



# ORCHARD

## FAMILY PRACTICE

### Friends and Family Test September 2021 Results

Total responses: 34

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

Very good	23
Good	8
Neither good nor poor	2
Poor	1
Very poor	0
Don't know	0

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

Very good:

- "Nurse very friendly and efficient. Everything was explained to me in detail and she made sure I understood all that she had told me, it was a pleasure seeing her and I'm looking forward to the next visit."
- "Doctor took the time to listen and felt my needs were met! Very pleased that I will be having a follow up call in a few weeks."
- "I had a appointment with Nicky for my smear and I always get anxious and uncomfortable, but she made me feel very relaxed. Thank you Nicky x"
- "My query was dealt with swiftly"
- "Problem sorted efficiently"
- "Very understanding"
- "Because I discussed my problem and I've got a satisfied solution"
- "Helpful friendly reception staff. Dr was very supportive and helpful, giving advice and information to help with my condition"
- "Dr. Haworth is very nice , and patient and gets back to you and follows up on patients later down the line - check up to see if there are any changes or to review medication."
- "Dr Hannah listens, gives clear advice and is exceptionally efficient. Surgery practice is always very good Thankyou"
- "Very helpful and understanding doctor"
- "The quick response and the that was taken by the Doctor for the patient."
- "The doctor was very helpful"

- "I spoke to a GP who listened to me"

Good:

- "Helpful and understanding."
- "Had to wait until 1.30pm. Appt. Did not specify am or pm"
- "Dr listened and was helpful in answering my questions"
- "The Dr was concerned and helpful"

Neither good nor poor:

- "Not in a few words no"

Poor:

- "I was booked for my whooping cough jab, appointment was 20 mins late and they didn't have the jab in stock so I couldn't have it"

Very poor:

*No comments.*

Don't know:

*No comments.*