



## FRIENDS & FAMILY TEST RESULTS

February 2016

Number completed: 61

**99% 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: 52**

**Likely: 8**

**Neither likely nor unlikely: 0**

**Unlikely: 1**

**Extremely unlikely: 0**

**Don't know: 0**

### **Comments:**

We have always received excellent care and feel well looked after. Thank you.

Always had good service and treatment.

Very helpful reception staff. Helpful and effective advice from Doctors. Good liaison prescription service with Manor Pharmacy.

Very good care and attention, doctors or nurses. Reception polite and courteous.

Extremely good appointment service for non-urgent, I have no experience of urgent need. Highly qualified and clinically excellent GP

Very good caring doctors.

Excellent care. Dr Rees is very good. Clare the nurse also excellent. Never a problem getting an appointment.

Efficient professional care and attention delivered with kindness.

Time from the GP to explain the treatment concerned and the manner they receive you.

My husband and I have had excellent treatment and consideration from the doctors and the receptionists.

I always get an appointment within an acceptable period. I always receive kind and considerate treatment. The Elms Medical Practice is excellent, both medical and admin staff.

Receptionists very friendly and helpful and will always try and help.

Helpful receptionists. Online service has improved. Usually manage to see a doctor within 24 hours of asking.

Because we can get an appointment on the day when appropriate. Please don't change system.

Helpful staff, prompt attention, friendly people.

Late/Early opening hours very useful.

No problem with appointments. Kind and caring staff.

My mother attends a medical practice in Sheffield and has to wait days/weeks to see her doctor. At the Elms patients are seen the same day, when necessary and the care is exceptional.

- 1) A fantastic doctor (Dr Impey). Great team of nurses
  - 2) A happy and helpful supportive receptionists team
  - 3) A clean and spacious waiting area
  - 4) If all GP practices were to this standard many problems would be resolved.
- Thank you.

Always able to get an appointment within suitable time. Staff professional and courteous. Have felt reception staff always ready to listen when you have a problem.

ENT Clinic – Seen on time. Excellent consultants and practice nurse. Explained everything fully. Thank you so much.

Always get a suitable appointment.

I have good service and staff polite and friendly at reception and easy to make appointments.

This is an excellent practice – well run with superb staff/nurses/doctors and reception staff. We are extremely fortunate to have such care and it is greatly appreciated. We always feel everyone is doing the best they can to help and accommodate us.

Excellent GPs!! (Home close)

Because my experience over many years having consulted most of the doctors in that time, indicates that I would be hard-pushed to find a better surgery/medical care. And your reception staff go out of their way to be as helpful as possible. Thank you!

I've been coming to this surgery for many years now; I believe I'm very fortunate to be a patient here. The staff here are unbelievably helpful (and I include the reception staff who are extremely important too) they got the extra mile to ensure you have the best care possible. Thank you!

I have had total support from Dr Rees and the whole practice. I would recommend my GPs anytime.

Very good 'service' from Reception, Nurses and Doctors.

The service I get here is second to none. Very helpful, friendly and understanding. I could not manage without them. How lucky to have such a marvellous practice.

Full confidence in the practice and professional service provided.

Pleasant staff, always helpful. Dr J Smith is very nice and helpful. Very clean and pleasant place to sit.

No problems

Excellent care. Staff helpful and professional.

My wife and I attended the practice of Dr Miller and Dr Mann in Redbourn for many years and 'followed them' to the Elms. We have been very happy with the administration of the clinic and medical care of all staff.

ENT Clinic - Because the service (surgery, nurse, reception, hearing test young man) is very, very good

Very pleased with prompt, helpful and comprehensive service

Always very good service

Appointments always running way too late. Waited nearly 1hr once! Too difficult to get app when I want, receptionist rude when I wanted emergency app

I have always been offered appointment – emergency once. All staff are helpful, kind and informative. Reception and professional staff – I feel very lucky.

Brilliant service at all times. The administration of the practice is superb and has been for over 40 years.

- 1) A thyroid problem was picked up – some time ago
- 2) Blood pressure service, excellent -24 hour monitor and ECG all provided in-house and medical staff kind and exemplary.

We have not lived in Harpenden very long but having 2 small children we have already made multiple visits here. I have always found the staff and doctors very friendly, helpful and sympathetic. The wait times are no more or less than any other doctors.

Appointments available promptly. Variation of skills amongst GPs

All very efficient and pleasant

ENT Clinic - Treatment given by doctors very good

Friendly professional service received at each visit

ENT Clinic - Staff and doctors understand their patient conditions and explain the condition clearly and advise accordingly

ENT Clinic – I felt the doctor and nurse that saw me were very caring, informative and explained things in detail. The doctor was brilliant and made me feel very comfortable as did the nurse

I've always got an appointment if really needed. They do their best.

Can get appts when needed. Online appts work well. Surgery well organised

Never experienced serious problems apart from difficulty in obtaining appointments

Can always see Dr same day

Caring Dr Allam. Also just had blood test with Paula. Brilliant. Didn't feel a thing.

ENT Clinic - Very convenient to attend the medical practice and not to have to drive and park at L&D Hospital. Service very efficient

Never had any problems!

Excellent care for my young children for many years, but rather late diagnosis of my adult daughter's coeliac condition, which means she has osteoporosis

Good range of appointment times and availability – out of hours and 9 – 5