



# ORCHARD

## FAMILY PRACTICE

### Friends and Family Test February 2021 Results

Total responses: 131

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

Very good	91 (69.5%)
Good	30 (22.9%)
Neither good nor poor	6 (4.6%)
Poor	2 (1.5%)
Very poor	2 (1.5%)
Don't know	0 (0%)

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

Very good:

- "Dr Nanra has been so caring & understanding & the reception team have answered all my queries"
- "My Doctor is always very helpful and always welcoming in his manner."
- "Love my surgery"
- "she listened to what i said and put my mind at ease, thankyou"
- "Excellent service as usual"
- "Doctor takes time to listen and offers more than one solution"
- "Seen on time. Temperature taken in reception and everywhere sanitised. Nurse made me feel at ease."
- "Our nurse Niki is very friendly and kind."
- "Got seen today after call back from nurse so no waiting"
- "Attentive staff, nurse was really calming for my little one who had their vaccination"
- "Professional and understanding"
- "Simply Have always had great faith in my doctors and the practise"
- "Nurse Nicky... is excellent, as is the hole of the NHS"
- "Jane carried out my mum's annual assessment over the phone. She was lovely very caring."
- "So helpful and professional..excellent service"

- "Jayne was very nice and made me feel she was interested in listening and helping me. I thank Lauren for organising the call"
- "Very efficient. Good advice."
- "Being elderly, have always found Doctors and nurses very good and 9 out of 10 other staff in building OK"
- "Got an appointment very quickly. Dr Nanra listened carefully to me and explained things well. A prescription was sorted very quickly as well."
- "Dr Howarth is a very thoughtful doctor and wants to help."
- "I was given the time to talk and the GO listened to me. We discussed available options of treatment and decided together a plan going forward."
- "Katie was very approachable and clear ."
- "He listened to me. He suggested some medicines and told me to ring in 2 weeks if I needed to."
- "Very helpful and understanding feel like I'm being taken seriously"
- "My Doctor answered my questions in full, and the care and support my doctor and receptionist had provided me throughout this pandemic has been first class."
- "Receptionist very good. Nurse extremely helpful and very patient"
- "Excellent service and friendly"
- "The Dr was efficient and polite and answered all my questions."
- "The reception staff are always very helpful when you phone , and can always get an appointment, the doctors are always helpful and understanding"
- "Amanda the nurse was very helpful and pleasant."
- "The phone call was prompt and was very satisfactory"
- "Extremely friendly and helpful nurse and doctor"
- "Very efficient and very helpful/informative"
- "It has been a really positive experience"
- "Courtesy and Consideration"
- "Efficient and very positive"
- "Very efficient service throughout Covid and it's good to have a GP service to hand."
- "The receptionist was really helpful, when the nurse called me back, at the time I was advised she would, she was really helpful empathetic and understanding. Really happy thank you."
- "Nurse was very personable and put me at ease"
- "Very kind and helpful explained everything and listened to everything I had to say and ask ."
- "Surgery staff always friendly and explain everything clearly."
- "Because the doctor listened and cared"
- "Informed discussion. Took time to discuss and understand"
- "The Doctor listened to me then gave me advice to follow"
- "Every thing went as planned"
- "Always friendly and helpful staff"
- "I was happy with doctor"
- "Friendly and efficient staff, very reassuring."
- "Concise appointment with Nurse"
- "After my phone call with the Doctor, I was left feeling more confident."

- "They are looking after me extremely well. The service is prompt and reception answer phone quickly"
- "Full understanding delivered in a kind reassuring way"
- "Dr Hannah Mitchell is always so friendly and helpful. A few doctors I have spoken to (particularly Dr Haworth) make me feel like I need to rush and that I'm just another number in their to do list but Dr Mitchell is caring and patient. Dr Nanra is also a pleasure to speak to."
- "Very nice, friendly nurse who put me at my ease and answered my questions that were worrying me concerning my results."
- "She was really interested in me and very caring."
- "Seen promptly, addressed my issues, happy staff."
- "Very well organised, quick appointment and very knowledgeable staff"
- "The diabetic nurse is very help ful her name is amanda"
- "I have always been treated very well by all the doctors and the reception staff"
- "Nurse Nicki was super kind to my daughter who felt unwell after her injections."
- "I felt I was listened to"
- "Well organised, things were cleaned and checked. Polite and on time"
- "All doctors nurses and reception staff are always helpful and make my visit easy in these Covid 19 times. Keep it up"
- "Staff are lovely, very efficient and helpful"
- "On time. Lovely staff . Great surgery"

Good:

- "The doctor asked me why he was calling me when I was notified through the app that he would be calling me. I expected him to know why he was calling me which was about results of a non fasting blood test for cholesterol. After telling me cholesterol and organs are all good but then said my thyroid reading was slightly high indicating possible under active thyroid. Recommended I request a thyroid function test in six months unless symptoms manifest themselves."
- "I felt the doctor listen to all my concerns and gave me a lot of advice A very pleasant and helpful consultation Thank you"
- "New GP to talk to but very thorough in his questions and pleasant to talk to."
- "Waiting 20min. To get through reception, Was not good .but the treatment was very good. With the doctor and nurse"
- "Good chat just a little late"
- "Because it was good!"
- "Can always get through, can usually get an appointment at some point, get friendly support mostly."
- "Explained over phone as best I could, get to see the doctor as well."
- "Diabetic nurse very helpful"
- "Reception staff very friendly and efficient, Doctor phoned me when he said he would and was very good"
- "Very helpful and asked questions regarding symptoms. Pleased it is being followed by having a blood test."
- "They are keeping an eye on my health"

- "Very helpful, understanding"
- "Dr Nandra explained the results of my tests and gave a plan for the next stage of treatment without any confusion."
- "It met my expectations"
- "The GP was clear and was able to diagnose after studying the photos I had sent earlier. She has arranged an appointment with the Practice Nurse."

Neither good nor poor:

- "Telephone talk is fine but will never replace a face to face discussion. The time to wait for a talk and the subsequent wait just delays any treatment time required."
- "Because I don't believe my cray was as discussed"
- "Had to increase medication advised by neurologist, and receptionist was saying I couldn't get medication when the dr advised it in the first place, plus my hand pain is getting worse and has been put on a urgent as now my numbness is progressing to left foot, I feel nothing but pain and it's gotten to the point of now I can't go out, can't get medication and generally feel unwell..."
- "I had difficulty both explaining and therefore communicating over the phone, I felt the doctor wasn't comfortable either."
- "Appointment on time and reception honest with answer regarding vacinne Problems"

Poor:

- "Doctor didn't know why he was ringing, surgery had requested a medication review. Doctor was asking for blood pressure readings which the nurse already has and is dealing with, there doesn't seem to be any continuity"
- "Felt I was being rushed in and out didn't come across very friendly"

Very poor:

- "Cars backed up as unable to enter disabled car. Unable to access outside door to lift. No reception for the whole of the visit. Therefore no info direction or help"
- "Just seems obstructive and no one ever listens to our needs. It's always difficult and gaslighting occurs constantly ."

Don't know:

*No comments.*