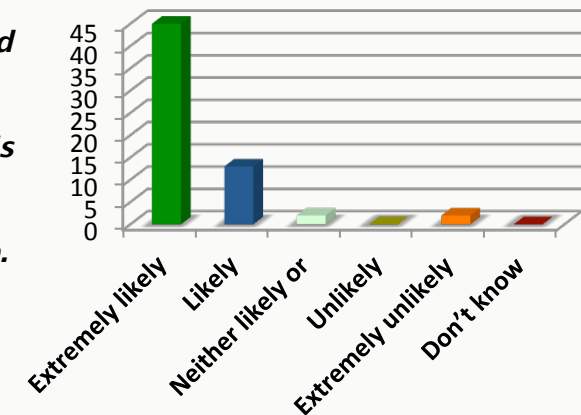# Simmondley Medical Practice

## Friends and Family Test – Results February 2016 – April 2016

**Patients' Comments:**

- *"Very accommodating; Understanding; Friendly; Efficient; Professional."*

- *"Appointments are readily available and any issues followed up quickly and sensitively."*

- *"Always try to be accommodating with regards to care especially of the children."*

- *"You can have an appointment either same day or at worst next day. The quality and care and referral is excellent and you can have a choice of doctors to consult with."*

- *"Very good service, excellent reception staff. Very helpful and caring. Management is massively better – 5 stars!!"*

- *"Pro-active in finding a suitable solution to ill-health. Sympathetic in Palliative care. Thank You."*

- *"I feel very comfortable with this doctor's surgery and feel confident with the doctors and nurses who work there."*

- *"I'm always treated kindly and with patience by both doctors and reception – as if I matter. This is extremely important – in my opinion – as most people at a GP's surgery are feeling vulnerable – whether they show it or not."*

- *"Trust, able to see a doctor same day. All staff make you feel at ease. All questions asked are explained."*

- *"Staff give a friendly efficient service. I have always had a feeling of being in safe hands."*

- *"Always helpful, everyone will take time for you. You are never left waiting for answers or appointments or prescriptions."*

- *"This practice has never let me down. If they say they'll do something, they do it. I sometimes need a bit of help & advice & I always get it."*

**How likely are you to recommend our GP practice to friends and family if they needed similar care or treatment?**



- *"Fabulous staff – reception, nurses and doctors."*

- *"Nothing to improve. Very happy with the service."*

- *"You get an appointment nice and quickly when needed."*

- *"Excellent Service. Very professional and accommodating"*