



ORCHARD

FAMILY PRACTICE

Friends and Family Test January 2024 Results

Total responses: 82

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

Very good	61 (74.4%)
Good	15 (18.3%)
Neither good nor poor	2 (2.4%)
Poor	1 (1.2%)
Very poor	1 (1.2%)
Don't know	2 (2.4%)

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

Very good:

- "Easy to book appt with nurse. Nurse very professional, considerate and helpful. Gave advice on another issue and rang as she said she would to tell me what needed to happen next."
- "Easy to book appointment, good receptionist, doctor considerate and no rush. Discussed all issues without rushing. Explained well."
- "Nurse was lovely"
- "Nurse Rayner very helpful saw Dr Khann very caring towards me and concerned went out of her way to make sure she got something done for me nice to know theres a doctor that will go out of there way to do something for me such a lovely person"
- "Because I was able to get this appointment fairly easily and the Doctor was very thorough and is sending me for blood tests, X-rays and already arranged a follow up phone call appt"
- "On time prompt Very helpful and explained all Friendly"
- "Always professionally dealt with all staff excellent"
- "Very pleasant, very helpful"
- "Friendly welcoming staff. Appointment on time, very helpful and reassuring"
- "Treated with care and compassion"
- "Received a call the same day and a prescription. They were very good on the phone and quicker than I expected. Very happy with the service considering so many other gp surgeries are

struggling with the amount of patients and waiting times. Other people have also complimented the surgery and how much its improved. I would recommend the surgery."

- "Listened to my concerns and spent the time to reassure me."
- "I checked in, waited less than five minutes and was called in. Needed a blood pressure check, had that taken and appointment made for seeing the nurse after having some routine blood tests done . All quickly done by a nice nurse."
- "Your staff were very good and no problems"
- "All appointments on time and good explanations"
- "Seen on time, the nurse was friendly and pleasant she was informative about the jab I was having. She checked and found I was in need of a blood test for other medication and that I was due an asthma review she helped book them."
- "Very knowledgeable, personable and professional."
- "Called on time, had a very nice nurse who looked after me"
- "Very helpful & listened to me"
- "Satisfying experience mainly due to the two nurses Nicki and Karen"
- "Informative and supportive"
- "Excellent service, nice and understanding nurse Karen and Dr Carne, very nice and helpful professionals"
- "Had a few appointments with Karen Moyne & want to say she has been fantastic. So supportive, makes you feel at ease, and has really gone out of her way to get to the bottom of what's been going on. Thank you Karen"
- "Good, friendly service"
- "Seen promptly. Well informed about my shingles jab. Kind and courteous."
- "GP listened to my symptoms . He offered good advice and prescribed medication."
- "Staff fabulous. Reyner the ANP and DR Khan were very professional, kind, and thorough. Thank you"
- "Communication was excellent throughout. No complaints at all."
- "Very friendly staff, on time thanks you"
- "Faultless service all round. Nice and straight forward service. Thank you."
- "The lovely GP listened and took time to reassure me, and made a plan that I could work with"
- "Very good and professional surgery, polite receptionists."
- "Doctor listened to everything i said and gave help with everything I needed. Very patient and kind as i was very nervous about one of my health problems. Also gave great advice for issues and websites so I can find out more info to help myself."
- "The nurse was lovely and very supportive. She made my visit less stressful than it has been in the past."
- "Dr Hannah Mitchell is always keen to listen & help."
- "New Nurse Gemma was very cheerful and helpful. She explained why she wanted to check me over and take my blood pressure. She asked about my general health and checked my feet. She reviewed my previous test results and offered me a shingles vaccine which I accepted. All in all the experience was positive and stress free. Thank you Gemma."
- "My call was very helpful"
- "Lovely staff always friendly"
- "As Pa Larkin would say in the Darling Buds of May Perfect"
- "I cannot thank the reception, nurse and doctor enough for their time and help today."
- "I had an appointment with nurse Niki which is always a pleasant experience."
- "Very good attentive care"
- "Very professional and helpful"
- "Nurse was thorough and friendly very professional"

- "It was very nice welcome"

Good:

- "Got done what we went for."
- "Dr put my mind at rest"
- "Good service - no waiting."
- "Was seen very quickly and was given good advice"
- "Because that was what it was"
- "Dr. Very helpful and easy to talk to"
- "Good service"
- "Reception staff helpful. Saw nurse almost on time. Very relaxed and positive appointment."
- "Efficient appointment and tests carried out"
- "Friendly,honest,polite. Saw Doctor, she listened to my problem and helped. Thank you"

Neither good nor poor:

- "Can't book an appointment"

Poor:

- "My appointment was for 3.30, I didn't get seen till just after 4pm, there were only 3 patients in the waiting room, so it wasn't busy."

Very Poor:

- "Can't get an appointment. Place is always empty."

Don't know:

No comments.