



ORCHARD

FAMILY PRACTICE

Friends and Family Test October 2023 Results

Total responses: 361

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

Very good	290 (80.3%)
Good	58 (16%)
Neither good nor poor	5 (1.4%)
Poor	2 (0.6%)
Very poor	4 (1.1%)
Don't know	2 (0.6%)

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

Very good:

- "No waiting, very pleasant nursing staff"
- "Very friendly and relaxed"
- "Because it was very good well organised"
- "Arrived on time for seen straightaway"
- "Seen on time, pleasant and cheerful staff."
- "Painless"
- "On time and completely painless for a change."
- "Because I was treated straight away"
- "Timely and excellent manner and service. No wait."
- "Smooth as silk. On time, smiles all round."
- "Very professional and friendly."
- "Went in early made very welcome"
- "Excellent!"
- "Promptly seen. Good experience"
- "My husband and myself were seen very quickly without a fuss."

- "Excellent as always"
- "Efficient, prompt and friendly service"
- "Good no complaints straight in and out"
- "Staff friendly and efficient"
- "Pleasant and efficient staff"
- "Arrived early and received COVID booster immediately with no waiting."
- "Friendly and professional greeting at reception. Appointment on time and a good approach from the staff involved. Thank you."
- "Nurse Nikki. Was excellent very professional need more people like her 10/10"
- "Just had diabetes check.Nurse always very encouraging rather than critical even if I'm not doing as well as she'd like.Staff always very pleasant and helpful"
- "Because I was fond and very helpful"
- "All your staff were very good and I was very happy with the experience."
- "Lovely staff"
- "Pleasant, efficient, clean toilets"
- "Well organised and really nice nurses"
- "Lovely greeting at reception and great info"
- "Helpful, happy, friendly professional"
- "Wonderful kind professional staff and excellent service. Responsive, efficient and supportive - an excellent surgery. Thank you."
- "Everything very good"
- "Reception staff very friendly, nurses were running on time and the injection was amazingly pain-free."
- "Seen on time and very informative Appt."
- "Very quick and painless."
- "Early appointment spot on"
- "Did not have to wait ,even though we were early."
- "Seen straight away. Very professional and efficient. What more could you ask?"
- "The receptionist and Dr Nanra were very helpful today. Thanks for being so helpful and understanding."
- "On time fast and efficient"
- "I have had a thorough examination and informative appointment with Dr Khan. Excellent appointment with Nurse Nicky for ears examination and ear syringe Plus a flu jab. Also I have had a good appointment with Dr Kris Patel for a covid injection and medication review"
- "Excellent service, clean, polite and spot on time."
- "On time, efficient, jovial and chatty. Knew what he was doing and got on with it. In and out in minutes. Spot on ! "
- "No waiting. Straight in. Doc very good and pleasant.thankyou"
- "No waiting. Went straight in for my covid jam. Didn't feel a thing. Staff friendly."
- "Friendly staff"
- "Very efficient and friendly"
- "Well mannered and in and out quick"
- "Quick and efficient with pleasant staff."
- "We had covid injection prompt , no waiting"

- "Very good ,everybody very helpful"
- "Quick and efficient,and pleasant."
- "The doctor put me at ease took time to look back through the records to find an answer to a question that I had been asking for years thank you you are a credit to your profession"
- "All straight forward and pleasant"
- "First rate as usual"
- "Appointment on time, quick and efficient"
- "Explained all about my Covid jab I was about to receive. On time, very good service"
- "Fast & efficient. No waiting"
- "Friendly doctor, in and out inside 2 minutes. Had no waiting time"
- "Covid booster given to my wife and I. Friedly staff, lisened to my wifes concerns about Moderna. Told Pfizer, so less worry. No problems, well pleased."
- "Very fast turnaround."
- "On time and no problem"
- "Quick pleasent atmosphere."
- "In and out in no time."
- "No waiting,friendly staff and very efficient"
- "Spoke with nurse about my diabetes. All sounded positive and she covered my yearly health check."
- Always a good experience"
- "Fast, friendly, and efficient."
- "All good"
- "Very quick and painless "
- "Arrived early and seen straight away."
- "Because Iwas early for my appointment seen as soon as larived andleft surgerybefore my app time. well done redsuit."
- "Prompt attention, courteous and efficient."
- "Very friendly and cheerful"
- "Karen gave me all the information I needed. She was friendly and the whole process was over in a few minutes."
- "I arrived early for my appt and was asked to go through. I went straight in and had my injection and was home before the time of my original appt. The clinician was excellent and I did not feel a thing."
- "Very prompt . Staff very efficient an friendly staff."
- "The staff are first class"
- "Everyone at the surgery are always happy and polite"
- "Appointment was on time, Dr Nanra listened to my concerns and gave me a plan of action"
- "Went straight in for appointment, no waiting."
- "The person we saw was very professional and friendly."
- "Very quick professional service"
- "There was no waiting reception efficient and doctor friendly"
- "The staff was very helpful and I was in and out in minutes"
- "Friendly and efficient as always"

- "Good painless inoculation .very cheerful doctor .very relaxed appointment"
- "Mr Patel was considerate and reassuring. The vaccination was over promptly and painlessly."
- "Fast and efficient as always"
- "Arrived early for appointment and was seen immediately"
- "Very efficient. Running to time. Ran like clock work"
- "It was very quick and easy no hanging about waiting to be seen."
- "Because it was 1st class top rated surgery very helpful in every way thanks"
- "Straight in for my appointment, pleasant staff"
- "Quick and efficient"
- "Friendly, quick and efficient"
- "Had Karen, she always keeps me at ease and gives me a laugh."
- "Pleasant people no waiting"
- "Dry slick well run operation, no queue"
- "Hardly any waiting. Didn't feel the jab. Nurse friendly and efficient."
- "They are kinda and caring staff."
- "Friendly and no waiting around, whole experience was very quick and efficient"
- "In and out no problem"
- "Excellent service Krish was kind and cheerful."
- "Excellent service Krish was very good."
- "Great could not be more helpful staff fantastic thanks"
- "All staff very friendly and helpful"
- "The nurse at our surgery always makes us feel relaxed"
- "Very quick, no waiting at all,in and out within 5 minutes."
- "Staff were friendly and efficient."
- "A receptionist told me where to wait. As soon as I got there I was asked to go in. The gentleman was very welcoming and did the vaccination. I didn't feel a thing and haven't since, wonderful."
- "I went for a covid vaccination I was early but went straight in I had in done. Very good"
- "No waiting time and very friendly"
- "It was a very friendly and professional experience."
- "I wasn't kept waiting and Karen the nurse was friendly and extremely thorough"
- "Karen the nurse was extremely helpful"
- "Friendly and efficient as always"
- "Doctor explained everything I needed to know and was re assuring in his attitude"
- "Doctor rang me promptly, and organised a prescription that day"
- "No waiting. In and out within 5 mins."
- "All went well from booking in to leaving"
- "Had Covid vaccination. Very quick, professional caring and answer all my questions. Thank you"
- "A warm welcome as always by the reception team and seen on time"
- "All your staff are very nice people"
- "Always friendly"
- "The receptionist & doctor was very nice."

- "The concern I had regarding my medication was explained to me very well bny doctor and nurse also very good"
- "Very friendly service"
- "Seen earlier than appointed time. Very quick and efficient."
- "Prompt service"
- "Arrived and went in,spoke 2 the recipnionis ,and went straight in,no waiting."
- "Brilliant"
- "Very quick to be seen and all staff pleasant"
- "Appointment on time, in and out after a some questions from the doctor giving my COVID jab, very efficient surgery, reception personnel, very welcoming and happy bunch "
- "Arrived for my covid jab early and was seen straight away"
- "Arrived a bit early for appointment but received Covid injection straight away."
- "All staff were polite and pleasant and everthing was on time, no waiting."
- "Efficient and friendly service."
- "Brilliant staff from girls at the front desk to the vaccinator. Friendly and efficient"
- "My procedure was very efficient and everyone was very friendly."
- "Everyone there was very helpful and pleasant. Whole process was very straightforward."
- "First class service"
- "Went in received the injection straight away no waiting Very good"
- "Answered questions asked, excellent service"
- "It was very gopd"
- "I arrived early and was seen straight away"
- "V prompt efficient care"
- "Very quick, efficient and friendly service as always."
- "Good jab lovely staff"
- "A very cheerful atmosphere as you enter"
- "I was seen straight away for my covid jab in and out no problem"
- "No waiting. V nice. Staff"
- "On time good service efficient very pleased thanku"
- "On time, professional and helpful"
- "I had all my queries about test results explained in detail. I felt reassured after the call."
- "No waiting, friendly and efficient"
- "Seen promptly, pleasant interaction with staff."
- "I was seen promptly"
- "I was asked to attend my appointment early, which I did. I was seen as soon as I arrived. Everyone was extremely polite & helpful"
- "Went in straight away. The injection was quick and painless and the man that did the procedure was friendly and efficient."
- "Pleasant staff and seem on time nice to share a pleasant experience"
- "Brilliant service Thankyou"
- "Seen promptly, pleasant interaction with staff."
- "Great service thankyou"
- "The nurse is very helpful and. Have a nice personality"

- "Because the experience was very good I was seen on time in fact I got out earlier than I would have done so I'm grateful to all the surgery do for me and they do help me a lot well thanks to the girls and reception and to the clinicians that helped me with other things I think have brilliant amazing"
- "Easy to book Appt - seen on time - professional and considerate treatment. Thankyou"
- "Dr. Nanri is hard working compassionate and thorough. Lucky to have him."
- "Polite, efficient and kind. From somebody who is a little needle phobic. Premises very clean and well presented."
- "So quick and easy. In to surgery straight to see Mr Patel. Jab done quick as a flash. Friendly service."
- "I was in and out in a few moments , covid jab was over quickly and pain free"
- "Very pleased with the service received."
- "Friendly efficient and prompt , excellent"
- "On time.....friendly...didn't feel a thing."
- "I was seen on time and my flu jab was painless."
- "Was seen on time for my Covid booster"
- "No waiting straight in pleasant staff"
- "Seen on time, staff extremely efficient and friendly."
- "I arrived early and they didn't keep me waiting"
- "No waiting"
- "Quick in/out service."
- "Entered on time - straight in and out in a couple of minutes maximum"
- "Because it was done on time and I didn't feel a thing"
- "All staff were polite and helpful."
- "The Dr always gives me answers to the questions I ask. He's a very good listener."
- "Painless didn't feel the initial prick of the injection"
- "Was seen before time and not kept waiting"
- "I was seen on time and my vaccination was painless."
- "Lovely people on reception and well on time"
- "Always attentive"
- "No waiting. Staff very pleasant."
- "It always is. Lovely and supportive staff. Quick and efficient"
- "Punctual and painless"
- "No waiting staff very polite"
- "Staff very helpful and pleasant"
- "Felt welcome, seen promptly, very professional and friendly"
- "The staff are always so friendly and helpful, and my diabetic consult was so thorough and informative the nurse was lovely"
- "Friendly, professional and reassuring"
- "Had Covid injection went straight in and doctor gave me the injection and it was very gentle and no pain at all"
- "Because everything went smoothly"
- "Very professional"
- "Clear path forward. Friendly doc"
- "Very easy and very pleasant staff"

- "I received a telephone call after two hours after sending through my email containing my health concerns. The practice nurse had arranged a prescription ready for me to collect same day. Plus I have had bloods taken today which hopefully will determine the cause of my skin complaint. Everyone has been very helpful and the treatment I have received has been excellent"
- "Pleasant locum"
- "All ok no problems"
- "Very happy with the Doctor. And swift booking for tests."
- "Follow-ups seem very reliable and prompt."
- "Top class service"
- "Very professional and made me feel at ease"
- "Pain free and lovely friendly nurse to look after me"
- "I had a health check appointment with Karen, she explained all my blood test results really clearly and discussed lots of different things with me. She was extremely helpful and very nice."
- "On time, efficient and friendly."
- "Very pleasant Nurse"
- "The nurse makes you very welcome and puts you at ease."
- "Dr answered my question satisfactorily and adjusted my medication"
- "Doctor listened and did thorough checks - had to wait 3 weeks for the appointment"
- "Always professional & caring"
- "All very professional and friendly"
- "Always welcomed with a smile lovely receptionists, Nurse was on time no waiting around thank you."
- "As usual lots of help from receptionist who has been with us for many years, Dr was thorough and kind"
- "Reception staff very friendly and welcoming and also the nurse – couldn't ask for a better service"
- "Receptionist helpful, Dr listen to my problems and advise next step."
- "Helpful and informative."

Good:

- "On time and efficiently delivered"
- "On time"
- "Routine visit for flu vaccine, staff polite and saw me early."
- "Everyone is always so helpful and attentive. Refreshing in this day and age"
- "Well organised and really nice nurses"
- "All went well, no waiting"
- "I went for my covid jab, my husband accompanied me. Doctor was very nice and friendly. My husband had an email this morning from NHS inviting him to make an appointment for his covid vaccine, he asked at reception if he could book in for this and she asked us to wait for a minute, came back and said doctor will give you the vaccine now. Also I have a nasty rash on my arm and I asked the receptionist if I could make an appointment through her rather than going through emails, phone calls etc as this

stresses me out and she gave me one for two weeks time so I'm very happy with my experience today."

- "Appointments on time with a good range of services on offer."
- "Nice and friendly"
- "Appointments were on time and I was treated with respect"
- "A very pleasant understanding person who was experienced on knowing how to talk to people. They explained the purpose of the visit whilst being totally understanding of the individual."
- "Just very good"
- "It was very quick and easy no hanging about waiting to be seen."
- "For a covid jab it was very quick"
- "Speedy covid jab"
- "Karen, the lady I saw for my flu jab, is always so kind and friendly. She makes me feel at ease and that she cares."
- "Quick and easy"
- "Was no waiting..on time and very stress free."
- "Quick, friendly and pain free"
- "They did what they were supposed to"
- "No waiting straight into doctor and very nice reception"
- "Had covid appointment straight in and straight out."
- "No waiting and pleasant staff"
- "I have no complaints"
- "Covid jab in and out in no time very good service"
- "My appointment was on time and I was treated with dignity"
- "Happy after waiting weeks for this appointment"
- "Arrived early, vaccination done immediately, all good, didn't even feel it"
- "Quick"
- "Yes! I had no problems"
- "I had no problems"
- "Only 5 mins late for the appointment and they were busy. Always polite and kind."
- "Friendly, caring and efficient"
- "Seen on time and doctor listened"

Neither good nor poor:

- "Did not tell me the result of my BP"
- "My husband and I had our coverage booster given by Krish Patel. On time, no problems."
- "Couldn't have my covid vaccine as had shingles vaccine 2 weeks ago so rebooked"
- "Excessive waiting time"
- "Was disappointed with the nurse as she didn't wash hands or clean area before giving injection."

Poor:

- "I had an appointment at 2.45 I had a phone call to ask if I could be earlier. I said I'd aim for 2.30 I got held up in traffic arrived 2.33. The person doing Covid injection had gone. I had to make another appointment."

Very Poor:

- "My client was refused a flu vaccine today even though she had haemorrhagic stroke in 2021. She has Fibromyalgia and osteoarthritis, she hearing impaired and have balance disorder. Her old GP Dr DeBie gave her a flu vaccine every year because she struggled with regular chest infections and when she got flu it took her many months to recover. They said because she's not on medication. She tried 3 different blood pressure pills but had difficult side effects as she's very sensitive to any medication since her stroke."
- "Didn't get the phone call or a text to cancel from the surgery."
- "Reception staff. Difficulty understanding the doctor."
- "Did not have zoladex for my injection"

Don't know:

- "I had no idea why a phone call was offered to me"