



ORCHARD

FAMILY PRACTICE

Friends and Family Test

August 2021 Results

Total responses: 48

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

Very good	35
Good	11
Neither good nor poor	1
Poor	0
Very poor	1
Don't know	0

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

Very good:

- "The nurse was friendly, kind and professional."
- "Staff were friendly, helpful and obligingly"
- "Very informative and very friendly"
- "i found the practice to be very caring I feel Iam in safe hands."
- "Answered my queries"
- "I am very happy with the responses I receive"
- "Nurse Kate was very friendly and professional, immediately put me at ease"
- "Members of staff always so friendly & helpful"
- "I believe the 2 nurses I saw today have solved a problem that I have had for years"
- "Doctor was lovely, supportive and helpful"
- "Exercise as usual"
- "Very helpfully advised"
- "I gave the answer because everytime I go to the surgery I get treated with respect and the doctor nurses and receptionists are always polite and friendly"
- "I receive on- going treatment from the same nurse, who is always friendly, knowledgeable and efficient."
- "Well organised very pleasant helpful staff"
- "Phone appointment came as requested and reassuring to speak to the Doctor."
- "Dr Nanra was very understanding and helpful"

- "Staff extremely friendly and helpful and I felt when I spoke to the doctor he was very attentive and listened to my concerns, I wasn't rushed at all. I found him to be very thorough and relaxed me knowing something was being done to try to solve my problems, I could not fault the doctor at all."
- "My GP gave me good feedback on my recent blood test results."
- "The friendly manner and care that was given by the Doctor."
- "Very helpful"
- "Not a long wait when calling, friendly efficient staff, reminder texts,"
- "Happy with the phone call"
- "Nikki makes me feel calm and is very knowledgeable and thorough"
- "Very efficient called me back, very helpful and understanding."
- "Amanda ... brilliant as always"
- "Was easy to use, no problems."
- "Understanding & professional"
- "Because I was attended to promptly and to my complete satisfaction. Thank you!"
- "GP listened what I had to say & was professional & caring"
- "Nicki (the nurse) made me feel so at ease when I attended a smear. I was so nervous and she was fabulous! Thank you"
- "Because I have always been treated with respect and staff are always pleasant"
- "Organised clean surgery"

Good:

- "Very good very friendly"
- "Polite friendly informative"
- "My telephone appt was prompt. Our conversation was to the point. Leaving me with clear instructions , & i was listened to !!"
- "Always a good conversation with the Dr. I feel 'm listened to and given good and reasonable advice."
- "Call right on time nurse easy to talk to and she had good news and well informed very good."
- "Reception staff and Dr Nanra are very good and very professional and helpful!"

Neither good nor poor:

- "Surgery phoned for a wellbeing phone appointment, at 3pm. No phone call. What happened?"

Poor:

No comments.

Very poor:

- "Disgusting reception staff"

Don't know:

No comments.