

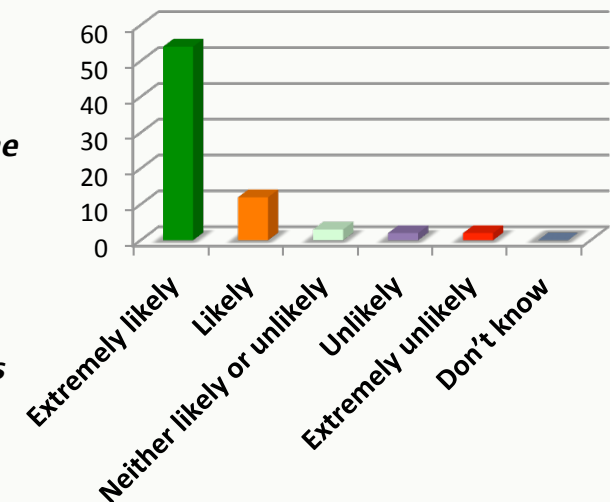
# Simmondley Medical Practice

## Friends and Family Test – Results February 2015 – April 2015

### Patient Comments:

- *“Great receptionists – very helpful, short wait for appointments, good advice especially practice nurses.”*
- *“Always make me feel welcome and confident.”*
- *“Appointment was made very quickly after consultation, seen on time @ appointment. Put at ease and good explanation of procedure, followed by follow up advice. Overall, excellent experience, friendly environment.”*
- *“Despite radical changes (GP) at the practice, I still feel that this is the best practice in the area.”*
- *“I needed an urgent appointment for my 4 year old daughter. There were none available in the morning but I was given one at 8:50 a.m. before surgery started.”*
- *“At Simmondley you can get an appointment see a doctor and get well soon! Great staff all round.”*
- *“Been with the practice many years, always been satisfied, friendly, courteous staff. ”*
- *“Always easy to get a consultation within 24 hours. Friendly helpful staff. On line services helpful for booking appointments and ordering prescriptions. Clean and comfortable surroundings. “*
- *“The receptionist staff are all really friendly and welcoming. The nurses make you feel comfortable and the doctors have a wonderful bedside manner (which is rare). “*
- *“When I phone up for an appointment, they try to fit me in for the best possible time and outcome for myself. Particularly with the partial deaf as well. .”*
- *“The practice is extremely well run and all the staff are friendly, helpful and professional.”*

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



- *“These guys opened all over Easter. They are the best.”*
- *“Helpful, friendly reception staff – they go ‘the extra mile’ ”*
- *“Staff always there to help. Doctors are always very pleasant.”*