



# ORCHARD

## FAMILY PRACTICE

### Friends and Family Test November 2023 Results

**Total responses: 102**

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

Very good	66 (64.7%)
Good	24 (23.5%)
Neither good nor poor	2 (2%)
Poor	1 (1%)
Very poor	9 (8.8%)
Don't know	0 (0%)

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

Very good:

- "Easy to book appointment. Seem on time by helpful, caring, GP. A good experience all round."
- "I have always had excellent service for many years"
- "Staff very pleasant and helpful as usual. Obviously very busy people but don't rush you through. They make sure you are satisfied with your current treatment before you leave"
- "Clinician was friendly and thorough. I was seen quite near to my appointment time."
- "The nurses was very helpful and advised me greatly, very pleasant lady."
- "Friendly, helpful staff , clean premises"
- "Very helpful receptionist who went out of her way to help. Good outcome as well concerning urgent medication."
- "No waiting"
- "Because whenever i come in to see a doctor or nurse i get treated with the utmost respect"
- "Lovely staff all very helpful"
- "Staff were efficient, polite and everything was on time. Great."

- "Quick & efficient appointment for Covid booster"
- "The doctor was very attentive and listened really well to my issues"
- "Had my appointment with GP I'd not previously met. He listened to what I was telling him and didn't cut me off mid sentence. He went through various treatment options, explaining everything thoroughly. We went on to discuss them and he answered all of my questions. Very easy to talk to."
- "Because my doctor gave me time and explained all to me"
- "Dr Nanra is friendly and approachable. Understood why I was concerned."
- "Friendly and helpful"
- "Very good"
- "He was very professional, listened properly, understand and provided investative help to see if there is any more serious issues going on."
- "Went very Smoothly, no waiting, did everything he could to help"
- "Always a good welcome from the staff well organised and running like clock work"
- "Was seen quickly"
- "Always great service from reception staff to doctors and the nurses"
- "Telephone appointment expected between 11-7. Very grateful that I was phoned at 11 on the dot! Very polite, informative and proactive."
- "Very nice Doctor to talk to"
- "Was seen very quickly. Reception staff very understanding and actively helped. Medical staff went above and beyond ."
- "They were very helpful"
- "A lovely nurse, always smiling and caring."
- "Virtually on time and polite interaction throughout."
- "Dr. Is very reassuring and knowledgeable."
- "Seen promptly and given time to discuss all my ailments and received treatment and advice to suit"
- "I always get the best advice & treatment from Dr Nanra"
- "All the staff are very welcoming and helpful and efficient"
- "The nurse was very informative about my asthma and did lots of investigations to enable for the right treatment plan and follow up. Very happy"
- "The telephone follow up appt was on time, the asthma nurse was caring in her attitude and I appreciated her advice."
- "Clear and pleasant informative conversation with the doctor"
- "Swift and painless"
- "All went to plan no hold up or long waiting very good Doctet"
- "Seen on time and pleased with the outcome"
- "I was seen very promptly after completing an E-consult."
- "Very friendly nurse who administered the b12 injection perfectly."
- "Pleasant, friendly experience"
- "The nurse I saw today was so lovely and I felt at ease."
- "Had my shingles injection, weight, height and blood pressure checked.. nurse was lovely chatting made me feel very relaxed and calm."
- "Prompt attention and help no problems thank you"
- "First class service on time and very thorough and made welcome."

- "Great service the nurse knew what she was talking about polite and educated helped my symptoms"
- "Amazing service, had an ecg the nurse both friendly and professional and although I had no appointment the doctor took the time to speak to me. If I could give more than 10 out of 10 I would."
- "The nurse's explanation re my cholesterol was easy to understand, she went through the pros and cons, she also listened to me and was easy to talk to"
- "I was seen on time and treatment was satisfactory."

Good:

- "Because the nurse I see was very helpful and pleasant"
- "Seen on time by a very pleasant nurse"
- "Had injection and blood pressure checked"
- "Staff friendly and helpful. The nurse was on time and very careful with our flu vaccine. It didn't hurt at all"
- "On time lots of information"
- "My appointment was with the nurse, and it went very well no problem."
- "Friendly and reassuring."
- "Receptionists friendly and welcoming and consultation was good."
- "I felt I was informed fully with the necessary information needed"
- "Karen the nurse saw me on time and was very understanding and helpful."

Neither good nor poor:

*No comments.*

Poor:

- "Injection not available"

Very Poor:

- "Not running to time"
- "went for my acne and my weight got spoke about the whole time even though I'm a healthy weight"
- "Impossible to obtain an appointment"
- "Did not receive the call"

Don't know:

*No comments.*