

GP efficient and professional, appointment made with ease.

Easy to book in, seen on time, treated very well

Nurse Jo went above and beyond for my Mother - such a lovely lady.

It was a routine visit, professionally dealt with

I would have rated the overall service very good if the appointment had been made for me without me having to ask for it as it was to discuss test results and how to proceed.

Good efficient service

I'm always impressed by the efficiency of The Elms and a very informative consultation with Dr Smith

Very prompt service and warm greeting and explanation of the process.
Excellent organisation and assistance at every element of the procedure.
Please thank the nurse.

Quick response to appointment request and nice doctor who had read my online form ahead of appt and took time during appt.

The nurse was very friendly and helpful. The smear was taken gently.

Fast response to my request for help. Helpful and kind GP. Efficient service thank you

Convenient scheduling, friendly and efficient nurse. Confident.

Medication review appointment made via e consult very efficient.

Completed form. Speedy reply and apt. Saw Dr Loweth who listened was thorough and explained well. She booked another apt for me the next day to check in. Felt listened to and cared for. Thanks

I had an appointment with Dr Franzmann and Dr R Patel. Both the doctors patiently listened to my issues and took right medical approach to rule out any issues and guided with right medication and tests. Both these doctors are asset to Elms Medical Practice.

Prompt response

I was seen by an experienced doctor who took all the time needed to help with my bad cough

It was helpful to be aware of diverticulitis. However, information about was unsuccessful on my phone. I am pleased that my prostate will be checked out.

Staff always helpful, friendly and efficient

The Nurse was excellent friendly and efficient. No waiting the appointment was on time

Good attention, thorough check up and recommendations. Thank you

Nurse was excellent

Friendly and helpful with clear advice on how best to manage my asthma.

All my questions were answered and all my concerns were helped with . Thanks

Very caring and helpful

I got an appointment with the nurse on the same day as I sent the request

The surgery staff were pleasant, friendly and professional. The examination was thorough

Although I had a short wait before seeing the doctor. When I was in front of Dr Smith I felt my condition was fully addressed and understood. He gave me feel confident the medication would solve my issues and he arranged a follow up appointment.

The receptionist was brilliant and showed great empathy to my needs. Dr Allan was absolutely fantastic and thorough.

Very good service with the Doctors and they are helping me through my panic attacks

Lovely nurse. Kind and helpful

Reassuring and knowledgeable. Thank you

Cos I was well attended to by the doctor and the reception

Service offered was professional and prompt

Was so lovely to see the doctor

It would have been very good save that I waited for over twenty minutes after my appointment time

Because I was lucky enough to get an appointment for the same day, the receptionist helped with the online bit and I got the antibiotics I needed!

Very friendly and helpful and quick service

Helpful receptionist. Pleasant waiting area. Seen on time (actually, slightly early). Friendly nurse. Dealt with quickly.

Prompt - appointment made for same day and little wait in the surgery.

Careful - the doctor was very thorough in asking about the history and then in examination.

Practical - sensible discussion of the options and recommendations for treatment.

Just a good service

Very helpful and knowledgeable Physician. Thank you.

Very quickly seen and lovely staff

Friendly and efficient – thank you

Jo and Dr Allam were both easy to talk to and approachable

Got into my appointment early and the nurse was super nice

Pleased with my care.

I've never had a problem at the surgery. I'm grateful to be a patient with the elms .

I was not expecting this visit but from it the doctor has arranged bloods, physio and a further consultation with Dr Sibby so it was very productive. Thank you

I saw the doctor in the morning and she referred me to be reviewed by the ENT team at Watford. When I got home, I was called by Watford General and invited for an appointment that same day.

Because Dr Loweth is a brilliant doctor

I missed the initial call and phoned to request a later one but doctor was unable to call back - very grateful for update text in the evening apologising.

Prompt appointment. Lovely foot check. Very personable nurse. Great!

Everyone was so helpful and Dr May was excellent with her advice , very thorough and listened closely to my issues.

The doctors have helped me out so much, which is really good

I saw someone I hadn't met before. She put me at my ease before an intimate examination.

I'm always welcomed, friendly nurses and drs, I'm going through a bad time at the moment and they listened to me

Very quick to get an appt and treated promptly

Excellent reactivity of the staff – admin and GP's. Thank you all!

Excellent service as ever. Dr Impey is great and the reception staff and triage process excellent.

This is an old response

As usual, no problem booking in. Took a seat and a minute later was called in to see the nurse. And as always Ruth was very professional and all was well.

Nurse Clare saw me on time gave me a cheerful greeting on a grey morning. Explained the procedure clearly. Excellent service

I've always had pleasant experiences at this GP

Very informative

Very friendly nurse

Very helpful

On time and very helpful

Dr Impey always listens well and her advice is much valued

I got a reply back almost by return and an appointment as needed. Everybody seems very helpful.

Quick response to my request for a visit

Always had an appointment on request ,always been very helpful and overall great service .

Very quick appointment and referral thank you

Both health professionals I saw were excellent. And the person on reception very quick thinking and proactive

My appointment was 45 minutes late (which i don't mind at all - completely understand this happens) However, I am no closer to a resolution to the problem than I was prior to seeing a GP.

Very attentive nurse

Dr Impey is an excellent GP, very thorough and professional. She called me in to discuss my blood test results and I left the surgery with a plan.

All staff so helpful, all things explained, just a great, caring surgery.

Pleasant and efficient staff and seen on time. Also easy to book appointments through receptionist.

Nurse was very helpful

Professional attention with clear explanation giving appropriate time

All were helpful

My first visit and everyone was very helpful and friendly

My appointment time was punctual. Dr Patel was kind and attentive. I didn't feel pressed to be out of the room in 5 minutes!

Aisling always pleasant and professional

The Physician Associate was understanding and explained the plan going forward in detail.

Had to wait 50 minutes then got prescribed a cream that is discontinued by the brand

Easy to book, on time and efficient and friendly

Really prompt response, plus accommodating when I couldn't make first appointment offered - am always really grateful for the brilliant service you provide

Asked for appointment in surgery. Went home got appointment soon after. Went to surgery appointment on time.

Dr Amit looked at my leg ankle and hip problem and is making me an appointment for an x ray at St Albans

Discussed prescriptions. Asked if I could take other non prescriptive tablets to relieve leg joint pain said yes but would do little good.

Just to carry on taking pain killers as necessary. Reception good and efficient as well

It's standard

It was a telephone call

Friendly nurse, who I've seen before with my elderly parents. Quickly and efficiently cleared the ear wax from my blocked ear.

Lovely caring GP that listened and advised. Thank you

Called promptly, clear explanation of what we would do and what happens next, straightforward procedures, calming environment.

Friendly, professional, listened, gave appropriate advice

The service was quick and they are friendly

Nice doctors

Efficient kind doctor

Beginning to really appreciate and understand the new system and use of the nhs app.

Seamless registration on entry and short waiting time.

Dr Vidhiya was very knowledgeable and approachable. As a GP, who specialises in Diabetes, I was impressed with her assessment and holistic overview of my health. Very happy with my visit with Dr.Vidhiya

Every service rendered was rendered with kindness and professionalism.

Dr Allam was great. She showed great care and compassion, and it is clear she is trying to get to the bottom of my diagnosis. Medical secretaries also very quick and helpful with regards to booking appointments and referral letters.

It was quick, friendly experience. And I found it easy to book my appointment.

Always kind and helpful

I was very pleased

Excellent nurse, friendly, thorough and efficient

I felt the doctor listened and spent time trying to understand the problem

Very helpful and supportive GP

The nurse was very gentle and kind. Also I didn't have to wait long. Thanks

Nurse was excellent

Efficient friendly nurse, good at taking blood samples and giving vaccines.

Timely and appropriate response to my request. Very good communication by the doctor who contacted me, including a clear plan about what to expect. Kind and respectful. Thank you.

Kunmi spent time to discuss my medical issues

I am always treated with a helpful and polite attitude. All the receptionists are very helpful. Especially Mandy who has gone out of the call of duty to help me out

Attentive professional first class response. Consideration of my position.

Excellent service

Dr was professional and kind. Timings good, no problems

Nurse Jo was friendly and efficient with my diabetic check up

We requested an asthma review for our child. Her symptoms are exercise induced. We saw a practitioner who needed help from another colleague to use the asthma machine and it was done while our child was resting and not exercising. She needs a proper review as her symptoms are very scary and distressing for her.

Punctual and efficient

On time and friendly practitioner

Very professional – Patient-focussed friendly and reassuring

The associate partner was thorough and helpful

Sending me a request for feedback on Christmas Day is a bit much

Feel really looked after by the surgery

I felt that Nurse Jo really was interested in helping me. She listened carefully to my explanation of what had happened to me over the past year.

Changed appointment for to closer one. Dr clear instructions. Very helpful

Got a good referral but had 30'seconds with the doctor to discuss the results and she could give me no further information other than what was said on the form and just said I needed to be referred on to a specialist. Not her job I suppose but pretty much pointless and took months to get to that point.

Heard nothing since about the next referral we requested.

Appointment to time and thorough examination

Easy to book very efficient

Appointments on time and efficient nurses

Available systematic helpful courteous kind punctual expertise

Dr Franzmann was extremely knowledgeable and so kind. She understands autistic children and that is so helpful. She really put my child's best interests first. I really appreciated her manner with me

Person I saw listened to my concerns and offered satisfactory advice.

Very pleased practice fitted me in for this appointment to discuss side effects of a medication. Dr Loweth was very helpful.

Mrs Jen Mascarenhas was very polite, caring and respected my opinion. She is a very good listener with excellent communication skills.

Seen promptly, taken seriously, great advice - kind and compassionate

Doctor very helpful

Dr Smithers didn't rush the appointment, and took time to listen and discuss the issue

I went with my husband to see Nurse Aishling to discuss vaccinations and health care for an upcoming holiday. Aishling was very welcoming and friendly and was well prepared with the information we needed.

The nurse was very friendly and reassuring, the best smear experience I have ever had

I thought the follow up appointment was thorough, explained everything patiently.

Appt was in a shorter timeframe and consultation was helpful. GP sorted all issues efficiently. A follow up appt was also arranged by surgery very quickly.

We got an appointment with our preferred GP. She was very helpful

The doctor went the extra mile and really helped.

My concern was completely dealt with from initial electronic message to Surgery at 15.45 to getting appt at 17.45 to getting antibiotics from Pharmacy at 18.15. Superb service.

Dr. Souza was thorough, exact precise and truly excellent.

Able to see a "skin" Dr same day appointment. Dr very knowledgeable and reassured my daughter

Longer wait but kind and compassionate dr. Khanti is always there for you

Booked me in quickly, lovely nurses doing the vaccines

Amazing care for my 14yo daughter from Dr Kanthi. Extremely caring, understanding and professional. Just what we needed!

I was able to see a doctor I have known for some time which made the appointment quicker, easier and less stressful.

Waiting times are good and phone calls from doctor mean not having to travel

Quick efficient. Nurse was very helpful and explained exactly what she was doing. Like her a lot

Dr Loweth is a really good doctor and I feel comfortable and have trust in her diagnosis. She also listens to what you have to say and deals with it in a professional manner. The practice is also organised and waiting times are short

A satisfactory meeting

Sara was very professional, and has advised me to have a breast screen, I have made an appointment to have that done thank you

PA was excellent - thorough and efficient and listened to patient history and concerns. Thank you so much for looking after my child

In my all these 3 and half years it's the first time I came across Dr Sara and another lady who was a skin specialist who really took care of the patient and were kind not only verbally but with their actions.

I felt so proud of these 2 ladies. I can't thank them enough
I have no words which would give justice but Thank you so much to both of them and they will always be in our prayers and sweet memory list .

I had a follow up appointment with Dr Kanthi. She was excellent as always. She always takes time to discuss any concerns thoroughly. Please pass on my thanks to her.

Dr Smith has always understood and given great advice and treatment

Friendly, polite, informative and efficient

A query came back on my blood results & I was seen by a GP within a couple of days.

The physician associate was very thorough asking me about my current health issues.

I saw Dina today and she was very thorough and answered all the questions I asked .
Thank you

You asked

Nurse friendly, gave very good advice and went straight in.no waiting.

Didn't have to wait long. Nurse was very friendly

I was seen on time and efficiently

Seen on time etc

Seen on the same day, in fact offered an appointment within 2 hrs! Fingers crossed the results come through quickly...

I was seen on time and given good advice from the doctor. Very efficiently run.

Nurse Clare gave clear travel information prior to inoculations.

Nurse Aisling is fantastic both with parent and child. She is an asset to the surgery.

Clare the Practice Nurse as well as Aisling have been very caring and helpful

I didn't have to wait too long and the nurse was so lovely, she made the process very relaxed and positive!

My son had his 12 month immunisation jabs and only one nurse was there to administer them, which meant my son had to be jabbed three times. I felt that there should have been two nurses there to make this experience a little less traumatic for the babies. Saying this, the nurse we had was absolutely fantastic and was great with my son so I have nothing but good things to say about her.

Because the doctor was reluctant to give me the injection and suggested I go to the Spire Hospital to see a specialist. I quite understand why he didn't feel confident about giving me the injection.

The nurse was a dream. She kind, sweet and gentle. I have seen her before and she is lovely.

From start to finish the experience was excellent. Reception staff were kind and efficient on the phone (I spoke to 2 people) the GP was fantastic. She was understanding, thorough and not hurried. She shared lots of helpful information and was a pleasure to speak to and very reassuring. I was going to email feedback as I was so impressed with everyone so I'm pleased to have had this form to share. Thank you everyone

Nurse Ruth carried out my smear test very efficiently and gently. Thank you

As always 100% care and professionalism I received with the procedure. Many thanks.

The doctor always listens and helps

Dr Smith listened and took time to discuss

Very helpful and very understanding

Without requesting it, I was given the opportunity by the practice to see a doctor to discuss ongoing medication. It was reassuring to have the conversation.

Nice friendly manner. Helpful suggestions

Dr rees was thorough and explained everything to me

On time and helpful

Prompt and helpful

No delays, professional services

The nurse was very patient, kind and caring

Although a little bit of a wait always fantastic service and reassurance with any dr I see

An informative consultation, very relaxing and reassuring

They gave me an appointment quickly and the doctor I saw was very helpful and understanding

Extremely quick response from online form & appointment within 2 hours of submitting form! Superbly gentle & calm doctor to ease both my daughter and my nerves given the potential serious issue. Thank you!

Very welcoming and informative

Dr. Impey & I had a long chat, laugh and compared notes! A jolly appointment. No problem getting the appointment and all on time.

Dr Impey is amazing, a lovely doctor

Was expecting to see a doctor, not an assistant

Efficient, caring vaccination

Organisation of the appointment was very efficient. The appointment itself with Dr Bhardwaj was also very good - I felt he was approachable and investigated my symptoms well. He explained his conclusions and was reassuring.

Able to change my appointment over the phone as held up

As always very professional and helpful. Thank you

Clare PN was very pleasant and informative

I was seen promptly by Dr. Bhardwaj after putting in an on-line request. Dr. Bhardwaj asked all pertinent questions and thoroughly reviewed my eye concerns. My requested referral has been put through. Thank you very much.

Quick and reliable service

Nice doctors. Listened and discussed options.

I missed the initial call from the practice, but they sent a message with an appointment time. This time suited me so I was able to confirm the appointment straightaway. On the day I was also seen by the doctor on time.

Dr Sibley was very kind and understanding and allowed to speak frankly and explicitly about the problem without judgement

Prompt appointment and friendly doctor

Had a positive experience with the triage, quick and clear on whether I meet with a gp or not. I also had a good discussion with the gp re steps to do to help with the migraines now.

Appointment was on time and Nurse Ruth was helpful.

I am always treated with kindness and respect. From reception to being seen by a GP. I saw Dr May on this occasion and she is always very helpful.

Doctor May sorted my problems

Excellent advice given

Reassuring appointment with Dr Impey

Did not have to wait too long. doctor very helpful

Feel I am being listened to and well looked after

Always excellent

The GP was friendly and was very thorough

Quick appointment and very nice doctor

Appointment was on time. Jo was professional but friendly and is particularly good at putting patients at their ease.

Was a good service. I would have liked not having to wait a week for appointment.

I find Using the NHS app frustrating as it is not at all intuitive or easy to navigate.

Nice, quick assessment of my condition needing antibiotics

I found the Doctor was very helpful and considers several forms of treatment Which I consider very helpful, all in all a good experience .

The online form is a good way of getting timely response in an efficient way. Thank you, I think Elms is a very good practice with wonderful doctors and staff.

The appointment was on time and everyone was very friendly and efficient

Easy to check in appointment

Seen within 5 mins of appointment time

Type 2 diabetes review done well

Blood test unable to be done due to lack of body fluid. Doing at Red house

Checked with reception after on progress with xray appointment asked for by Dr Miah

Told in progress

Many thanks

Very timely appointment. The Doctor was very informative and reassuring in her recommendation

Prompt response to my online form completion.

Doctors v thorough, supportive and happy with the outcome.

The medical practitioner Jan (with whom I had my consultation) was first class in her approach and probing questions.

Very looked after and feel at ease during my appointment

The response to my enquiry was prompt. And I got to see a medical professional about my problem on the same day.

Had to wait over 30 mins. Nurse was unable to take blood.

Had an appointment on 23rd Dec by phone which did not happen. I stayed by my phone for an hour. Wd have been helpful if I had been informed it was cancelled. Appointment yesterday was ok

Appointment confirmed my use of inhalers. Peak flows checked. I was concerned regarding my chest after a bad cold and cough. Fortunately the stethoscope showed my chest clear. It was quite an enjoyable consultation.

Nurse was great

No waiting, professional nurse

Staff were friendly and helpful, my scan was undertaken on time and the nurse was very reassuring.

Quick appointment and friendly service

Attended to my request, contacted me very quickly and I received an appointment same day.

They gave me the emergency appointment same day

Request for an appointment requiring
Answered very quickly

The doctor was polite

Appointment was excellent and on time so no issues. Nurse Claire was warm and I felt very comfortable with her.

It is a shame that there is such a disconnect from the admin staff - the fully automated admin processes feel very impersonal which is a shame given healthcare is so very personal. It is a shame that the hospital and doctors systems also are connected so you get slightly different advice from each.

I like this new system, it works well for me. Waiting room isn't crowded, which is more pleasant. Receptionists are very helpful.

Doctor Hannah was great, didn't rush me, listened and explained things.
Very helpful 🙌

Just quick and efficient

Polite and helpful in surgery reception. Clean and tidy. Dr Smith was very helpful and didn't feel rushed. Was able to talk through what I was experiencing and identify a plan. Thank you

Friendly efficient service. Also asked me if I was well - interested in the whole person

The follow up appointment was scheduled quickly

Easy check in, very friendly and informative staff, didn't feel rushed

Very kind and good

Staff were lovely and friendly 😊

On time and effective appointments providing a logical pathway for further consultations if necessary

Excellent patient centred kind care

Dr Loweth was very good listened to me examined me and explained my conditions and options for treatment

Nurse Clare was exceptionally kind, patient, friendly and polite in her manner as in sharp contrast to the previous day nursing examination!

If only anyone could be as well mannered , professional and friendly as nurse Clare
Thank you 🙌

The women giving the 8 week vaccination were very personable. Really appreciated that.

However, the elms seems to be a dead spot when it comes to WiFi, data and network. I can't access anything while in the waiting room which really isn't ideal.

On time and very kind and useful information.

Friendly, professional nursing team. Appointment times are on schedule. Easy to book appointment

Very welcoming and helpful

Dr Loweth was efficient and kind

Dr was good

I Was seen earlier and dealt with nurse Claire very quickly and efficiently. Very pleased with the outcome.

Within approximately 20 mins from my online consult, I was offered an almost Immediate, face to face appointment with Dr Loweth. On arrival at the The Elms, I could park easily and make use of the simple check in process. Whilst waiting, I also had reason to talk to the receptionist, who was helpful and friendly. I didn't wait too long to be seen. Dr Loweth was friendly, professional, and extremely thorough. I felt listened to and understood, well cared for, and in safe hands.

Not too long ago wait. Dr Smithers very easy to be with—

Was late to call but very good and explained everything to me

Prompt replies to on-line consultations and very good clinicians.

Quick appointment GP very understanding and thorough with clear follow up plan

Nurse Ruth was her usual helpful, knowledgeable and pragmatic self. Excellent all round help and, particularly, advice

The nurse I saw was extremely kind and helpful. She listened to my worries and was sympathetic and reassuring.

I didn't have to wait long, nurse on time and very efficient. Thank you

Felt very well listened to and cared for and happy with subsequent actions. Thank you

Dr Smith has been 100% with me, my family and friends for must be 25 years - it is paramount that patients have a regular Doctor, especially when, like myself, I have a very complex medical history, mistakes have been made by other Doctors in the prescribing of medication especially.

Seen on time, the nurse was friendly and very efficient.

We have seen this doctor many times and think she is great. She is so kind and remembers us, I like her.

Easy to book an appointment, I saw the nurse on time for my annual diabetic check

Plenty of time given to investigate symptoms and put forward for further tests.

The appointment was prompt and Jo was both cheerful and proficient

Seen quickly, Jo was delightful and efficient

Prompt, efficient but still caring

Appointment was spot on time and I was in and out (pneumonia vaccination) super quick, but didn't feel rushed or that I couldn't have asked questions if I had needed to.

Appointment on time, in fact a little early. Efficient and cheerful nurse.

Always helpful and polite

I saw Dr Kanthi who very carefully checked my recent blood tests and foot check and pronounced all ok. Asked me to have an up to date ECG and another blood due to an iron deficiency. Allowed plenty of time and answered all my questions.

It worked quickly enough. However this request would not have been necessary had the previous prescription request been dispensed as requested. Failure to do this meant double work all round for no benefit.

The doctor was very polite and nice and understanding

Professional, personable and reassuring as ever

The nurse I saw was excellent. A very thorough diabetic foot check. Her general attitude was very encouraging.

Aisling explained everything clearly, was helpful and friendly

Timely appointment and great care

Efficient staff and helpful. Consultation not rushed. Empathetic doctor

Thorough doctors and excellent support staff

Used NHS app, got call and appt quickly. Doctor was very thorough. Thank you

Dr Impey put my mind at rest, was extremely helpful and went above and beyond with her advice.

Dr listened was very helpful

Dr May is always so approachable, helpful and thorough. Thank you!

The clinic is a lot of quicker in their response with the online booking service, and time in the waiting room is significantly shorter than previous years. And more importantly, the GPs and nurses are lovely!

Really good interaction with the student doctor and feel she did all the right things- consulted the GP when unsure. I would have liked to have been seen sooner as had worrying week.

Seen on time and given plenty of time to discuss medical problems

The nurse did a shingles jab

As always, excellent staff and practitioners.

I got a prompt response to my e-consult request and got an appointment the same day.

Dr Patel was empathetic and courteous- the advice was sound and would recommend her.

Receptionist very helpful. Sorted out PSA blood test.

Doctor was thorough and helpful and very nice

The doctor paid attention to what I was explaining and did thorough examination

The nurse answered all my questions and gave me good advice.

Dr Patel listen carefully to my health issues regarding my arthritis and fibromyalgia and acted very professional and very quickly

My doctor fully understood my condition and was supportive

The Nurse that I saw had a really lovely warm manner, she took time to explain everything up me regarding my smear test and was very calm and reassuring and double checked information with the doctor when I raised a query. She was really very helpful, kind and attentive.

Was supportive and understanding

I was very well looked after, and the doctor was excellent. She found out my problem straight away.

Easy to book in a date with online system and friendly practitioner feeling me with confidence. Aishlinn was professional, knowledgeable and efficient.

I had 3 blood tests but Dr Smith only wanted to talk about 1

Very prompt and professional

I receive a good level of service

Everything went to plan. The doctor was lovely

They diagnosed my hyperthyroidism from a blood test and got me seen at the L&D hospital for assessment & medication all with a 24 hr period

Every time I attend the surgery the receptionist is always polite and helpful. The Nurse Jo was very helpful and explained everything clearly and even booked my blood test for me.

Everything went perfect

Listen to me and answered all my problems

The student doctor was very thorough in his questioning and the GP also took time to gain a full understanding. Advice for treatment was given

Very thorough. Nurse was very friendly. And lots of good advice. Thank you.

All questions answered, follow up appts arranged, didn't feel rushed,

Doctor Loweth was pleasant and efficient. She generates confidence.

I saw Dr Loweth who was very friendly and attentive to my complaint. I never felt hurried during my appointment, and Dr Loweth made an appointment for me to be seen again in 2 weeks time in order to monitor my symptoms.

I am unsure, my views will change anything regarding the importance of having up to date knowledge on HRT, given out to women by the Elms Medical Practice

I accidentally missed my appointment. The GP was very helpful - she messaged me to arrange a telephone consultation within an hour.

Quick and easy

Getting to see the Dr was a bit convoluted. First the on line form to which I attached a photo, then another questionnaire. Needed a phone call as well but then got an appointment and Dr was very good helpful

Very prompt and professional

The GP I saw was v knowledgeable and able to diagnose what I had wrong with me v quickly from an examination and description of symptoms.

The student Doctor had a lovely manner but didn't diagnose my problem. In fact he said that it wasn't ligaments. The Doctor came in and within 2 minutes of manipulating my knee identified a sprained MCL.

Dr effectively reviewed and revised my current medications

My daughter saw a Professional and kind Doctor.

I like the present triage system. I always get a response appropriate to my need at the time. The care I receive is given with kindness.

I got an appointment quickly and my concerns were addressed.

It was a short and sweet appointment

Jacob (Cambridge med student) was fabulous. Very thorough and patient. Dr Loweth too. Wonderful attention - thank you so much!

The doctor was very friendly and attentive. She is a true expert in her field. She listened carefully and explained clearly and comprehensively everything we needed to do to help our child while awaiting test results and treatment.

Appointment was on time . The student Dr.and the full time Dr were very thorough in dealing with my health issues and some letters that needed attention.
Thanking you all for your support and help over many years.

Nurse was very polite and comforting

The nurse was kind and made me feel very comfortable. They also gave me additional advice about another issue I was having so they did go above and beyond in making my experience great.

Always fabulous doctors – caring and thorough

Felt confident with the student Doctor who was very confident but still confirmed with the resident doctor

Easy online appointment doctor very helpful 5 star 🌟

Dr put my mind at rest so I felt much better

I felt I was listened to and given advice.

Dr Kanthi is an outstanding doctor, I always leave in a great place after I have seen her.

Seen on time, the doctor was very professional as all doctors at The Elms

Seen ASAP after triage

The doctor gave me focused time, listened attentively and was very supportive and clear in seeking a diagnosis. A warm, friendly and professional experience.

I asked to see a GP Had an appointment Tuesday , explained what was wrong , she listened and was very thorough., had blood and urine tests yesterday and got a referral to MSK and have an appointment for tomorrow .

Appt was in a short time frame and consultation was efficient and helpful

Dr smith was very understanding and helpful.

Polite, efficient and helpful

I just cannot send pictures which resulted in not having a appointment as they could not attend me without photographic evidence

Claire was so caring. I came over poorly and was sick. She was patience and very reassuring.. Took her time not to hurt me having dressings removed from wound after knee op. Very lovely gentle caring nurse. Cannot praise her enough

Clare the nurse very attentive Dr also gave me good feedback

Short wait. Helpful understanding Doctor.

Appointment was on time. Nurse I saw was very friendly and professional.

Very attentive and helpful GP. Explain things in necessary detail. Safety aware and efficient. My prescription was in the pharmacy immediately. Kindness was very noticable characteristics of the GP as well. Thank you.

Dr Smith was very thorough went through everything in detail and was polite and professional.

Dr May listened to me and was very helpful along with the two Cambridge students in attendance.

Easy to book appointment. Plenty of reminders received. Nurse very friendly during appointment, put me at ease and explained everything clearly.

Give help and advise quickly

Always polite helpful and professional response

Their quick response and always go above and beyond

Prompt and professional- very smooth experience

I was, as usual, very satisfied by the care I received and have answered this already I believe.

Dr Kanthi was very empathetic and took time to listen holistically to my women's health issues. She came up with a plan of action with me to try to improve things. I really appreciated her time and kindness.

All the staf were patient with me

Quick appointymnt, fast action to sort out the problem

I didn't feel rushed, the GP listened to me and arranged more urgent tests

Seen on time. Doctor had seen my notes . We agreed what to do next. Very helpful

The doctor listened and allowed me to ask questions without me feeling I was rushed

I had an appointment within an hour of submitting form. The doctor I saw was extremely thorough and so nice

Doctor was really good and answered all my questions

Friendly nurse who explained everything clearly

Prompt appointment and appeared thorough

Staff very kind and helpful

Quick appointment but 40 minute wait

Appropriate resolution to the issue

Easy online appointment request system, with very quick response and appointment offered. No waiting time when I arrived for my appointment and the care provided by the nurse practitioner was excellent

It was a pleasant consultation as usual but the results of a blood test was not the test that Dr Smith wished to talk to me about so another one has been arranged.

I saw Dr Julian Smith who was very helpful and informative

The doctor was very helpful, patient and detailed in our discussion relating to my LDL cholesterol concerns. Provided useful practical advice on how to focus on further improvements of this and allayed my concern around whether Statin use was a viable option. Thanks!

An efficient experience with the lovely, kind and well informed nurse . Thank you.

There was no problem with what I went in for. Waiting time was about 20 mins after the appointment time.

Great attention from start to finish with student Dr . and everyone involved.

Friendly and efficient

I booked to see a doctor and was directed to see nurse

Excellent receptionist. Doctor did best she could. There is no magic medication for an old lady like me.

Always treated very kindly and efficiently by everyone in the practice

Easy check in, Appointment running to time, Dr seen, excellent!!!!

I asked to speak to a doctor about stenosis and that is exactly what I got. Clear concise instructions on what is to happen next with a different drug.
Excellent service.

Saw Nurse Ruth who put me at ease before successfully syringing my ear.

Very professional

Lucky to get an appointment

Jo practice nurse was very kind and helpful

Jo was very friendly answered all my questions and made the entire visit very comfortable

Log in fine -Saw nurse for urgent blood test with in 2 mins of my appointment time,
Blood test completed after a few attempts - Awaiting results
Many thanks

Great friendly GP who directly and clearly answered what I needed with good advice and explanation

Easy to book appointment and Dr Sibly was understaffing and helpful. Felt reassured about BP.

Helpful advice from doctor and a very help ful receptionist

My appointments got muddled up. I managed to book 2 blood tests. The lady at reception was very helpful.