



## FRIENDS & FAMILY TEST RESULTS

**February 2026**

**Number completed: 501**

**95.5 % 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: 422**

**Likely: 56**

**Neither likely nor unlikely: 12**

**Unlikely: 6**

**Extremely unlikely: 1**

**Don't know: 3**

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

GP and student were attentive.

Had wait a while for my appointment

Dr Julian Smith listened carefully to what was causing me concern and acted accordingly.

I had a thorough examination, all staff are friendly and excellent

Easy to book the appointment and saw a Doctor quickly enough and am now on some treatment. The Doctor made me feel at ease. Thank you.

Excellent

It was the first time I have consulted with Dr Smith. He saw me on time, knew all my medical problems, I did not feel pressured for time, was very reassuring, extremely helpful and easily sorted out all the issues. Excellent service from everyone at the Elms Medical Practice again.

Dr. May was friendly, bright, efficient , kind and very helpful

Promptly seen and issue resolved

GP app is thorough, I feel the doctor is patience, kind and willing to offer help and understanding.

The receptionist are helpful and professional. The diary of a mental health worker was missing, an administrator went upstairs and spoke to relevant person to get to know why and who also helped me to book after all.

Doctor listened to my concerns

Everyone efficient and nice

Excellent service

There was no one at reception when i arrived and the sign in machine was not working. I was then late due to the staff taking 20 minutes to come to reception even though i rung the bell several times. Because i was then late for my appointment the doctor could not deal with my request fully and i was told to book another appointment. Disgraceful service!

Good discussion

I am very happy with the servicew

Did not have long to wait in the waiting room. Appointment met my needs.

I was seen by a student GP being supervised by Dr. May. Both made me feel completely listened too and was very satisfied with the treatment in the surgery and the course of action suggested.

I was very impressed by Dr May today

Offered appointment on the same day. Seen by a physicians assistant who listened, explained and has met my expectations on the way I was managed with tests in place to investigate. Pleasant experience

On time, quick consultation

Was seen on time and the nurse was very friendly and helpful. 😊

Doctor was thorough, really listened, helpful, had clear suggestions, explanations and then plan of what to do. Every single clinician I've ever been seen by at the Elms has been excellent, and goes above and beyond. I'm so so lucky to have the Elms as my surgery.

Professional and understanding

Was able to get an appointment at a convenient time. Appointment was on time. Nurse was efficient and friendly

Amazing treatment and lovely music in the waiting room

Dr May couldn't have been nicer. I was very anxious about this appt but she put me at ease & explained everything thoroughly.

The practice is always on the ball getting back to me and getting appointments although I have had a lot lately! Dr Smith is a very nice Doctor.. the student doctor I saw last week was very good tbh I can't fault any of the doctors I see... I recommend the surgery to everyone.. so thank you...

The receptionist was extremely helpful as I was late and had to rebook the appointment

To be absolutely honest my appointment was a waste of time , not even sure what it was about..

Just about what I have been taking, although advice about my steroids use was helpful.

Quick appointment. Seen on time. Thorough examination. Hope the medication works. Impressed by student doctor

Immediate response to request for appointment with Doctor Loweth. She was excellent- in every way - professional, supportive, thorough. I felt very well supported.

Clear informed service and medical advice. Good communication and polite manner.

Respectful examination, good depth of knowledge.

Even though I saw Dr Franzmann yesterday and found her polite and helpful, the appointment felt too short to fully discuss all my symptoms in detail. The focus was mainly on medication advice and issuing a sick note, which I appreciate.

Informative and caring with the nurse

Dr Franzmann was brilliant and super helpful I really appreciate her help.

Having been a patient at The Elms for over 50 years I always have had a great and reassuring service. Thank you.

The medical student Jacob was very thorough and had a wonderful manner. Also the Dr. was very helpful and reassuring.

Only a short wait for an appointment

I was very happy with my consultation

Efficient and Aisling is very personable

Seen promptly, thorough examination and helpful advice given

A thorough examination, Dr Allam listened to my concerns, and took appropriate action, thank you.

Excellent staff. Problems addressed. Dr Impey and reception staff all very professional and helpful. Many thanks.

Excellent. Appt was arranged within a week. The GP had a lovely manner and was very helpful  
In trying to assess the problem.

I was given an appointment quickly and was seen by a student doctor and doctor. I wasn't waiting long in the waiting room

Not the usual standard. Very quick look at my air flow figures, but not interested in my cough and increase in mucus production. This is how my asthma started.

Pleasant and helpful meeting

Didn't wait more than a few hours to get an appointment. Appointment on time. Lovely doctors.

Listened to what I was saying. Very pleasant and explained options/ next steps clearly. Receptionist was extremely pleasant and helpful although clearly a bit under pressure

They attended well to me

Always a pleasure talking to all staff

Doctors were great

Fast, professional and efficient

Listened to my health issues and was able to offer advice and explain what the problem might be and prescribed suitable medication.

I was attended to without waiting too long and the doctor was warm and accommodating.

Claire was great, she explained everything thoroughly but also made my daughter feel at ease. I always look to book our appointments with Claire - she is the best nurse at the practice from what we have seen.

Littler waiting time

Professional

Such wonderful kind care 🥰

Seen on time didn't feel rushed - Aisling is delightful

Reception staff very polite & helpful. The doctor I saw listened about my problems unlike other practices in the past.

The call was a good experience

The doctors were great but the receptionist that phoned me was not a professional as what I would expect. She told me to go to A&E. I find it surprising that she thinks this is a real option. It isn't due to the long waiting times. The messaging through the texts were also very good and the script was issued very fast. Thanks

Honestly, I genuinely felt listened to - not rushed and in a safe environment for the first time in years. In the stretched NHS and tight appointment times, I've often felt that the GP wasn't fully in the room with me and Dr Impey was the complete opposite.

All of my thoughts and health concerns were listened to, for something I felt quite anxious about discussing she really put me at ease and restored a lot of faith that there are still individuals that truly care for their patients.

Running a bit behind schedule but the check-in was simple and the Doctor was helpful

Sent in an online form at 8.30 and within 10 minutes had a callback and appointment

As always, excellent, friendly caring and helpful service.

Dr Smithers is a fantastic doctor and the service I get from the elms is outstanding

I was seen in good time and the visit was professional and friendly

We attended for immunisations for travel. The appointment was on time and we got what we needed.

Nurse Ruth was efficient in difficult circumstances (all building work going on). Quick and painless administration of injection

I got an appointment quite quickly and the vaccination was done painlessly. I will be contacted again for the second dose and I was also told about the pneumonia vaccine.

My oxygen sats drop to around 84 when i am active but recover when i stop and carry out breathing exercises. The physician advised my sats reader is faulty. If it dropped to 84 I would be delirious. It was tested on my wife with no issues. I have a lung infection. The sats reader is showing the correct figures. The physician advised hospital is required if it drops below 92. As I recover after each time it drops, I believe the advice given may be slightly misleading. I was very happy with all other advice and care given. The efficiency of the elms medical practise always impresses me. Thank you.

Efficient, doctor was kind, patient but not condescending in any way to my mother who is 86 and quite anxious. Couldn't have been a better experience including booking the blood tests with the receptionists.

All my questions answered, very professional thank you.

Diabetes nurse very kind and helpful

Prompt appointment and a reassuring consultation

Quick online response and same day appointment

Professional and nice GP solved the issues we had made the appointment for.

Very quick to give me an appt. Kind and helpful GP. Thank you!

I think Elm is brilliant. I see Dr Impey mostly, and she is just fantastic. The reception staff are really helpful, the appointment system easy and getting an appointment often very quick and same day if needed. Cannot compliment you all enough. My daughter has had the same experience.

Dr Smith was very thorough with the follow up after receiving test results

The review allowed me to raise any issues I had in a meaningful and thoughtful manner. It was comprehensive and informative.

Prompt action after my request. Dr is professional

Nurse had all the information to hand regarding the required vaccinations and gave the boosters needed.

I was able to see the doctor of my choice which was a welcomed change . Long may it may remain so.I hear so many bad reports of people being so let down when asked to fill in a form to see a preferred doctor and it ends up with a call from a receptionist wanting to put people to another doctor not of your choice.

Very helpful information of our travel vaccines

The doctor was kind and very nice ; she understands your condition very well advises you in a clear way

Always very helpful and professional.  
I always feel confident in the advice I am given.

All very satisfactory. Ruth is very nice

I saw Dr May who was fantastic. She listened, caring and professional. Very experienced. The practice is very lucky to have her.

Dr Patel, knowledgeable about my Diabetic journey, and why I wanted a one to one session regarding medications, with a general health check up.

Clare Mealey was knowledgeable, kind, thinking ahead and you can tell very good at her job. Thank you.

Appointment itself was good, doctor looking for causes as opposed to simply treating symptoms.  
Had to push to get an appointment sooner because I felt it was more urgent than was initially seen as.

It all works really well end to end, triage, appointments, reception and my consultation with Dr May

My nurse was extremely helpful, explained all the different methods and answered all my questions I had and eased any worry I had. Thank you.

There were good and bad. Unfortunately my mirena coil fitting was unsuccessful as there did not have extra equipment available as they couldn't find it due to refurbishment in their original room. Dr Kanthi was very good in explanation and what she did.

One point I would like to mention that has been unsettling for several recent visits is the lack of patient confidentiality at the reception desk. Everyone can hear your personal details as you give them including name DOB and address, which is a risk. When describing your issue you may have to mention procedures or medical conditions which others can hear. I find this very uncomfortable and doesn't honour patient privacy. The reception area should ideally be screened from the main waiting area to avoid this.

The doctor I saw was really helpful

I emailed a medical problem at 8 in the morning and was triaged for a same day appointment, which ran broadly to time. The doctor was thorough and empathetic and has onwardly referred me to the breast clinic

Reception booked me an appointment at short notice and when I attended the appointment DR Patel was really helpful and pleasant. I was pleased with the overall experience.

The physician was okay but I'm not 100% about what's wrong. Had a coughing fit in way home and chest and back tight and tingling

Attended 0840, Saw Ashling/Ashley (Nurse) who was excellent. However, I do NOT use a smartphone and had to forward this to my 4g router, log in and paste to firefox in order to reply. Please stop assuming that we all use smartphones and apps, they cost money and I can't get on with them (just saying). I will call in next Thur to see if results are back. Kind regards, p.s. Ashling/Ashley is very pleasant, so well done, good service as usual.

It was very helpful to hear over the phone that the cutaneous horn (which actually had fallen off before the call) and other rough skin didn't look cancerous.

Dr Rees was very helpful

Extremely quick reply to my online request of an appointment, and then was offered a next day appointment with Dr Patel who was fabulous, welcoming and took time to listen etc

Just very quick and efficient

Slow and confusing to log on and find a suitable time and date. Much easier to call and actually speak to a person. However, excellent, clear and concise advice from Dr Smith. Professional and courteous. Thank you.

Very quick response, same day phone appointment and excellent thorough advice given

I saw the Pharmacist regarding my COPD hadn't got a clue !!

I was asked to come into the surgery by the surgery to discuss my test results. This was good as I was about to request an appointment.

The doctor was very knowledgeable about the drugs I am taking and understood the issue. A friendly and informative appointment that has helped.

The nurses and doctors are good with dealing with my diabetes and help me anyway they can ,

I'm very sorry but I was unable to attend the appointment.

Efficiency, kindness and understanding. These would be my words of choice.

Always get seen , no nonsense approach, great staff

Useful advice well delivered. Would have been "very good" if on time.

Always good service

Very Get in Get out

Really helpful and supportive. Made me feel listened to and actions put in place to check I'm ok.

Happy about the service, the doctor. Explain things logically, reception staff very professional.

I filled in the form around 4.30pm and got an appointment with Dr Smith at 6pm for which I was very grateful as I could pick up a prescription on Saturday morning  
Many thanks

Usually good but asked for result of my mri scan on my ears on 24th November 2025 and had no reply

I was fully examined for my migraines, and it was so thorough. I'm very pleased with the service and was given reassurance my health will be monitored and to get in contact if I'm need of any other guidance/help.

The receptionist was very helpful.

I saw Dr. Impey who was exceptionally knowledgeable, she also explained everything, including advice for my problem. I felt positive when I left the surgery.

I felt as going on holiday after 5 weeks of being ill I should of gone with precautionary AB

The GP was understanding and genuinely seemed to want to find out the solution. Although I would say both times I have been for a coeliac blood test, the results don't come back. Is it possible to find out why?

Dr Rees was very thorough and I felt she really listened to me.

Very thorough examination. Very good patient/Dr relationship

I got an appointment with a physio and for my ears which is what I needed. Thank you

Dr.Sibley was thorough, efficient and pleasant and quickly enacted the procedures agreed.

My interaction with the surgery was via a telephone consultation. I wasn't rushed. I felt listened to and cared for. Thankyou.

Doctor was very thorough and made sure I was happy

The nurse I was with was extremely friendly, patient and helpful. I was also seen very quickly and did not have to wait long.

Always quick, caring and helpful

Always helpful and informative

I was satisfied

It would have been very good but according to my notes the asthma nurse weighed me when in fact she didn't. She took last years weight which in fact was incorrect. I've never weighed more than 9 stone 2 pounds.

Professional

Both nurse Aisling and Dr May were very good and super helpful

Communication isn't clear and difficult to follow, lots of an acronyms used in conversation and in notes which I don't know about. At the appointment I didn't know I wasn't seeing a GP until pet way through. Wasn't clear when I was seen I was being given advice as to what I could then book to speak to a GP about which meant I've lost weeks. I've ended up where I started weeks later on some medication I've no idea if I should be taking or if it's working. The one physical health issue I reported still hasn't been assessed, and I'm told I need to book that as an appointment despite reporting it at the beginning. I sense that the triage process is put before treating the individual and what they actually say. The wait times for cbt which seem to be the 'solution' are some 30 weeks into the future which is very disheartening.

Exceptional service from doctor smith. The practice never fails to deal with issues.

My appointment was made for me for the same day, I was notified by phone by a very kind and helpful receptionist, who also sent me confirmation and appointment details via text. I saw Dr Franzman on this occasion, who very kindly still saw me although I was a little late due to traffic conditions. She was very attentive and thorough despite her "fitting me in", due to my tardiness and somehow still managed to make me feel like she had ample time for me. Based on this occasion and previous recent visits I would like to suggest an additional 'service tick box' ie; 'Excellent'. Thank you so much to all concerned.

Always so quick to respond and friendly

Easy to check in, wait time was fine, had good follow up steps.

The nurse was very kind and helpful

I got an appointment, I was listened to and heard and by the end of the day I had started on a treatment that should make me better for the next few decades.

Dr allam is patient centered and personable

Kind, thorough response to my problem

The nurse that I had my appointment with was friendly and helpful. It was a positive experience.

Fast friendly and professional 🙌

Friendly helpful and professional

Excellent service and advice given as usual at Elms Surgery

Was in a lot of pain and I was met with a caring doc who listened and helped

The receptionist took a while to find my details! I spelled out my surname - when asked and gave my date of birth but the incorrect patient was brought up. Not good. But she did rebook my appt straight away as I was late

Dr Allam is very professional, welcoming and thorough. I really appreciated having a consultation with her. I always come away feeling reassured and positive however ill I feel going in. Such an asset to the practice. Thank you all.

I attended an appointment yesterday with Dr Franzmann and explained that I was suffering great anxiety following a recent cancer diagnosis. Dr Franzmann agreed to provide a prescription for sleeping tablets and said they would be available from my pharmacy that afternoon. Nothing arrived so I returned to Elms reception this morning to query to find that the prescription was never issued. However I have been assured that it will now be available from my pharmacy this afternoon

Doctor was very thorough

Excellent service, good appreciation of the situation and good customer manner

Didn't get the answers to my questions

Very professional and helpful

Timely appointment. No waiting. Fast and efficient.

Very efficient and caring. Detailed investigation of my enquiry

Poor communication and no back up when the reception line reached 5 patients deep!

The student dr and dr I saw (Dr Bhardwaj) were both excellent. Great listening skills, empathy and dealt with my concerns with sensible advice.

Great service

You are always helpful and accommodating, everyone is polite and kind

Punctuality – great attention

My online submission was very promptly responded to and an appropriate appointment arranged for me. Nurse Mayo was very kind and efficient. Thank you

A excellent appointment for diabetes check up.

Glad we're back to the previous system. All procedures and results explained in a friendly and efficient manner. Blood testing now included- 👍

I am always impressed by the admin and medical staff at the Elms and feel fortunate that my medical needs are always dealt with in such a caring and yet efficient way. You're not taken for granted. Thank you.

Very good appointment with Dr Kanthi. I'm conscious there is limited time, so try and condense what I want to discuss, but Dr Kanthi always creates space to ensure all points covered.

I did have a little difficulty booking, as the form doesn't easily cater for what I was requesting, which was a diabetic review, and not a new illness.

Also, and this has occurred before, the text confirmed as booked a telephone appointment, but the NHS App reminder the day before said it was a face to face at the surgery. I ignored what the NHS App said, but this does cause confusion.

The nurse was very friendly and was able to answer several questions I had and she was also able to recommend a further vaccine she thought I would benefit from.

Efficient and a doctor that listens

All very efficient ; was seen on time without having to wait. In and out in short time.

I waited quite a while, half an hour but otherwise was v good . Sara was wonderful, great diagnosis, gave me plenty of time, suggested another plan for future etc . Felt v comfortable with her

Really friendly, helpful and reassuring. Also, very efficient.

Confirmed asthma diagnosis - new prescription - on time and efficient

Turned up early and seen early. Blood taken very professionally

Doctor listens properly about your complaint and always takes time to explain everything.

I waited 20min after booked time. The Dr was very nice and helpful

I got to see Jo the Nurse earlier than my appointment time. She is really lovely and explained everything. She is a credit to the Elms.

They were prompt and did the tests quickly and with a smile.

Friendly, helpful explained where required. Helped me move forward with my issue.

Very efficient and friendly staff

Nurse did my ecg, she explained what she was doing, she was very professional and kind, thank you.

Always treated with kindness. Everyone is so helpful

Very quick appointment and lovely doctor

Excellent quick procedure with helpful explanation of next steps.

This was the first time I had seen Dr. Danielle Franzmann and I was very impressed with her.

Not only was she knowledgeable but also very sympathetic and easy to talk to.

I had appt with GP Dr Kanthi of my choice, appt was on time and very helpful advice and support given. Reception was helpful and friendly

I went in to give urine samples and asked if I could book an appointment with my doctor regarding my breathing. I got an appointment within 3 hrs. I would call that exceptional service from. Receptionist and then my doctor

App on time, Dr Impey was really helpful.

I received the help I needed, Dr. Loweth was very professional, my respects.

I saw a medical student supervised by Dr May. He was thorough and seemed interested in the issue, Dr May who I had seen previously about the problem is actually interested in solving the root cause of the issue which I have been suffering with for a long time now which is appreciated.

Easy to manage appointments and a friendly and thorough GP who listened and acted upon my concerns. Helpful receptionist and ECG straightforward with pleasant and professional care and treatment from all involved.

Very professional

Dr Smith was very kind and explained everything to me.

Our appointment with the Dr was very helpful, despite her running very late. Communicated well with both myself and the patient (teenage daughter), advised on my questions, suggested next steps and next appt.

Our appointment with the nurse was very efficient- seen on time, very helpful and my teenage daughter was comfortable chatting and answering questions

I went to the surgery to have an ulcer on my leg looked at and a new dressing put on it, which is what happened.

Very good kind service

On time & nurse Ruth very good as usual

Sarah was very kind, thorough and attentive. We are grateful for being seen quickly. Thank you.

I was seen promptly and listened to with great patience. Both Student and Doctor dealt with me efficiently and professionally. Just hope the new medication works!

Dr Smith listened to me and gave advice accordingly which was appreciated

Got an answer and an appointment swiftly

The staff allways so nice and my appointment I needed come through so quick . Was well pleased.

Everything went smoothly -professional and efficient

A nurse who checked my annual diabetes checkup is very good. she is very friendly and warm.

Seen on time,very professional

Very good

Always great friendly service and I'm always seen quickly!

Seen promptly nice friendly staff

Usual excellent service by Nurse ruth

Kind helpful staff who listen

Very thorough

Receptionist was helpful in updating my details. The nurse explained the process and was proficient in undertaking the test

The timing is perfect Dr very nice 🙌

Excellent and professional service

Dr Smith was excellent. He understood what I was describing. Wrote and gave me a referral letter during my consultation.

This allowed me to book and start further investigations within the week.

Secondly Dr Smith, prescribed antibiotics and arranged a chest X ray for me; if required.

I had a very pleasant and efficient consultation

Good appointment

Both the student doctor and Dr May were very thorough and caring.

Appointment on time. Very friendly and professional nurse. Good advice given.

Was seen 5 minutes early and good advice given Staff were great

Simple because I was very satisfied with my last appointment

I saw the doctor I wanted to see and we discussed the way forward. She gave me adequate forms in the event of a recurrence of the infection.

Pleasant Reception staff always helpful in the Surgery & also on the Telephone. Doctors are good & caring. Dr.Sibly is an exceptional GP, probably why you have a long wait for an appointment with her.

The doctor gave me advice about my referral and answered my questions about waiting lists and my choices of hospitals.

Clare (nurse) carried out my asthma check and checked on my continuous illness and got the extra antibiotics sorted with the GP. So thorough and helpful, a credit to the NHS. Thanks so much Clare!

At all levels the practice gives a service which I feel very fortunate to enjoy. This is particularly the case when compared to frequent criticisms of GPs in the media.

Very prompt reply for an appointment.  
I was able to see the Dr I requested.

Good messaging and reminders. Waited 20 mins after appointment time

My health issue was dealt with Very quickly

I was offered appointments at times I could fit in with work.

Dr Kanthi was reassuring , thorough , and destigmatised the use of SSRIs. I felt listened to & understood and that a solid plan is in place to help me.

Thank you!

Managed to see me very quickly, after I finished work, made things super convenient. Also the new prescription I was given seems to be working well.

Very professional treatment

Able to book at a time that suited me without too much delay. Efficient procedure. (Pap smear). Able to park outside.

Helpful staff

Arranged an appointment the same day and seen by Dr Impey who is an excellent doctor

Dr Kanthi spent time explaining things and offering support

Triage system is great for all

Efficient reception, knowledgeable doctor. Now able to practise this manoeuvre myself

Seen the next day after my initial enquiry. I was given help and referred to a consultant

Listened to and questions answered

Very convenient parking. Friendly receptionist, seen very quickly by pleasant nurse. Visit quick and easy.

Dr May was a consummate professional and probably the best GP I have ever attended in UK.

Clear advice

Dr Impey was extremely helpful and sympathetic

An appointment was provided very quickly after the request was submitted. On the day of the appointment I was seen on time.

Dr Sibley was, as always, very helpful.

Dr. Franzman listens and is thorough

Focused and friendly advice

I gave this answer because at the Elms I have always been treated with respect, no matter who I'm dealing with.

Excellent listen to the problem and dealt with it great thanks

Always so very helpful

All my concerns were answered and asked to come back after three months for follow check up after the treatments taken

Very efficient

Phone appointment on time and informative

Shingles jab given by nurse. Clear explanation of likely side effects and will be contacted re the second one in six months.

I was given an appointment quickly and the practitioner gave me a very thorough examination and explanation of my potential problems and how they will be addressed.

Received an appointment as requested on line within 4 hours

Hoping to sort out my dietary problems

Easy to park, and book in, and seen promptly

Doctor explained options clearly, and thoroughly checked these against previous outcomes.

The student doctor was very knowledgeable and friendly.

Prompt efficient nurse who thoroughly explained jab and possible side affects

Had to call a few times but managed to get a same day appointment. GP was very nice and helpful.

The practice runs very efficiently

The GPs , healthcare professionals and reception staff are so accommodating

Best practice I have ever used, excellent service

Aoda has been very kind considerate and lots of helpful advice

Very professional

It is easy to check in and the nurse made me feel really at ease in my appointment

I wasn't given the antibiotic discussed. I feel like I have to fight to be taken seriously and each time I was given an appointment it was never with a doctor!

I was seen very promptly. The doctor was very thorough and communicated clearly (as I am hard of hearing). I was expecting to receive a blood test form by text and haven't yet, but I expect I'll get that soon.

I merely had a blood test

Very quick and efficient

I had no appointment

Got an appointment that day and doctor very helpful

It was a great experience thanks

Appointment took place on time. Check in was easy. Nurse was delightful and quick with my ECG and she was able to get the triage GP to review it straight away.

Dr. Loweth is delightful. So professional and operates with impressive urgency.

The appt given was 3.40pm but when I arrived and registered the appt time had been changed to 3.50pm but I had received no notification of the change! Everything else about the appt was excellent!

Doctor was very clear, very professional and everything happened on time. Thank you

The attending physician was very patient, tried to help understand my issues. Very helpful in suggesting how I can help myself.

Appointment was on time and we were given all the travel vaccinations info required for our upcoming trip, plus sent links to the relevant sites to read further information.

GP was excellent and interested in me and my health. A friendly and rewarding experience

Quick appointment, supportive and friendly

Got an appointment – v helpful

On time and good information

I got the best car I could've ever imagined

Seen quickly given reassurance and referred onwards

Very nice doctor

Punctual efficient and friendly

Appointment achieved everything I needed. I had two concerns and both were fully discussed and solutions provided. The appointment although brief, felt unhurried and I left impressed with the Doctor's knowledge and empathy. Thank you

Always efficient and professional care from all staff

I felt listened to

Was seen punctually and the dr very helpful

My concerns were dealt with

Prompt appointment  
Nurse welcoming, clear

My appointment book for 15:40, was early and nurse Jo was friendly and professional.  
10/10..

But your reception had booked in a blood test with the ecg....apparently bloods are collected at 15.30. Blood tests aborted. So consequently a "good" but not "very good" rating"! Got a next day appointment at St Albans so now "all done"..

Ruth is always professional

The visit was good/short but good with the young trainer present

I'm very lucky to have such a great GP practice, thank you.

The call was made at the time arranged. Dr Allum explained everything clearly and also listened to my comments without my feeling rushed. I was appreciative of this as I know time is limited. Such a considerate understanding Doctor. Mum is lucky to have her!

I was seen on time by Dr Kanthi who was charming as always and made me feel relaxed She asked me how I was and we then discussed my medication. We agreed to another appointment in 3 months.

I saw the GP of my choice. My recent medical history and medication were discussed thoroughly with changes and tests agreed.

Dr Allam has been very professional, helpful and supportive

I found the whole visit good because I was seen at a very busy time and some of my questions were answered, however there were a couple I did not ask, my fault

Answered my worries satisfactorily.

Prompt timekeeping. Gp listened and was thorough.

Doctor Solomon was attentive to my needs and prescribed a change in my medication.

Dr Kanthi always has time for you

Seen the same day Nurse Ruth on time wink also a doctor who prescribed antibiotics. Well done The Elms

Service required was fast and efficient

My questions were answered and help was given in order to hopefully help me find better ways of managing my problems.

To be able to see someone the same day to help put my mind at rest

Ruth was lovely and very informative

Dr rees was thorough and answered all my questions

Saw doctor at allotted time. All my questions were answered and came away with additional information about a particular problem.

The nurse I spoke to was kind and supportive. She sent me two links and the first was very helpful but the second did not work - so not perfect!

Dr Kanthi is an excellent doctor

Very helpful with advice should the symptoms get any worse

GP took the time to listen to me holistically. I now have a sensible plan forward to solving several issues. Practical and sensible advice given. Thank you.

Great to see the doctor. Looking forward to contact from the dermatologist with regards follow up regarding my exema

Nurse very kind and understanding

Made to feel at ease- very thorough with examination

My Gp was very efficient and helpful in understanding my issues and referring me elsewhere.

A very friendly nurse and very good at explaining everything to me

Excellent thank you

East of appointment and approach of GP

The Associate Physician I saw was very thorough. She did a variety of tests and took on board my concerns.

An effective and efficient assessment and immediate follow-up action organised.

The triage form was responded to very quickly with the offer of same day appointment. The GP was helpful and kindly which was very much appreciated and we were very satisfied with the outcome of the appointment

Dr Impey very helpful and gave good advice

Very detailed response to my enquiry. Everything was handled professionally and with a caring approach. The student doctor was excellent as well as the GP.

Clear concise consultation and follow up action

On time, felt heard and supported. Professional

Doctor gave time to explain problem, asked appropriate questions and decided on some tests.

Plenty of time spent discussing various recent medical issues

Always a great and caring service thank you

It's always good

Always a good service

I have met Dr Smith is the best doctor I want to say thank you to him

Prompt appointment arranged. Dr.was helpful and reassuring

Unfortunately we had to wait 40 minutes to see Dr May so the follow up consultation was rushed as we had to run to St Albans for another appointment

I saw a paramedic about the styte in my eye. She was very thorough and gave me good advice, which I appreciated.

Dr Patel saw us on time and was very helpful and kind.

Very promptly seen by the doctor, after submitting an e-consult query

Seen on time

Always responsive to online appointment requests and with clear instructions

Amazing staff and responses super quick! Really supportive staff especially considering I am a new mum that tends to overreact

Prompt response to my request for an appointment

Always a prompt response

Quick response. Professional and attentive

My appointment was on time and the nurse was very helpful and reassuring

Always helpful in dealing with any issues requiring me to attend the surgery. Thank you

Thank you for always providing a great and caring service for over 30 years.

My consultation with Jen Mascarenhas was very informative and helpful

Appointment for implant injection was managed very well from booking to appointment.

The staff were all exceptional. Thank you all

The staffs are very nice and helpful.

The Care and support from Dr May and the two Junior Doctors was superb.

I felt Jen listened to me and was very helpful

Doctor very happy to explain results – easy to get a blood test too

I had a good experience. My appointment was with nurse Ashlynn. She saw me on time, made me comfortable and at ease. She spoke to me through the procedure and it was over very quickly. She gave the the necessary information

This time seeing the nurse was really quick and she was lovely

I've always had a very good service

Capable and kind

I was seen on time. The doctor booked me an appointment for a Xray straight away. She was happy to listen to other medical issues I have been experiencing which didn't form part of the main reason for my visit. Very happy with the service I received.

No issues with the service. Straightforward appt.

My appointment was prompt and professional

Friendly staff and GP, we felt we were listened to and helped.

Very efficient and helpful with making appointments and try to accommodate us

Nurse Ruth very helpful and efficient

Appointment given very quickly and doctor very thorough as usual

Always so friendly and easy to contact. I hear some negative reports about other Harpenden surgeries and I'm so thankful to be with you!

Sara was very friendly and dealt with my issue very well.

No wait time, kind but professional demeanor. All good.

Seen straight away, on time, no wait. Had a very thorough meeting with a lovely doctor. Who explained everything in easy terms.

Professionalism of Dr Impey

I have seen Sarah Randall a few times and she is an excellent PA always thorough and understanding. Thank you

Dr Impey was very helpful and thorough

Lucky enough to get an appointment promptly

I was able to collect my blood test forms from reception, have my blood samples taken and be on my way within 15 minutes. Very friendly nurse, careful about finding the best place to insert the needle. So much more convenient to have a nurse at the elms doing this, than the usual long wait for an appointment at the red house.

Appointment fulfilled the requirements. Happy with experience.

The PA I saw was excellent. I was just uncomfortable with some of the conversations in the reception area and the lack of privacy for those patients.

I found both Caleb and Dr Loweth very professional, empathetic and helpful. Excellent service. Thank you

Very kind, friendly nurse

Very quick response to my request

Aisling was brilliant. She saw us as a family for our travel vaccinations appointments, was lovely and friendly, gave clear and succinct advice, gave us opportunities to ask questions and was efficient without rushing. She also sensibly combined two appointments I have later in the week with her (asthma review and diabetes review), which save me a journey and freed up an appointment for her.

Satisfied with the service I received today. Thank you.

On time and very thorough

Listened to my concerns and was aware of my past medical history

Prompt appointment

I saw a medical student on placement (Caleb) who listened attentively and perfectly summarised the history of my presenting complaint for the GP to review.

After sending a message to the surgery I got an appointment the next day. GP was helpful and organised tests. Thank you

I was seen very promptly by nurse Jenny for my ECG and she then kindly responded to my request to check my weight and height as these had been requested by the surgery and my scales no longer work.

Clare gave me plenty of time to explain things and was very empathetic. Books and reminders were all helpful. thank you

Dr Impey is so kind and caring. She is everything you'd want in a GP!

The nurse was friendly and carried out the appointment very professionally.

The trainee doctor was excellent.

Very punctual friendly and efficient

I was given a lot of time to discuss the reasons to start statins especially as I hadn't realised the benefits that it will have in supporting my kidneys. The pharmacist was very approachable and listened to my concerns. Please pass on my thanks.

The nurse was very efficient and helpful

An excellent annual diabetic review

Professional and personal and very reassuring

Aisling O'Connor was very well prepared for me and her busy case load that morning. Many many thanks

Saw pharmacist Fran Bartz – superb!

Kind, courteous and attentive

Based on the urgency immediate appointment was given

Nurse was very friendly and knowledgeable and explained everything really well

Seen within 15 minutes of my appt time - Aisling was very good and I didn't feel rushed

Professional, personable, efficient

Nurse Aisling was very friendly and helpful

Dr H. Smithers was excellent - kind and professional. I felt listened to and well looked after throughout. Thank you for such great care

Very friendly nurse who did the blood tests. Much more convenient than waiting (usually) for an available appointment at the Red House.

Friendly, professional nurse

Helpful, pleasant, efficient, knowledgeable

Did not have to wait long to be seen

Very helpful

The nurse was very informative and warm and helpful.

I was contacted with an appt for the same day. The staff were helpful, the student doctor listened and gave a thorough examination.

Triage system to get appointments very poor

Perfect service, quick appointment and very professional advice, more than happy

Seen by the nurse on time, she was efficient and friendly.

Incorrect blood test

Dr Sibley spent time listening to my concerns and looked for some answers

Clare was professional, personal and made the process clear and as comfortable as it could have been. She was great!

Received an appointment quickly, with a GP who specialises in the issue I am experiencing. Felt very listened to & have a clear treatment plan. Thank you.

Helpful to alleviate my worries

Prompt and very efficient process

Always professional and caring

Very well informed nurse at travel clinic. Gave sound advice and injections the same day

Nurse was excellent

Very personable, understanding and on my side. I am, however, extremely disappointed, frustrated and angry with the hospital who lied to me

Very quick response to all my online enquiries. Appointment booked for me when my issue didn't resolve. Appointment was with Dr Impey who has a very pleasant manner and is very thorough. Overall excellent experience of your service

Although procedures were very professional and efficient there was a slight lack of reassurance during the meeting.

Everyone in the practice is helpful. I am experiencing trying times and the kindness and compassion I have been shown by all is great fully received. Mandy and Ash have been so good to me. But as I said everyone is very helpful so thank you .

Excellent advice and follow up as always. Very happy with care from The Elms.

Dr Impey was very friendly and professional. Thank you

Everyone was kind, but I didn't get any answers although I submitted the preliminary form 1.5 prior. The doctor who should've seen me wasn't even there.

Can't be helped I was seen 30 mins late , but also didn't really feel the issue I had was resolved in any way so not confident I got correct diagnosis, sorry to say .

Seen promptly

I was seen a bit earlier than expected, and the Dr was able to answer all my questions and did a very good job - well worth the visit and many thanks.

Booking was easy, wait time was not too long. Consultation was not rushed.

Able to take appointments when needed. Clear help from doctors. Nice and cordial people working there

The nurse is really nice and caring. Waiting time is short

Helpful receptionist on the desk

She was professional listening to my concerns and I am happy with the plan of action

Aisling was thorough and efficient as well as friendly and approachable. I felt like I was in good, competent and safe hands

Most pleasant and competent nurse

Efficient