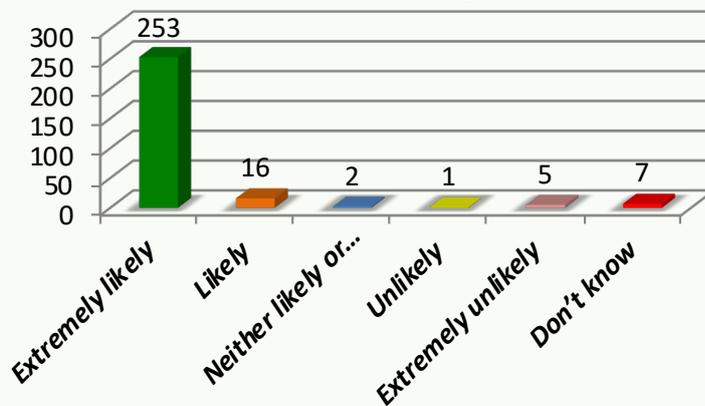


Simmondley Medical Practice

Friends and Family Test – Results Feb 2020 – Apr 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:

- ***“The nurse was very helpful and friendly.”***
- ***“I consulted the nurse and listened, was efficient and caring, excellent service.”***
- ***“Service brilliant (as usual).”***
- ***“The doctor was very reassuring and pleasant. I feel very lucky to belong to Simmondley Practice. I think all the medical staff are brilliant.....”***
- ***“Always friendly, helpful and very professional. Trust them implicitly.”***
- ***“First class practice.”***
- ***“Simmondley Medical Practice are always helpful and very good with my 2 year old son thank you!”***
- ***“The doctor is amazing, so glad I moved to Simmondley Medical Practice, only regret I have is that I didn't move my family to the practice sooner.”***
- ***“Been with the Surgery for the 20 years we have lived here, and we are lucky to have such very good Doctors and staff that are pleasant and friendly.”***
- ***“I would just like to say what a fantastic job you are all doing.”***

Notice from NHS England and NHS Improvement:

There have been 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 took effect from 1 April 2020.

The mandatory question is “Overall, how was your experience of our service?” and there are 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.