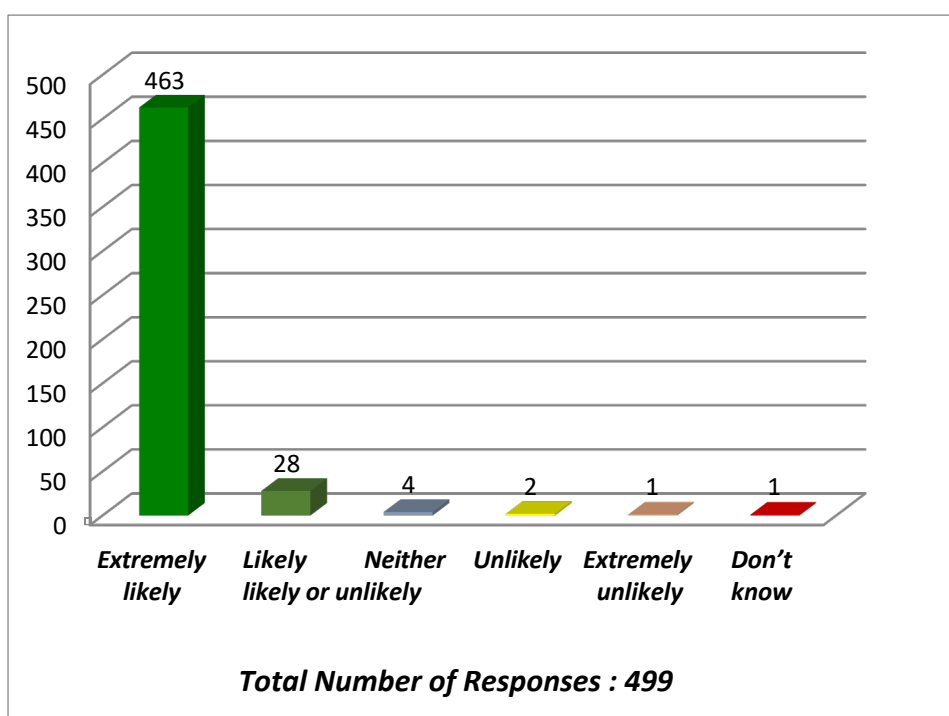


# Simmondley Medical Practice

## Friends and Family Test – Results Aug 2023 – Oct 2023

**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;**

***“Dr kept me at ease and was very patient along with keeping me informed throughout the appointment.”***

***“Called this morning, appointment available today, went in on time and prescribed medication to help symptoms. Result!”***

***“Easy to book appointment at a time to suit me. Friendly professional and personal service from Reception Staff equalled by that of Medical personnel at the appointment”***

***“Got an appointment when I wanted and dealt with in a friendly and professional manner.”***

***“Easy to approach, friendly, helpful, always try to help and a caring environment. Thank you, GP, team”.***

***“The Doctor was very helpful, understanding, and easy to talk to. Could not ask for more.”***

***“Appointment on time. Efficient service”***

***“Called Surgery this morning, was able to get an appointment for early afternoon.”***

***“Very professional in approach. All tests undertaken timely. Follow up agreed and slot given. Medication ordered and sent to pharmacy. New medication ready for pick up within two hours of receiving. Cannot fault the service.”***

***“The Dr in question was extremely helpful and went above and beyond to make sure the bloods was taken by doing it herself as the nurse was behind and the cut off for the bloods to be take was fast approaching.”***

***“My partner and I have been patients at this surgery for 40 years this year. The staff nurses and doctors have always been exceptionally helpful.”***

***“The doctor we seen today was fantastic a problem we have been for over the past couple years and a new recent problem that last 5 weeks we finally got answers today and it was so simple this doctor is amazing and should be the GP all the time.”***

***“Didn't have to wait long for an appointment. Was seen in the practice and didn't have to wait long also. Very professional and understanding doctor and overall very good service.”***

***“Perfect experience, received telephone call advising I could come in early if I wanted to. Was straight in and straight out, lovely staff as always.”***

***“Lovely and friendly staff, also very helpful let me know what was happening couldn't have had a nicer appointment.”***

***“Always pleasant and listened to you, first class.”***

***“Appointment on time, no hassle, polite friendly service and painless injection. Just what is needed. Many thanks.”***

***“The appointment was on time. The nurse was exceptionally helpful and offered to do the flu vaccination there and then. She offered useful advice about medication.”***

***“On time. No waiting. Excellent service & advice from the nurse & doctor”***

***“Seen before appointment time, very friendly staff, not rushed, able to ask questions, would highly recommend.”***

***“My vaccination was conducted on time by friendly and efficient staff who also answered all my questions and were able to arrange another vaccination for me.”***

***“Checked in at reception, given clear instructions re outer garment, called through for injection, details checked, injection given and out before the given appointment time. Brilliant service.”***

***“Doctor explained everything clearly and blood tests were booked an hour after initial appointment.”***

***“I had a very good experience. All the staff are very polite and caring. Simmondley Practice has a very good reputation in our area.”***

***“Because I am a deaf person, you all so helpful & understanding & treat me with respect. Thank you so much.”***

***“I've been with Simmondley medical practice years and feel the help and treatment they give is always the best. I would certainly recommend them. Thank you all.”***

***“A very busy Practice so had to wait awhile but the staff and Nurse were apologetic and friendly.”***

***“Imagine the highest standard that could be achieved, you beat it. My family and I are so grateful to you all. Thank you x”***