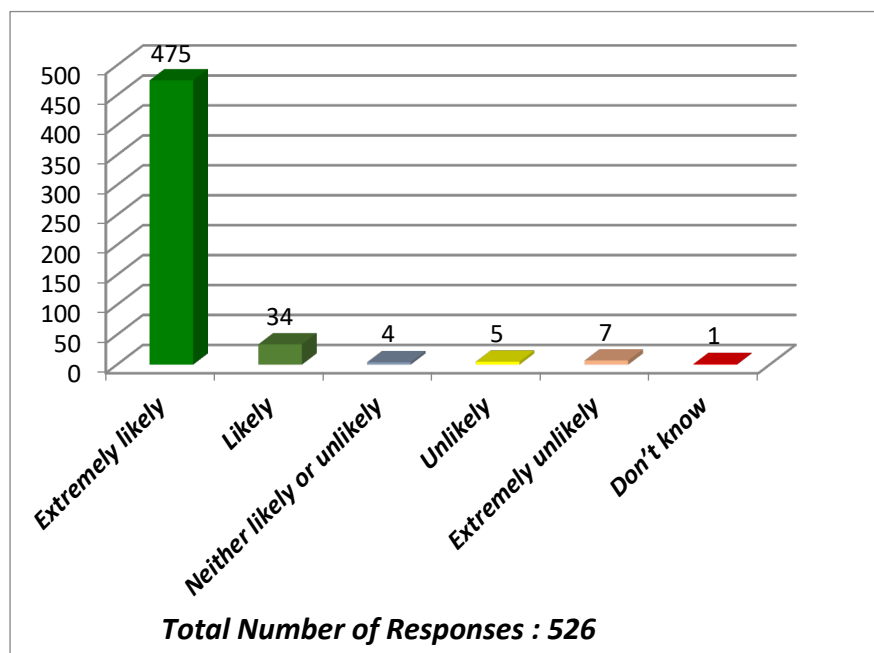


Simmondley Medical Practice

Friends and Family Test – Results Feb 2025 – Apr 2025

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;

"The standard of service at this practice is, in my view, second to none. I have to attend the surgery quite frequently and deal mainly with the receptionists and nurses. I receive an excellent and friendly service when booking appointments, especially when I'm required to see the nurses on specific days to coordinate with treatments I receive elsewhere. The nurses are very professional, communicative, and very easy to engage with. They will often offer appropriate additional and helpful guidance on matters related to my main medical circumstances. They do all this in a very caring manner. There is a genuine warmth and kindness in the way they fulfil their work. My doctor, whom I don't see very often, is exceptional. XXXXXXXXX provides not only the necessary practical medical treatments but also takes the time to inquire about any social/domestic consequences of my condition and explains what other external support services are available. I have never had any difficulties obtaining an appointment. An amazing medical practice. Thank you all so much."

“Excellent service. Phoned in the morning regarding my shingles vaccination and was accommodated same day”

“Got an appointment that day. Dr was incredibly kind and understanding, answered questions, felt reassured and came away with a plan. Thankyou”

“Usual brilliant service and care. As always.”

“Unfortunately, I didn’t get the name Of the staff member who took my bloods, but she was excellent and a credit to the surgery.”

“A very clear diagnosis, a professional manner and a pleasant appointment.”

“Seen on time, friendly, competent and professional staff, very positive experience.”

“Got an appointment 30mins after my phone call and was seen bang on time!”

“Couldn't have gone better! X”

“Very impressed with all staff and the service received.”

“Excellent very informative”

“The reception staff were very helpful. The doctor was very thorough and understanding.”

“The nurse was very helpful and gave me lots of information for a problem I had. She was brilliant.”

“This is a great surgery and the staff are amazing. I managed to get an appointment the day after my initial call and was seen by a great Doctor. This is a great asset to Simmondley.”

“Everyone is so helpful and friendly. Never a problem getting an appointment. Very efficient team and a great practice.”

“Always friendly and explain things clearly. Thus far I always manage to get an appointment quite soon. Thank you.”

“Listened to my concerns and took appropriate action in a timely manner, thorough health check completed also.”

“The service is efficient and accurate; the staff are always polite and caring. I have no complaints at all.”

"I was seen promptly by the paramedic, who offered advice and reassurance regarding my worries."

"The Dr was great really understanding listen to my concerns about my child, explained everything clearly and explained a plan moving forwards."

"I saw the paramedic today she is so nice and very thorough very understanding and she listens to how I'm feeling I came away feeling positive I will definitely see her again if I have any problems"

"I went to the surgery yesterday at 2pm I had a new very nice doctor Who immediately didn't like what she seen I had a lump in my calf So straight away rang the hospital and got me a appointment there n then for a scan Very happy with the quick and efficient service from the doctor"

"Excellent team. Friendly efficient and caring. Always willing to listen and appointments are given in an exceptional timescale. Second to none service."

"Excellent service as usual and I cannot find any fault at all with this practice."

"Very good and gentle Was very reassuring during the procedure"

"Doctor understood my concerns and acted to get me to the right place"

"Got an appointment the same day and got to see the doctor on time who was very professional and helpful"

"Lovely lady dr not my usual but v v nice all the same happy to see her anytime"

"The surgery is very well organised, and the reception staff are friendly and professional. Communication is important and they always inform you if there are delays for any reason. The building is accessible and has parking spaces available. The medical and nursing team take time to listen to patients and explain their decisions and are happy to answer questions. I am very satisfied with the care provided."

"Provided the assurance needed in a pleasant efficient manner."

"The GP I saw on 08/04/2025 (apologies, I've forgotten her name), was fantastic. I really liked her. She was friendly, listened to what I had to say, had already looked at my records to know what injections I'm already taking. Asked me if I was happy to be examined before asking if I wanted a chaperone. She made me feel at ease. I walked out of the surgery having had a really positive GP experience. I would happily see her again if I need to go back for anything."

“Helpful consultation. Met my needs perfectly. Friendly and reassuring.”

“Appointment given for 2 hours from phone call. Doctor on time, friendly and compassionate. Excellent”

“Felt the service and help was outstanding, gp listened intently, and the nurses were outstanding too.”

“A good, positive meeting with nurse”

“Lovely clinicians and helpful happy admin staff”

“Punctual appointment. Friendly welcoming service. In and out well within allotted time.”

“The locum doctor was excellent and very thorough. I thought she listened and understood my issues and was helpful in resolving them”

“Very helpful. Always have had a good experience.”