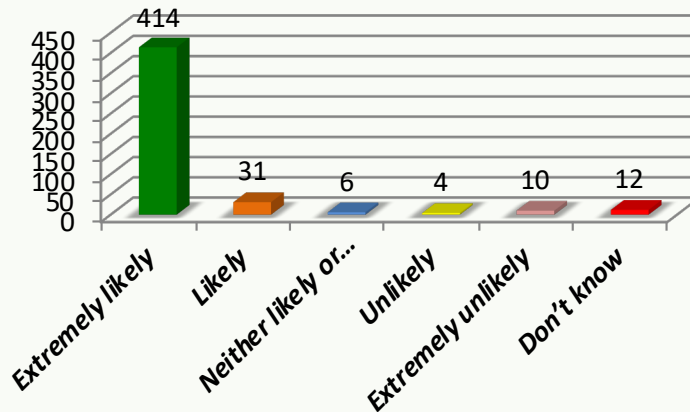


# Simmondley Medical Practice

## Friends and Family Test – Results Nov 2019 – Jan 2020

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;*



*Some Patients' Comments:*

- *"Nurse has been very helpful to me today. Thank you, Louise.."*
- *"Excellent service as usual the staff are perfect.."*
- *"I had a very positive consultation with Doctor this morning. I was not rushed, and it was obvious doctor had remembered my past history."*
- *"Amazing service from reception to clinician."*
- *"Everyone really lovely, friendly and helpful. Thankyou x."*
- *"Staff has always been friendly and helpful the doctors listen to you."*
- *"Fabulous to book same day appointment online."*
- *"First class doctor and very caring Thank you."*
- *"We are very lucky in Simmondley to have medical practice that is so excellent and who give a professional service at all times."*
- *"Efficient online app booking in. clean. Doctor helpful and friendly as ever. thanks."*
- *"The surgery is very efficient, and the Doctors are top notch."*
- *"Amazing team who care about you and your needs as a person."*
- *"From receptionist to GP and nurses always made to feel at ease and problems dealt with efficiently."*
- *"I am always so happy with the service provided. The staff are so supportive and helpful. Thank you."*

### Notice from NHS England and NHS Improvement:

There will be several changes to the way the patient feedback tool, known as the NHS Friends and Family Test (FFT), is carried out across England. These changes are expected to take effect from 1 April 2020.

The mandatory question "Overall, how was your experience of our service?" and there will be six new response options;

1.  Very Good
2.  Good
3.  Neither good nor poor
4.  Poor
5.  Very poor
6.  Don't know

Please see additional link below this summary sheet for further details.