



ORCHARD

FAMILY PRACTICE

Friends and Family Test

May 2024 Results

Total responses: 124

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

Very good	106 (85.5%)
Good	15 (12.1%)
Neither good nor poor	1 (0.8%)
Poor	1 (0.8%)
Very poor	1 (0.8%)
Don't know	0 (0%)

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

Very good:

- "The nurse was very good at her job"
- "Welcoming, polite , explanation given about treatment & seen on time ."
- "The doctor I saw was lovely, such a tonic"
- "Couldn't do enough to help"
- "Nurse Karan made me feel relaxed and ease"
- "Because Karen is a nice lady nd professional"
- "I got in on time and had my B12 injection with the Nurse who was very friendly"
- "It was a very useful appointments with the nurse who helped me on a number of points. Pleasant experience with Karen ."
- "Professional cheerful & polite ."
- "At last have seen a real doctor. I just hope that it lasts"
- "Just"
- "Seen on time for my blood test. Friendly and efficient lady who took the samples."
- "Polite and experienced staff. Very helpful and friendly"
- "Individual attention, listened & paid heed, not rushed"
- "Karan is a lovely lady nd brilliant nurse"

- "Nurse was very friendly and informative"
- "Absolutely excellent service. Arrived early but dealt with straight away. Polite & cheerful staff. Totally painless jab. Well done"
- "Terrific service. Painless jab. Very efficient. Seen as soon as arrived despite being early. Absolutely excellent service."
- "Very helpful and had a nice disposition"
- "The lovely smiling Debbie on Reception, the speed, efficiency and totally painless administration of the covid jab."
- "No waiting, very pleasant nursing staff"
- "Easy and very pleasant staff"
- "Doctor listen what you say explaining what can be done"
- "On time and efficient"
- "Very helpful and prompt very happy"
- "Dr Khan was thorough and listened to my concerns. She explained everything clearly and reassured me of her aim for a diagnosis. Karen the nurse was sp patient with this wimp who hates needles."
- "The staff and nurse were really friendly."
- "On time friendly nurse"
- "Appointment on time, in and out in no time, very efficient"
- "The appointment was on time. I felt I was being treated as an old friend-despite the fact I don't often come here. Absolutely no fuss and advice freely given."
- "The nurse practitioner did a thorough job. I was made to feel my health matter and they care about me. Was given options and sound advice. Felt listened to and every time I visit my experience has been amazing. So grateful to be under such an amazing caring team. Thank you Orchard Practice."
- "Anne, Nikki and Karen were very helpful and friendly and spoke to me about the situation I was in (4 pregnancy losses and loss of only working Fallopian tube)"
- "Karen is brilliant, very knowledgeable and very friendly."
- "Seen on time. Polite and friendly staff. Detailed explanation given. Made to feel welcome and valued"
- "Very good service"
- "Very good staff all round"
- "Very good staff"
- "The doctor attended to my problems and offered very good advice"
- "Appointment was on time and very friendly"
- "I always find the Orchard family in RHLC great, the staff are friendly and happy to help. They speak to you with respect. I get seen promptly."
- "Went in didn't have long to wait. about 20mins then bloods out with in 45mins. home indoors just over an hour."
- "Nurse Nicki Hough was very friendly, thorough in my assessment and helpful in arranging changes in my medication"
- "Seen quickly friendly staff"
- "Karen is very professional, very friendly, and a great asset to the surgery."
- "All ran to time and pleasant people"
- "No wait, lovely nurse!"
- "Receptionist was very good. Young lady I was seen by, cheerful and knowledgeable on being asked questions."
- "First class attention with orchard practice"

- "Because my Doctor explained all my test results to me in depth and I was extremely happy with all my results"
- "That's a doctor's very polite , and so I was a receiptist"
- "On time and good consultation"
- "Very friendly and helpful"
- "ALL WAY.S VERY GOOD ."
- "Absolutely brilliant can't wait to go back lovely people"
- "Karen is amazing. Very caring and supportive."
- "Nurse and doctor were very caring"
- "The clinition I saw was very efficient but she was also very friendly and down to earth. She put me at my ease throughout."
- "Very helpful"
- "Appointment with practice nurse she was very knowledgeable and listened to my concerns"
- "Friendly and efficient"
- "Received the phone call at time arranged. Received good advice and arranged follow up"
- "Karen extremely helpful, reassuring and professional. All staff are lovely"
- "Answered all my questions for my queries. Very kind care given. Thank you"
- "Nurse was knowledgeable- didn't have to undergo a procedure as followed her advice and it worked"
- "Very caring doctor and nurse"
- "Appointment was on time and nurse was lovely as usual"
- "Excellent! Karen is amazing"
- "She was good to explain everything"
- "Everybody brilliant, top class, lovely people especially Karen (posh)"
- "I was treated with great care and all my questions were answered"
- "The nurse was friendly and helpful and put me at ease"
- "Very kind and understanding"
- "Always looked after here, no concerns"
- "Very helpful sorting out BP, meds and following up appointment"
- "Very helpful, no problems"
- "Friendly, efficient service."
- "Very good"
- "Karen very caring, very professional, great to talk about my issues with no worry"
- "Karen is lovely"
- "Got an appointment quickly."

Good:

- "I was in and out like a shot. Granted it wss only a covid but never the less it was good."
- "Helpful explanations given, made me feel relaxed."
- "Straight forward I asked and received some afvice"
- "It was very quick and I was seen by the nurse who is very pleasant and helpful."
- "Because the nurse listened !! & was very helpful & Professional."
- "Doctors trying all tests"
- "Because nurse was cheerful and efficient"
- "Both nurse and GP Were very friendly and helpful"
- "Appointment on time nurse was very polite also check my BP and weight also how I was feeling had a good care for patient factor well done"

Neither good nor poor:
No comments.

Poor:

- "No prostate test because no symptoms"

Very Poor:

- "Wasted journey. Should have been phoned"

Don't know:
No comments.