



# ORCHARD

## FAMILY PRACTICE

### Friends and Family Test

### July 2023 Results

Total responses: 78

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

Very good	59 (75.6%)
Good	13 (16.7%)
Neither good nor poor	1 (1.3%)
Poor	3 (3.8%)
Very poor	2 (2.6%)
Don't know	0 (0%)

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

Very good:

- "Very good experience nothing to complain about , Nurse Nikki was very very good thank you"
- "Nurse was prompt thorough and explained everything"
- "Lovely nurse"
- "The waiting time was minimal. The nurse Karen was very friendly and professional putting me at ease right away when I went in."
- "Seen on time. Everything explained to me in a satisfactory way."
- "All the team at the surgery are so friendly & helpful."
- "Very thorough and caring also understood the stress I am feeling due to poorly parents"
- "As always very good all staff are very helpful"
- "Nurse Karen Moynes was excellent, not only checking my Blood Pressure but giving me a good all round health check. She made me feel very comfortable throughout & was happy to discuss any other concerns I had. She even asked one of the Doctors next door to check my skin regarding some previous sun damage I was worried about. Very friendly, empathetic and approachable too - it was a very positive experience, thank you."
- "Nurse Nicky very efficient and kind"
- "Very pleasant professional nurse"
- "Lovely lady, explained everything clearly."

- "Staff met my needs and were polite"
- "Caring and professional"
- "Very friendly and helpful as usual"
- "Attentive, caring, efficient and seen quickly"
- "Very good service"
- "My doctor rang me as arranged. I have found that my surgery have coped very well with the current conditions and do offer face to face appointments when needed.."
- "Very polite and informative nurse"
- "The nurse is very good at a job"
- "No complains, came early and was seen early"
- "Solved two problems no fuss no bother. Excellent but it usually is"
- "Doctor and receptionist very helpful"
- "Excellent service, from the start the lovely smiling receptionist to the help and care from the nurse and the Dr Khan I think thats her name. All my concerns were listened too, and dealt with accordingly."
- "The practice nurse was very welcoming and thorough."
- "Everything was explained and follow ups given"
- "Doctor Nanra is excellent"
- "Seen on time the nurse is very efficient"
- "Very helpful receptionist and I was given another appointment."
- "Nurse was very nice listening to me"
- "I was seeing the nurse and the doctor when available which she was straight away"
- "Dr Nanra is a super doctor"
- "Doctor was very friendly and helpful"
- "Very professional"
- "I had an appointment to see a nurse who checked me for my blood pressure which as been very low It's better it she was concerned about my pulse so I'm having a blood test and an ECG"
- "On time"
- "Always there when i need advice. Make me feel like im important"

Good:

- "Nicky was very good in the time she was given."
- "The asthma nurse was very helpful, thank you"
- "Not a regular user but it was as expected"
- "Appointment on time"
- "Informative. Clear. Having a specific time ( say expect a call between 9 and 9.30 would have given even better score"
- "Prompt and informative"
- "He understands my situations"

Neither good nor poor:

*No comments.*

Poor:

- "Nurse did not turn up so didn't get to see her"
- "Your phone's don't show up or are blocked when calling mobiles"

Very Poor:

- "Because I never had the booked call."
- "I didn't get in to see the nurse until half an hour after my appointment time. It's the latest issue with this surgery"

Don't know:

*No comments.*