



ORCHARD

FAMILY PRACTICE

Friends and Family Test

April 2024 Results

Total responses: 76

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

| | |
|-----------------------|----------|
| Very good | 56 (74%) |
| Good | 16 (21%) |
| Neither good nor poor | 1 (1%) |
| Poor | 3 (4%) |
| Very poor | 0 (0%) |
| Don't know | 0 (0%) |

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

Very good:

- "Dr Khan is the best doctor I have known in my life. She is a good listener and the best professional adviser as a doctor."
- "Checkup with Gemma excellent and she took time to answer questions and clarify matters."
- "The nurse was lovely & very thorough. I was concerned but she helped a great deal. I have follow up this appointment so asked to see the same person. Thank you."
- "The Doctor was very polite and very helpful. And I got all the information I need"
- "The nurse was very efficient and friendly"
- "Sympathetic and understanding"
- "My appointment was on time. I was given time and I was listened to thank you"
- "Effective plan of action agreed for condition"
- "Everything was perfect. Appointment was early. Could not fault."
- "We were seen on time The nurse was informative explained what she was about to do. This was done without any problems The results were what we wanted. A perfect appointment."
- "Polite and a good listener with sound advice"
- "Dr very helpful."
- "He gave me some very useful information regarding a second opinion."
- "My questions was answered"

- "Booked an appointment with ease, seen in time, staff were welcoming and the nurse was very friendly and very reassuring
- "Doctor was excellent"
- "As always doctor explained every problem i was concerned about can't praise the practice enough thanks"
- "The doctor explained everything to me and was very thorough."
- "My appointment was on time, the dr was knowledgable."
- "I'm new to The practice and the service I got was Brilliant"
- "Dr was patient and caring,"
- "It was a pleasant experience, on time , I was informed in everything I needed to know."
- "No delays and very pleasant gp"
- "Gemma was very friendly and very helpful easy to talk to"
- "Very good all aspects covered thankyou"
- "Very good"
- "First receptions were very nice.Then the two nurses were brilliant"
- "Extremely informative and helpful"
- "Went for shingles vaccination and everything was explained to me"
- "Really pleasant and helpful service and advice from both the nurse and the doctor"
- "Nurse Gemma is lovely always have nice chats when I visit her. Reception girls are always polite and friendly"
- "Friendly nurse and very informative AND resolved my ear problem"
- "Explained what was going on. And what to look out for. Lovely lady"
- "Everything explained clearly"
- "I felt I was being treated as important and was informed about everything"
- "Very good follow up on blood test results. Good review of medication and helpful advice"
- "Had a very thorough health check though I was only expecting a quick asthma appointment"
- "Excellent service"
- "Very kind and friendly"
- "This surgery is like a family. They really care about their patients."
- "They're the best we could wish for. Like a family as we've been with them for years. We feel sad when one of the staff leaves. Never feel rushed & you know if they're running late it's because they spend the time with their patients."
- "The receptionist and doctor were very pleasant and made me feel at ease"
- "Became I was given the start to finding out my problem and exercises to help with the pain"
- "Very polite and told me everything I know"
- "Prompt friendly staff. Treatment fully explained by the nurse"

Good:

- "Helpful staff, clean surgery and able to get phone appointments if I cannot get to see Dr or nurses"
- "Straight to the point."
- "Usually speaking I am pleased with the service I get."
- "Visit with Nurse Gemma was extremely helpful to me, didn't rush me out the door was a good ear. Thankyou."
- "Positive meeting with the Doctor"
- "A thorough check by the diabetic nurse who was helpful and friendly."
- "Was dealt with fairly quickly at the reception good day this time. Didn't have to wait to long to be called for my appointment either."

- "The diabetic nurse was thorough and helpful."
- "Pleasant and to the point good advice."
- "Explained me what was wrong."
- "The doctor listened to my answers and was polite and courteous"
- "Good vist"

Neither good nor poor:

No comments.

Poor:

No comments.

Very Poor:

No comments.

Don't know:

No comments.