



ORCHARD

FAMILY PRACTICE

Friends and Family Test December 2021 Results

Total responses: 80

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

Very good	56 (70%)
Good	19 (23.75%)
Neither good nor poor	2 (2.5%)
Poor	2 (2.5%)
Very poor	0 (0%)
Don't know	1 (1.25%)

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

Very good:

- "Good personal service as always"
- "The nurse today made me feel very reassured and she was very very kind and helpful"
- "Very helpful"
- "The nurse made me feel at ease straight away and gave a full explanation of what she was going to do"
- "The nurse made me feel at ease and explained everything she was going to do"
- "Very efficient."
- "Everyone very friendly, and efficient."
- "Staff I saw were very caring"
- "Seen promptly and treated professionally and with kindness"
- "Was seen quickly and very friendly environment"
- "Felt secure ..and safe."
- "Very efficient"
- "Always great service from Dr Nanra"
- "Nice nurse very pleasant and cheerful manner"
- "Nurse was very helpful and understanding. Lots of useful information that will help me over the next few months ."
- "Nikki is always welcoming and friendly and she always puts me at ease. The receptionist ladies are also welcoming and friendly."
- "they are always very helpful and are always there if you need them"

- "Excellent friendly informative service"
- "Call was early in the morning and Dr Haworth attended to my explanation and has referred me for an appointment."
- "I found the staff and every one very polite courteous and helpful."
- "No waiting, seen on time, doctor was very friendly and happy and my blood pressure is perfect so I'm very happy "
- "Helpful and efficient pleasant staff"
- "Quick appointment. No delay and seen on time. . Pleasant experience with the nurse and very helpful discussion"
- "Nurse was very nice told me why and what problem I might get with the pills I would be taking It was my choice to try them"
- "The nurse listened to me and made me feel at ease. 100% recommend the nurse I saw."
- "Nurse explained everything i wanted to know"
- "Very thorough, understanding and supportive."
- "Polite, friendly, professional and helpful."
- "My doctor listen to us and always understand and is a great help always going to miss her"
- "I always find my doctors amazing so far"
- "The nurse is lovely"
- "Happened as stated"
- "Jayne was very helpful and easy to talk to"
- "Didn't have to wait long and was seen by a lovely nurse"
- "Always there when I need them, they are patient and understanding. I don't feel rushed and feel well cared for"
- "Good service, quite happy to have a telephone appointment rather than waste time on coming into a surgery if not required too and much safer for everyone."
- "Friendly and personable staff, efficient service"
- "Excellent gp polite helpful as always"
- "Extremely professional, understanding and reassuring."
- "Go was prompt and informative"
- "I was referred very quickly and have already been seen by the gynaecology team at medway hospital"

Good:

- "App can go around in circles or tells u to phone 999 or phone surgery when I phone I was told that's a emergency number ,but I was told by the doctor I spoke to update them if any changes then Rudy told don't phone again and your have to wait for your doctor is in ,,,,not only that lost my results when emailed in and my sick note was told no doctor s in it took 3 days to get one only when I went see my own doctor I got it that again was done on the app"
- "Appointment was on time. Nurse was attentive and helpful."
- "I was seen on time and everyone was very polite"
- "On-time and very personable nurse"
- "Nurse explained everything properly what we need to know about my health."
- "Appointment was on time, nurse very pleasant, supportive and completed task in hand."
- "The doctor phoned from his home the conversation went well with much understanding"
- "Quick and well organised"
- "Spoke to the paramedic at my practice found him very understanding and listened and explained things"

Neither good nor poor:

No comments.

Poor:

- "Your receptionist is obnoxious and rude, and your GPs are reluctant to help with mental health."
- "Waited a long time for results"

Very poor:

No comments.

Don't know:

- "They still have not phoned me. Appointment was at 8:00am. Its now 12:15. I've still not heard from them"