



ORCHARD

FAMILY PRACTICE

Friends and Family Test

Results

August 2022 Results

Total responses: 14

Question 1: **Thinking about your GP practice overall, how was your experience of our service?**

Very good	6 (43%)
Good	7(50%)
Neither good nor poor	
Poor	
Very poor	1 (7%)
Don't know	

Question 2: **Please can you tell us why you gave your answer?**

Very Good

- Lovely lady explained everything really well feeling very positive
- Very friendly and very helpful
- The Nurse Kate Goode was extremely nice and friendly!! Lovely lady who is brilliant at her job
- Have never had any problems with my gp or nurse. Receptionists always friendly and helpful. Look after my family very well
- Excellent service, polite staff and very good patient relations
- The procedure conducted was confusing

Good

- ""
- It would have been excellent but I failed to realise that I needed to check in with the receptionist on arrival. Perhaps a sign informing patients that they must check in would avoid this situation
- GP got back to me same day and very helpful

- Nurse Karen was very understanding of my problem, carried out her duties brilliantly in every way
- Unfortunately there was a mix up with my registration upon arrival which led to my waiting rather a long time but once the problem was recognised everything was dealt with very speedily
- Cos I don't mind talking to someone that doesn't imply I'm lying or that I've interfered with paperwork I've never seen
- Must nurse was very nice, as I had another problem I am dealing with and she made time to listen

Very Poor

- I am not happy with the nurse. She had bad attitude, wasn't friendly, was very rude