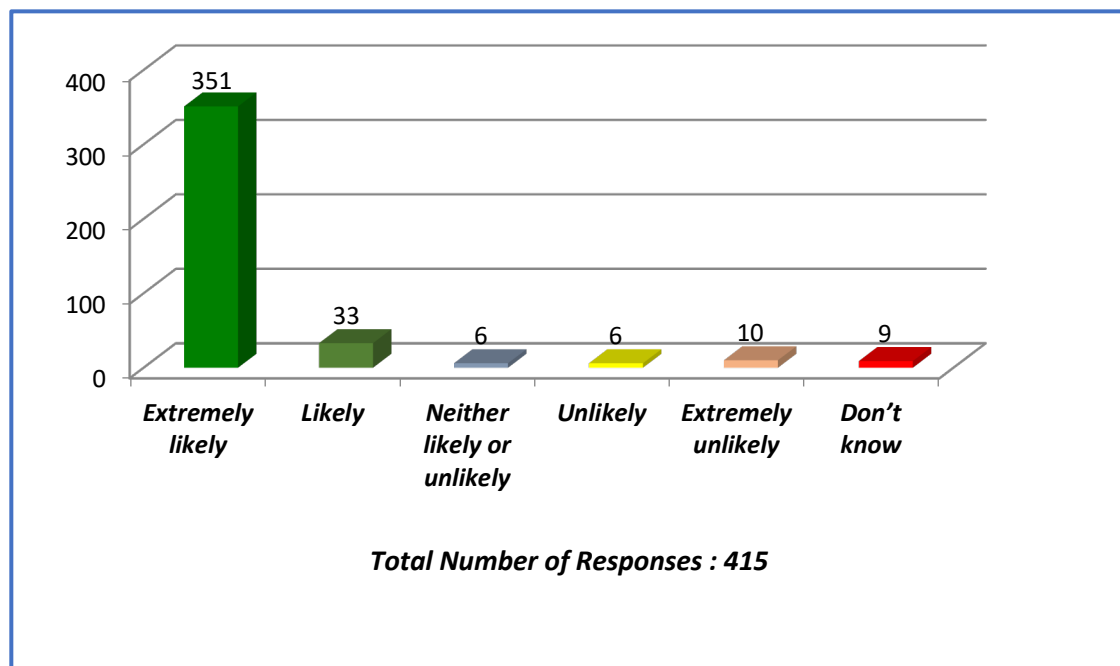


Simmondley Medical Practice

Friends and Family Test – Results February 2022 – April 2022

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



Here is what our patients say;

“Very thorough and helpful”

“Took time to explain and answer my questions”

“Excellent”

“Very good service”

“Excellent care, as always. Diagnosis last September saved my life. Thank you.”

“Brilliant doctors, always accommodating and the Dr we saw today is so helpful.”

“Friendly and swift service, made the process easy.”

"Very impressed and grateful that I got a face-to-face appointment. Doctor was excellent very reassuring."

"The nurse was very pleasant and helpful, and the reception staff were also pleasant as always."

"I have always found the staff courteous and helpful and the Doctors likewise and professional."

"Very impressed. Prompt, efficient and reassuring."

"Excellent help from both Doctor and Nurse. Thank you."

"The only comment I have is that I had excellent service with the nurse who dealt with me today."

"Everything sorted thank you"

"All satisfactory"

"Very friendly helpful staff"

"Lovely staff abs friendly knowledgeable doctor - just had to wait a while (35 mins) which I understand but tricky with a toddler!"

"The staff are always helpful, polite, and friendly. The doctors and nursing staff thorough and professional. I can't thank them enough for the care and support".

"Excellent practice, no problems getting a appointment, super staff and doctor. Thank you. I do appreciate how lucky we are."

"The doctor was very understanding, gave me a thorough examination and subscribed medication to put me on the road to recovery."

"Our family have been attending Simmondley surgery for 40 years & have always found All doctors, nurses & reception staff are all very kind, courteous & caring"

"Absolutely perfect"

"All staff were very helpful and polite"

"Very good experience"

"Phoned for appointment to see nurse offered appointment for following day at time I wanted, Excellent service."

"I have no complaints at all. All of you are good with me especially I am a deaf person. Thank you"

"My experience at the doctors is very good and I am very happy with it."

"It was a good experience, no complaints at all. Thanks"

"The staff are great at Simmondley and so was the doctor"

"The nurse I saw was very pleasant and extremely helpful and knowledgeable about everything I asked".

"I would just like to say a huge thank you, I had a health check today and was treated with such compassion and kindness. Thank you"

"Always very helpful at my surgery."

"Thanks for holding such an early clinic. It really helps when I have to be in the office."

"Just first class from the lady I spoke to on the phone. To the receptionist when I arrived, and the Dr was caring and understanding. Thank you"

"Was all good and efficient!"

"Brilliant service. As usual"

"Always first-class medical care. Thank you."

"As usual, given a full explanation and very caring GP."

"It was good to see the Doctor face to face good friendly service from everyone"

"Friendly and professional"

"Everyone was very helpful, and the appointment went exactly as expected"

"Timely reminder received yesterday (Sunday). Called in at exact appointment time. Prompt, friendly, efficient service"

"Doctor explained perfectly what the problem was with my knee and was very precise considering I'm deaf. Thank you."

"As usual I had very good care from the doctor and all the staff are very helpful."

"Great experience, appointment was friendly and welcoming."

"Very efficient service, and very helpful ppl. Thank you much appreciated"

"Very pleased to be given an appointment so promptly, thank you."

"Efficient"

"Right through the covid I've been impressed with the service at this practice"

"It was excellent as always"

"Best practice in the area all the staff are fantastic"

"Very friendly and helpful pleasure to deal with thank you"

"Very friendly staff"

"I found the pharmacist to be very knowledgeable & helpful with her suggestions, very sympathetic & also very understanding."

"Very friendly. Pleasure to give blood."

"Appointment was on time, very quick, very nice staff member taking blood"

"The Doctors Nurses and Staff at Simmondley Medical Practice set the Standard in Excellence"