ORCHARD
FAMILY PRACTICE

**Friends and Family Test
February 2022 Results**

Total responses: 39

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

Very good	34 (87.2%)
Good	4 (10.3%)
Neither good nor poor	0
Poor	0
Very poor	0
Don't know	1 (2.5%)

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

Very good:
- "Reception staff excellent I had to see nurse Nikki always excellent clearly wants people to be heathy and cares . Surgery have always been brilliant and I have been a patient for over 30 years"
- "Excellent service - problem ear wax was removed efficiently"
- "Fast, efficient appointment and friendly staff"
- "The nurse listened attentively and worked out a plan of what we could try."
- "My appointment was on time and I felt I was being very well looking after"
- "They called when expected and explained things very well. They were also cheerful which goes a long way to making you feel comfortable."
- "Professional service, always know what they are doing."
- "Nurse very helpful regarding my chemo treatment at Medway asked a couple of questions regarding this and resured Meon my questions thanks again"
- "Appointment at 8.30am very punctual meeting conducted to the point and very helpful."
- "Very helpful and speedy response"
- "Was put at ease and polite, friendly nurse."
- "Karen checked how my son was and reassured me."
- "Always friendly and professional"
- "The nurse was very friendly and noticed that a previous injury had improved"
- "Nurse was amazing made me feel comfortable, lovely lady"
- "They are the best people and always so helpful."
- "Kind, caring friendly, reassuring, knowledgeable nurse and receptionists."

- "No problems and straight forward"
- "Good personal advice"
- "Because my query was dealt with very efficiently"
- "they were kind and helpful"

Good:
- "Only minimum waiting felt safe"
- "Nurse Karen was very pleasant and prepared to listen to all my information and questions."

Neither good nor poor:
  No comments.

Poor:
  No comments.

Very poor:
  No comments.

Don't know:
  No comments.