



# ORCHARD

## FAMILY PRACTICE

### Friends and Family Test April 2021 Results

Total responses: 48

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

Very good	34 (70.8%)
Good	10 (20.8%)
Neither good nor poor	3 (6.3%)
Poor	1 (2.1%)
Very poor	0 (0%)
Don't know	0 (0%)

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

Very good:

- "Can't find any faults, everybody very polite and kind. So glad I changed my GP"
- "Pleasant nurse, very thorough and professional"
- "Very pleased with the nurse I saw today, very thorough."
- "Answered all my questions, especially about my concerns and I felt I could discuss everything with her."
- "It was very helpful and I felt my health was of importance to them"
- "Receptionist excellent and nurse Nicki always a pleasure to see."
- "Extremely friendly and helpful"
- "Nurse Nicky was both pleasant and informative."
- "The nurse was fabulous and put me at ease"
- "Very understanding, knowledgeable discussion with the practice nurse"
- "Efficient."
- "Efficient."
- "Right on time. The nurse was very friendly and efficient"
- "Excellent examination and reassurance. Dr listened to my concerns and put my mind at rest"
- "Helped with the problem, didn't feel rushed, options to try & backup help there if needed"
- "Always accessible and helpful"
- "Doctor was very unflustered and very helpful and listen"
- "Because the doctor listened to my symptoms and proposed a sensible course"
- "Was on time with the appointment any questions I had got answered"

- "Hannah Marshall is excellent"
- "Very friendly and helpful"
- "Always listen to you xxx"
- "Dr Nanra always listens to my concerns and also my thoughts on the issues. He explains things throughly and us always very friendly and approachable."
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Good:

- "Dr was very patient and understanding as well as helpfull."
- "Nurse very kind and helpful"
- "Got a reply fairly fast"
- "Understanding of my situation"

Neither good nor poor:

- "I did not receive a call from the surgery."
- "Just a quick telephone call"
- "It would be help to have a time slot for phone appointments."

Poor:

- "They cancelled my appointment then didnt have my appointment for mondayA"

Very poor:

*No comments.*

Don't know:

*No comments.*