



ORCHARD

FAMILY PRACTICE

Friends and Family Test December 2023 Results

Total responses: 73

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

Very good	51 (70%)
Good	14 (19%)
Neither good nor poor	4 (5.5%)
Poor	0 (0%)
Very poor	4 (5.5%)
Don't know	0 (0%)

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

Very good:

- "Dr Mitchell dealt with all my questions."
- "Very thorough"
- "Dr Theo di Bie was very pleasant gave me blood test results which is the 1st time in 50 odd years having lots of blood tests Very pleasant Dr"
- "I have always received an excellent service from my GP practice, I have received telephone calls on time in response to any e consults . Reception staff very courteous."
- "As always receptionist and nurses are very helpful polite and friendly"
- "I got looked after in every way"
- "Lovely nurse today xx"
- "Dr Khan was very caring and pleasant and easy to talk to"
- "Gp and nurse very good at there jobs sent me up hospital to see consultant. Whilst in gave Me a cup of tea and put me at ease with my problems"
- "I was called on time and made to feel at ease."
- "Doctor rang at the scheduled time, he listened to my concerns and acted accordingly."
- "Seen on time...very happy welcoming practice "

- "Because as normal got very good care and time was taken by more than one Dr/nurses to help me my issue. Every member of staff here are always more than helpful including all the reception team"
- "The nurses showed great knowledge and understanding of my issues"
- "Listen to my sons needs carefully"
- "As always find my doctors red practice excellent my thanks to all in there"
- "On time practice nurse nicky hough very good and caring"
- "Because the doctor always listens and knows her stuff"
- "Because you call when you say you will and very through"
- "Can't fault it"
- "Dr Nanra is always so compassionate and takes time to listen."
- "Nurse was great, very friendly and chatty. Made to feel comfortable"
- "Nurse very good and well mannered explained every thing to me. Next visit 28th December . I wish you all a happy Christmas and new year"
- "Dr Khan & Karen were so understanding and thorough. They referred me to ENT for urgent treatment. Couldn't fault my care."
- "Pleasant receptionist. Seen on time. Problem resolved."
- "Brilliant as usual"
- "Dr Khan & nurse Karen were extremely caring & helpful in reaching a diagnosis for my problem, which had lasted for 6 days. Couldn't fault the excellent care I received."
- "Did not have to wait too long for appointment. Asthma nurse thorough and informative explaining things to me."
- "I was caller number one so not waiting in a queue. The doctor phoned me back within four hours"
- "All good. Nurse was lovely"
- "Always good"
- "Was given good good care and attention"
- "The receptionist was friendly and Doctor Nanra was exceptional"
- "As always very friendly and helpful receptionist and friendly helpful nurse and doctors"
- "It went very well thank you the doctor even wrote a letter for me while waiting thank you again"
- "Didn't wait long, was face to face & happy with my condultation"
- "Perfect in every way, faultless"
- "Just in general how the service at that particular surgery is provided compared to the horror stories of others in which I know having being a patient at some other surgeries in Medway is just like upgrading to private care almost. Staff are all amazing anytime you call or need to pop in for whatever reason to speak directly to them or get stuff / results etc. They are so efficient & helpful no matter what time of the day or wait time they try to deal with it as quick as possible or the best way."

Good:

- "Slight wait but nothing bad. Nurse was helpful, informative and went above and beyond."
- "As expected"

- "Understanding of the situation"

Neither good nor poor:

- "The poor locum doctor didn't know why he was ringing me. He was left no notes or anything. He made sure everything was ok and asked if I needed anything. He was very helpful and nice. Considering how overstretched GPs are at present, a little time spent on communication by the surgery would have helped"
- "Nurse explained everything."

Poor:

No comment.

Very Poor:

- "went for my acne and my weight got spoke about the whole time even though I'm a healthy weight"
- "I rang this morning to try and get an appointment to discuss my very raised blood pressure. Very helpful and friendly receptionist told me I would get a phone call from a GP during the day. I didn't hear anything until I received a text telling me off for not attending my appointment! I called and was told someone would ring me as a mistake had been made. I got an instant call from someone who couldn't make up her mind whether I needed new medication, a blood test or an appointment. In the end it was decided I would monitor my blood pressure for 7 days. She then rang again a few minutes later to ask if I was unwell? This is not the first time I've had conflicting and confusing information - I just hope that I've been advised to do the right thing - who knows?"
- "Unprofessional, behaved inappropriately, rude, no patient care."
- "Never had such poor care from a healthcare professional, upset with the care I received."

Don't know:

No comments.