



# ORCHARD

## FAMILY PRACTICE

### Friends and Family Test April 2022 Results

Total responses: 40

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

Very good	21 (52.5%)
Good	15 (37.5%)
Neither good nor poor	2 (5%)
Poor	0 (0%)
Very poor	2 (5%)
Don't know	0 (0%)

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

Very good:

- "Very nice young lady, very helpful."
- "Everything is fine."
- "Very friendly & informative check up"
- "I Felt important as a patient"
- "Nurse was thorough"
- "Very pleasant nurse who listened and took her time to explain the answers to my questions. She also arranged blood tests that were well overdue after not seeing a doctor for over 2 years."
- "Nurse Nicky is always professional, pleasant and encouraging"
- "Efficient response"
- "The nurse i saw for my health check was very pleasent and went through everything with me and organised blood tests that i asked for"
- "All perfect"
- "Informative well presented very helpful"
- "After an ultrasound on Thursday my go rang today to give me results and advise me that I need to have a blood test"
- "Friendly and efficient"
- "My appointment was very reassuring and answered any questions I asked"
- "I was dealt with quickly & efficiently by a very pleasant nurse"

Good:

- "Appointment on time"
- "The nurse was very friendly and knowledgeable. However I had to wait 15 mins to go in."
- "Took there time with me. Didn't rush could not be happier. Thank u"
- "Nurse didn't rush and was knowledgeable on the topic and asked and listened attentively"
- "Appointment for x Ray sorted"
- "went in for blood pressure check and to pick up a blood test form all done quickly and efficiently."
- "Very understanding"
- "Nurse Nicky Hough always makes the visit pleasant, educating and puts you at ease."
- "Got to be the best practice I've ever been registered with.."
- "Nicky is always very supportive, but there's not a lot can be done for my condition, which makes an annual check up (and my annual hosp check up) both somewhat depressing."
- "Kind receptionist. Nurse professional."
- "Organised and Covid aware"
- "Nurse Nicky Hough always gives first class service. Thank you."
- "Very helpful consultation and advice from a lovely nurse who is very focussed on the needs of the patient"
- "Friendly atmosphere, lovely staff."

Neither good nor poor:

- "As had a temperature wasn't seen and told to go home and take a PCR test even though I'd done a natural flow which had tested negative .so no treatment and still don't know whats wrong with me .I was very disappointed ."
- "Nurse Nicky is wonderful and I love having my appointments with her. She makes me feel comfortable, if friendly, warm and caring. She always goes above and beyond and I feel confident about discussing any issues I have with her and asking questions. However, the receptionists don't make me feel comfortable. I always feel like a burden for calling up to ask for an appointment or arriving for my appointment. There is no greeting, just a defensive 'do you have an appointment' and observing them speak to others makes me feel uncomfortable, especially in sensitive situations. I heard one speaking on the phone once to someone who had had a miscarriage and they were very abrupt and there was no care or tact at all. This time I observed them speaking to someone who had limited English and was being very abrupt and obviously impatient."

Poor:

*No comments.*

Very poor:

- "I have been asking for someone to help with my knees I can barely walk with pain"

Don't know:

*No comments.*