



# ORCHARD

## FAMILY PRACTICE

### Friends and Family Test

### June 2023 Results

**Total responses: 46**

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

Very good	32 (70%)
Good	10 (22%)
Neither good nor poor	2 (4%)
Poor	2 (4%)
Very poor	0 (0%)
Don't know	0 (0%)

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

Very good:

- "On time, polite & courteous."
- "Because staff are always ready to help and make you feel safe and greet with a smile"
- "I missed my appointment because the text was sent to a different number. But they were able to accommodate my baby and I"
- "I had an appointment with the nurse, and when I ask about something i was worried about she went to talk to a doctor who came in to see me and was very helpful and PRESCRIBED MEDICATION and told me to make an appointment in a month to check progress."
- "The friendly approach of the staff at reception and less waiting time."
- "Efficient and pleasant."
- "Great people thorough and caring explain everything in detail"
- "Friendly staff put you at ease"
- "You are all so nice and friendly."
- "Nurse explained all that applies to my medication"

- "I phoned the surgery at 8am. Receptionist was polite and efficient. Informed me my call would be triaged and I'd receive a call back later today. Received a call back 1 hour 10mins later with a nurse appointment at 11.30. Saw Karen the nurse. Very friendly, caring and professional approach. Sympathetic and empathic to my concerns. She discussed with GP, Dr Khan, who came in to see me. Dr Khan was very understanding and kind. Both Karen and Dr Khan gave me time and listened to my concerns. I felt supported and respected. A plan was put in place with an appointment for follow up in 2 weeks."
- "Friendly staff."
- "Lovely doctor explained everything in depth very thorough"
- "Nurse was excellent and my BP was "normal" first time in 3 years"
- "Welcoming, patient and respectful staff. One of my best experiences in having my routine test done. It took minutes , stress free and comfortable. In and out in minutes."
- "Had no problems"
- "Find all staff here ,very helpful and understanding. Thankyou."
- "Very satisfied"
- "Cos I like my drs"
- "Well organised and well run facility. Staff always helpful and friendly."
- "Precise and polite"

Good:

- "My appointment was 20 mins late but the nurse did apologise for the delay"
- "In for Covid vaccination. In and out in a few minutes. Friendly and courteous."
- "Very quick"
- "Friendly nurse and appointment on time and very quick"
- "Nurse positive"
- "Very through answered all my questions hopefully sorted my medication out very pleased ."
- "Very professional. I was listened to. Although with my medical history, I'm quite a challenge !!"

Neither good nor poor:

- "I would prefer to see a healthcare professional or preferably a doctor face to face."

Poor:

*No comments.*

Very Poor:

*No comments.*

Don't know:

*No comments.*