



ORCHARD

FAMILY PRACTICE

Friends and Family Test September 2023 Results

Total responses: 268

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

Very good	209 (78%)
Good	53 (19.8%)
Neither good nor poor	4 (1.5%)
Poor	2 (0.7%)
Very poor	0 (0%)
Don't know	0 (0%)

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

Very good:

- "The nurse was great with my son who was having his immunisations"
- "On time. Nicky very helpful as always"
- "Pleasant ,understanding , doctor"
- "Appointment was on time and got a bonus vaccination which would of been due soon while I was there to save time arranging another appointment."
- "The receptionist was very helpful and pleasant, the nurse Nicki is very good the way she treats you and you feel relaxed and confident in her presence."
- "Nikki (The Nurse) I saw was amazing made me feel very comfortable and booked my next appointment while I was there with her"
- "Considerate and caring attitude. Very helpful advice."
- "Staff were pleasant"
- "Nice people"
- "Painless and speedy seen on time."

- "I was about 8 minutes early - gave my name etc., to a young lady in reception - did not get the chance to sit down - straight in and then out about minute before my appointment time."
- "The nurse was extremely gentle and very personable"
- "Seen on time of appointment. Staff very good."
- "Because I was only there for about 5 minutes"
- "Very friendly making you feel at ease as always"
- "Usual pleasant & efficient treatment (flu jab) with a smile & ahead of scheduled appointment time"
- "The receptionist was very helpful as needed to change an appointment. The nurse was friendly and helpful, and the vaccination was painless."
- "Extreme efficiency"
- "From the Receptionist to the Nurse everyone was very friendly and welcoming. The time I had to wait was minimal, everything was very well organised, it seemed to be a pleasure to be there."
- "Very efficient and on time"
- "I arrived a little bit early for my flu appointment but was made welcome by the receptionist, the lady that gave me my flu injection was very cheerful and had a lovely smile."
- "Most efficient and the Nurse was very kind."
- "Very efficient and the Nurse was helpful and happy."
- "Quick and pleasant. Staff always with a smile."
- "Very efficient and has a great sense of humour"
- "No waiting, efficient and friendly."
- "Quick and efficient service."
- "Easy, on time. Friendly Nurse. Put mind at rest, very professional. Well done."
- "Good time keeping in and out really quickly I arrived early but was not kept waiting"
- "Easy to book flu jab, went into treatment room ahead of time. Practitioner very friendly and put me at ease."
- "The nurse was very natural and friendly"
- "Appointment was on time but I do feel that these surveys and the vetting of them by the nhs means valuable time is spent on this unimportant issue rather than far greater needs"
- "On time, no queuing very quick appointment."
- "We recently moved to the area and have had nothing but kindness, compassion and helpfulness from all the staff at the surgery."
- "Very organised & quickly done , no problems."
- "Prompt on time, very polite and done very quickly"
- "I went for my flu jab and I saw the nurse on arrival and I never felt a thing. The nurse was very pleasant and friendly."
- "Received a timely reminder and no waiting at surgery"
- "It was quick and easy"
- "Very helpful and gave me confidence"
- "Efficient and on time"
- "All completed quickly and with a smile!"

- "Very pleasant experience from receptionist to Dr. And very efficiently carried out"
- "Friendly and efficient service"
- "Very friendly quick and efficient"
- "Fast and efficient"
- "Very prompt and professional service."
- "Seen early. V efficient and friendly"
- "Professional and caring, seen promptly."
- "Friendly staff"
- "Friendly and efficient."
- "Doctor who administered the jab very good didn't feel a thing"
- "Always cheerful, listen and explain."
- "Extremely well organised and efficient flu vaccine delivery."
- "Quick. Efficient"
- "Personal and friendly"
- "In and out before my allotted time."
- "Seen on time. Pleasant nurses. Helpful receptionist"
- "Because everyone at the surgery is very polite and friendly"
- "The appointment was on time, staff were polite and lovely, everything explained."
- "All staff helpful and informative, punctual and easily accessible. Thank you all"
- "Quick a d efficient iant"
- "My appointment, was 4 12-15 arrived at 12-0clock ,sat down & was called straight away,& out by 12-10, just before my appointment was due."
- "I went to my surgery for a flu jab. Reception was efficient and polite. The clinical staff again were very polite, helpful and professional with a smile and some humanity as I am a little needle phobic. Premises were clean and open."
- "My wife and I have had good treatment from doctors and staff"
- "Quick, efficient and friendly"
- "Polite receptionist , relax waiting room . Pleasant nurse , friendly staff and good service"
- "Treated Immediately with a,smile even though I was very early."
- "Karen is lovely, very gentle and chatty."
- "Welcomed by a pleasant and cheerful reception staff"
- "On time, no fuss. Staff friendly and efficient."
- "Very professional caring and efficient friendly x"
- "Every one was lovely and helpfull thank you"
- "Because they answered all the queries I had."
- "Flue jab quick and painless"
- "Everything was it's usual prompt and efficient experience it made for a relaxing visit ."
- "On time, reassuring, confident and professional"
- "Staff are very helpful, appointment on time didn't have to wait."
- "Seen quickly and efficiently"
- "Always polite and nice"
- "Always so helpful and pleasant. Thank you!"
- "Friendly and informative staff and minimal waiting time"
- "Staff really pleasant"
- "Extremely friendly, empathetic and friendly staff."

- "First class service. Everyone efficient and friendly"
- "Fast ,efficient ,on time friendly"
- "It was very efcicent."
- "The staff was very polite and friendly"
- "I wasn't kept waiting, very pleasant staff"
- "Check in efficient. Friendly nurses"
- "Always friendly and helpful service. Nurses Nikki and Karen are always professional and efficient . Visits to the surgery are a pleasure, never a chore!"
- "Booked in, waiting was a couple of minutes and then called in, jab done, by friendly staff."
- "The nurse was very pleasant . Put me at ease and was very gentle with the injection"
- "Flu jab completed with humour and respect."
- "Very professional girls"
- "A very quick appointment with friendly and pleasant nurses"
- "Seen very quick and treated well"
- "They were very kind and helpful"
- "Considering how busy the staff were today it was good to see smiley faces and. Friendliness I thank them all."
- "Very welcome practice today good to see smiley faces all staff helpful.Thank you."
- "All done very quickly and efficiently"
- "Very fast and efficient process to get flu jab. Receptionist was very helpful in resolving a prescription problem too."
- "Good listener; ask for other related problems; checks up with doctor as needed."
- "All went well"
- "No waiting."
- "Was seen quickly and all the staff were brilliant"
- "In and out quick"
- "Prompt, fast efficient, and welcoming well done."
- "Excellent. Right on time , it's what the NHS was years ago"
- "The receptionist was very helpful and the two nurses I saw for my flu jab were friendly and cheerful but also very professional"
- "Welcoming and friendly,"
- "appointment was 12.14 and I was seen at the appointment time, friendly staff"
- "Prompt friendly appointment."
- "We didn't have to wait long, Just a few minutes. Karen and Nicki very efficient, in and out in minutes."
- "On time. Pleasant efficient nurses"
- "I was seen on time, flu jab was administered straight away and the nurses were lovely"
- "Always ready to help no matter how busy they are"
- "Staff very helpful and friendly . Experience was very efficient."
- "Had flu jab happy nurse very quick procedure"
- "Our GP practice are the best. Always given time & care & attention to all the family."
- "Very friendly and efficient nurses gave my flu jab this morning and was carried out at the time planned"
- "Two of my favourite nurses did my flu jab , painless and fast , thank you"

- "Efficient, friendly staff"
- "Friendly, efficient staff"
- "Ever one was fantastic"
- "The surgery has poor service generally. This was only a vaccination appointment"
- "Very efficient service"
- "I saw the nurse on my appointment time, all the staff were friendly . The surgery is very clean and the overall experience excellent"
- "Because they are all caring and efficient."
- "Efficient and friendly"
- "Very quick and pleasant experience"
- "It ran smoothly, no waiting. Exciting being in the surgery."
- "Happy and professional service. Appointment was quick and on time! Explained by nurse why I was eligible for the flu jab!"
- "Because they were very helpful"
- "My appointments were easily booked either on-line or at the surgery."
- "Very friendly and easy to talk to."
- "App was on time and procedure was carried out by friendly staff."
- "Karen is a lovely lady always had a smile on her face"
- "On time staff very professional."
- "Had flu vaccs . Nurse Karen ver professional and efficient. 10/10"
- "Very friendly efficient service"
- "Because I had my flu injection today, the nurses were lovely, and it was all done very quick and over with. This is a very good surgery."
- "Easy"
- "Because there was no waiting and staff were very pleasant and efficient."
- "Always so efficient and friendly."
- "Seen promptly. Nurses friendly, affable and efficiently dealt with my wife and I. This visit was for our Flu jab and it went very well."
- "Felt very at ease very well organised thank you"
- "Very quick and painless flu jab. Friendly and helpful staff"
- "Polite and friendly very informative"
- "Friendly atmosphere In and out very efficient"
- "We were on time and so was the flu injections"
- "I was booked in for Flu jab for 11am got there before that time and was dealt with before 11m Given relevant information to read. Erm efficient."
- "Friendly & professional staff"
- "Speedy flu jab"
- "Courteous, efficient and effective"
- "Fantastic staff and"
- "Always pleasant & helpful staff"
- "The staff were interactive and reassuring"
- "I turned up before my appointment time & booked in went straight round for my flu jab in, out &; book my next appointment fairly quickly too a good result for today."
- "Quick service to get flu jab, good humour with nurses - 2 people so really quick service - no complaints at all"

- "Pleasant experience even though it was for a flu jab, from reception to nurse quick and efficient service"
- "The staff are always friendly and welcoming. Nurse Nikki is always very supportive and makes the appointment for flu jabs a lot easier by making the appointment funny as me and my eldest have a fear of needles. She always puts us at ease. All the staff are very good and provide a high standard of service to patients."
- "Friendly staff make the mundane flu jab more enjoyable."
- "Very quick, efficient and friendly service"
- "Very courteous, explained everything that I needed."
- "As always helpful , cheerful and efficient."

Good:

- "Nurse friendly and helpful"
- "Spoke to reception, she was helpful and friendly"
- "Answered all my questions"
- "It was okay."
- "Was seen on time"
- "In out flu jabs myself and my wife just a shame all needed appointments were as fast todays world not a chance"
- "Very prompt very pleasant staff cheery good all round visit"
- "Polite staff"
- "Went in on time Dr very good didn't feel anything"
- "Polite receptionists and clinical nursing staff too who gave me my flu jab"
- "The nurse was pleasant and efficient"
- "Quick and efficient"
- "Receptionist was polite and nurse great"
- "With a queue it is annoying when people converse rather than leave the surgery to the next person"
- "Short wait and friendly service."
- "Easy to make an appointment and didn't have to wait too long"
- "Had my flu jab."
- "Good reception staff, lovely nurse"
- "On time and efficient"
- "Quick and easy to book vaccination, pleasant staff, done smoothly"
- "Helpful & friendly , couldn't hope for more"
- "It was only a flu shot"
- "Staff organised & helpful"
- "Over all it was very good. My only complaint would be that it wasn't clear I needed to check in - this was for a flu vaccine so there were a lot of people waiting."
- "Efficient and helpful"
- "Everyone was helpful"
- "Prompt attention"
- "Always get good service at the surgery"

- "Initial contact satisfactory. Prompt appointment response to symptoms. Friendly yet professional GP/Nurse. I felt I was listened to."
- "Very friendly experience."
- "Lovely people"
- "Dr was pleasant and helpful, giving clear explanations"
- "All went speedy and hassle free"
- "Friendly staff."
- "Did not have to wait long"
- "The staff was all very nice"
- "Friendly receptionist, and quick treatment provided by cheerful nurses. Always a great surgery."
- "The service was prompt and quick."
- "Bit unorganised at reception but nurses were quick and efficient"

Neither good nor poor:

- "The surgery has poor service generally. This was only a vaccination appointment"
- "Lots of people in the queue to see the reception"
- "I arrived at my appointment in plenty of time. I reported in at reception and was asked to take a seat. Time went on and pass my appointment time and it wasn't until a gentleman reported in for his appointment at 3:05 and was told to go to the right and join the queue that I realised I had been given incorrect information and why people who arrived after myself were going in before me."

Poor:

- "Had to rebook due to computer issues. Was not told in advance so made a wasted journey"
- "Follow up information useless"

Very Poor:

Don't know: