



# ORCHARD

## FAMILY PRACTICE

### Friends and Family Test February 2024 Results

**Total responses: 96**

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

Very good	80 (83%)
Good	13 (14%)
Neither good nor poor	2 (2%)
Poor	1 (1%)
Very poor	0 (0%)
Don't know	0 (0%)

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

Very good:

- "Karen put me at ease and fully explained what the shingles vaccination entailed before proceeding."
- "Because from the very first point that Karen greets me, she's smiling, very bright and bubbly and she makes me feel that I'm not just another patient but a real person. The whole experience from start to finish is a real joy with Karen. Thank you !"
- "Friendly reception and Karen is brilliant. Puts you at your ease and is very caring of her patients"
- "She was very professional, she reassured me after examination, and she gave me helpful advice. I was pleased with the consultation and happy when I left."
- "Good doctor"
- "Doctor Mitchell was really helpful and explained what all my results meant. She reassured me and encouraged me to make positive changes to my diet and lifestyle."
- "Great service"
- "Dr Mitchell called on time and was able to discuss problem further referral now made"
- "Nurse was friendly and knowledgeable"
- "Nice staff nice surroundings and you know people are there to help you"
- "Amazing communication and the way of approaching and discussion"
- "Always friendly but professional"

- "Nurse Nicky was kind, respectful and helpful as always"
- "Doctor provided test results. Addressed issues still outstanding and made arrangements for further investigation. Was understanding to the issues I'm currently having."
- "The nurse was very personable"
- "Extremely helpful starting from first contact."
- "Such a lovely person, someone you can talk to, very professional."
- "Understood my problem"
- "Doctor was lovely, really listened."
- "Appointment was on time."
- "Excellent follow up with Dr nanra"
- "Dr Theo De Bie, who I think was a locum, listened, discussed, gave me options and advice."
- "Cheerful greeting by reception made to feel welcomed. This is my first F2F appointment at the surgery"
- "He was very understanding about my situation"
- "Doctor was very helpful and I felt at ease"
- "Everything explained clearly, made to feel comfortable and opportunity to ask questions"
- "Everyone very polite and helpful seen at appointment time nurse explained everything and I left feeling very happy with my experience"
- "Great service. Less than 5 min wait for my appointment. Very kind and friendly people."
- "Just a lovely bunch of people there"
- "I felt listened to, he took the time to understand my condition and I was happy with the outcome and advice."
- "Reassuring"
- "Friendly"
- "Very quick"
- "Great service. Quick and polite."
- "Helpful and cheerful as usual"
- "Good patient rapport and concern for well being"
- "Dr Nanra very good, explained all details, very clear."
- "Whole team rated excellent"
- "Nurse Karen very helpful, friendly and informative. Felt well taken care of."
- "She always relaxes the patient"
- "Prompt arrival of paramedic Ross who was extremely helpful"
- "The nurse and doctor I saw were very caring and did their best to help"
- "Friendly, polite staff. Very welcoming reception area."
- "As always top marks"
- "All on time & everything went well."
- "Appointment was on time dealt with my questions"
- "Very professional experience with the nurse."
- "Friendly helpful staff from check in with the receptionist to the nurse. Thank you."
- "Dr Nanra listened to me, he gave good advice as well as the necessary information to allow me to proceed."
- "Treated courteously by Gemma and have to say I didn't feel a thing!"
- "Efficient, friendly, caring service"
- "Friendly and helpful staff"
- "The surgery is very much improved in the last few years. Easy access to a health care professional to give advice and treatment over the phone or with a nurse practitioner."
- "Easy to book appointment - friendly and professional nurse"
- "Dr Hannah Michell I was excellent"

- "Dry good treatment"
- "Because it was very good"
- "Doctor was excellent"
- "My doctor and nurse help me so much between them"

Good:

- "On time and a very helpful nurse"
- "Dr very kind and helpful"
- "Receptionist very efficient managing the service. Face to face with Doctor was on time"
- "I've been sent for physio when I know it's not going to help but I will try it. I would much rather have an MRI as the pains I am getting has been going on for years."
- "seen promptly, examined me and gave advice and opinion. very professional"
- "Helpful receptionist."
- "Very good"
- "Nickie was very efficient and friendly."
- "Nice to see the doctor after so many years"
- "I got what I needed. However there was a 20 minute delay before I was seen. It didn't cause any inconvenience today, but it could have."

Neither good nor poor:

- "Too long waiting for appointment"
- "Although I was informed that I had an appointment no one told the nurse, so the appointment was late & felt rushed. Also there was a questionnaire I was not given."

Poor:

- "Sombre faces, sad looks, uninviting atmosphere."

Very Poor:

*No comments.*

Don't know:

*No comments.*