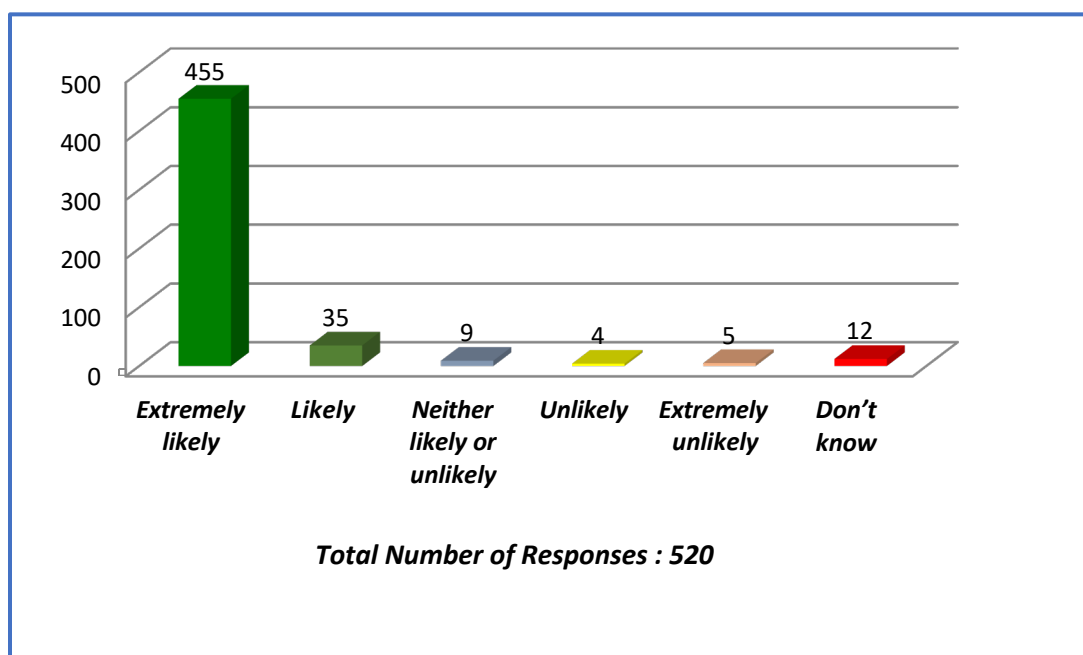


# Simmondley Medical Practice

## 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"***