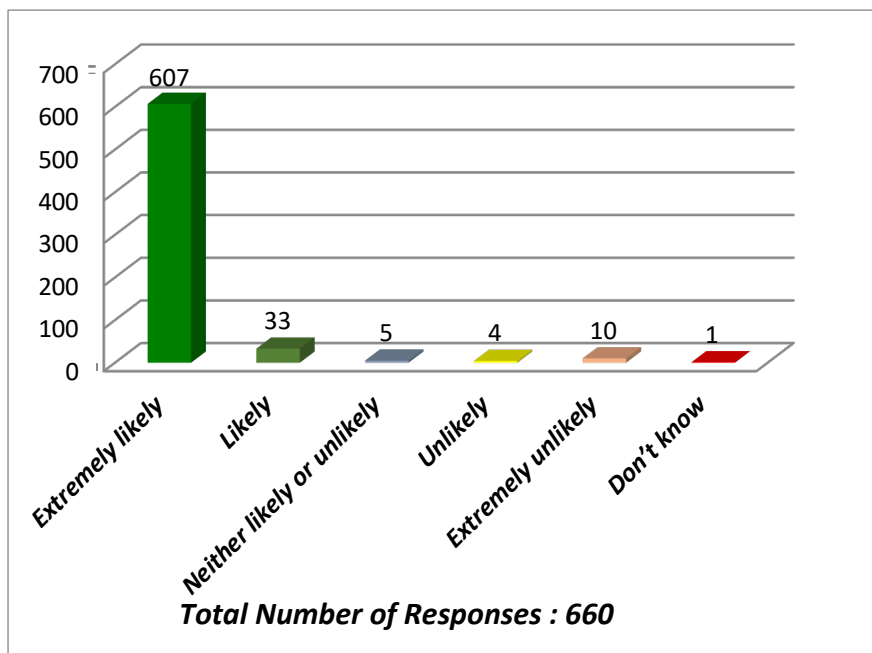


Simmondley Medical Practice

Friends and Family Test – Results May 2024 – Jul 2024

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;

“Receptionists, nurse (for bloods) and doctor all excellent. Appointment within a couple of days and felt my concerns were listened to. Thank you.”

“Always there to assist! Friendly and compassionate.”

“Simmondley medical practice are exceptional in the way they treat their patients. Appointments are usually always on time, you are greeted with a smile, time is taken to talk through any problems, quality advice given / discussed, and you leave feeling you are in safe hands. XXXXXXXX one of the teams lovely practice nurse’s, has the most lovely and approachable way with her, always full of life , encouraging and calming manner and makes you feel you are with a friend. Thank you XXXXXXXX.”

"I came regarding a chest infection just before I'm due to go on holiday. The tablets prescribed advise you should stay out of the sun, which won't fit in with travel abroad. I asked for a different type and thankfully this was agreed and dealt with swiftly."

"I moved from Another local doctors; here is refreshing, reception is friendly, and the doctor has a lovely way!"

"Very good service really helpful I was looked after really well and listened to."

"Excellent service from XXXXXXXX my asthma nurse, and thanks to the reception staff for organising the phone call so promptly."

"Getting a appointment was easy. The staff are always friendly and helpful, and the doctors are excellent"

"I received an appointment quite quickly. The reception staff were friendly. My doctor was also friendly and had a good professional manner. I was booked in for a blood test and this went well. The nurse was friendly and professional."

"Felt listened to, a solution was discussed and repeat prescription organised for any future flare ups to prevent needing more unnecessary appointments for the same issue."

"A special mention to the reception and admin staff who are always so helpful and friendly. Indeed, every member of the practice team are amazing."

"Excellent, I asked questions regarding my condition and the nurse responded reassuringly which made me feel more confident and positive for the future."

"As always, kind and prompt response...thank you"

"I've had a great experience with Simmondley medical practice. Everyone was very friendly, and it all worked efficiently. Nurse XXXXXXXX was very knowledgeable and put me at ease. Fantastic surgery. Thank you."

"Appointment spot on time. Thorough check up with the practice nurse and a good discussion on lifestyle changes for going forward. Going to have a follow up in a couple of weeks so being really well looked after."

"Short waiting time to see the nurse. Very pleasant reception and thorough check up."

“As usual everyone was lovely. Dr XXXXXXXX, I do not know how you work in your room when it is that hot! You were still kind, logical, caring even as I was a bit of a mess. The reception staff were ace, and I can’t thank you enough. Having ongoing health issues is rubbish, it is good to know getting care from the GP practice is not an extra burden. It is something I do not take for granted. Thank you :)”

“A good all-round service provided by all members of the practice”.

“Able to get appointment quickly, received excellent advice from GP.”

“Good review and looked after in a friendly, compassionate, thorough, and helpful way. In fact, just talking has convinced me to go away and make a few simple lifestyle changes which will really help. Thank you.”

“Perfect, no feedback required to improve services”.

“I rang in the morning and had an appointment for the same day at lunchtime. There was no waiting to be seen and I was listened to when treated”.

“Always get an appointment in a brilliant time frame, receptionist are very pleasant & professional Doctors inspire confidence”.

“ Best GP practice in Glossop.”

“Always great service best practice in Glossop”

“I have been very well looked after in the past and also these last months with a new condition. Thank you all concerned.”

“Excellent staff and genuine care given to myself and family. Thank you.”

“Excellent service from arrival to appointment to departure”

“I am greatly satisfied and appreciative of all the staff at Simmondley Practice. It would be difficult to suggest how to improve your service.”

“ After moving to Simmondley and Registering with this practice we have been very impressed with the Service from Doctors and Staff”.

“Absolutely no complaints about the service. The consultation was very relaxed, and I was able to discuss questions. The doctor explained everything in detail. The reception staff, as always, deserve a mention. I didn't hear my phone initially and rang to book another appointment. They arranged one within the hour. Excellent service.”

“My last visit to the doctor was very positive. She read my notes prior to me walking in and examined me. On conclusion she prescribed for me and did a printout exercise for me to see if I can eliminate recurring episodes. Very happy with my appointment.”

” Dr had read my notes prior to me going in and did not ask me what was wrong! She examined me diagnosed my problem giving me enough medicine as I'm going away along with a printout of exercises to help. I felt the appointment a success in all respects.”

“It is so local, personal, and approachable. We are lucky to have this surgery because the situation nationally appears grim.”

“I saw the locum doctor yesterday and can't praise him enough. He was very patient kind and listened thoroughly to what I had to say. Thank you so much.”

“Considering the procedure. The experience was good. That, as always, is down to the nurse's skill and manner. I'm always put at ease and made welcome.”

“There is nothing that needs changing at this practice, The staff, the Doctors, and the Nurses are great. It's sad that we have to a service outside of the practice to Stop Smoking. I wanted to go to a group however the person is of sick so it's going to be over the phone which I feel is a little in personal. Yesterday when I was at the doctors having a Spirometer test, the nurse said If ever I needed any help at home, then to ask, the nursing staff, Dr's and office can't do enough for you. They are a great Practice.”

“Think I'm so lucky to be at Simmondley have been there since first opened and always great service and now even more so when I hear comments about how bad others are”.

” The doctor was very supportive and has helped me immensely.”

“I have always found all the staff to be helpful and knowledgeable”.

“Excellent”