



# ORCHARD

## FAMILY PRACTICE

### Friends and Family Test July 2021 Results

Total responses: 61

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

Very good	36 (59.0%)
Good	17 (27.9%)
Neither good nor poor	3 (4.9%)
Poor	2 (3.3%)
Very poor	3 (4.9%)
Don't know	0 (0%)

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

Very good:

- "Always great service from the Red suite. Dr Nanra goes above and beyond for his patients and receptionists are lovely and friendly."
- "Helpful and understanding"
- "Doctor didn't rush the phone call"
- "Dr Mitchell was very kind and is helping me"
- "All my questions answered."
- "Because we had a good discussion about moving forward."
- "I've got a good doctor"
- "Great advice from a trusted doctor"
- "Never really had a problem with my gp surgery since I joined the practice 11years ago doctor and receptionists are always polite and helpful"
- "Nurse not bossy but talks to you like a friend giving helpful suggestions"
- "Was unable to take first call. Phoned again very prompt understanding and helpful"
- "The doctor listens and acts accordingly to all my problems"
- "My doctor is very good, understanding and is helping me come out of my depression and anxiety."
- "Always very personal, very professional service."
- "I felt listened to and not hurried and all my questions answered making me feel more positive and less worried"
- "Because everything was dealt with"

- "Because they are very helpful, and answered all my questions and I have every confidence in my surgery.."
- "My diabetic nurse has been amazing and always happy to help me no matter what."
- "My Dr has been sympathetic and helpful during my recent ill health"
- "First class help and care, greatly appreciated."
- "I felt very comfortable with Nicki and she made a very uncomfortable and possible painful situation much better."
- "Because Dr Nanra appears to know what he is talking about and just as importantly, he listens."
- "Nurse was very knowledgeable, helpful and gentle"
- "Because it was a good service"
- "Prompt response, friendly and helpful doctor"
- "GP practice efficient and caring"
- "GP rung between the time that was best for me"

Good:

- "The Dr listened to everything I had to say and acted on it but also ruling out other issues with a blood test I hadn't thought of."
- "Always helpful"
- "The G.P was very helpful and informative."
- "Dr Mitchell telephoned me, she listened to my problem and worries and gave me advice about my troubles"
- "Felt they really listened to me"
- "Reception staff very helpful. Appointment on phone was good. My only criticism is the time slot for a telephone appointment. Two hourly slots would be better. Otherwise I'm quite happy with the service and treatment received during these difficult times."
- "My call was dealt with in a friendly and efficient manner."
- "Very helpful and understanding"
- "Always efficient and friendly."
- "I felt supported. Prescription was sent to chemist that afternoon so i could pick it up same day."
- "I prefer face to face appointments"
- "Good and clear conversation"

Neither good nor poor:

- "I feel like I'm banging my head up a brick wall with the problems my daughter has been having for about two years. Yes, the blood tests have come back in the normal range but bulky ovaries, hair loss on head but hairy arms, hairy face and stomach, insomnia, panic attacks, anxiety and depression which can be worse around her period, irregular cycles - from 27 to 52 days just don't sound right to me. When the tests came back as normal, I had to wait two weeks for a phone call (even though the surgery phoned to say the results had come back the day after) for the doctor to say that's good and try to end the call. When I asked about her symptoms like hair loss, she said I don't know. I felt like screaming! I then spent the next five minutes asking question after question to be given things to look up online. She also hadn't referred her for counselling, something that was agreed back in May. She said she'd speak to reception to chase and let me know, I've still not heard anything. I appreciate these are difficult times but having been at the practice since I was 14 (now 49), it's very sad that we live in ever changing times and can't get to see your own doctor for three weeks when you used to be able to get an appointment the same day, the day after if you were unlucky. I absolutely don't want to moan or criticise, the doctors

have been very kind to me and my family for many years, I just feel like I'm on my own trying to help my daughter through a very difficult time in her life. I've even paid for private counselling and hypnotherapy as I've been desperate to help her be happy again."

- "Dr is friendly but felt rushed and not really listened to"

Poor:

- "Disappointed & didn't feel like I got anywhere."

Very poor:

- "I had to wait in all day for a phone appointment and no call from my GP I feel this disgusting treatment of any patient by there GP"

Don't know:

*No comments.*