



ORCHARD

FAMILY PRACTICE

Friends and Family Test May 2021 Results

Total responses: 71

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

Very good	36 (50.7%)
Good	23 (32.4%)
Neither good nor poor	6 (8.5%)
Poor	2 (2.8%)
Very poor	3 (4.2%)
Don't know	1 (1.4%)

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

Very good:

- "Dr thoroughly explained what the symptoms suggest and things that may help to alleviate symptoms. Also gave an appointment to discuss."
- "Lovely nurse and doctor"
- "A telephone appointment is was to the point and professional It told me what I wanted to know and what my immediate future care plan is"
- "The GP was very understanding and took her time with me"
- "The doctor was very helpful"
- "Prompt call. Excellent approach to me. Explained everything so I could easily understand and listened to what I had to say and we were able to talk over my queries. Felt very much at ease and valued. Excellent experience conducted in a friendly way. Thank you."
- "Very friendly, helpful staff. Knowledgeable nurse."
- "On time. Explained everything and was really put at ease."
- "Seen on time. Friendly and helpful. following covid guidelines"
- "I was satisfied with the service"
- "Great service"
- "The nurse was very kind and she put me at my ease"
- "Friendly, professional, excellent"
- "Friendly service by all concerned."
- "The nurse and the doctor was both great."

- "The doctor was very helpful and listened to what I had to say. She was very informative and treated me with respect , she had some good ideas to help me and is willing to try more tests and treatment to sort out my problem s."
- "I have been going to my Doctors some 30+ Years always been excellent"
- "All staff are very efficient friendly and helpful"
- "It was very pleasant talk with the Doctor and he was keen to know the problem and listened to us very patiently."
- "Prompt call Very friendly and great advice"
- "The gp was very thorough"
- "The go was very kind and understanding"
- "The Doctor was very helpful"
- "Telephone consultation was on time. GP introduced herself and took the time to talk to you"
- "Very thorough and helpful"
- "Informed helpful land very easy to converse with the Nurse"
- "Sensible questions as to how I was very pleasant people. Checked my blood pressure weight and diabetic check good to have checked."

Good:

- "Receptionist was compasionate and helpful"
- "Reminding text. Polite staff. Time keeping. Covid awareness"
- "On time and nurse was polite and explained very well"
- "Very helpful At trying to find a solution"
- "Kept waiting because the nurse was eating her lunch! Everything was fine once I got into the treatment room."
- "Nurse friendly and helpful but couldn't do proper consultation as computer offline. Said would ring back next day if computer working. Haven't heard anything. Lucky I didn't need appt. I assume it was just a routine check up & as I didn't have any problems, they hadn't rung."
- "Would prefer a better indication of time doctor May phone ie 9-11, 10-12 etc."
- "Good communication and safety measures."
- "Nurse gave me some good advice"
- "Friendly nurse"
- "The nurse was very helpful and detailed but i was kept waiting"
- "Very polite, helpful"
- "Normally very helpful."

Neither good nor poor:

- "I have been by the phone all day and have not received a call."
- "Have problems with repeat s"
- "I was meant to be getting a link for physio but it didn't arrive plus I got a missed phone call afterwards that I was unable to return"
- "Had an appointment for 08:30. Spoke at 10:30! Though the GP was very pleasant"

Poor:

- "You have asked for feedback before I have spoken to the Dr. If the Surgery intends to continue these telephone consultations they need to be improved so that patients do not have to hang around all day awaiting a call from the Dr."
- "I just ask one simple thing to change my sickness certificate date form today 27 May to the 5/6/21"

Very poor:

- "Waiting time on phone to book a blood test is unbearably long."
- "Waiting to book a blood test on phone too long, then a whole week until the next available appointment"

Don't know:

- "Never received a call"