



ORCHARD

FAMILY PRACTICE

Friends and Family Test January 2021 Results

Total responses: 111

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

Very good	82 (74%)
Good	23 (21%)
Neither good nor poor	4 (3%)
Poor	0 (0%)
Very poor	2 (2%)
Don't know	0 (0%)

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

Very good:

- "Very pleasant and helpful doctor not in a rush to speak to me"
- "Very efficient and helpful doctor"
- "Nurse covered all aspects of my condition clearly."
- "Lovely nurse (Nicki) who listen and understands family pressures at this difficult time and helpful caring and friendly receptionists (Debbie and Eileen). Thank all."
- "Doctor listened"
- "Always a friendly welcome and the doctors listen are lovely and very reassuring"
- "Drs are fantastic"
- "Always receptionists are friendly, helpful and polite"
- "Because Dr Hannah Mitchell put my mind to rest 100 per cent"
- "Telephone consultation arranged and was able to discuss concerns. Blood test form emailed. Very efficient."
- "My doctor was very polite and gave me really great advice"
- "Staff were welcoming and polite"
- "The Doctor explained fully what my health problem is"
- "Always friendly and helpful when speaking to reception"
- "The doctor expressed a caring attitude."
- "Felt far more positive after speaking to my GP ."
- "Doctor took his time, was very pleasant and helpful"
- "Supportive, clear and understanding"

- "My GP listened to what my problem was and dealt in the appropriate manner."
- "Doctors very good s"
- "Dr Nanra was very helpful and always attentive"
- "The doctor I spoke to gave me great information about gut bacteria and my diet so helpful! Very thankful"
- "They are always good I find"
- "Doctor has arranged further tests to sort out my problem"
- "The gp rang when she was meant to , was as thorough as she could be over the phone. I am very happy with the service I received"
- "Doc listen to me today Unlike your reception how hung up on me twice this morning"
- "Brilliant quick response to problem and dr very reassuring."
- "Doctors and staff very good"
- "Appointment ran smoothly and to time"
- "Excellent personal advice and support from the surgery"
- "Very please with the help I got with the phone call"
- "Excellent service, all covid rules obeyed"
- "Not rushed and everything was sorted"
- "I'm new to the practice and am really pleased with the professionalism of all staff"
- "Great remote contact during pandemic."
- "Happy with the way the doctor dealt with my problem."
- "Doctor is reassuring and comforting. Helps with my anxiety"
- "Doctor Mitchell was very good. She listened to my problem and acted on it immediately."
- "I felt my gp listened although I do find it difficult explaining on the phone rather than face to face. She made the appropriate change in my medication. With a follow up option if needed."
- "Got a telephone appointment quickly. Doctor rang on the time I was given and she was brilliant. I was so impressed."
- "I always feel well looked after by this surgery and that the doctors care and do their utmost to explore all avenues."
- "The Dr could not have been more helpful"
- "The nurse was amazing."
- "Easy to talk to and was pleased with outcome of the appointment"
- "My nurse Nikki is always polite and friendly and always makes you feel at ease. The ladies at the desk are always helpful and welcoming."
- "I always feel supported by nurses, doctors and reception staff"
- "The nurse explained everything that she was doing which helped a lot."
- "Happy with information and help"
- "Helpful friendly staff. Competent too."
- "Very very pleasant nurse made the visit friendly and nice"
- "Been going there my entire life"
- "Doctor Nandra has phoned me on two occasions and kept me well informed on monitoring my medication due to my heart problem and his care is ongoing which is very reassuring."
- "Dr Haworth is always pleasant & easy to talk to."

Good:

- "I know the calling me so it was not embarrassing to say my problem and an ease to talk to the female doctor"
- "Explained well"
- "Friendly knowledgeable staff who take the time to listen"

- "I asked to be rang at a certain time because of work, which the nurse did, very polite, asked how I was feeling over all,"
- "Dr called at time booked"
- "Dr Nanra was on time , easy to talk to and understood my questions.."
- "Very pleasant manner, very thorough"
- "Very informative"
- "Would have been higher, but people from blood test Are kept walking into doctors waiting area on the wrong side of barrier."
- "Easy to talk to and was pleased with outcome of the appointment"
- "My experience is always good with my surgery Dr because he is always so thorough in his questions."
- "I had an appointment with the nurse Nikki, I've had her a few times and she's really lovely and always very helpful"
- "Very pleased that the doctor was interested in how I had got on at Medway Hospital"

Neither good nor poor:

- "Telephone conversations are pointless when the patient has a problem that needs to be examined."

Poor:

No comments.

Very poor:

- "She was rude on the phone she didnt understand that I work in a nursery setting and was unable to attend one of the times she gave me I have to work within a 1 to 3 rato and have to wait for children to leave please sort out how your staff portent them self on the phone this has always happened in the past with my mum of how rude on of the staff was on the phone it is very u Unexceptionable and not very professional fumming is not the word to use for this"
- "Can't get to see ourDR. Or make an appointment."

Don't know:

No comments.