



ORCHARD

FAMILY PRACTICE

Friends and Family Test January 2022 Results

Total responses: 72

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

Very good	52 (72%)
Good	17 (24%)
Neither good nor poor	1 (1%)
Poor	0 (0%)
Very poor	2 (3%)
Don't know	0 (0%)

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

Very good:

- "Dr. Haworth is fantastic. Will be a big loss to the surgery. Her kindness, compassion and all her help has been more than I could have imagined this past year. I don't know where I would be without her kindness"
- "The nurse was very efficient and pleasant"
- "Excellent care and understanding"
- "Excellent advice, prompt appointment and reassuringly thorough."
- "Just Happy that the doctor agreed to send me for an X/ray"
- "Dr Nanra is very helpful, informative and listens well"
- "Everybody is very helpful and understanding."
- "The receptionist team are always welcoming and polite. Nikki the nurse is amazing so friendly always puts you at ease"
- "Very friendly so makes you feel at ease."
- "Was so happy to be seen & given a diagnosis to enable ne to go forward"
- "The nurse called on time, went thru all the details as explained to me, great service."
- "Nurse Nikki spent time talking through my blood test results. Talked through necessary medication and explained possible side effects"
- "The nurse was very helpful and checked with the pharmacist about my high blood pressure, who was equally very helpful."
- "I found Dr Howath extremely helpful."
- "Doctor was very thorough and arranged for me to see the nurse the following day."

- "The nurse was easy to talk to, caring and helpful."
- "Excellent assistance from the GP"
- "I was given an appointment with a Nurse on the same day I phoned the Surgery."
- "Nurse niki rang on time and the conversation was fine very friendly"
- "Karen Moynes, the nurse, was knowledgeable, efficient, and friendly."
- "Very helpful and caring."
- "I wasn't waiting for a long time to be seen. Receptionists were polite and very helpful. When I did get seen, I was seen by 3 different ladies to make sure they were correct in their diagnosis and I think that's excellent because they made sure everything was correct and then they sent me to ENT in hospital as they were concerned. They didn't just give me medicine and let me get on with it. Very happy"
- "Efficient, thorough"
- "The staff were friendly and helpful"
- "Nurse was very thorough and very friendly"
- "Didn't have to wait too long and staff were friendly and polite"
- "Usual efficient service"
- "Friendly staff, very reassuring"
- "Because of all the good advice I was given."
- "Friendly and efficient service"
- "Always kind and helpful"
- "Friendly and helpful"
- "Excellent service from Nicki"
- "I was seen promptly and the nurse was very attentive, even remembering that I had a bad leg a few weeks ago when I came in using a cane."
- "Karen was very friendly and put us both at our ease. The vaccination was conducted painlessly and professionally which is always good."
- "Nurse administering Shingles jab was very pleasant, professional, explained about the vaccine and possible side effects. Jab was pretty pain free. Area in the surgery was Clean, masks were worn, areas wiped down after use, in fact a good experience."
- "Very professional & compassionate about my challenging problem"
- "Because I'm happy with the service"

Good:

- "Usual courtesy and helpful by all parties"
- "Very good Doctors and nursing team reception always very helpful"
- "Very good as far as telephone appointments go. Face to face appointments still leave me with a better sense of well-being."
- "Top doc"
- "Following my phone appointment I have been offered a face to face appointment."
- "The doctor was very helpful"
- "Spoke to the paramedic at my practice found him very understanding and listened and explained things"
- "Lovely nurse, didn't have to wait long and all covid freindly"

Neither good nor poor:

- "With no reason, my appointment was over 15 minutes late and with no apology"

Poor:

No comments.

Very poor:

- "The nurse has not contacted me - waited in for call!!!! Not happy.???"

Don't know:

No comments.