

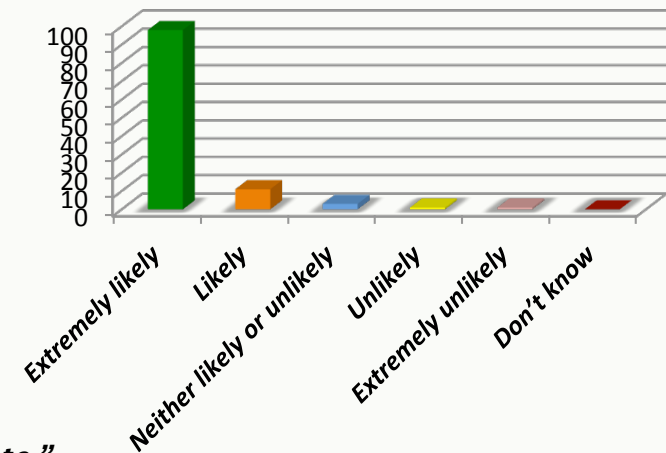
# Simmondley Medical Practice

## Friends and Family Test – Results May 2016 – July 2016

### Patients' Comments:

- *"I don't think this practice can be improved. The staff have been there many years, know their patients well & often go the extra mile to help. They are always cheerful & courteous & very caring."*
- *"Staff always helpful and polite. Always able to book appointment within early time frame."*
- *"Very personalised service. Always friendly and helpful. No problems to get in to see a doctor – sometimes takes longer to see a nurse."*
- *"I had requests and concerns that were dealt with efficiently and compassionately and resulted in a full resolution of my needs."*
- *"Reception very helpful. All around fine."*
- *"Confidence in being able to get problems sorted out quickly."*
- *"Always get you in for an appointment, if they can't they try for nearest date."*
- *"All members of the medical and administrative teams are extremely efficient and helpful."*
- *"I would recommend the GP practice to friends as I find all very helpful."*
- *"Very helpful doctor and nurse on recent visits."*
- *"The receptionists and doctors are great. I don't come often but when I do it's good."*
- *"I don't feel I am ignored and I am treated with respect."*

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



- *"I'm extremely happy with this service."*
- *"Trust, it's as simple as that."*
- *"It is an excellent surgery with excellent staff."*
- *"Extremely good service"*
- *"Very helpful, friendly."*