



ORCHARD

FAMILY PRACTICE

Friends and Family Test November 2021 Results

Total responses: 105

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

Very good	80 (76%)
Good	21 (20%)
Neither good nor poor	1 (1%)
Poor	1 (1%)
Very poor	1 (1%)
Don't know	1 (1%)

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

Very good:

- "Good appointment very helpful thanks"
- "Appointment on time and nurse had excellent communication skills, making you feel at ease."
- "Very efficient and pleasant"
- "All went well, All staff very helpful."
- "Doctor was very helpful"
- "Dr Haworth is fantastic. Thorough and very helpful"
- "Clear, useful information and explanation of treatment plan. Follow up arranged."
- "Professional and courteous staff"
- "The nurse was very efficient, friendly and listened to my concerns. Further tests etc arranged and I felt very reassured that I am in good hands re treatment"
- "Nurse went over and above to listen to me and be supportive."
- "First class service. Listened to what I had to say without dismissing me"
- "The nurse (Karen) was very helpful and nothing was too much trouble for her."
- "Prompt, efficient service"
- "All pleasant"
- "Very helpful, so far this practice is the best doctors I have ever had,"
- "My problem was sorted out quickly and professionally."
- "The nurse was so supportive and sweet and even found a fault of my pelvic area pain. I have been given information about the issue and what to do next slowly and patiently. As a mental health patient it was hard for me to focus at times but it was nice to see support. Thank you"

- "Nurse very helpful ,good visit went in on time"
- "As pa Larkin would say perfect"
- "Easy to follow conversation & clear information provided"
- "Because Eileen the receptionist is very helpful and polite."
- "Doctor was quick and polite"
- "Happy with the reception staff and response and conversation with the gp."
- "Doctor listened and was very helpful with our problem .also reception"
- "Polite helpful staff"
- "Very thorough"
- "The service I get is brilliant"
- "The nurse is always helpful"
- "In and out quickly and not too many people about."
- "Very helpful"
- "Quick and efficient appointment, very happy with everything that Dr Haworth did."
- "I felt listened to by the Nurse! I have trouble speaking with anyone but I felt comfortable with this Nurse."
- "Within the agreed times, doctor was well prepared and knew about my complaint. She described the results of my scan succinctly, discussed it with me and referred me to the relevant specialist. I didn't feel rushed and was confident with her diagnosis"
- "Because I am always treated with respect and support best doctors surgery i have been to"
- "because they are always very good with their service"
- "Good communication, friendly staff"
- "It was like going on holiday"
- "System worked very well."
- "Good personal advice"
- "Nurse was very friendly and helpful and I wasn't kept waiting long either."
- "Staff friendly, nothing was too much trouble"
- "Very friendly, on time and Covid secure."
- "Nurse very informative explaining simple why I needed check up."
- "Able to get an appointment on the same day that I rung. Also was able to see my daughter"
- "All the staff, doctors and nurses are always friendly and make me feel at ease"
- "Friendly staff, very personable"
- "The gp I spoke to was understanding, I felt I was talking to a friend I felt at ease"
- "On time answered all my questions very professional"
- "Everyone was very pleasant and helpful and friendly as usual nothing is of any problem, thank you"
- "Pleasant relax appointment"
- "The reception staff are very nice and efficient. My Doctor is easy to talk to and has been very helpful in dealing with my health issues."
- "Very friendly helpful and thorough felt I was being well looked after lovely atmosphere"
- "Exceed expectations"
- "Friendly nurse put me at ease and explained clearly. Little waiting. Covid secure- masks, window open, few patients well distanced."
- "Very smooth from reception to jab. Friendly and efficient nurse who also too blood pressure and weight"
- "Very good"
- "Very pleasant nurse and really nice to actually see and talk to a person and not video link"

Good:

- "Everything ok"
- "Happy with distancing and hygiene measures. Longer wait that I would have liked but reason for delay was explained"
- "Helpfulness. Organisation good seen earlier than appt time. Staff pleasant no complaints."
- "Quick visit seen on time"
- "Waited 15min for appointment"
- "Dr was excellent in explaining my results"
- "Because you asked"
- "Very well received nurse appointment for shingles jab"
- "Because that's what I thought"
- "All ok thanks"
- "All good thanks"

Neither good nor poor:

- "It is hard to arrange a face to face appointments. Though better since writing to the practice manager."

Poor:

- "I was expecting a call from the nurse to explain blood test results which she couldn't do She said she would consult a doctor and ring me the next day which she didn't The blood test was on 2 Nov and am still waiting for the result and proposed action"

Very poor:

- "Dr has not rung"

Don't know:

- "No Appointment?????????????"