



ORCHARD

FAMILY PRACTICE

Friends and Family Test August 2023 Results

Total responses: 50

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

Very good	33 (66%)
Good	14 (28%)
Neither good nor poor	0 (0%)
Poor	2 (4%)
Very poor	1 (2%)
Don't know	0 (0%)

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

Very good:

- "Very kind helpful explained a lot"
- "Professional, caring staff"
- "I was given lots of attention from the nurse ,and able to see the doctor with very good information"
- "The Nurse Nikki is excellent. So helpful, caring & informative."
- "Good service, very friendly, she was very professional"
- "My GP is concerned for my welfare and explains symptoms and treatments very clearly"
- "Caring treatment was much appreciated. Thank you"
- "Thorough update on ailments. Thank you"
- "The nurse was a lovely lady she put me at ease and I will definitely feel less stressed the next time I go into gp surgery."
- "I found it very helpful and well explained"
- "was very helpful and answered all my questions and gave me answers to my questions and gave me reassurance"
- "Nurse Nicki was very welcoming, understanding and very knowledgeable and made an awkward visit very relaxed and easy going"
- "Prompt acknowledgment from reception"

- "Running on time. Very helpful and informative"
- "Nurse very kind and good with the children. Caring."
- "Answered all my questions positively"
- "Nurse very friendly, helpful & informative"
- "On time, friendly and helpful nurse"
- "Appointment with the nurse was on time and ran very smoothly. It was a very pleasant experience."
- "Appointment on time and dealt with in a professional manner."
- "More than helpful after I arrived late for my appointment."
- "The team are amazing and they go beyond their duties"
- "Because I was looked after very promptly and very well as usual"
- "Nurse listened, was kind, empathetic, understanding and helpful."

Good:

- "Because the nurse was patient with me."
- "On time very friendly"
- "Hubby is very deaf so I have to answer the phone relay conversation. Had to wait approx month for phone call appt to say routine blood tests slightly amiss. It seems a long time! GP very caring though but probably massively overworked."
- "Because I was satisfied with the way my visit was handled."
- "Nurse Nicki Hough was friendly and very helpful. Arranged further appointments with doctor and podiatrist among others"
- "The nice receptionists were working that day (one receptionist is exceptionally rude but she wasn't working that day). The GP and the nurse were friendly and listened. They were also patient and kind to my 4 year old who was with me."
- "Didn't have to wait too long to be seen Nurse was professional, nothing really to complain of"

Neither good nor poor:

No comments.

Poor:

- "Felt like I was just a number to be seen, in and out no compassion. Nurse was very quick rushing about. No chance to talk or felt like it could. No relax feeling."

Very Poor:

- "Both mine and my husbands appointments were cancelled with 2hrs notice"

Don't know:

No comments.