



ORCHARD

FAMILY PRACTICE

Friends and Family Test

March 2024 Results

Total responses: 99

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

Very good	78 (79%)
Good	19 (19%)
Neither good nor poor	1 (1%)
Poor	0 (0%)
Very poor	0 (0%)
Don't know	1 (1%)

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

Very good:

- "Went in on time for appointment, the doctor we saw is very nice and extremely helpful."
- "My Nurse made me feel at ease. I have anxiety and she made everything go smoothly. Very informative and answered all my questions. Can't beat a GREAT nurse. Friendly, calming, funny and just all round wonderful."
- "I have always found them to be welcoming and cheerful and very helpful."
- "Very professional."
- "Really caring and staff are always very helpful"
- "Ran to time, polite and friendly nurse"
- "Gemma, the nurse, was very patient and understanding with my child, who was receiving their MMR vaccination. He was extremely anxious and upset. She was very supportive and did not rush the process and explained everything as she was doing it. My son, eventually calmed down and she administered the jab with care and consideration."
- "Answer to my question s"
- "A good visit to surgery. Very helpful service from the doctor."
- "Very kind and helpful"
- "Karen was very reassuring"
- "Seen on time"

- "Dr Khan was very caring and listened to what i had to say and did what i asked her for"
- "On time, listened closely to what I had to say. Gave good reply"
- "What a very pleasant man"
- "Treated to a very professional appointment."
- "Although there was a long wait staff were very friendly and thorough"
- "Practice nurse proactive in getting a range of blood tests done in response to an earlier high cholesterol test. GP explained areas of concern and next steps to control or monitor these concerns. Fast detection and prevention as it should be."
- "Clear and precise info, explained things in understandable language, thank you"
- "Patient and understanding"
- "The nurse was brilliant with my daughter and all went smoothly and on time."
- "Found nicky to be very reassuring"
- "Very pleasant nurse had shingles injection put my mind at rest very easy to talk to"
- "Great level of information and advice provided, everything covered and very friendly interaction put me at ease. Thank you Nikki Houghb."
- "Faultless service throughout"
- "Appointment on time, not rushed, excellent care."
- "Nurse listened and took note of my health concerns. Very thorough."
- "The telephone appointment process was very good and welcomed with a very helping discussion with Dr Nanta. This is the way forward thank you"
- "My first visit to this clinic and I couldn't have wished for a better one. The receptionist was on the phone but knew who we were so booked us in. The doctor listened to what I had to say and told me options and set a plan."
- "Drs surgery makes you feel special as a patient, excellent care."
- "Exceptional...First time we have seen GP and he took his time with me and was very reassuring"
- "Didn't wait long and nurse and Gp were lovely"
- "They always have time for me and time to listen"
- "Very good service. Lovely Nurse."
- "Saw nurse re blood pressure and recommended I chart numbers for 2 weeks and made another appointment"
- "Very informative"
- "The staff are very friendly and helpful. I didn't have to wait for my appointment."
- "Always excellent service"
- "Karen is a lovely person who really cares about her patients"
- "Nurse listened and was very good ?????"
- "Always helpful & considerate care. Always civil and knowledgeable contact."
- "Excellent consultation and discussion with Dr Nanra. Very helpful"
- "Dr was very thorough checking out my problem, also kind & considerate"
- "Was very satisfied with my visit, was seen on time and overall it was a positive experience."
- "Very h Careful examination, good advice, excellent manner."
- "Very good"
- "After coming out of hospital I saw my doctor at his request and answered all my questions after being in and now out of hospital."
- "I saw the nurse. NICKI. Lovely lady. Very professional"
- "Dr checked me over, listened to my concerns and put my mind at rest"
- "Nurse Karen was lovely, kind, helpful and caring. Also very funny! Puts the patient at ease."

Good:

- "No problem with surgery staff"
- "On time, friendly welcoming and good procedures"
- "GPs have been very supportive of my husband and me. The nurses have also been very helpful. Most of the reception staff are helpful"
- "Was listened to and got insurance about treatment"
- "Appointment was for 3.40pm but didn't get to see the doctor until 4pm but apart from that I was very impressed with the doctor who was very professional but friendly."
- "Liked the system to book an appointment"
- "Clear and precise information given ."
- "Nurse was kind and listened to what you said and was very thorough with my treatment"
- "The nurse I saw was excellent"
- "Gave me the time I needed and listened and gave me good advice"

Neither good nor poor:

- "The new methods for seeing a doctor are terrible. Some of the reception staff are helpful and friendly whilst others are rude and obnoxious"

Poor:

No comments.

Very Poor:

No comments.

Don't know:

- "I never received my phone call."