



ORCHARD

FAMILY PRACTICE

Friends and Family Test

Results

September 2022 Results

Total responses: 17

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

Very good	15 (88%)
Good	2 (12%)
Neither good nor poor	
Poor	
Very poor	
Don't know	

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

Very Good

- Kate was very efficient and took a lot of time to help me with my health problem
- ""
- Very helpful and polite receptionist. Had appointment with nurse who was on time and put me at ease
- ""
- ""
- Friendly & welcoming
- The Nurse I saw was good made me feel at ease and was very attentive and had very good advice
- Because I was attended promptly and seen to all my queries efficiently
- Still alive ????
- Appointment on time, friendly staff
- Pleased the way she was
- Friendly receptionist and nurse
- Friendly, informative put me at ease

- Doctor Nanra followed up from my previous appointment and listened to my concerns which is what I needed.
- Very helpful with my condition and has kept me informed
-

Good

- ""
- Helpful & efficient