# **NHS reviews**

1. **Time taken, action as hoped**

**★★★★**

Rated 4 stars out of 5

by Anonymous - Posted on 07 June 2025

I saw the GP about concerns regarding blood pressure, heartbeat irregularities and feelings of heavy headedness impacting my function. The GP was very pleasant and took time to listen to my concerns, and took my blood pressure along with listening to my heart. Before the consultation my hopes were that I would be sent for an ECG and blood test, so was happy that this was what was put in motion. We also discussed (anxiety) medication tapering which I asked about, and I thought the advice was helpful and considered.

**The Limes Medical Centre**

Replied on 12 June 2025

Dear Patient Many thanks for your review. I am glad that we have been able to help and that investigations are underway. Kind regards Debbie Bodhanya Managing Partner

1. **Extremely helpful experience**

**★★★★**

Rated 4 stars out of 5

by Gloria Farrow - Posted on 12 June 2025

The receptionist yesterday at the Limes Was very helpful and polite. I needed a referral letter and she made sure it was actioned and rang me back today to let me know it was ready. She couldn’t have been more helpful. A very positive experience.

**The Limes Medical Centre has not yet replied.**

1. **Great doctor**

**★★★★★**

Rated 5 stars out of 5

by Anonymous - Posted on 07 June 2025

This was my first appointment at this surgery. I received great care from my doctor. She listened to my concerns and actioned them. My doctor had a wide knowledge and understanding. I couldn’t fault her.

**The Limes Medical Centre**

Replied on 12 June 2025

Dear Patient Thank you for taking the time to feedback about your first experience of the practice. Glad that we have been able to help. Kind regards Debbie Bodhanya Managing Partner

1. **Warm and extremely helpful staff**

**★★★★★**

Rated 5 stars out of 5

by Zilha Victoria Evans-Nicolle - Posted on 02 June 2025

As a patient who suffers with anxiety, I would just like to say everytime I have called to request medication as I am about to run out, the reception ladies have been so nice and warm. Helpful and efficient doesn't do them justice. It means so much to me and I really really appreciate all of you. Thank you so much!

**The Limes Medical Centre**

Replied on 06 June 2025

Dear Ms Evans-Nicolle I will share your feedback with the reception team as they do such a difficult job. Thank you for taking the time to feedback. Kind regards Debbie Bodhanya Managing Partner

1. **Very satisfied**

**★★★★**

Rated 4 stars out of 5

By Anonymous - Posted on 15 May 2025

Very happy with my Appt found out some extra info wouldn’t have done had I not had my Appt which hopefully will be sorted and ok .. staff involved very understanding

**The Limes Medical Centre**

Replied on 15 May 2025

Dear Patient Thank you for your feedback which I will share with the team. Glad that we were able to add extra information into your appointment. Kind regards Debbie Bodhanya Managing Partner

1. **Really helpful doctor**

**★★★★★**

Rated 5 stars out of 5

by Kim - Posted on 23 May 2025

So friendly helpful doctor who was prepared to listen and not rush you. Very thorough during my appointment. Explained clearly everything to myself and my husband.

**The Limes Medical Centre**

Replied on 29 May 2025

Dear Kim Thank you for your feedback. It is so important to be given the time to explain everything so I am glad to hear that all went well. Kind regards Debbie Bodhanya Managing Partner

1. **Great practice**

**★★★★★**

Rated 5 stars out of 5

by Varol Orman - Posted on 09 May 2025

Very good parking,receptionist was very polite,waiting area was spacious,waiting time was minimal. When the doctor called me in she had a lovely smile,she politely asked me to take a seat,I find her to be genuinely concerned. She spoke very clearly and explained everything that was wrong with me. I felt very at ease with this wonderful person.

**The Limes Medical Centre**

Replied on 17 May 2025

Dear Mr Orman Thank you for taking the time to leave such a comprehensive review. It is great to hear that the whole experience went very well. Many thanks Kind regards Debbie Bodhanya Managing Partner

1. **The lady I saw was extremely helpful.**

**★★★★★**

Rated 5 stars out of 5

by Lorraine Ebejer - Posted on 19 May 2025

I had a consultation for a lung function test. She immediately put me at ease and I felt comfortable as she helped me through the tests.

**The Limes Medical Centre**

Replied on 29 May 2025

Dear Ms Ebejer Many thanks for your review and I am so glad that your test went well. Kind regards Debbie Bodhanya Managing Partner

1. **Specialist Medical practitioners**

**★★★**

Rated 3 stars out of 5

by Christian Bale - Posted on 23 May 2025

I attend the limes clinic during the week for follow up tests to ascertain whether my lungs function properly and to check any any issues such as Asthma. The appointment was extremely well organised and the programme for testing worked seamless. The medical person was very efficient and professional. The lady had clearly had time to prepare for the appointment and that was evident during the test programme. I was well impressed with the commentary and professional feedback this Lady provided. It is really encouraging there are still medical staff like this lady around that take a clear interest in their patient and seek to understand the background issues and history and perform their duties on a highly professional basis

**The Limes Medical Centre**

Replied on 29 May 2025

Dear Mr Bale So pleased that your test went well. I will make sure that your clinician is aware of the feedback. Thank you for taking the time to let us know. Kind regards Debbie Bodhanya Managing Partner

1. **Great Practice**

**★★★★★**

Rated 5 stars out of 5

by Lynne Pemberton - Posted on 16 May 2025

I rang today for an appointment, was given an appointment for 1.50. I saw this wonderful Doctor she was so very warm & caring & professional & dealt with my problem & referred me straight away as urgent. Fantastic service from her & the practice…

**The Limes Medical Centre**

Replied on 17 May 2025

Dear Miss Pemberton Thank you for the feedback. Glad that we were able to get things sorted for you quickly today. I will share your feedback. Many thanks Kind regards Debbie Bodhanya Managing Partner

1. **Review**

**★★★★**

Rated 4 stars out of 5

by Chris Mackman - Posted on 19 May 2025

Practitioner was on time friendly and efficient, explaining process well and operating in a thoughtful manner

**The Limes Medical Centre**

Replied on 29 May 2025

Dear Mr Mackman Many thanks for your review and glad that the appointment went well Kind regards Debbie Bodhanya Managing Partner

1. **Friendly reception from doctor**

**★★★★★**

Rated 5 stars out of 5

by David tower - Posted on 08 May 2025

Very attentive to my needs and had a very kind and friendly demeanour all topics discussed were explained fully and understandable

**The Limes Medical Centre**

Replied on 15 May 2025

Dear Mr Tower That is lovely to hear - thank you for taking the time to feedback it is much appreciated. Kind regards Debbie Bodhanya Managing Partner

1. **Good service**

**★★★★**

Rated 4 stars out of 5

by Anonymous - Posted on 09 May 2025

I was booked in for a GP appointment today and was met by a lovely GP, unsure if she was new or locum. She appeared genuine, listened and was emphathetic and attentive to my concern, which is felt good as a patient.

**The Limes Medical Centre**

Replied on 15 May 2025

Dear Patient Thank you for the feedback and glad to hear that your appointment went well today. It is always good to hear that the team are empathetic and caring. I will feed this back. Many thanks Debbie Bodhanya Managing Partner

1. **Thank you.**

**★★★★★**

Rated 5 stars out of 5

by Sue Davis - Posted on 15 May 2025

I was looked after today by a lovely lady regarding my asthma. She was a kind and professional clinician.

**The Limes Medical Centre**

Replied on 15 May 2025

Dear Ms Davis Thank you for your feedback and so pleased that we were able to help today. Kind regards Debbie Bodhanya Managing Partner

1. **Excellent experience**

**★★★★★**

Rated 5 stars out of 5

by Darren Taylor - Posted on 17 April 2025

Attended for a Spiromatry test. Process started on time and took just under an hour. The Practice professional was attentive and reassuring throughout, making the whole process straight forward. I felt comfortable and understood the clear instructions and explanations. My experience was excellent and I am happy to share this for the benefit of others.

**The Limes Medical Centre**

Replied on 24 April 2025

Dear Mr Taylor Thank you for taking the time to share your experience. I am glad that we were able to offer you this test in the practice and that it went well. Many thanks Debbie Bodhanya Managing Partner

1. **Great Practice Very Professional.**

**★★★★★**

Rated 5 stars out of 5

by Anonymous - Posted on 25 April 2025

Requested my medical records for insurance purposes and was handled quickly and efficiently by the member of staff. I was kept upto date and was called up confirm all information had now been sent.

**The Limes Medical Centre**

Replied on 30 April 2025

Dear Patient Many thanks for your feedback and I am glad that we were able to help you to gain the information that you needed. Thank you for taking the time to leave feedback. Kind regards Debbie Bodhanya Managing Partner

1. **Fantastic practice**

**★★★★★**

Rated 5 stars out of 5

by Alan Cunningham - Posted on 04 April 2025

Cannot speak highly enough of doctors and staff, I spoke to a receptionist they won’t allow me to name today and she was so helpful as are all the receptionist’s I speak to, I understand they do a job I couldn’t, I’ve heard people abuse them and can’t understand it they can only respond to what’s in front of them if a calendar is full it’s not their fault? So I for one would like to commend their efforts and help , keep smiling your all doing a fantastic job x

**The Limes Medical Centre**

Replied on 10 April 2025

Dear Mr Cunningham Thank you so much for your incredibly insightful feedback. The reception team are amazing and, you're right, they do an incredibly difficult job. they will really appreciate your thoughtfulness. Many thanks Kind regards Debbie Debbie Bodhanya Managing Partner

1. **Limes Surgery Epping**

**★★★★★**

Rated 5 stars out of 5

by Anonymous - Posted on 29 April 2025

I visited the surgery today and had an appointment with a caring, knowledgeable doctor. She spent far longer than the designated 10 minute window; listened and offered invaluable advice. I was very impressed with her and I will request to see her again in the coming months. She took time to send me useful website links after my appointment. Thank you, Dr Patel

**The Limes Medical Centre**

Replied on 30 April 2025

Dear Patient Many thanks for your lovely feedback. I will make sure that Dr Patel is aware of this. We are very fortunate to have a very caring and professional team. Thanks again Kind regards Debbie Bodhanya Managing Partner

1. **Another example of great service**

**★★★★★**

Rated 5 stars out of 5

by Anonymous - Posted on 16 April 2025

I had a lung function test this week and the nurse delivering the test was kind and explained everything carefully putting my mind at ease. We, as a family always find the receptionists, nurses and GP’s extremely helpful and friendly. We feel they actually care about our wellbeing. Thank you so much.

**The Limes Medical Centre**

Replied on 17 April 2025

Dear Patient That is really good to hear! Thank you for taking the time to acknowledge the team. I will share your feedback with them. Many thanks Kind regards Debbie Bodhanya Managing Partner

1. **Good practice**

**★★★★**

Rated 4 stars out of 5

by Paul Cleverly - Posted on 16 April 2025

I had to have a spirometer test, the doctor I saw was very helpful and explained every step in great detail. I was relaxed knowing that I was not under any pressure of the time taking to carry out my test. While the test she reviewed my prescription, asking a request for a tablet on repeat plus for the next year I am form free. After the test she told me that’s Doctor will look at the results but the test has shown that no further action is required.

**The Limes Medical Centre**

Replied on 17 April 2025

Dear Mr Cleverly Thank you for the feedback. It is good to know that your test went well and that you were able to have this done at the practice. All the very best Kind regards Debbie Bodhanya Managing Partner

1. **Good practice**

**★★★★**

Rated 4 stars out of 5

by Anonymous - Posted on 16 April 2025

Very helpful staff felt that I was listened too and explained the test so I could understand everything.

**The Limes Medical Centre**

Replied on 17 April 2025

Dear Patient Thank you for your feedback - it's always nice to hear that tests and consultations have gone well. Many thanks Kind regards Debbie Bodhanya Managing Partner

1. **Helpful and supportive service**

**★★★★**

Rated 4 stars out of 5

by Dr Anne Birkett - Posted on 29 March 2025

Over the last 12 months I have needed to call the surgery often for help with providing care for my 99 yr old aunt. I have found your telephone service works well with the call back facility. All the receptionist answer cheerfully and show great patience, good at listening and I have always been offered a solution to my enquiry or passed to another practice member who can. I am well aware of the incredible pressure on front line reception at Gp surgeries but never have I felt this on a phone call, and was always given time in an understanding manner. My aunt died this week, very peacefully surrounded by family at a local care home. Thank you to all of you on the reception team and in the wider practice for your help in supporting our family through what has been a difficult year.

**The Limes Medical Centre**

Replied on 10 April 2025

Dear Dr Birkett Firstly our sincere condolences on your sad loss. How incredible to live to 99 years! Thank you for your kind feedback, especially at a difficult time for you. I will pass to the team. We're here if you need anything. Kind regards Debbie Debbie Bodhanya Managing Partner

1. **Provides good care**

**★★★★**

Rated 4 stars out of 5

by Anonymous - Posted on 27 March 2025

Was very difficult to get through to book an appt via the phone but when eventually did, the reception staff was polite and friendly. At the appt, the female doctor was professional, friendly, polite, concise and clear and I felt listened too and she prescribed me with medicines to help with my issue.

**The Limes Medical Centre**

Replied on 10 April 2025

Dear Patient Thank you for your feedback. Our phones can be incredibly busy but I am glad to hear that you were treated kindly and saw a Doctor in a timely manner. Many thanks Kind regards Debbie Debbie Bodhanya Managing Partner

1. **Always helpful**

**★★★★★**

Rated 5 stars out of 5

by Janet - Posted on 24 March 2025

I have been with the Limes for many years, and have seen so many changes. I have always found the doctors and nurses to be caring. Whenever I ring, I always try to be friendly with the staff and they generally respond likewise. Sometimes it can be difficult to get an appointment, but it's no use moaning at the receptionist, it's not her fault. Having said that, I notice that the practice has worked hard to make a lot of extra appointments available. Today, I had an issue, having moved to Scotland; they have a separate NHS service! My records are still in England, but someone at the Limes pulled my records up for me and has supplied a list of my medications that I can present to my new GP. Thank you so much for helping me. I shall miss seeing everyone at the Limes, but whenever I have needed help, they have been there. Thank you.

**The Limes Medical Centre**

Replied on 10 April 2025

Dear Janet Thank you for your feedback and so glad that we could help you with your transition to NHS Scotland. All the very best in your new home. I am sure that the NHS there will look after you well. Kind regards Debbie Debbie Bodhanya Managing Partner

1. **Super Helpful Pharmacy team at Limes Waltham Abbey**

**★★★★★**

Rated 5 stars out of 5

by Jacqueline Finch - Posted on 01 April 2025

I had some issues with my post breast cancer hormone therapy tablets and needed to change the pharmaceutical brand, which was a bit stressful. I contacted the Pharmacy team at the Limes Waltham Abbey and right from the start of speaking to a secretary who took my information and got the pharmacist to phone me, to speaking with a pharmacist, I was treated with kindness, understanding and prompt attention to getting the medication sorted. I had to phone the Pharmacy team twice and both times, wonderful service was provided with kindness, listening and understanding, which made me feel at ease and a lot less stress. I must say that every other time in the past when I have had to phone the pharmacy, my experiences have always been very positive and I always feel I have been treated with the utmost kindness and care - never had a bad experience of dealing with the secretaries or the pharmacists…always very helpful and kind from beginning to end. Heartfelt thanks and gratitude to the entire Pharmacy team at the Limes Waltham Abbey, always excellent service provided! Kindest regards, Jacqueline Finch

**The Limes Medical Centre**

Replied on 10 April 2025

Dear Jacqueline I am so pleased to hear that we were able to sort things for you. Medication is so complicated and we are very lucky to have such a great clinical pharmacy team. Thanks you so much for your feedback which I will share with them. Kind regards Debbie Debbie Bodhanya Managing Partner

1. **My visit was extremely helpful**

**★★★★★**

Rated 5 stars out of 5

by Lazuria Zaphet - Posted on 12 March 2025

I had a great experience visiting my GP and was fortunate to be seen by the Dr. She was extremely knowledgeable about bones, joints, and muscles. She conducted a thorough examination, carefully explained the next steps, and referred me for an X-ray. I truly appreciate her expertise, professionalism, and prompt action. If you have mobility or flexibility issues, or joint and muscle injuries, I highly recommend seeing Dr. Thank you for the excellent care!

**The Limes Medical Centre**

Replied on 13 March 2025

Dear Ms Zaphet So pleased that you were happy with your consultation. I believe that it was with one of our specialist first contact practitioners that you saw who is expert in musculoskeletal issues. She was the right person to assess you and plan care. This is a great role that patients have access to in the practice and I am pleased that this worked for you - I will feedback this back to her. Many thanks Debbie Bodhanya Managing Partner

1. **Excellent Advice**

**★★★★★**

Rated 5 stars out of 5

by Michael Winstone - Posted on 14 March 2025

The clinical pharmacist provided very patient, informative advice. Will follow recommendations. Excellent.

**The Limes Medical Centre**

Replied on 10 April 2025

Dear Mr Winstone Thank you for taking the time to leave a review. I am glad that our clinical pharmacist was able to support you. Many thanks Kind regards Debbie Debbie Bodhanya Managing Partner

1. **Best assessment at the Limes for a long time**

**★★★**

Rated 3 stars out of 5

by Brian Davis - Posted on 13 February 2025

The doctor I saw this morning, at 13.30 , was very professional and showed great awareness of my history, current and past, which I found truly reassuring. Her attention to detail was faultless and I left feeling my ongoing problems would be dealt with as promptly as possible. We need more doctors of her standard.

**The Limes Medical Centre**

Replied on 13 March 2025

Dear Mr Davis Thank you for the feedback. It's always nice to be able to let the team know when patients are happy with their consultation. I will share this with the clinician. Many thanks Debbie Bodhanya Managing Partner

1. **Great Pharmacist**

**★★★★★**

Rated 5 stars out of 5

by John and Teena - Posted on 18 February 2025

An appointment was made for John to see the pharmacist she was extremely pleasant and helpful. I was also with him and she organised for me to have a blood test and I have to take my blood pressure for 4 days and return results to her. We can not thank her enough for her time.

**The Limes Medical Centre**

Replied on 20 February 2025

Dear John and Teena Thank you so much for your feedback. It is great that our clinical pharmacists are proactive. So glad that they helped and reassured you. Kind regards Debbie Bodhanya Managing Partner

1. **V helpful**

**★★★★★**

Rated 5 stars out of 5

by A Shaw - Posted on 06 February 2025

Had problems with the NHS app . I had to go into the surgery. Staff were knowledgeable and extremely helpful. They are always helpful on the phone as well .

**The Limes Medical Centre**

Replied on 20 February 2025

Dear Mr Shaw Thank you for your feedback. We are certainly trying to support everyone with digital technology where we can and we do have an NHS app Ambassador. Good to hear about your positive experience. Kind regards Debbie Bodhanya Managing Partner

1. **They turned it around**

**★★★★★**

Rated 5 stars out of 5

by Riccardo - Posted on 03 March 2025

I had a hard time in the past with this GP practice however, in the last couple of years, they turned it around. Today I contacted them and the service was outstanding. Starting from a friendly and sympathetic reception staff to a GP who actually listened. I am really satisfied by their service. Few months ago I had another issue and I got the same level of service. Both timesa doctor appointment on the same day of contacting them. Keep up the good work and thank you.

**The Limes Medical Centre**

Replied on 13 March 2025

Dear Riccardo Thank you for your review. It's really good to hear that you feel that access have improved. We have introduced a number of different processes, including e-consults and increased our acute care capacity. It's good to hear that it has made a difference. Many thanks Debbie Bodhanya Managing Partner

1. **Lovely doctor**

**★★★★**

Rated 4 stars out of 5

by Karen Gaskin - Posted on 18 February 2025

I had an appointment with dr who listened & clarified and was patient, kind & understanding. She carried an examination & made me feel comfortable & at ease.

**The Limes Medical Centre**

Replied on 13 March 2025

Dear Ms Gaskin So pleased to hear that your appointment was positive. we will share your feedback with the clinician. Many thanks Debbie Bodhanya Managing Partner

1. **Great practice**

**★★★★★**

Rated 5 stars out of 5

by Anonymous - Posted on 07 February 2025

Spoke to a really lovely clinical pharmacist who was extremely helpful and supportive answered all my questions and concerns regarding my medication nothing was to much trouble and was not rushed in anyway

**The Limes Medical Centre**

Replied on 20 February 2025

Many thanks for your feedback. We are very fortunate to have such a helpful team of clinical pharmacists. I will make sure that they are aware of your comments. Kind regards Debbie Bodhanya Managing Partner

1. **Brilliant reception**

**★★★★★**

Rated 5 stars out of 5

by Jacqui and Chris Thoms - Posted on 25 January 2025

We want to send a big ‘thank you’ to the lovely girl on the Reception desk who was really helpful to us yesterday. Some days must be very trying for reception staff at the surgery, but she went above and beyond to try and help us out - even late on a Friday at the end of what was probably a long week. She smiled and made us feel welcome and took the time to listen to make sure she understood what we were asking. We explained our - rather complicated - situation and she was so patient, understanding and friendly. We didn’t feel rushed and she did everything she could to help us. As she wasn’t able to resolve the query she checked with colleagues and was reassuring in letting us know that she had passed on our documents and someone would be in touch. In these days of folk being quick to criticise we just wanted to provide a balance and highlight when things go well. We count ourselves very fortunate to be registered with The Limes. A fantastic GP practice.

**The Limes Medical Centre**

Replied on 30 January 2025

Thank you so much for your feedback. You're right it is easy to say when things don't go well but so nice to be able to give such positive feedback to our hardworking reception team. Many thanks for taking the time to leave this review. Kind regards Debbie Bodhanya Managing Partner The Limes Medical Centre

1. **Going above and beyond**

**★★★★★**

Rated 5 stars out of 5

by Anonymous - Posted on 21 January 2025

I believe I spoke with a receptionist at the Limes. She was amazing helped me evey stel he way gojng and her duties to help me when my anxiety was going through the roof. She's amazing.

**The Limes Medical Centre**

Replied on 21 January 2025

Dear Patient Thank you so much for your feedback. The reception team are amazing and do such a difficult job. They will really appreciate the feedback. So glad that we were able to support you. Kind regards Debbie Bodhanya Managing Partner The Limes Medical Centre

1. **Help with forms**

**★★★★★**

Rated 5 stars out of 5

by Lorraine - Posted on 22 January 2025

Moona helped me fill out a form. She was patient and considerate. I didn't know about this service in the Doctor's surgery but I will certainly be letting friends and family know about it and, it's a free service. Not something you hear about very often these days. Thank you Moona

**The Limes Medical Centre**

Replied on 30 January 2025

Dear Lorraine I am glad that Moona was able to help with your forms. It is a great help having social prescribers as part of our team. I am not sure what we would do without them. Thank you for taking the time to feedback. I will make sure that the this is shared with the team. Kind regards Debbie Bodhanya Managing Partner The Limes Medical Centre

1. **Good practise**

**★★★★**

Rated 4 stars out of 5

by Anonymous - Posted on 30 January 2025

Once you get through to a receptionist it's usually fine to get an appointment if your problem is urgent. But have to phone 8.30 when practise opens otherwise unlikely any appointments available!

**The Limes Medical Centre**

Replied on 06 February 2025

Dear Patient Thank you for your feedback. We do offer advance appointments which can be booked at any time throughout the day. On the day appointments are always in high demand and are signposted by our reception team. We also offer e-consult via our website www.thelimesmedicalcentre.com. Hope that this helps Kind regards Debbie Bodhanya Managing Partner

1. **Friendly and understanding Receptionist**

**★★★★★**

Rated 5 stars out of 5

by Miss Louise Moyse - Posted on 31 January 2025

The receptionist was so caring and friendly, she helped me to change my address and details and explained everything so I could understand, she also helped me set up my online prescription ordering and NHS online service's, she was also aware that we had a recent bereavement in the family and could not have been any more understanding and sympathetic she is a credit to your practice

**The Limes Medical Centre**

Replied on 06 February 2025

Dear Miss Moyse Thank you for your feedback and review, especially at a difficult time for you and your family. We are fortunate to have a very helpful reception team. I will pass you comments on and again thank you. Kind regards Debbie Bodhanya Managing Partner

1. **On time appointment**

**★★★★**

Rated 4 stars out of 5

by Anonymous - Posted on 26 December 2024

Appointment was on time and treatment provided in a professional and compassionate manor. Pleased with service received.

**The Limes Medical Centre**

Replied on 31 December 2024

Dear Patient Good to hear! Thank you for your feedback. Kind regards Debbie Bodhanya Managing Partner

1. **I can walk again**

by Kevin - Posted on 20 December 2024

I had a steroid injection which enabled me to walk without a stick for Christmas I hope it lasts until Easter

**The Limes Medical Centre**

Replied on 31 December 2024

Dear Kevin So pleased to hear that! Fingers crossed for you. Kind regards Debbie Bodhanya Managing Partner

1. **Super help from Ongar Health Centre**

**★★★★★**

Rated 5 stars out of 5

by Barry Dutnall - Posted on 05 December 2024

We were delighted by the help and support from the Social Proscriber. She guided us through our application for a blue badge.

**The Limes Medical Centre**

Replied on 31 December 2024

Dear Mr Dutnall We are do pleased that our social prescribers were able to help you at Ongar. I will make sure that they see your feedback. Kind regards Debbie Bodhanya Managing Partner

1. **Brilliant doctor**

**★★★★★**

Rated 5 stars out of 5

by Alex perkins - Posted on 21 December 2024

I had a quarter zone injection. The DR was brilliant in explaining the process, the risks and was very confident in her work. The DR’s room was very clean and sterile. I felt very comfortable in her presence and trusted what she was saying.

**The Limes Medical Centre**

Replied on 31 December 2024

Dear Mr Perkins So glad that your appointment for your cortisone injection went well and I hope that the outcome is that you are in less pain. I will make sure that the Doctor sees your feedback. Many thanks Kind regards Debbie Bodhanya Managing Partner

1. **Amazing Doctors**

**★★★★★**

Rated 5 stars out of 5

by Jacqueline Bonfield - Posted on 11 December 2024

I saw a GP at the Theydon Bois Surgery on 11 December 2024 and it was an extremely positive experience. The Doctor listened with great empathy and we explored in great detail the options that were available. She also explained the feelings I was currently experiencing and gave insight into areas I had not previously thought of. Her care to me as a patient was exceptional and I felt like a weight had been lifted when leaving the surgery. She also asked to see me again in 4 weeks time to check on my wellbeing and I was grateful. For me it meant that I wasn't being sent away to process our discussion on my own and that I was heard. The Doctor was very welcoming, professional, insightful and understanding and I found it very easy to open up to her regarding my concerns and I didn't feel judged in any way. This is so important when discussing issues of a private nature and to feel that there is trust in the room is crucial. Thank you for your time today. It was so gratefully received.

**The Limes Medical Centre**

Replied on 31 December 2024

Dear Ms Bonfield Thank you for the lovely feedback which I will make sure that your GP is aware of. We are very fortunate to have such a capable and professional team and I am glad that we were able to help you. Many thanks Kind regards Debbie Bodhanya Managing Partner

1. **Efficient Practice**

**★★★★★**

Rated 5 stars out of 5

by Anonymous - Posted on 10 December 2024

The doctor was very thorough and helpful. Pleasant manner as well. She asked the relevant questions and has given me some medication that Hope will help me.

**The Limes Medical Centre**

Replied on 31 December 2024

Dear Patient Than you for taking the time to leave feedback. I am so glad that the Doctor was able to help you and hope that you are starting to feel better. Many thanks Kind regards Debbie Bodhanya Managing Partner

1. **Good Experience**

**★★★★**

Rated 4 stars out of 5

by Laura Reading - Posted on 12 November 2024

Saw a lovely GP today. I was seen on time. The doctor was kind, understanding, thorough, and compassionate. I was listened to, I was not rushed and I felt heard. I really appreciated the fact that the GP was easy to talk to, treated me with dignity and showed empathy.

**The Limes Medical Centre**

Replied on 13 November 2024

Dear Ms Reading Thank you for taking the time to feedback. I will share this with the clinician that you saw. I am so pleased that you had effective and useful consultation. Many thanks Kind regards Debbie Bodhanya The Limes Medical Centre

1. **Outstanding care**

**★★★★★**

Rated 5 stars out of 5

by Bailey Apps - Posted on 28 November 2024

The Dr I saw today was caring, understanding and listened to me. I felt heard and understood. This Dr is a credit to the surgery. I came away from my appointment feeling validated and listened to.

**The Limes Medical Centre**

Replied on 31 December 2024

Dear Mrs Apps Thank you! I will make sure that your Doctor sees this lovely feedback. Many thanks Debbie Bodhanya Managing Partner

1. **Getting through a problem**

**★★★**

Rated 3 stars out of 5

by Anonymous - Posted on 07 December 2024

I had an appointment recently at North Weald which was entirely satisfactory My only concern is that it's quite difficult to get through. Receptionists are very helpful. And once you get to see a practioner the service is good

**The Limes Medical Centre**

Replied on 31 December 2024

Many thanks for your feedback. The phone limes can be quite busy, especially in the early morning. I would suggest the "press 8" for a call back or using our e-consult service via the website. If you are able to call later in the day, when you can book advance appointments, you may not find the lines as busy. Thank you again - your feedback is important to us Kind regards Debbie Bodhanya Managing Partner

1. **Real care by real people**

**★★★★★**

Rated 5 stars out of 5

by Chris Bullock - Posted on 29 November 2024

I attended the surgery in crisis a day or so earlier and it was a different GP that I saw. I didn't expect to receive a follow up call nor did I expect someone new to show the same level of care but they did. My consultation was unrushed, empathetic and caring. Additional support was offered and provided and I felt genuinely listened to. Thank you

**The Limes Medical Centre**

Replied on 31 December 2024

Dear Mr Bullock Thank you for your feedback and I am so glad that we were able to help. I hope that you are feeling better but do not hesitate to reach out to the practice whenever you need us. Kind regards Debbie Bodhanya Managing Partner

1. **Service difficult to access**

**★★**

Rated 2 stars out of 5

by Susan Seward - Posted on 14 November 2024

I need a cortisone injection to help me cope with pain in my knee. I have been told by email from the Limes Practice Epping that they do not know when the next clinic will take place and can give me no idea when I might receive this pain relief. I am left in limbo. I don’t know what to do.

**The Limes Medical Centre**

Replied on 28 November 2024

Dear Mrs Seward I can see that the GP referred you internally for a steroid injection on 8th November. You are 6th on the waiting list. I expect that you will be seen within the next two months. Alternatively we can refer you externally to the hospital but I expect that the wait time could be much longer. Steroid injections are not part of a GP core contract but we are fortunate to have two GP's who are able to offer this to our patients. It does mean that the wait time is shorter and this is done at the practice. You are more than welcome to call me on my direct line if you would like to discuss further 01992 566555. Many thanks Kind regards Debbie Bodhanya Managing Partner

1. **Good practice**

**★★★★★**

Rated 5 stars out of 5

by Anonymous - Posted on 14 November 2024

The doctor listened to me was very reassuring put my mind at rest and now sending me for an back X-ray

**The Limes Medical Centre**

Replied on 21 November 2024

Dear Patient Thank you for the feedback. It is good to hear that you were seen, listened to and a plan made for investigating the issue. I will feedback to the team Kind regards Debbie Bodhanya Managing Partner

1. **Excellent patient care**

**★★★★★**

Rated 5 stars out of 5

by J Swinhoe - Posted on 29 November 2024

I had a health episode which was very frightening. The GP receptionist was amazing, providing a calm voice and clear next steps. I ended up in the urgent care centre and while tests are ongoing, the help, responsive nature of reception and doctors at Limes and Theydon Bois has been fantastic.

**The Limes Medical Centre**

Replied on 31 December 2024

Dear Ms Swinhoe I am so pleased to hear that we were able to support you and get you the help that you needed in a timely and calm manner. Thank you for taking the time to feedback. Kind regards Debbie Bodhanya Managing Partner

1. **Great practice**

**★★★★★**

Rated 5 stars out of 5

by Anonymous - Posted on 14 November 2024

From receptionists to the Gp appointment I can’t fault anything. It was easy to made an future appointment and the GP was so helpful and gave some good advice

**The Limes Medical Centre**

Replied on 21 November 2024

Dear patient That is so lovely to hear. General Practice is not easy at the best of times, so I am so pleased that you have good experience with our whole team. I will certainly feed this back to them. Many thanks Kind regards Debbie Bodhanya Managing Partner

1. **Wonderful care.**

**★★★★★**

Rated 5 stars out of 5

by Anonymous - Posted on 15 November 2024

Today, I had a wonderful experience when visiting the Limes Medical centre. The lady on the reception desk was incredibly helpful. My concern with professionalism and care.

**The Limes Medical Centre**

Replied on 21 November 2024

Dear Patient Many thanks for your feedback. Our reception team work so hard so it is lovely to be able to give them positive feedback. Many thanks Debbie Bodhanya Managing Partner

1. **The Limes Medical Centre is broken**

**★**

Rated 1 star out of 5

by Steven Miller - Posted on 25 November 2024

Unable to make an appointment online, unable to make an appointment by phone, unable to make an appointment in person. Complained about this to the practice manager 5 years ago and nothing has changed. Today's advice is to take my daughter to A&E. Shameful.

**The Limes Medical Centre**

Replied on 28 November 2024

Dear Mr Miller I am sorry to hear that you are unhappy with the practice. You are able to submit an e-consult from our website www.thelimesmedicalcentre.com. We do book specific appointments on line. In person appointments can be made with a range of clinicians. Some appointments are triaged so booked over the telephone via our reception navigators. Many things have changed over the past 5 years and I am sorry to hear that you feel nothing has changed. Please feel free to call me to discuss further on my direct line 01992 566555. Kind regards Debbie Bodhanya Managing Partner

1. **Very helpful**

**★★★★**

Rated 4 stars out of 5

by Megan Lamey - Posted on 01 October 2024

The female doctor who saw me was amazing when listening to my problem, diagnosing me and treating me with the necessary medication. I felt completely at ease and left my appointment feeling relieved that I had a diagnosis

**The Limes Medical Centre**

Replied on 14 October 2024

Dear Ms Lamey Thank you for taking the time to feedback. I am so glad that the GP was attentive to your concerns and thorough in her diagnosis and treatment. I will make sure that she is aware of your comments. Many thanks Kind regards Debbie Bodhanya Managing Partner

1. **Fantastic practice**

**★★★★★**

Rated 5 stars out of 5

by Anonymous - Posted on 23 October 2024

Got an appointment straightaway the lady the receptionist was lovely and helped me. It was like having private treatment.

**The Limes Medical Centre**

Replied on 24 October 2024

Dear Patient Thank you so much for your feedback. I am glad that we were able to support you with an appropriate appointment. Our reception team work really hard and will appreciate the feedback. Kind regards Debbie Bodhanya Managing Partner

1. **Efficent and quick referral**

**★★★★★**

Rated 5 stars out of 5

by Amanda Nelson - Posted on 07 October 2024

Very impressed and pleased to be part of The Limes Medical Centre, the whole process of my first call to the surgery and the consequent referrals to PAH has been excellent and all the staff involved have been empathetic and informative. Many thanks

**The Limes Medical Centre**

Replied on 14 October 2024

Dear Ms Nelson Thank you! It is so nice to hear that both the clinical and non clinical teams have been able to support you from first contact to secondary care treatment. Thank you for taking the time to leave the feedback and I will share with the team. Many thanks Kind regards Debbie Bodhanya Managing Partner

1. **Good receptions and gp**

**★**

Rated 1 star out of 5

by Donna Castle - Posted on 24 October 2024

This receptionist tried hard to help me I had to have bloods taken and told I can go st margrets on arrival they asked for doctors form as urgent but doctor did not give me they said they should know this!! Going back to surgery now to get form for bloods with stamp on

**The Limes Medical Centre**

Replied on 28 October 2024

Dear Mrs Castle I am sorry to hear that you were asked for a printed blood form at SMH. They do not usually require one. The hospital are, however, changing their computer system at the moment so that may have impacted their processes. I will certainly check with them, so thanks you for raising this. Kind regards Debbie Bodhanya Managing Partner

1. **Great doctor**

**★★★★★**

Rated 5 stars out of 5

by Shelley brown - Posted on 24 October 2024

Brilliant doctor I felt like I knew what she was talking about left feeling so much better with the way she explained things to me

**The Limes Medical Centre**

Replied on 28 October 2024

Dear Ms Brown Thank you so much for the feedback and good to know that our GP was able to help. I will make sure that the feedback is passed on. Kind regards Debbie Bodhanya Managing Partner

1. **Great service**

**★★★★★**

Rated 5 stars out of 5

by William Locke - Posted on 29 October 2024

I’ve recently had Covid , the coughing just hasn’t stopped and by Monday the 28th October my chest was feeling very tight, also I was feeling completely under the weather, I used E consultant at the limes medical centre Epping, within the hour I received a call to offer an appointment that very morning, I was so pleased I actually think I started to feel better, I was prescribed Antibiotics by the Dr, I would like to say a massive thanks to the Limes for seeing my so quickly

**The Limes Medical Centre**

Replied on 31 October 2024

Dear Mr Locke Thank you for your feedback. I do hope that you're starting to feel better and glad that we were able to see you so quickly. Good to hear the the e-consult works well. Many thanks Kind regards Debbie Bodhanya Managing Partner

1. **Medication**

**★★★**

Rated 3 stars out of 5

by Anonymous - Posted on 12 October 2024

For the last couple of years a scot has been my Clinical Pharmacist diligently dealing with my medication ensuring that it has been adjusted when necessary. Clearly she has worked very conscientiously seeking Doctors advice to confirm her assessment and working well into the early evening. Recently I discovered that my pacemaker was on the wrong setting and the Clinical pharmacist had been trying to adjust my medicines to compensate for the error. This has now been resolved. I am extremely grateful.

**The Limes Medical Centre**

Replied on 14 October 2024

Thank you for your feedback and I am so glad that our Clinical Pharmacist was able to support you and give good continuity of care. It is good to hear that your pacemaker is now on the correct settings. I will make sure that the member of staff is aware of your feedback. Thank you again Kind regards Debbie Bodhanya Managing Partner

1. **Super-kind help received from Prescription team assistant.**

**★★★★★**

Rated 5 stars out of 5

by Jacqueline Finch - Posted on 16 October 2024

Today (16.10.2024), I phoned the Limes Waltham Abbey Medical Centre after struggling to get the regular prescription manufacturing brand I use. I called the Prescription team at The Limes, Waltham Abbey and spoke to a young lady. She was so kind to me and understanding. She knew I was a bit distressed and worried and she was extremely helpful with such a lovely disposition. She did not hesitate in going the extra mile to find out some information and she called me back like she said she would. Not once did I feel like I was a bother to her. She listened and spoke to me with empathy, respect and understanding. I was overwhelmed by her kindness and prompt attention and help. What a gem she was and exactly what I needed whilst I was feeling a bit helpless and down. She was brilliant and I couldn’t thank her enough for all she did to get the situation sorted out. I wanted to provide a nice review for her - she was incredibly kind, compassionate and willingly helpful and I can’t say enough on how much I appreciated her. I hope I get to see her face to face at some point when I’m at the Limes so I can thank her face to face and give her a big hug! Massive heartfelt thank you to her. Jacqueline Finch

**The Limes Medical Centre**

Replied on 16 October 2024

Dear Ms Finch Thank you so much for taking the time to acknowledge the help you received today. I will, of course, pass it on to the member of staff and her line manager. We are fortunate to have a lovely team here at the Limes and I am glad that you got to experience that today. Again many thanks Kind regards Debbie Bodhanya

1. **Good Practice**

**★★★★**

Rated 4 stars out of 5

by Anonymous - Posted on 21 November 2024

Today I had an appointment with a doctor. The appointment was on time and I found the doctor welcoming, friendly and professional and explained things in a clear way. A good experience

**The Limes Medical Centre**

Replied on 28 November 2024

Dear Patient Many thanks for your feedback. Good to hear that you had a positive experience when you saw the GP. Thank you for taking the time to reviews. Kind regards Debbie Bodhanya Managing Partner

1. **Great pharmacist service**

**★★★★★**

Rated 5 stars out of 5

by Sue - Posted on 10 October 2024

Just had a call from the practice pharmacist, unexpected, but fantastic. Reviewed my medication, replanned it for greater simplicity, sent me blood test arrangements, and gave me advice. Really excellent service. Very happy with the service received. Thank you.

**The Limes Medical Centre**

Replied on 14 October 2024

Dear Sue It is great to hear that the clinical pharmacy team have been proactive with your medication review and very thorough. We are very fortunate to have some very experienced pharmacists. Many thanks for taking the time to leave feedback. Kind regards Debbie Bodhanya Managing Partner

1. **Support from Social Prescriber**

**★★★★★**

Rated 5 stars out of 5

by LAURA TURFREY - Posted on 25 September 2024

Our social prescriber was so helpful and supportive with applying for various benefits for my parents. She was patient and efficient, she guided me through the various forms and supplied all the information needed quickly, which has been extremely helpful. Thank you very much, I am most grateful. I highly recommend using this invaluable Social Prescriber service.

**The Limes Medical Centre**

Replied on 14 October 2024

Dear Ms Turfrey Thank you for your feedback. We are very fortunate to have two excellent social prescribers. Forms and processes can be so complicated so I am grateful that they were able to support you with this. I will make sure that they are aware of your lovely feedback. Kind regards Debbie Bodhanya Managing Partner

1. **Excellent Service at North Weald Doctors Surgery**

**★★★★★**

Rated 5 stars out of 5

by Jacquie Malcolm - Posted on 06 September 2024

Had an appointment at North Weald Doctors Surgery and found it a great experience. The GP took her time and listened so I felt supported. Very warm service from the receptionist as well.

**The Limes Medical Centre**

Replied on 26 September 2024

Dear Ms Malcolm Thank you so much. Its great to have the branch sites to be able to see patients close to home or in a smaller environment. Good to hear it all went well for you. Many thanks for the feedback Debbie Bodhanya Managing Partner

**Always found the staff most helpful**

**★★★★★**

Rated 5 stars out of 5

by Leslie Burrows - Posted on 06 September 2024

I am going on holiday and needed to pre-book my B12 injection which was over two weeks away and the receptionist could not book that as she doesn't have the calendar for date yet she said she would do that later and text me with the date which I thought was very efficient

**The Limes Medical Centre**

Replied on 26 September 2024

Dear Ms Burrows Thank you! Our reception team do work incredibly hard to support so I'm glad to hear that feedback. Many thanks Debbie Bodhanya Managing Partner

1. **Wonderful Treatment from the Nurses**

**★★★★★**

Rated 5 stars out of 5

by Barry - Posted on 01 October 2024

I had my big toe nails removed several weeks ago, and for the past few weeks I have received wonderful treatment from the Nurses and Staff from The Limes. They get a lot of criticism from others, but my treatment has been exemplary. I cannot thank them enough.

**The Limes Medical Centre**

Replied on 14 October 2024

Dear Barry Thank you! It is always lovely to hear that our team have been able to help and support. That must have been a painful procedure for you. Good to hear that the nurses were able to give excellent post procedure care. Many thanks Debbie Bodhanya Managing Partner

1. **Great service at Theydon Bois**

**★★★**

Rated 3 stars out of 5

by Karen - Posted on 18 September 2024

I wanted to give a shout out to the lovely young lady on reception who massively helped me today. She went “above and beyond” today, she was helpful, sympathetic and explained things really well. With out her help, I would have been unable to get my daughter antibiotics for an ear infection. Unfortunately I can’t name the young lady, so I will email the practice manager separately as I believe she should be commended.

**The Limes Medical Centre**

Replied on 14 October 2024

Dear Karen Many thanks for the great feedback. I have made sure that the receptionist is aware. We are very lucky to have proactive reception team who try their utmost to help, so I am glad that we she could support yourself and your daughter. Kind regards Debbie Bodhanya Managing Partner

1. **The doctor listened!!**

**★★★★★**

Rated 5 stars out of 5

by Mrs Jean Mercer - Posted on 19 September 2024

The doctor was excellent!! She was kind understanding and listened carefully. I would love to see this lady doctor every time! I know that is not possible but it would be great if we had follow ups with the same doctor!

**The Limes Medical Centre**

Replied on 14 October 2024

Dear Mrs Mercer Thank you for your feedback. With pre-bookable appointments available certainly do ask for the same Doctor if you wish to book with her again. It is not always possible, as you say, but worth asking when you can plan in advance. Thank you for taking the time to leave feedback Kind regards Debbie Bodhanya Managing Partner

1. **Lovely Doctor**

**★★★★★**

Rated 5 stars out of 5

by Anonymous - Posted on 20 August 2024

The Doctor i saw today is an incredably kind and an amazing doctor who really listens to what your saying and knows the best course of action for you incredibly well.

**The Limes Medical Centre**

Replied on 26 September 2024

Dear Patient Thank you for the lovely feedback. So glad that we were able to help and support you. Its always good to be listened to and advised appropriately. I will share with the team Kind regards Debbie Bodhanya Managing Partner

1. **Exemplary Primary Care**

**★★★★★**

Rated 5 stars out of 5

by John - Posted on 19 August 2024

I required urgent primary care and treatment on this occasion which was provided in a very timely manner by the surgery staff. I would like to express my sincere thanks to both the Reception Staff and the Doctor who dealt with me on the day. Their intervention helped to prevent my condition from deteriorating further and certainly prevented me from having to access secondary care.

**The Limes Medical Centre**

Replied on 26 September 2024

Dear John Thank you! It is our aim to manage patients as close to home as possible and it is so nice to hear when that goes well. I am glad that our team were able to help support you. Many thanks Debbie Bodhanya Managing Partner

1. **Doctor really listened**

**★★★★**

Rated 4 stars out of 5

by Anonymous - Posted on 01 August 2024

Todays appointment was about mental health and I really appreciated how professional and caring the doctor was. She took time to really understand the issue and comforted the patient.

**The Limes Medical Centre**

Replied on 20 August 2024

Thank you so much for your feedback. So glad to hear that our GP was supportive and helpful. Many thanks Debbie Bodhanya Managing Partner

1. **Great communication**

**★★★★★**

Rated 5 stars out of 5

by Emma Marshall - Posted on 08 August 2024

Had a telephone consultation with gp today regarding my sick note for work. The gp was very understanding and also asked me how my chemotherapy was going. Discussed side effects and current medications & appropriate times for reviewing anti depressants.Documentation was sent promptly via my mobile phone so I could then send it onto my work. The gp had great communication skills and was empathetic & polite.

**The Limes Medical Centre**

Replied on 26 September 2024

Dear Ms Marshall Thank you for the feedback and good to see that using our IT software helps with efficiency. I will share with the team. Many thanks Debbie Bodhanya Managing Partner

1. **Very kind and understanding**

**★★★★★**

Rated 5 stars out of 5

by Sarah Brown - Posted on 29 August 2024

Very lovely doctor. Listened to my concerns and has given me guidance on the best next steps. Really lovely doctor!

**The Limes Medical Centre**

Replied on 26 September 2024

Dear Ms Brown Thank you for taking the time to feedback. It is always good to hear that we have been able to support and help. I will share with your clinician. Kind regards Debbie Bodhanya Managing Partner

1. **Brilliant practice!**

**★★★★★**

Rated 5 stars out of 5

by Sam Bastin - Posted on 20 August 2024

Today, I needed an appointment, to check out a skin issue that had been worrying me. I was in a queue for the receptionist, but was soon put through. She was very helpful and I had an appointment less than an hour later. My appointment was on time and I was seen by a lovely Dr who explained everything and was referring me to the dermatologist. All interactions were delivered with care.

**The Limes Medical Centre**

Replied on 26 September 2024

Dear Ms Bastin I am so glad that we were able to help you so quickly with this issue. Its always good to hear that the whole team have supported you. Best wishes for the consultant appointment. Many thanks Debbie Bodhanya Managing Partner

1. **Lovely doctor**

**★★★★★**

Rated 5 stars out of 5

by Joanne moloney - Posted on 07 August 2024

Today I saws lovely female doctor , who was very helpful and lovely to talk to gave me lots of advice and information on how to help myself with my problem as well as being very thorough

**The Limes Medical Centre**

Replied on 14 October 2024

Dear Ms Moloney It is good to hear that our GP was able to support and guide you in self care, after thorough clinical assessment. I will make sure that the GP sees this lovely feedback. Many thanks for taking the time to write this. Kind regards Debbie Bodhanya Managing Partner

1. **Clear information**

**★★★★**

Rated 4 stars out of 5

by Anonymous - Posted on 09 July 2024

My experience with the doctor I saw was very positive. The doctor took the time and had patients to explain everything to me and made time for me to ask questions and discuss. One of the best doctors Ive seen, I was very reassured and came away with greater understanding and a positive attitude going forward. Thank you.

**The Limes Medical Centre**

Replied on 26 September 2024

Dear Patient Thank you for the lovely feedback which I will share with the team. Communication is so important. I am glad to hear that everything was explained well and you were reassured. Many thanks Debbie Bodhanya Managing Partner

1. **Great doctors**

**★★★★★**

Rated 5 stars out of 5

by Georgia Hepting - Posted on 23 July 2024

My doctor was extremely helpful, ordered all the tests to try and help me find out what is wrong with me and listens to everything I have to say

**The Limes Medical Centre**

Replied on 18 September 2024

Dear Ms Hepting Thank you so much for taking the time to feedback. I am glad that we were able to order your tests and listen to your medical concerns. I will share your feedback with the GP Kind regards Debbie Bodhanya Managing Partner

1. **Great practice**

**★★★★★**

Rated 5 stars out of 5

by Des - Posted on 10 July 2024

The service that I received regarding my health issue was excellent and professional. The staff where very helpful and dealt with the matter swiftly

**The Limes Medical Centre**

Replied on 18 September 2024

Dear Des Thank you for taking the time to feedback and I am glad that we have been able to help you promptly. Many thanks Kind regards Debbie Bodhanya Managing Partner

1. **Fantastic doctor**

**★★★★★**

Rated 5 stars out of 5

by Keith Burton - Posted on 22 July 2024

I felt so relieved with the explanation from the doctor and she put me at ease immediately, in addition she was so professional in her manner and for the Lines centre to give me an appointment at such short notice was much appreciated. Keith Burton

**The Limes Medical Centre**

Replied on 18 September 2024

Dear Mr Burton Thank you for your feedback. We are fortunate to have such a professional clinical team and I am so glad that you were supported at your appointment. I will make sure that the GP is aware of your feedback. Kind regards Debbie Bodhanya Managing Partner

1. **The service is very much needed**

**★★★★★**

Rated 5 stars out of 5

by Chan S - Posted on 01 August 2024

the GP Prescriber service is very much needed. I can't thank her enough for her patience, care and concern. She support me with some concerns and she was able to get results. Thanks again

**The Limes Medical Centre**

Replied on 18 September 2024

Dear Chan Thank you so much for your feedback. We are very pleased to have a team of experienced clinical pharmacists at the practice and I am glad to hear that they were able to help you. Kind regards Debbie Bodhanya Managing Partner

1. **Great practice**

**★★★★★**

Rated 5 stars out of 5

by Elliot Bushay - Posted on 11 July 2024

I was able to get through to the surgery and book my appointment easily. I was also given an appointment within a reasonable timeframe. On the day I was seen by my Doctor quickly and felt I was listened to and treated considerately. The advise information and support seemed appropriate. The experience throughout was very positive.

**The Limes Medical Centre**

Replied on 18 September 2024

Dear Mr Bushay Many thanks for your feedback. It is good to hear that we were able to see you promptly and advise appropriately. I will share your feedback with the team. Kind regards Debbie Bodhanya Managing Partner

1. **Great GP**

**★★★★★**

Rated 5 stars out of 5

by Melanie Hand - Posted on 30 July 2024

The GP I saw today was very thorough after I had a fall and injured my left leg. She explained the plan going forward and I felt like she really wanted to help and was very sincere

**The Limes Medical Centre**

Replied on 20 August 2024

Dear Ms Hand Thank you for the feedback and it is good to hear that our GP was able to help. So sorry you had a fall and I hope that you are recovering well. Many thanks Debbie Bodhanya Managing Partner

1. **Good Reception Team**

**★★★★**

Rated 4 stars out of 5

by Max Rochln - Posted on 29 July 2024

I was most impressed with the Receptionist this afternoon who was most professional, helpful and most pleasant. I understand I cannot name the person concerned. Many thanks to the team.

**The Limes Medical Centre**

Replied on 20 August 2024

Dear Mr Rochln Thank you for your feedback. It is a difficult role to work in and I am pleased that you were impressed. I will feedback to the team, who I know, will appreciate your comments. Many thanks Debbie Bodhanya Managing Partner

1. **Very good practice**

**★★★★★**

Rated 5 stars out of 5

by Dennis Arnell - Posted on 25 July 2024

I phoned rea problem with my repeat prescription. I was promised a callback which I got within 15 minutes. Problem solved. The doctors and staff are fantastic, the downside is trying to get an appointment is a nightmare

**The Limes Medical Centre**

Replied on 20 August 2024

Dear Mr Arnell I am so pleased that we were able to help with your repeat prescription quickly and efficiently. We do offer a range of acute on the day and routine pre bookable appointments or do try our e-consult via our website. We are an incredibly busy practice but I appreciate your feedback. Many thanks Debbie Bodhanya Managing Partner

1. **Speedy response**

**★★★★★**

Rated 5 stars out of 5

by amanda Stephenson - Posted on 24 July 2024

I rang up Monday afternoon when my 15 year old son complained of a sore tummy, got an emergency appt that day with the doctor. Dr believed it was a suspected appendicitis and sent us straight to hospital. She was right and on Tuesday we had emergency surgery to have this treated. The surgeon said we were lucky it got diagnosed so quickly so thank you reception staff for fitting us in with short notice and the doctor for getting that diagnosis spot on. Very very grateful! Thanks

**The Limes Medical Centre**

Replied on 20 August 2024

Dear Ms Stephenson Thank you for your feedback and I am so glad that we were able to help to get your son the treatment he needed at the right time. I hope that has recovered well. Many thanks Debbie Bodhanya Managing Partner

1. **Good practice**

**★★★★**

Rated 4 stars out of 5

by Christopher Skippers - Posted on 23 July 2024

Didn’t wait long after arrival. The GP is very professional and shows a positive attitude to her duty of care. I was really surprised in the manner she assist me and help me to get all test done. I seen her twice and both times she is brilliant. As an educator myself , I know when someone walk the extra mile and deserve a tick for outstanding. She definitely is an outstanding doctor I trust and hope that she will continue in doing good and helping people getting better

**The Limes Medical Centre**

Replied on 20 August 2024

Dear Mr Skippers Thank you so much for the feedback. I will make sure that the GP is aware of this. Getting feedback is so helpful and it is very much appreciated Many thanks Debbie Bodhanya Managing Partner

1. **Professional consultation**

**★★★★★**

Rated 5 stars out of 5

by Kevin Dowsett - Posted on 04 June 2024

Welcoming helpful and professional I was led through my blood tests. The doctor explained everything carefully and in a way I could understand easily. She arranged further tests and said I should come back for the results.

**The Limes Medical Centre**

Replied on 06 June 2024

Dear Mr Dowsett Thank you for your feedback - really good to hear that everything was explained well and that you have a clear plan. Thank you for taking the time to feedback and I will make sure that the clinician is aware Kind regards Debbie Bodhanya Managing Partner

1. **Great practice**

**★★★★**

Rated 4 stars out of 5

by Lucy - Posted on 05 June 2024

My experience was lovey It was easy to check in and they saw me on time. The doctor was efficient with my appointment.

**The Limes Medical Centre**

Replied on 06 June 2024

Thank you so much Lucy. So glad to hear that your appointment went well. Kind regards Debbie Bodhanya Managing Partner

1. **Couldn’t have done more**

**★★★★★**

Rated 5 stars out of 5

by Viv - Posted on 26 June 2024

I explained my symptoms to receptionist. I received, within 10 minutes a call from GP. She shuffled availability to accommodate my being seen close to my home. I was seen by a lovely GP within 2 hours. I had a blood test on same day and received an appointment in the late afternoon of same day. Thank you.

**The Limes Medical Centre**

Replied on 20 August 2024

Dear Patient Thank you for taking the time to feedback. Our acute care/on the day team has been expanded and I am pleased to hear that it is working well. Many thanks Debbie Bodhanya Managing Partner

1. **Limes**

**★★★**

Rated 3 stars out of 5

by Karen Conway - Posted on 16 May 2024

Can never manage to get an appointment. Told to call at 8.30 but always get ‘the queue is now full’ so hand to keep trying which is difficult when you’re at work all day

**The Limes Medical Centre**

Replied on 21 May 2024

Dear Ms Conway I am sorry that the phone lines are so busy. Please do try e-consult via our website. You may find this a more convenient way to contact us during your working day. If you visit our website www.thelimesmedicalcentre.com you will find the link there. I hope that helps Kind regards Debbie Bodhanya Managing Partner

1. **Steroid injection**

**★★★★★**

Rated 5 stars out of 5

by Angie Dines - Posted on 16 May 2024

The doctor was very nice. I formative about my procedure and explained all the pros and cons. She was also very sweet saying sorry to me as the injection was a painful.

**The Limes Medical Centre**

Replied on 21 May 2024

Dear Ms Dines I am so pleased that your injection went well and I will share your lovely feedback with the team. Kind regards Debbie Bodhanya Managing Partner

1. **Knee ingection**

**★★★★★**

Rated 5 stars out of 5

by Anonymous - Posted on 16 May 2024

Very nice young doctor very professional and kind real helpful I would recommend this doctor to family and friends and the doctors is also very clean and the receptionist is very nice

**The Limes Medical Centre**

Replied on 21 May 2024

Thank you so much for your feedback about your experience at the practice recently. I hope that your knee is less painful now. Many thanks and kind regards Debbie Bodhanya Managing Partner

1. **Great Service**

**★★★★★**

Rated 5 stars out of 5

by Anonymous - Posted on 10 May 2024

My latest visit to the Limes was to discuss my recent blood test results and follow up and review medication and treatment issues. I was seen by a Physician Assistant who was extremely good. They were empathetic, supportive, took time to listen, explain and did not rush me during this consultation which was very much appreciated due to my disability and cognitive impairment.

**The Limes Medical Centre**

Replied on 21 May 2024

Thank you for your feedback and I am glad that your visit was positive and helpful. Always lovely to be able to share with the team. Kind regards Debbie Bodhanya Managing Partner

1. **Blue Badge help**

**★★★★**

Rated 4 stars out of 5

by Anonymous - Posted on 09 July 2024

I received great help with application form for Blue Badge. I was nervous but found the experience reassuring and could not have managed without help.

**The Limes Medical Centre**

Replied on 20 August 2024

Dear patient Thank you for the lovely feedback. I am so glad that we could help with your application as they are complex to complete. Many thanks Debbie Bodhanya Managing Partner

1. **Good practice**

**★★★★**

Rated 4 stars out of 5

by Lesley-Anne Garland - Posted on 16 May 2024

The hardest issue with the Limes medical centre is getting though and making an appointment and one that isn’t 4 weeks away. Today I was seen be two lovely lady doctors and who were warm, professional and empathetic.

**The Limes Medical Centre**

Replied on 21 May 2024

Dear Mrs Garland Thank you for your feedback and I am so pleased that the GP's that you saw today were able to support and help you. It is incredibly busy in General Practice and we do try to balance acute (on the day) and on-going (routine) care. We continue to strive to give a range of appointments that are signposted by our reception team so that each patient sees the most appropriate clinician. Many thanks again Kind regards Debbie Bodhanya Managing Partner

1. **Great Surgery**

**★★★★★**

Rated 5 stars out of 5

by Ravinder - Posted on 05 April 2024

Had an appointment today with a GP who was excellent! Had great service today and all staff were very helpful. Thank you Limes!

**The Limes Medical Centre**

Replied on 18 April 2024

Dear Ravinder So glad to hear that. Thank you for taking the time to leave feedback Kind regards Debbie Bodhanya Managing Partner

1. **Great with children**

**★★★★**

Rated 4 stars out of 5

by Anonymous - Posted on 05 April 2024

The staff I have seen with my two young children have been lovely and have helped to put them at ease. This includes vaccinations at each age and the newborn checks. The nurse and GP were helpful and able to answer any questions. Thank you!

**The Limes Medical Centre**

Replied on 18 April 2024

Thank you so much for your lovely feedback. It's good to hear that our team have been able to put you at ease. Kind regards Debbie Bodhanya Managing Partner

1. **Superb Dr**

**★★★★★**

Rated 5 stars out of 5

by Sue W - Posted on 24 April 2024

The lady Dr I saw was superb. She was very friendly and thorough, and dealt with the issue in a kind and compassionate manner. She explained everything and offered advice on my condition. She made me feel at ease, Thank-you so much, an asset to the surgery.

**The Limes Medical Centre**

Replied on 21 May 2024

Dear Sue Many thanks for your feedback which I will share with the clinical team. It is good to hear that you felt comfortable and supported. Kind regards Debbie Bodhanya Managing Partner

1. **Caring and Supportive Doctors**

**★★★★★**

Rated 5 stars out of 5

by Karen - Posted on 12 April 2024

Having been diagnosed with suspected bone cancer at the beginning of March, my doctor referred me to all the relevant hospitals for treatment. Subsequently there have been issues with obtaining appointments and information back from the hospitals. Having been told about my cancer diagnosis is hard enough to deal with, but the added stress created by delays in receiving treatment has been very difficult. The doctor has phoned me to reassure me she is on the case and had taken urgent action to ensure I do get seen by an appropriate oncology department. Without her obvious concern and assistance, I'm not sure how I would have coped.

**The Limes Medical Centre**

Replied on 18 April 2024

Dear Karen I am so sorry to hear about your diagnosis. I am glad that our Doctor has been able to support you at this difficult time and I hope that your care is ongoing in the hospital now. Thank you for taking the time to feedback. Kind regards Debbie Bodhanya

1. **Great Practice**

**★★★★★**

Rated 5 stars out of 5

by Karen - Posted on 10 April 2024

The doctor at the Limes has been very helpful in trying to get me treatment for my recent cancer diagnosis. I have had problems as my Internet was down on the day Barts hospital Rapid Response was due to call me, accordingly I didnt receive there call and have been labelled as a "no show". Despite explaining to Barts that it was Internet issues that didn't allow me to receive the call, I have been waiting over another month for another telephone appointment, as they have told me they don't have any available appointment dates they can give me. The doctor has done all she can in trying to arrange a new appointment and has helped me to be more positive in that I will receive a consultation with the consultants at Barts for my cancer treatment

**The Limes Medical Centre**

Replied on 18 April 2024

Dear Karen I am so glad that we have been able to support you and help to get the appointment rescheduled. We are here if you need further help. Kind regards Debbie Bodhanya Managing Partner

1. **Nurse review**

**★★★**

Rated 3 stars out of 5

by Angela Caffall - Posted on 08 March 2024

The nurse made me feel really comfortable as I was quite anxious and she was kind and reassuring. I was seen on time and could park easily.

**The Limes Medical Centre**

Replied on 11 March 2024

Thank you for your feedback Ms Caffall. I will make sure that the nursing team are aware. I am glad that you were reassured. Many thanks Debbie Bodhanya Managing Partner

1. **Kind and supportive Doctors**

**★★★★★**

Rated 5 stars out of 5

by Erdinch - Posted on 22 March 2024

In my consultation with a Doctor at the Limes today - I was offered a plan on how to proceed in resolving my physical ailments. All my options were explained to me in really calm and full and helpful manner. I felt really listened to snd resoected. Their genuine care and support for my medical issues shone through the whole consultation.

**The Limes Medical Centre**

Replied on 18 April 2024

It's really good to hear that the consultation went so well and that you were at the centre of the planning. Thank you for the feedback Kind regards Debbie Bodhanya Managing Partner

1. **Very good practice**

**★★★★★**

Rated 5 stars out of 5

by Anonymous - Posted on 22 May 2024

It was very good speaking to moona about my situation and helping me fill out the forms I needed. To help with my situation. She was very helpful. I would like to thank her very much.

**The Limes Medical Centre**

Replied on 06 June 2024

Many thanks for your feedback. We are very fortunate to have social prescribers to support patients. I am glad that you have found this useful. I will make Moona aware. Kind regards Debbie Bodhanya Managing Partner

1. **Social prescriber**

**★★★★★**

Rated 5 stars out of 5

by Anonymous - Posted on 12 June 2024

She was very informative and pleasant, kind and empathetic. Appointment was booked promptly and efficiently.

**The Limes Medical Centre**

Replied on 20 August 2024

Thank you so much for the feedback. Our social prescribers are excellent. I am so pleased they were helpful for you. Many thanks Debbie Bodhanya Managing Partner

1. **Jabs**

**★★★★★**

Rated 5 stars out of 5

by Steve Drew - Posted on 15 March 2024

Lovely nurse Great personality Very professional Reassuring Light hearted Punctual Under todays pressures in the NHS extremely pleased with her professionalism

**The Limes Medical Centre**

Replied on 18 April 2024

Dear Mr Drew Great to hear! Thank you so much for taking the time to feedback - I will pass onto the nursing team. Kind regards Debbie Bodhanya Managing Partner

1. **Great Practice**

**★★★★★**

Rated 5 stars out of 5

by Miranda Rossides - Posted on 20 March 2024

I attended the Practice on the 6 March and 20 March 2024 . The reason for my visits was to deal with my application for attendance allowance and blue badge. I found the person that dealt with me very professional and exceptional I was extremely satisfied with my experience at the surgery

**The Limes Medical Centre**

Replied on 18 April 2024

Dear Ms Rossides thank you for taking the time to feedback about the support for your attendance allowance and blue badge. We're so pleased that our social prescribers were able to help you. Kind regards Debbie Bodhanya Managing Partner

1. **The nurse was very professional**

**★★★★★**

Rated 5 stars out of 5

by Zoe East - Posted on 15 March 2024

I went today for a routine HRT appointment, the nurse noticed another problem and fetched a doctor in for his opinion. My problem was sorted out between them and I came away feeling much happier than I have for over 3 weeks.

**The Limes Medical Centre**

Replied on 18 April 2024

Dear Ms East That is so good to hear. We do aim to be proactive in care and this is such a good example of that. Thank you for taking the time to feedback Kind regards Debbie Bodhanya Managing Partner

1. **Amazing doctor**

**★★★★**

Rated 4 stars out of 5

by Macey - Posted on 13 March 2024

Came in today and saw one of the doctors coming from st hospice. She was so informative, kind and produced the best care that was centred around my individual needs. She spent a long time to ensure I had the correct care and left the surgery happy. Overall had a good experience.

**The Limes Medical Centre**

Replied on 18 April 2024

Dear Macey Thank you for your feedback. The registrar GP's that we train, along with the hospice, are excellent. So glad that she was able to support you. Kind regards Debbie Bodhanya Managing Partner

1. **Cervical smear**

**★★★★★**

Rated 5 stars out of 5

by Julie Wheeler - Posted on 08 March 2024

Quick easy and the nurse made me feel at ease Was very helpful when I asked about another matter………………………………………….

**The Limes Medical Centre**

Replied on 11 March 2024

Dear Ms Wheeler Many thanks for your feedback. Not an easy procedure to have so I am glad that we were made to feel at ease and that she was able to help with the other matter. Kind regards Debbie Bodhanya Managing Partner

1. **Dr really helpful**

**★★★★**

Rated 4 stars out of 5

by Anonymous - Posted on 08 March 2024

The Dr I saw in the Limes Theydon Bois practise was very helpful. Thank you for your time. Kind Regards

**The Limes Medical Centre**

Replied on 11 March 2024

Thank you for your feedback. It is good to know that your experience was positive and helpful. Kind regards Debbie Bodhanya Managing Partner

1. **Good practice**

**★★★★★**

Rated 5 stars out of 5

by Fred Jarvis - Posted on 12 March 2024

I received excellent help and assistance from the person who helped me regarding my Blue Badge application.

**The Limes Medical Centre**

Replied on 18 April 2024

Thank you Mr Jarvis. We are very pleased that our social prescribers have been able to help you. Thank you for the feedback Kind regards Debbie Bodhanya Managing Partner

1. **Great experience**

**★★★★★**

Rated 5 stars out of 5

by Anonymous - Posted on 13 February 2024

Absolutely no issues. Seen promptly, everyone very friendly. Would happily recommend the practice. All good.

**The Limes Medical Centre**

Replied on 11 March 2024

Thank you so much for taking the time to leave a review. It is lovely feedback for the team Kind regards Debbie Bodhanya Managing Partner

1. **unhelpful rude receptionist**

**★**

Rated 1 star out of 5

by Anonymous - Posted on 12 February 2024

asked politely for receptionist to forward a message to the special needs nurse with her blood pressure reading also for a prescription request told she wouldn't/ couldn't do it and I have to put any request in writing .What is the point of having staff on the desk if they are unable to do the simplest things I have been doing this regularly for the past few years without any problems . It's bad enough that you have to phone to get an appointment but put it in writing what a joke

**The Limes Medical Centre**

Replied on 19 February 2024

Dear Patient I am sorry to hear that you were not happy with the receptionist when you came to the practice. Repeat prescriptions can be requested online, via the pharmacy or in writing if this helps. We do not take verbal requests for prescriptions for safety reasons. If you need help setting up online we would be more than happy to help or if you need the left hand side of your script printed to tick your request we would be more than happy to do that for you. Just for information too, you can access clinicians via e-consults www.thelimesmedicalcentre.com If you need help with any of these or to discuss further please do not hesitate to contact me on 01992 566555. Kind regards Debbie Bodhanya Managing Partner

1. **First visit to Limes Practise**

**★★★★★**

Rated 5 stars out of 5

by David Chadd - Posted on 16 February 2024

Whilst it is an achievement to actually get an appointment at the surgery. What makes it all worthwhile when you are lucky enough to be dealt with by a Doctor that is very professional and leaves no questions unasked but delivers everything in the best way possible. Simply excellent throughout. Thank you so much Doctor Patel.

**The Limes Medical Centre**

Replied on 19 February 2024

Dear Mr Chadd Thank you for your lovely feedback. I will make sure that Dr Patel has a copy. Whilst general practice is very busy we do have an excellent team so I am pleased that your first experience of the practice was positive. Many thanks Kind regards Debbie Bodhanya Managing Partner

1. **Very Helpful**

**★★★★★**

Rated 5 stars out of 5

by J Woods for P. F Cashier - Posted on 29 March 2024

I had an apple with a lovely lady to help with my dad's blue badge application. She was so helpful and got back to me so quickly with any questions I had. I couldn't have done it without her help. I also had a telephone appointment with another lovely lady who helped me with the attendance allowance application. I couldn't have done it without her help either. Finally we had a appointment with a dementia nurse at North Weald she was so very helpful in telling us of the help we could receive. Thank you all so much for your help it was very much appreciated.

**The Limes Medical Centre**

Replied on 18 April 2024

Mr Cashier thank you so much for the feedback. We are really pleased that our social prescribers and nurses were able to help you.

1. **Great practice**

**★★★★★**

Rated 5 stars out of 5

by Anonymous - Posted on 13 February 2024

I had steroid injection to both knees. The doctor was friendly and explained procedure and side effects in detail.

**The Limes Medical Centre**

Replied on 19 February 2024

Many thanks for your feedback and I am glad that the procedure went well. Kind regards Debbie Bodhanya Managing Partner

1. **Rectified issue.**

**★★★★**

Rated 4 stars out of 5

by Anonymous - Posted on 10 January 2024

My Granddaughter is just over 2 weeks old and had developed a nasty rash over her face. Initially told by the midwife this was baby acne, a visit from the Health visitor confirmed to my daughter that this was an intolerance to dairy. She made notes in the baby book and informed my daughter to call the surgery, read the notes and ask the doctor write a prescription asap to resolve the issue. My daughter rang the surgery to then be informed she would have to wait and call back to get an emergency appointment at 8am the following morning. Sobbing my daughter rang me and said my Granddaughter had been 'a bit off it and she didn't know what to do'. She asked me not to call the doctors back however as she is a new Mum I knew she was worried at what should have been a very simple solution to resolve. After calling the doctors the receptionist listened to my concerns and stated she would ask the doctor to call my daughter back later that day. Why was this not done the first time particularly with a 2 week old baby? Although the receptionist hopefully resolved this unnecessary call she did at one point ask me to stop talking? I'm not sure what customer service training is given here however I would like to see a little more active listening in the future. My own concerns around my own daughters health were also dismissed over 20 years ago and if it wasn't for the lovely health visitor who immediately sent for an ambulance, it would have been a much worse outcome. My point here is people shouldn't be in a lottery for appointments and staff should be trained to listen fully to concerns and be taught to ask probing questions to fully clarify needs. Dismissive behaviour just leaves customers, which we are, feeling frustrated with staff. Please relook at the current system as not all surgeries practice like this and maybe a change is needed to improve services.

**The Limes Medical Centre**

Replied on 15 January 2024

Dear Patient I am sorry to hear your feedback as this does not adhere to our policy re babies/children. If you wouldn't mind giving me a call on my direct line I will like to follow this up and review the case. My telephone number is 01992 566555. Many thanks Debbie Bodhanya Managing Partner

1. **Many Good Clinicians, Poor Procedures**

**★★★**

Rated 3 stars out of 5

by Anonymous - Posted on 16 January 2024

I have been a patient of the Limes for over 25 years now. Most Doctors & Nurses are very good when you see them, but admin procedures at The Limes in terms of when they are supposed to phone you back (and either do not or they phone several hours either side of a pre-agreed time) and the inconsistency in the moods and attitudes of the Receptionists and Telephonists are in severe disarray. About 50% of the Receptionists & Telephonists are pleasant, the remainder should not be in their jobs., They are sour, abrupt and have the attitude of not wanting to assist at all and put up barriers. It pains me to say that. I have had previous such issues which I have discussed in detail with the Managing Partner and I guarantee that my issues were all valid, but she took each issue at a time, defended her staff 100% each time and ended the call making me feel the one in the wrong for raising their inefficiencies and bad attitudes, which is more than disappointing. But I repeat, the standard of GPs and Nurses is very good. Just a shame that the practice refuses to admit its admin staff make many errors when it clearly happens. They just close ranks.

**The Limes Medical Centre**

Replied on 17 January 2024

Dear Patient I am sorry to hear that you have been unhappy with the procedures at the practice and the reception team. I note that we have spoken previously and I can assure you that all patient feedback is valuable and discussed internally to enable changes to processes where appropriate. I am glad that you are happy with the clinical team and I am always happy to discuss specific issues that you have or arrange for you to speak with one of my colleagues. Regards Debbie Bodhanya Managing Partner

1. **Great practice**

**★★★★★**

Rated 5 stars out of 5

by Anonymous - Posted on 14 December 2023

So grateful for the way all the staff have helped my parents over the past few weeks. Professional and kind in all respects. Thank you all so much.

**The Limes Medical Centre**

Replied on 15 January 2024

Thank you so much for the feedback and we will continue to be here for them. Kind regards Debbie Bodhanya Managing Partner

1. **Very agreeable**

**★★★★**

Rated 4 stars out of 5

by Anonymous - Posted on 20 November 2023

The GP kept me adequately calm and talking during the vasectomy. It seemed to be fine though he had to use stitches and I don’t think they were dissolving ones

**The Limes Medical Centre**

Replied on 15 January 2024

Dear Patient Thank you for your feedback - I will pass this to the GP and Nurse that supported you in the clinic. Kind regards Debbie Bodhanya Managing Partner

1. **Bad knee**

**★★★★★**

Rated 5 stars out of 5

by Anonymous - Posted on 28 November 2023

Was very good had lovely doctor really helped me with my knee thank you so much it’s been so much better since the ingestion. And I can now do more

**The Limes Medical Centre**

Replied on 15 January 2024

Dear Patient Good to hear that the injection helped and I hope that it continues to improve. Many thanks for the feedback Kind regards Debbie Bodhanya Managing Partner

1. **Friendly despite horrible procedure**

**★★★★★**

Rated 5 stars out of 5

by Anonymous - Posted on 18 October 2023

Had a vasectomy and the team were friendly, helpful and professional. Answered all my questions and things went well

**The Limes Medical Centre**

Replied on 08 November 2023

So glad that we were able to support you through this procedure. Thank you so much for your feedback - I will make the team aware. Kind regards Debbie Bodhanya Managing Partner

1. **Not bad.**

**★★★**

Rated 3 stars out of 5

by Anonymous - Posted on 22 February 2024

The social prescriber Contacts me on a regular basis. She is always punctual caring Professional and understanding. She gives me information. Regarding relevant charities and organisations. She is a credit to the limes medical centre and the NHS

**The Limes Medical Centre**

Replied on 11 March 2024

Thank you for the feedback about our social prescriber. The role is relatively new but they are a very valuable part of the team. Many thanks Debbie Bodhanya Managing Partner

1. **Covid vacc**

**★★★★**

Rated 4 stars out of 5

by Anonymous - Posted on 14 September 2023

Excellent organisation for call up/giving of COVID vaccine this Autumn. Attended Epping surgery...took longer to check in at reception than to have the vaccine! 7 mins in/out.

**The Limes Medical Centre**

Replied on 08 November 2023

Thank you so much for the feedback and glad that it was a straight forward process booking and coming to get your booster. See you next year! Kind regards Debbie Bodhanya Managing Partner

1. **Good practise**

**★★★★**

Rated 4 stars out of 5

by Jeanette tremain - Posted on 14 September 2023

Was seen a little before my appointment time . Pleasant friendly appointment was pleased with the way things were handled.

**The Limes Medical Centre**

Replied on 08 November 2023

Dear Ms Tremain So glad to hear that and thank you for the feedback - much appreciated. Kind regards Debbie Bodhanya Managing Partner

1. **Covid jab**

**★★★**

Rated 3 stars out of 5

by Anonymous - Posted on 14 September 2023

I was seen on time by a friendly nurse who gave the injection painlessly. Received a text inviting me to book for the booster. Efficient booking system.

**The Limes Medical Centre**

Replied on 08 November 2023

Thank you! The self booking appointments have worked really well this year so I am glad to hear of your experience. Much appreciated Kind regards Debbie Bodhanya Managing Partner

1. **Covid vaccination**

**★★★★**

Rated 4 stars out of 5

by Victoria Hicks - Posted on 14 September 2023

Excellent! No queue. Fast signing in. Extremely efficient system. In and out within 10 minutes. Very pleased with the overall system of notification, reminder and that we are having the covid booster well before winter

**The Limes Medical Centre**

Replied on 08 November 2023

That's great news. This COVID and flu season has been busy with over 6,000 vaccines being given in 6 weeks. We trialled self book appointments this year too which seem to have been very popular. Thank you for your feedback Kind regards Debbie Bodhanya Managing Partner

1. **Comfortable practice**

**★★★★★**

Rated 5 stars out of 5

by Bebe - Posted on 14 September 2023

I was seen on time and although would only deal with one question (When I had a couple more) it went very well

**The Limes Medical Centre**

Replied on 08 November 2023

Dear Bebe Thank you for your feedback. It is hard when you have more than one issue but sadly the appointment slots are 15 minutes in length and generally this means that only one problem, sometimes two if they are related. Glad that you were seen on time and that it went well. Much appreciate the feedback. Kind regards Debbie Bodhanya Managing Partner

1. **The River Surgery**

**★★★★★**

Rated 5 stars out of 5

by Anonymous - Posted on 06 September 2023

Always willing to see face to face patients and make time for people. Nice receptionists and doctors at highly knowledgeable

**The Limes Medical Centre**

Replied on 10 September 2023

Dear Patient We are the Limes Medical Centre so you may have posted this to the wrong surgery? Many thanks Kind regards Debbie Bodhanya, Managing Partner

1. **Great practice**

**★★★★★**

Rated 5 stars out of 5

by Brian Jones - Posted on 14 September 2023

Appointment fulfilled promptly and on time. Nurse explained procedure fully and likely side effects if the Covid booster

**The Limes Medical Centre**

Replied on 08 November 2023

Thank you Mr Jones. I will feed that back to the nursing team. Kind regards Debbie Bodhanya Managing Partner

1. **Rather upset**

**★★★★**

Rated 4 stars out of 5

by Pauline marshall - Posted on 08 September 2023

I rang surgery this morning as I need some more dressings for my legs I was told they would be on repeat order receptionist was rather abrupt and off hand i was surprised and felt tearful she didn't know anything said would look into it and hung up ? How rude I'm still none the wiser about getting more dressings ? That's awful I don't know if anyone is going to contact me

**The Limes Medical Centre**

Replied on 10 September 2023

Dear Ms Marshall I have checked and cannot see that you are registered with us. Could you be registered with another Limes Medical Centre? We are in Epping, Essex. If I can help further please call me on 01992 566555 Kind regards Debbie Bodhanya, Managing Partner

1. **Covid Jab**

**★★★**

Rated 3 stars out of 5

by Anonymous - Posted on 14 September 2023

Had a text message about Covid booster jab and booked it the following week with ease, turned up and I was seen straight away by a very pleasant nurse who administered the jab efficiently and painlessly. Altogether a very efficient booking system and delivery of vaccine.

**The Limes Medical Centre**

Replied on 08 November 2023

Thank you so much. We will continue to roll out the self booking process for as many types of appointments that we can as it is so easy and quick to use. No telephones involved! The feedback is much appreciated Kind regards Debbie Bodhanya Managing Partner

1. **Very efficient and very friendly and helpful**

**★★★★★**

Rated 5 stars out of 5

by Anonymous - Posted on 14 September 2023

Have recently joined as a new patient and have a few health conditions. Everything has been set up, appointments arranged and the nurses and staff I’ve had appointments with have been so helpful and thoughtful. Thank you - a real relief, feel like I’m being looked after!

**The Limes Medical Centre**

Replied on 08 November 2023

Dear Patient That's really nice to hear. Thank you! It's especially good to hear from new patients what your experience has been. General Practice is incredibly busy but the team do their utmost, clinical and non-clinical to give you the healthcare that you need. Kind regards Debbie Bodhanya Managing Partner

1. **Efficient today**

**★★★**

Rated 3 stars out of 5

by Anonymous - Posted on 14 September 2023

Had my pre booked Covid jab which was quick and painless! It wasn’t clear from my text where to go as last year we were sent to St Margaret’s , yet the text said Limes Epping so was calling the surgery this morning to check and couldn’t get through at all , not even to request a call back. I stopped at st Margaret’s first, it didn’t look like it was open so went the surgery and there were two people vaccinating.

**The Limes Medical Centre**

Replied on 08 November 2023

So glad that you came to the surgery and sorry if there was any confusion re sites. We did use the St Margaret's hub previously for vaccinating but that has now closed. We are updating our text details to show which of our branches an appointment is at. Thank you for your feedback Regards Debbie Bodhanya Managing Partner

1. **Infection spotted and treated**

**★★★★**

Rated 4 stars out of 5

by Anonymous - Posted on 14 September 2023

I attended the Limes for my COVID vaccine and the nurse spotted an infection in my arm at the site of the flus vaccine I had at a pharmacy two days before. Sepsis spotted and antibiotics prescribed. Thank you!!

**The Limes Medical Centre**

Replied on 08 November 2023

I am so glad that the nurse noticed this and treated you appropriately. I hope that you have fully recovered now. Many thanks Debbie Bodhanya Managing Partner

1. **Good experience**

**★★★★**

Rated 4 stars out of 5

by Sue Howard - Posted on 14 September 2023

I’m not a regular patient at this practice, just had my Covid booster done there. Very efficient, no waiting, friendly nurse. All good.

**The Limes Medical Centre**

Replied on 08 November 2023

Dear Ms Howard Thank you for your feedback and glad that it was a positive experience. Kind regards Debbie Bodhanya Managing Partner

1. **E Consult is excellent at The Limes**

**★★★★★**

Rated 5 stars out of 5

by Louise morris - Posted on 10 August 2023

I have recently used The Limes Medical Practice for the E Consult and I have been very impressed with the quality of care and speedy response, it fantastic and a game changer for me. You can do so many things on the E Consult, I would highly recommend this service. Thank you to all the hard working staff at The Limes, they do go above and beyond.

**The Limes Medical Centre**

Replied on 14 August 2023

Dear Mrs Morris Thank you for taking the time to leave the feedback re e-consult. We introduced this a number of months ago and it appears to be growing in popularity. I am glad that you feel able to recommend it. Thank you too for your lovely feedback about the team - much appreciated and I will pass on your comments. Kind regards Debbie Bodhanya Managing Partner

1. **Great practice**

**★★★★★**

Rated 5 stars out of 5

by Philip King - Posted on 08 August 2023

Rang the surgery, had a telephone call from the doctor. Organised blood tests for next day and a face to face consultation the following morning. Applied for hospital procedure there and then. First class doctor.

**The Limes Medical Centre**

Replied on 14 August 2023

Dear Mr King Many thanks for your feedback. I am glad to hear that we were able to help you on the same day. I will make sure that the team is aware of your feedback as I know they will appreciate that. Kind regards Debbie Bodhanya Managing Partner

1. **Amazing experience**

**★★★★★**

Rated 5 stars out of 5

by Caroline - Posted on 23 August 2023

Having been a patient of the Limes since it opened in Waltham Abbey, I was recently astonished by the high level of care I received from a kind and concerned GP and two helpful receptionists. When my care was transferred to the Epping branch, I found a patient and friendly nurse and more supportive doctors. This level of care during the summer holiday season was exceptional. Like many busy practices, initially getting through on the phone can be a challenge, but the introduction of the queuing system and recent addition of a call back option has been a huge relief. My thanks to all involved on this occasion for their excellent service - your care has made a real difference to my health.

**The Limes Medical Centre**

Replied on 10 September 2023

Dear Caroline Many thanks for your feedback. It is great to hear that both our Waltham Abbey and Epping branches have been able to help you. I will pass your comments on to our team. Kind regards Debbie Bodhanya, Managing Partner

1. **Good practice**

**★★★★**

Rated 4 stars out of 5

by Anonymous - Posted on 03 August 2023

Nurse, was very kind and helpful. The nurse made appointments that I needed for me. I felt comfortable and was listened to.

**The Limes Medical Centre**

Replied on 07 August 2023

Dear Patient Thank you so much for the feedback and I will pass this to the nursing team. I am so glad that we were able to help and that you felt listened to, which is so important. Kind regards Debbie Bodhanya Managing Partner

1. **Ok practice but insufficient appointments**

**★★★**

Rated 3 stars out of 5

by Anonymous - Posted on 04 August 2023

Getting an appointment is almost impossible , then (if you’re lucky) to be told in the morning that a duty doctor will call, & that call back happens almost 8 hours later it makes getting any prescription before chemists shut very difficult- although I must say once the duty doctor called she was very helpful & thorough. If you want to see a specific GP for continuity for an on going illness that’s virtually impossible too. Not very reassuring if you are waiting to discuss important test results.

**The Limes Medical Centre**

Replied on 07 August 2023

Dear Patient Many thanks for your feedback and I am glad that we were able to help you on the same day. All same day acute care is triaged by a clinician so I expect that on that day they were dealing with a high volume of acute calls, but I am sorry that it was difficult to get your prescription. We do offer advance routine appointments and also e-consult. All clinicians have access to your medical records to discuss results but I do understand that it is nice, where possible, to have continuity. Many thanks for your feedback which is very important to us. Kind regards Debbie Bodhanya Managing Partner

1. **Good GP surgery**

**★★★★★**

Rated 5 stars out of 5

by Anonymous - Posted on 09 August 2023

Called practice and used their callback service. Was contacted very quickly and offered an appointment that morning. Kind and friendly staff, was seen and reassured. Left feeling that I was in good hands.

**The Limes Medical Centre**

Replied on 14 August 2023

Dear Patient I am so glad to hear that the Press "8" for a call back helped and that you no longer had to wait in a queue. Really pleased that we could help you on the same day. Many thanks for taking the time to leave feedback Kind regards Debbie Bodhanya Managing Partner

1. **Great Practice**

**★★★★★**

Rated 5 stars out of 5

by Louise morris - Posted on 28 July 2023

I went to The Limes Medical Practice in North Weald, which is a lovely little Surgery, not as big as The Limes Medical Centre in Epping. The surgery was very welcoming and the Doctor is saw was fantastic, she explained everything to me and booked me a follow up appointment. I was very impressed with the level of care I received. Thank you ;0)

**The Limes Medical Centre**

Replied on 31 July 2023

Dear Mrs Morris Thank you so much for the feedback and lovely to hear that the setting was positive and that the Doctor was able to support you. It is nice to have a variety of options for patients with respects to location. Kind regards Debbie Bodhanya Managing Partner

1. **Great appointment**

**★★★★**

Rated 4 stars out of 5

by Anonymous - Posted on 10 July 2024

Seen same day. Called in close to appt time no delays Very professional and kind Thorough plan for follow up treatment and all clearly explained.

**The Limes Medical Centre**

Replied on 20 August 2024

Thank you for your feedback. We are pleased that we were able to give you the care you needed at the time that you needed it. Our acute care/ on the day team has been expanded so it's good to hear that it is working well. Many thanks Debbie Bodhanya Managing Partner

1. **Fantastic service**

**★★★★★**

Rated 5 stars out of 5

by Lesley Brown - Posted on 26 July 2023

Today both my husband and I saw a trainee GP at the Epping Surgery, unfortunately today was her last day at the practice. She was on time, very kind and understanding in her approach, very informative about our problems. We each were given appropriate ex rays and blood tests and explained why the need to have them. In my husbands case he was given the appropriate antibiotics. I cannot rate the surgery high enough. Excellent on all counts.

**The Limes Medical Centre**

Replied on 26 July 2023

Thank you so much for the feedback Mrs Brown. We are fortunate to have a lovely team at the Limes and as a training practice we do have great GP Trainees. I will make sure that the GP registrar that you saw knows of your feedback. Thank you again Debbie Bodhanya, Managing Partner

1. **Great practice**

**★★★★★**

Rated 5 stars out of 5

by Simon Jon rawlinson - Posted on 06 July 2023

I was helped with my query at the Epping surgery by a new receptionist who was very polite and helpful and made me feel at ease . Great experience

**The Limes Medical Centre**

Replied on 19 July 2023

Many thanks for your feedback Mr Rawlinson. The receptionists do great job and it's not easy when you're new so this will mean a lot to the receptionist and also our Reception Manager. Kind regards Debbie Bodhanya Managing Partner

1. **Unable to book future appointments in Epping**

**★★★**

Rated 3 stars out of 5

by Anonymous - Posted on 19 July 2023

I have a couple of ongoing issues I need to discuss with a doctor which I admit I have been putting off due to busy work / life but I finally called yesterday to try and make an appointment. I was told that I wouldn't be able to see a doctor in Epping Limes for the foreseeable as there are no appointments available on the system. I work from home and with school holidays approaching need to arrange for childcare/ convenient time while I visit a doctor (would prefer my daughter didn't attend with me). I was only given appointments that were at Theydon Bois or North Weald - just two or three times next week which didnt work and when I asked if I could book a few weeks further out at Epping to get a suitable time I was told this isn't possible. I then tried to book my health check and was again told that there were no appointments at Epping available. I understand that I could call on the day and get an appointment in the morning but 8.30 is probably the busiest time of my day and like most people I need to plan ahead. I left the call without an appointment. We have only been with Limes a short while due to a house move and to date I've had only positive experiences with the doctors here especially with the care of my daughter. However to not have a system where I can book an appointment at a suitable time a couple of weeks out at my local surgery seems ridiculous.

**The Limes Medical Centre**

Replied on 19 July 2023

Thank you for your feedback and I am glad to hear that your experience of our clinical care has been good. With regards to appointments we generally book nurses, clinical pharmacists and all allied health professionals up to 4 weeks in advance. Our GP's offer both on the day acute and routine appointments as well as routine appointments up to 2 weeks in advance. I see that you were offered GP's appointments next week at North Weald and Theydon Bois but these did not suit your schedule. We do also offer Saturday appointments in Epping and we do have health check appointments for this week so I am sorry if that was not offered to you. Demand on all appointments is very high and so we may not be able to offer your first choice of time and branch but we always try to signpost and offer options. I am very happy to discuss in more detail on the telephone and my direct line is 01992 566555 Kind regards Debbie Bodhanya Managing Partner

1. **Brilliant service**

**★★★★★**

Rated 5 stars out of 5

by Tavina Russell - Posted on 04 August 2023

Had a mole/tag removed lovely ladies very professional did their job well nothing more to say though not my surgery treated me with respect and professional throughout

**The Limes Medical Centre**

Replied on 07 August 2023

Dear Ms Russell I so glad that we could help with your minor surgery treatment. Thank you for taking the time to let us know that it all went well. Kind regards Debbie Bodhanya Managing Partner

1. **Great Patient Care**

**★★★★★**

Rated 5 stars out of 5

by Anonymous - Posted on 31 July 2023

I attended the practice to have a health check as part of my application to become a foster carer. The staff and doctors were incredibly helpful and talked me through the process to put my mind at ease. The whole experience was stress free and I would definitely recommend this practice to other people.

**The Limes Medical Centre**

Replied on 31 July 2023

Many thanks for your feedback. It always nice to hear that we been able to take the stress out of process. So glad that we could help and good luck going forward with your application. Kind regards Debbie Bodhanya Managing Partner

1. **Great service**

**★★★★★**

Rated 5 stars out of 5

by Rajpreet Gill - Posted on 28 July 2023

A practice where I felt heard & valued as a patient & not dismissed. Very pleasant experience. My doctor did not rush my appointment showed empathy & asked all the important questions which made me cared for in the appropriate medical setting.

**The Limes Medical Centre**

Replied on 31 July 2023

Dear Mrs Gill Thank you for your feedback. I am really pleased to hear that the GP was able to support you and that you experience was very positive. We are fortunate to have a caring team. Kind regards Debbie Bodhanya Managing Partner

1. **Always willing to help**

**★★★★★**

Rated 5 stars out of 5

by Anonymous - Posted on 28 June 2023

I spoke to a new receptionist this morning. She was very polite, respectful and understanding, explaining what I need to do next.

**The Limes Medical Centre**

Replied on 06 July 2023

So pleased to hear that and I will let the reception team know. Its not an easy role and especially when new! Many thanks for the feedback.

1. **Excellent service**

**★★★★**

Rated 4 stars out of 5

by Helen M Simpson - Posted on 28 May 2023

There have been some difficulties in meeting demand in the past, as all surgeries have had. So I wanted to say that the response I received to a recent illness was first class. A very short time after telephoning I saw a practice nurse and then the duty doctor; I had a very thorough examination and appropriate (and effective) treatment. Thank you.

**The Limes Medical Centre**

Replied on 30 May 2023

Thank you Ms Simpson for your feedback. Glad to hear that you received excellent service - many thanks.

1. **So fortunate to have this brilliant medical practice**

**★★★★★**

Rated 5 stars out of 5

by J Thoms - Posted on 11 May 2023

I feel prompted to write once again to praise The Limes and all its staff for the continued fantastic service they are providing to their patients. Having been with them for most of my life I have always felt supported and reassured that they are there to help me and my family with health issues. The reception staff always adopt a ‘can do’ policy to offer help, and they are always cheery and friendly which makes such a difference. The doctors are similarly proactive to help resolve problems and I always feel I know the ‘plan’ moving forward with treatment. I find the online patient record and NHS app a huge help in keeping on top of test results and dates which I always struggle to remember. Knowledge is power as they say and understanding what is happening with one’s health takes away a lot of the anxiety. I also think it’s important for us all to take responsibility for our own health which I think must ease the burden in the system to a degree. Many thanks to all the doctors, nurses and support staff at The Limes for your amazing work. We are so grateful.

**The Limes Medical Centre**

Replied on 18 May 2023

Thank you so much for this feedback. I will share with the team. It makes all the hard work so worthwhile when we hear that what we do makes a difference. Kind regards Debbie Bodhanya Managing Partner

1. **Good experience**

**★★★★★**

Rated 5 stars out of 5

by Suzanne - Posted on 18 May 2023

I visited today. The nurse was lovely and friendly, very helpful! Really pleasant surprise. Surgery smelled so fresh and clean too, very happy.

**The Limes Medical Centre**

Replied on 21 May 2023

Dear Suzanne So nice to hear that! I will pass this on to our nursing team. Many thanks Debbie Bodhanya, Managing Partner

1. **So helpful**

**★★★★★**

Rated 5 stars out of 5

by Margaret Lines - Posted on 10 May 2023

I can honestly say the receptionist was so kind and helpful, really putting herself out to help me. Trying to get the best appointment for me. Thankyou so much for your help.

**The Limes Medical Centre**

Replied on 10 May 2023

Our receptionist will be so pleased with your lovely feedback. Thank you for taking the time to let us know. Many thanks Debbie Bodhanya, Managing Partner

1. **Putting the patient at ease**

**★★★★★**

Rated 5 stars out of 5

by Anonymous - Posted on 09 May 2023

The telephonist who answered my query put me at ease by using my forename, rather than treating me as it were at a distance. Each time she acknowledged me as the enquirer, my confidence in tbe advice given grew. Thank you.

**The Limes Medical Centre**

Replied on 10 May 2023

Thank you so much for the lovely feedback. I am so pleased that our receptionist was able to help and reassure you. Debbie Bodhanya, Managing Partner

1. **Excellent service from test results service**

**★★★**

Rated 3 stars out of 5

by Anonymous - Posted on 26 May 2023

Whilst enquiring about test results I have just had the pleasure of speaking to a wonderful member of staff who was polite, listened intently, gave good information and generally went above and beyond her role. Thank you!

**The Limes Medical Centre**

Replied on 30 May 2023

Thank you for your feedback - that is lovely to hear! The reception team try extremely hard to be supportive and offer an excellent service.