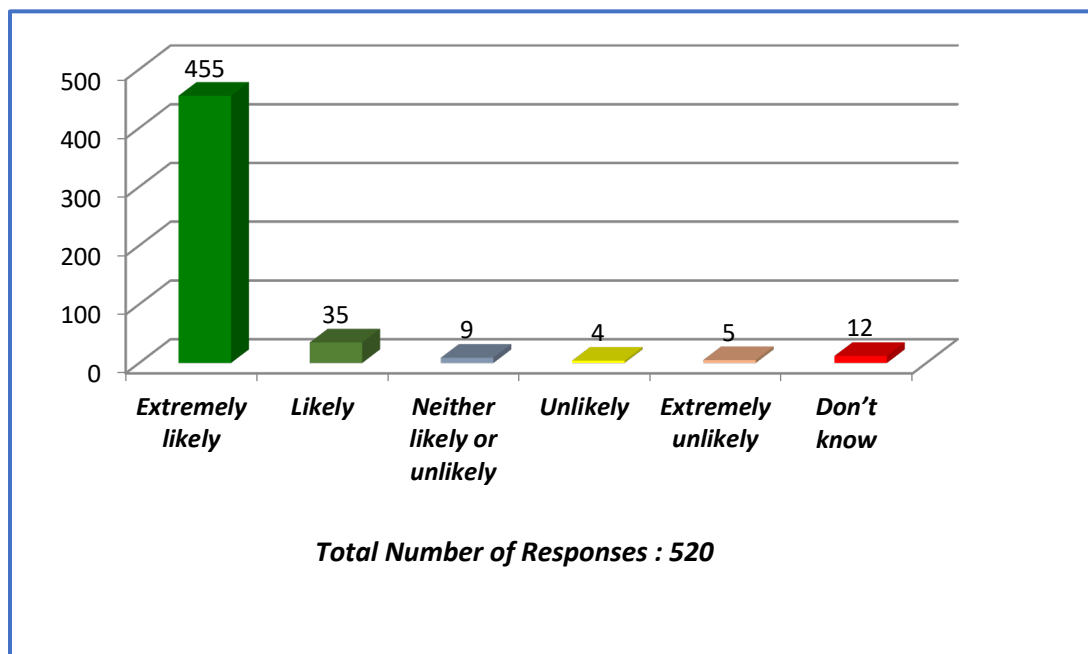


Simmondley Medical Practice

Friends and Family Test – Results May 2022 – July 2022

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;

“Lovely nurse”

“Very helpful and I was very grateful for her advice.”

“100% all the time.”

“Very well cared for, by nurse and doctor”

“Always so friendly and helpful.”

“Excellent staff. Very good service.”

“Got an appointment the morning I phoned which was excellent Examined and advice given.”

"Very pleasant and a good listener so went very good"

"Lovely staff member, helpful and caring."

"Brilliant service and wonderful doctor"

"Excellent service from reception team the doctor and the nurse. very thorough and all team were friendly professional and very knowledgeable. thank you!"

"Was able to get an appointment quickly, doctor was very kind and helpful"

"Very efficient as usual."

"It was excellent, on time, informative, professional"

"Yeah the nurse was very good explaining in detail, and also very polite, and a great sense of humour."

"Really helpful, and good service"

"Excellent service as always. Thank you."

"As always, a first-class service! Without exception all staff are so friendly and extremely professional!!! Well done in what are still trying times!!!"

"Good experience"

"I appreciated talking to the nurse face to face"

"Professional and friendly approach"

"Nurse was very personable and good at being reassuring."

"Very well organised and professional team from start to finish of making my appointment through to attending and completion. Lovely warm welcome from reception."

"Excellent service as usual"

"Practice Nurse was very thorough and extremely pleasant"

"Simmondley Medical Practice is the best around. Social media is awash with people complaining about their surgeries but myself and my family have always been happy here."

"Nurse was good & easy to lipreading. Maybe in future I would like to have BSL interpreter. Thank you"

"I saw the Dr who gave me a complete check over very grateful I give you a 1 top mark"

"Dr was lovely and explained things well"

"I just feel really grateful to have such a lovely doctor to go to, without feeling any anxiety about getting an appointment. So thank you!"

"My first "in person" appointment for over two years and I found all the Staff to be as pleasant and helpful as ever despite the difficult circumstances."

"Professional and prompt friendly service"

"Pleased to get an appointment so quickly"

"The receptionist was very helpful this morning and prevented a long wait in the surgery by informing us of a delay."

"The doctor was really nice/caring chap."

"The receptionist and doctor were very helpful"

"Only that your receptionist today was lovely and very helpful."

"Appointment time kept to and very friendly informative nurse"

"Had to wait 20mins from appointment time. Other than that, making the appointment earlier that day and the consultation was seamless"

"Very good service, the nurse was lovely and even weighed my LB, showing above and beyond service"

"Just very friendly and approachable nurse who put me at my ease"

"Friendly staff always polite and helpful"

"Best service for some time. All the covid frustrations removed. A relief all round."

"Very very helpful, very understanding thank you"

"Everything was great. The Doctor and all the staff were lovely, helpful and reassuring. No problems at all. Thank you x"

"Very friendly and helpful, extremely useful and informative appointment... thanks"

"Lovely doctor and very understanding!"

"The Nurse was very helpful and informative"

"Very pleasant and helpful staff made for an enjoyable visit"

"A good efficient service, thank you"

"New doctor was very nice, good manner and really helpful and reassuring"

"The Ladies on reception are always pleasant and helpful. The Dr today was lovely didn't rush and he was very understanding."

"Appointment was on time and the nurse explained everything"

"Found the app very helpful"

"Great attention and another appointment next week."

"Really great appointment, very helpful and gave information in a way which I could understand. Very efficient."

"An excellent practice"

"I'd like to thank the Doctor for her time"

"Just a nice experience with someday taking the time and attention to listen and reassure me. Really appreciated."

"The doctor was very understanding, thorough and compassionate. I was assured and looked after very well. Thanks."

"Always find my GP very helpful and listens, giving good, sound advice."

"Excellent. Appointment booked with ease last week, polite /friendly staff and seen on time today. Very happy with the services provided."

"Very professional and gave excellent advice too"

"Not sure what the lady's name was but she was very understanding with how nervous I was about my blood test, and when I felt faint, she was very patient."

"Receptionist pleasant and helpful. Nurse 10 out of 10."

"All the staff work hard and the improvements in premises are very appreciated"

"Kindness & understanding"

"Coming for a smear test can be very daunting but was so simple, easy to check in, only waited a minute to be called through, then met with a friendly nurse"

"My visit was to the Practice Nurse who, as always, was attentive, caring, and informative. Love her to bits!"

"Very efficient service from start to finish. Felt Covid safe throughout."

"Yes, a short explanation of my concerns to the receptionist and I was given a quick appointment on the same day. My doctor was very nice and listened to me"

"Professional and timely appointment"

"I've had excellent service today. I couldn't fault it. It's almost a pleasure to go to the surgery."

"First class treatment from first class people!!! My profuse thanks to all!!!"

"Well looked after from when I arrived to leaving. Thank you."

"Efficient, professional service from all the staff, as usual."

"Staff very efficient and friendly."

"As always best service ever xx"

"Seen promptly and professionally"

"Thoroughly professional in all aspects. Thank you."

"Very professional and efficient as usual"

"Very happy with overall treatment, from reception to doctor and nurse."

"The early appointment suited me due to work commitments"

"Exceptional"

"Excellent. Could not have been looked after any better caring lovely staff thank you."

"Good to get an appointment for the same day as I called for one"

"Yes it was a very informative experience thank you"