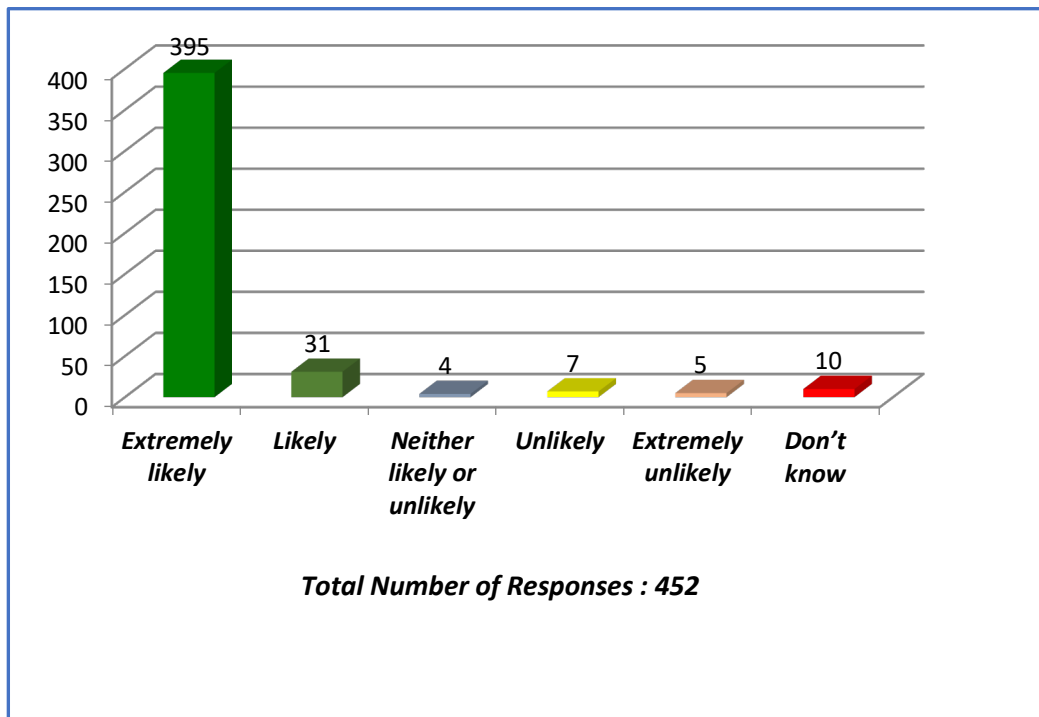


# Simmondley Medical Practice

## Friends and Family Test – Results Aug 2022 – Oct 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;

***“Reassuring & trustworthy advice.”***

***“Nothing negative, all positive”***

***“Just brilliant as always”***

***“Very efficient after a short wait.”***

***“It was a good experience”***

***“Always a professional experience, feel well looked after.”***

***"The doctor was extremely helpful, knowledgeable, and reassuring- I would be delighted to see him again with any problems."***

***"Fabulous service"***

***"Lovely as always"***

***"The Doctor I saw was brilliant very pleasant and patient explained everything in detail. I felt very reassured."***

***"Everything was perfect thank you"***

***"Very professional"***

***"Very professional and took time to ensure I had a referral appointment sorted out."***

***"The staff were all very helpful and the doctor made me feel at ease and supported"***

***"Friendly, professional, and running to time"***

***"The new doctor was incredibly warm and helpful. My appointment was efficient, and I was satisfied with the outcome."***

***"Well looked after, as always. Like the fresh paint in the building too; everyone feels nurtured, staff and patients, important in these difficult times"***

***"It was excellent"***

***"Thank you so much for how helpful, kind and accommodating everyone is at Simmondley."***

***"Polite receptionist and very helpful Doctor who was also very polite and friendly which put me at my ease thank you"***

***"Staff were very polite, I was in and out in 10 mins, very good service"***

***"Always very friendly, the nurse put me to ease and left feeling like I had a happy experience."***

***"Very grateful for prompt appt, friendly helpful reception, understanding efficient GP..."***

***"No, the standard of care at the GP surgery was of the usual high quality."***

***"Painless blood draw."***

***"Very efficient service"***

***"Yeah, the doctor was very clear to me what the symptoms were, and was very understanding in the way I explained my situation."***

***"Staff friendly. Felt listened to. Felt the surgery is a safe environment."***

***"Really fantastic care, advice, and explanations as to what next steps are"***

***"All good you are all lovely."***

***"Seen on time always 1st class service"***

***"Got an appointment for the same day only had to wait 10 minutes in surgery and doctor was lovely."***

***"The medical practice at Simmondley is top doctors "***

***"Great staff that made you comfortable."***

***"Great surgery, I had forgot my appointment for my flu jab and called up to say it should have been an hour ago? They were very obliging and said come now and you can have your flu jab! Always very pleasant and professional."***

***"Did all I needed"***

***"Excellent communication. Very time efficient. All staff professional and courteous."***

***"Easy to use, quick and efficient"***

***"Although running a few minutes late the flu jab clinic was well organised and easily accessible."***

***"As always, a very thorough examination by an extremely professional GP. She took time to explain the medication she prescribed, and I am confident I'll soon recover. I couldn't be more grateful."***

***"Staff always friendly and have patients' best interest in mind."***

***"Efficient and friendly staff"***

***"Always very good"***

***"I was happy with my diagnosis and treatment by the Dr. I'm confident in her knowledge and professionalism. I didn't have to wait too long to see the Dr and the reception staff were friendly and efficient"***

***"All good but Appointment 30 minutes late"***

***"Very helpful doctor"***

***"It's a medical practice to be proud of"***

***"Friendly efficient service"***

***"Very quick and easy and lovely people"***

***"Always professional and friendly and make you welcome and at ease"***

***"Taken on time with no fuss"***

***"Excellent service close to where I live"***

***"Seen as soon as my appointment time arrived, very friendly and reassuring staff, and out within 2 minutes. No complaints."***

***"Always efficient and professional"***

***"Fast & efficient"***

***"No waiting; Friendly service; Very efficient"***

***"Very efficient in and out in minutes. Staff members very friendly too. Well done."***

***"The paramedic was reassuring regards my being unwell"***

***"Appointment on time. Friendly staff ready to answer any questions and put you at ease."***

***"The nurse was excellent"***

***"Good time keeping. Helpful staff"***

***"Brilliant service, no waiting!"***

***"Very well organised, efficient & friendly service by all."***

***"As always straight forward I wasn't in the waiting room long. As always very efficient"***

***"I was seen straight away; the staff were welcoming and very courteous."***

***"Always helpful staff and due to a bad experience at a past doctors - I've been given straight answers for my health issues"***

***"Kind caring efficient patient; All the above; Could not ask for more"***

***"Same day appointment, helpful staff and only a short wait to see the doctor. A good outcome."***

***"Great was in and out no messing"***

***"The nurse was excellent"***

***"Because Simmondley is always easy to get an appointment and seen quickly."***

***"Quick and efficient service for my flu jab."***

***"Very quick & polite."***

***"Very efficient and appointment was on time with very friendly staff"***

***"The nurse was very helpful and knowledgeable and also provided me with some very useful information."***

***"Prompt, efficient service with an empathetic practitioner"***

***"Excellent service by the reception staff and nurse who was taking the blood samples, and on time."***

***"Triage first then appointment offered within 24 hours. Excellent service and friendly staff"***

***"I always find the receptionist nurses and doctors go that extra mile to help with any issues I have. I always have the best feeling when visiting the surgery. Everyone is friendly and helpful."***

***"Explained everything"***

***"Well organized pleasant staff"***

***"The Drs and staff are really helpful"***

***"Staff very friendly. Flu jab clinic superbly run. In and out of the surgery in 2 minutes. All done."***

***"Fast, friendly, and very efficient"***

***"Very efficient went to give blood also got my flu jab, which was in the afternoon so saved me going back to the surgery"***

***"I got an appointment the same day for a flu jab when i arrived i was seen straight away"***

***“No fuss, very speedy and on time. I was called at 1605, appointment time, and I left at 1607. The flu vaccination was done well. I had good care and I'm happy I got the right injection.”***

***“Friendly staff over the phone, appointment that morning, and the doctor was very nice and easy to talk to . Felt reassured when I left”***

***“Everything great”***

***“Quick, organised and efficiently on time, pleasant staff with help.”***

***“Excellent service”***

***“Great medical practice.”***

***“This is an excellent medical practice”***

***“Ran like clockwork”***

***“Very friendly atmosphere, very helpful efficient and professional. A good experience”***

***“Friendly, informative, quick and able to have flu jab in the same appointment so it meant I didn't have to attend another appointment.”***

***“Very friendly and knowledgeable staff. Made me feel very at ease. Excellent experience.”***

***“It was a very good experience with friendly staff.”***

***“Very prompt appointment, not rushed, very informative”***

***“Easy booking, convenient time. Nice professional treatment.”***

***“I was made to feel very comfortable by the Nurse and she was very attentive and professional”***

***“Dealt with promptly and effectively. Practice nurse acted in a positive and professional manner. Thanks”***

***“I've never had any problems, first class care from everyone”***

***“Nurse very knowledgeable and helpful.”***

***“Short waiting time; Efficient service; Friendly, competent staff”***

***“Thorough and well explained “***

***“Excellent service bang on time”***

***“Doctor was quick with diagnosis, excellent.”***

***“Very efficient. Relaxing experience. Helpful Staff. Overall Excellent as always. Thankyou”***

***“I was treated with respect and had everything explained to me.”***

***“Staff were welcoming, helpful. Doctor listened provided information and follow up appointment”***

***“Best practice in Glossop, staff are so friendly and professional”***

***“The doctor was very good and very helpful!!”***

***“Really really positive”***

***"Very efficient service"***

***"A really good experience"***

***"As always lovely friendly staff"***

***"All good very professional and polite"***

***"The Doctor was brilliant at putting me at ease. She was extremely thorough, and I was so grateful for her time. The reception is spotless!"***

***"I was good it always is"***

***"First class service thank you"***

***"Simmondley surgery always respected patients & have time to listen especially I am a deaf person. I feel at ease when I visited see GP or a nurse. Thank you"***

***"Rang for an appointment and was given one for a couple of hours later on the same day, upon arrival the staff were very welcoming as always and the doctor was very helpful and really reassured me about the issue, I attended with"***

***"From reception to the Doctor, everyone very friendly."***

***"Seen within time and able to discuss issues with nurse and receive treatment. Good access for disability and welcoming staff"***

***"Listened to what I had to say"***

***"All the staff was very professional, kind, helpful and caring at every stage of my consultation. Definitely 10 out of 10"***

***"Got an appointment straight away and everything was very efficiently done."***

***"My appointment didn't feel rushed"***

***"Thank you"***

***"Quick appointment, caring doctor"***

***"Friendly and punctual"***

***"Quick and easy flu jab and helpful staff"***

***"Excellent service"***

***"Lovely caring staff. Ran the clinic quick safely and professional"***

***"Super quick and easy. The nurse was very polite & friendly."***

***"I was late, and they were happy to accommodate"***

***"On time no long wait"***

***"Went for my flu jab, straight in, doctor and nurse very friendly. Very quick no problems. Thank you"***

***"Extremely fast. Very kind."***

***"Didn't have to wait, staff efficient and friendly."***

***"Very organised, welcoming, and friendly. All staff were lovely and helpful"***

***"Prompt and polite receptionist and the same with the nurse."***

***"Quick and efficient"***

***"Friendly, efficient appointment. Excellent procedure."***

***"Efficient, polite, professional, and excellent customer service"***

***"Appointment with nurse for annual check-up. No waiting, straight in. Treated very efficient and professionally. Happy with visit."***

***"Very kind, courteous, and thoughtful treatment, from a person expert at listening"***

***"Very friendly and professional staff that make me feel at ease at every appointment"***

***"The booking process was good, there wasn't too much of a wait and the doctor explained everything clearly and didn't seem rushed at all."***

***"Always a pleasure to see"***

***"Doctor gave clear advice."***

***"Quick, efficient, and cheerful."***

***"Same day appointment, not kept waiting too long"***

***"Quick friendly appointment"***

***"Because you're the best."***

***"Friendly & supportive. On time and gave good advice"***

***"Extremely informative nurse, painless blood sample taken."***

***"Excellent care. Very prompt with the procedure. Staff were very professional."***

***"Once the treatment began it was excellent, but it was a little late."***

***"Because it was quick, and the staff are excellent and very helpful."***

***"Quick and reliable. Thanks"***

***"Friendly staff and I was seen fairly close to my appointment time"***

***"The receptionist was very helpful and also the nurse was very pleasant and helpful who I saw to have blood test"***

***"On time, friendly, informative, professional, got the job done"***

***"Very helpful, caring staff. Was able to secure appointments easily. X"***

***"I needed an emergency app and I was seen a couple of hours later"***

***"This practice is first class and always exceeds expectations"***

***"Friendly. Supportive"***

***"I was seen at my allocated appointment time, and the Doctor and staff were great thanks."***

***"Very helpful and friendly"***

***"I got a quick appointment, did not have to wait to see the doctor, doctor very helpful"***

***"I just love this practice always get an appointment straight away staff are lovely"***

***"It's the service you expect"***

***"Very helpful when making appointments. Seen on time. Friendly staff."***

***"I feel that I have a good doctor and she's trying to find a solution to my problem"***

***"Caring"***

***“Staff are always pleasant and efficient.”***

***“We were given an appointment straight away; the doctor was attentive and very good with my son and made him feel very comfortable and we got the answers we needed. Thank you”***

***“A thorough check followed by blood test & promise of further help”***

***“Dr very efficient, explained everything.”***

***“Always very helpful, quick vaccination, and ready to go! Thanks for your help”***

***“I was seen at my allotted time”***

***“Timely courteous and professional as always. Thank you”***

***“I was dealt with effectively and efficiently, very nice and polite doctor”***

***“Very efficient, on time for flu jab. Excellent service, as always”***

***“Nurse was great”***

***“Everything was slick and quick from organising the appointment and the in and out getting jabbed”***

***“Very quick, in and out in a flash, not kept waiting. Excellent system in place to maximise the number of vaccinations undertaken.”***

***“Polite on time service. Easy and efficient.”***

***“No waiting time. Plus given advice from flu jab nurse regarding a cat bite I'd just received prior appointment... which then I found out I'm well overdue tetanus, so this was booked for me also. Great service thank you.”***

***“Excellent service couldn't be bettered”***

***“Very quick service in and out no hanging around”***

***“Quick & on time. Pleasant staff”***