

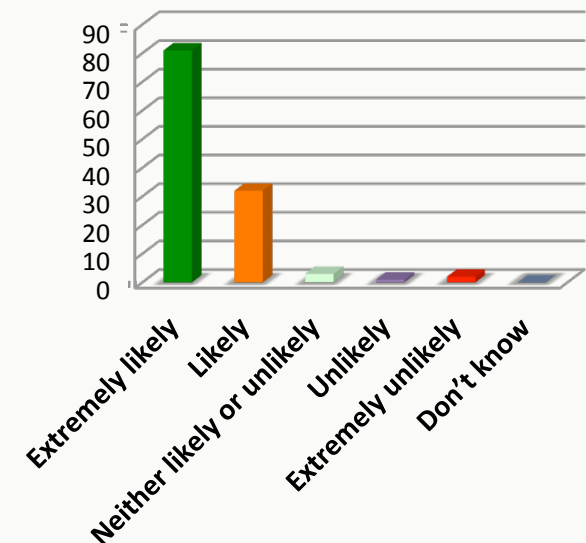
# Simmondley Medical Practice

## Friends and Family Test – Results August 2015 – October 2015

### Patient Comments:

- *“Don’t know how you do it in these days of dwindling funding and extra work. Well done all! Thank you.”*
- *“I feel the appointments are productive and available.”*
- *“Good communications skills, always polite and helpful.”*
- *“No wait for appointments. G.P. very thorough.”*
- *“Can get appointments very quickly. Do telephone consultations. Very friendly staff. Do weekend and Bank Holiday surgeries. Manage lots of patients with certain illnesses directly from surgery.”*
- *“The receptionists are really friendly. They are set up for EPS. The Doctors are helpful and listen to what you would like to do. I have always been well looked after here. They also have appointments that fit around work.”*
- *“Excellent service from reception. Prompt and thorough care. GP’s treat you as an individual.”*
- *“Service / appointments are prompt, friendly and accessible. All staff are polite and treat me with care, respecting my privacy and dignity. Facilities are always clean and tidy – welcoming and well maintained.”*
- *“Because the care we receive from going into reception through to the doctors and nurses and we always receive the best advice with no rush to get rid and get the next patient.”*
- *“Excellent treatment on the phone and surgery by medical and administrative staff.”*
- *“Doctors are brilliant and staff on the desk. I have been a patient here for 30 years, I wouldn’t go anywhere else.”*

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



- *“Excellent medical care. Friendly atmosphere.”*
- *“Excellent, friendly and reliable service and staff.”*
- *“You can’t better the help you do now.”*
- *“Courteous and friendly.”*