



# ORCHARD

## FAMILY PRACTICE

### Friends and Family Test June 2021 Results

Total responses: 96

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

Very good	64 (66.7%)
Good	20 (20.8%)
Neither good nor poor	6 (6.2%)
Poor	4 (4.2%)
Very poor	2 (2.1%)
Don't know	0

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

Very good:

- "Very efficient, knowledgeable and friendly nurse."
- "I found the Doctor listened to everything I said, covered every question I asked and was decisive and acted upon her decision immediately"
- "She listened to me. He suggested some medicines and told me to ring in 2 weeks if I needed to."
- "Dr willing to listen to my issues and acknowledged them with great advice/next steps. Also followed up on outstanding items. Ask me to book a breast screening appointment at medway hospital"
- "Doctor haworth was very helpful and polite"
- "Quick and informative overall very good"
- "Answered all my questions"
- "Consultation was excellent- GP listened, explained things , was emphatic, referencing my other conditions and treating me as a whole person . Thank you ."
- "Doctor Nanra has helped me greatly over past few years."
- "Nurse Nicki is so caring and understanding, a true professional."
- "It was very informative and the Dr has a very good bedside manner"
- "Dr Mitchell is so professional"
- "Nurse Nicki is very efficient, supportive and always happy."
- "Dr Mitchell listened to my problem and she was very helpful friendly and professional"
- "Nurse explained everything and was very helpful thank you"
- "Very good service and the visit to dermatology the other week very good service?????????????"
- "This practice is the most friendly and helpful and reliable."

- "Very efficient, friendly and especially good with infection control measures"
- "Service was very quick and easy"
- "The econsult was perfect for my condition and saved time travelling to the surgery"
- "The nurse is so lovely, really friendly and down to earth and made the whole experience so much more relaxing (smear test)!"
- "The nurse really seemed to care. About me."
- "Nicki is always so helpful. She listens well & tries to find a solution which when you are feeling unwell means everything."
- "Very friendly, listened to my problems and have good advice."
- "Doctor Will listened to me. He asked right questions. He decided to increase my dosage. Hopefully I will get better."
- "Listened & help find a solution"
- "Nurse rang early so I could get on with jobs, was very polite, respectful & helpful."
- "Dr Howarth was very thorough and kind"
- "Because it was very good and I got the help I needed"
- "Helpful polite doctor"
- "Fantastic as always. Really easy to book a phone appointment and on the day, a kind and understanding doctor who listens and does all he can to help. Thank you"
- "As I replied to your previous text. I really felt as though the nurse cared about me."
- "Very helpful, and convenient"
- "Spoke to the practice nurse Nicky who was really helpful and very pleasant"
- "Staff is friendly and helpful."
- "Very professional consultation with pharmacist, who gave me good advice."
- "gp listened, gave lots of useful information and understood and addressed concerns"
- "Prompt and efficient"
- "I was told to attend the surgery and was seen an hour later for test . Fantastic service."

Good:

- "Professional, informative and a personal service"
- "In and out in a timely fashion."
- "Dr Mitchell listened to my concerns and after sending photos was very quick in getting back to me"
- "Was satisfied"
- "Nurse friendly and helpful"
- "Easy to talk to and answered all my questions"
- "The reception staff are always friendly and helpful. My Doctor is also very good and helpful making sure I had all the information I need to make informed choices about HRT."

Neither good nor poor:

- "Being given an appointment you should be given a time instead of having to wait till around midday and waste time"
- "Far too long to wait for any service. Over 2 weeks after blood test results to talk to doctor to get prescription to correct a deficiency. Feeling let down."
- "Because waiting over 2 weeks just for a phone call is too long"

Poor:

*No comments.*

Very poor:

- "The nurse was so unprepared, asked very inappropriate questions"

Don't know:

*No comments.*