



ORCHARD

FAMILY PRACTICE

Friends and Family Test

June 2024 Results

Total responses: 114

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

Very good	96 (84.2%)
Good	13 (11.4%)
Neither good nor poor	0 (0%)
Poor	2 (1.8%)
Very poor	2 (1.8%)
Don't know	1 (0.8%)

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

Very good:

- "I get good service from all"
- "Phoned up for an appointment this morning the 25/06/2024 and the receptionist was so kind, friendly and caring, and helped me to sort out 2 appointments, her name was Lorna. I felt really well looked after. Brilliant at her job"
- "Nurse Nikki. Excellent very professional"
- "Informative, friendly and organised"
- "Nurse was very friendly and caring. She gave sound advice."
- "Dr Nanra was very patient and understanding towards my daughter"
- "Couldn't fault the surgery, reception to gp"
- "Saw GP early, treated with respect and understanding"
- "Happy with the reception staff, I was seen on time and the nurse was also very nice and professional."
- "Nurse Karen Moynes was very helpful by listening to a problem unrelated to my visit, thank you for taking the time to listen to my problems and sorting out my other concerns."
- "Staff very nice and quick and easy appointment"
- "Very efficient"
- "My nurse is always upbeat and happy, she makes the experience ok."

- "Friendly and helpful"
- "Didn't have to wait for appointment and Gemma reassured me. also receptionist was helpful re next prescription."
- "Friendly helpful people and it's lovely to see a smile to greet you"
- "Nurse Gemma was very helpful and friendly and gave me proper examination in my ears happy with the outcome at the moment given me antibiotics to take and if no better book face to face appt with the doctor"
- "First class visit to the surgery today. The Doctor explained everything to me and answered my question clearly. I went on a few minutes early for my appointment. Overall it was excellent."
- "Gemma was superb"
- "Very good really understanding and helpful."
- "Top class"
- "Efficient and friendly service"
- "Very good"
- "Quick, efficient service"
- "Karen was very pleasant and reassuring and respectful."
- "Felt at ease and friendly did a good examination of both my ears with nurse Gemma"
- "The doctor answered all 5 queries and reassured me"
- "Had to mention 3 issues & it just wasn't a problem. Everything explained & all questions answered"
- "It was just a quick visit for implant to put in ,all OK"
- "Very caring nurse"
- "Very efficient and always helpful"
- "On time treated very well and answered all questions I was concerned about."
- "Was very pleased with the professional treatment & time was no problem. All questions answered with a smile,"
- "Good experience with the Doctor who understood my problem. Plan was put in place could not have asked for more"
- "Polite staff, clean rooms, atmosphere good"
- "Dr Nanra explained about a gall stone I have and advised gall bladder removal and got me a consultation appointment within 5 days"
- "Gemma was lovely and such a caring nurse. Gemma put me at such ease and made me feel comfortable! She is an asset to the team!"
- "Very very pleased with the staff members who are continuing to monitor me at the present time. Thank you."
- "Karen took my blood pressure and I was glad it was still normal. I had one or two questions which she answered perfectly"
- "Everyone was helpful and happy with smiling faces."
- "Staff are always happy to help"
- "Cheerful person who attended me"
- "Perfect service as always"
- "Pleasant and informative nurse and no waiting."
- "Felt comfortable and not under pressure"
- "I was pleased to give my answer to the question"
- "Everyone friendly and professional."
- "Very caring to patients staff very knowledgeable. Nurse Nicki was very good and helpful. Receptionists very helpful and kind. Thank you"
- "Nurse very helpful and reassuring."
- "It was very efficient and the nurse Karen is caring and listens to any concerns that I had."

- "Excellent !"
- "Gemma made me feel at ease x very friendly and down to earth x"
- "Friendly helpful ladies."
- "Such an amazing energy from Karen I'm so very grateful"
- "Always very helpful, friendly. Nothings too much trouble for them"
- "Really friendly, supportive, encouraging listened and gave great advice. Very happy"
- "Very well run surgery, doctors nurses, receptionists. All very helpful, kind and caring"
- "Fantastic service!"
- "All the staff are very welcoming and able to see me when necessary. Thank you"
- "We have transferred to your care after moving to the area. Each doctor/nurse and receptionists we have dealt with have been friendly, helpful and understanding. Many thanks"
- "Usually always get an answer to problems"
- "Because nurse Karen is amazing with building a very good rapport with the patients (i.e. me) and ensures that I'm followed up with my care so that I'm in good health. Thank you"
- "Best nurse ever which I have found, who is understanding, kind and helpful"
- "Happy with service"

Good:

- "Nice to meet Dr Pritpal Nana all the staff are great"
- "Prompt and polite"
- "The nurse was very helpful"
- "I'm always very happy with the service I get from my GP"
- "My problem was addressed."
- "The nurse Karen was very nice and friendly"
- "I managed to discuss a number of issues in the one visit."
- "Polite, efficient"
- "Quick and easy check up, answered all of my questions."
- "Appointment on time. Everyone very friendly and helpful."
- "Good info and overall service"

Neither good nor poor:

No comments.

Poor:

- "Difficult to make an initial booking that fitted with my work schedule and within a month. Wasn't given the right information around having blood tests so had to take time off work to sort this as it was impossible to get through by phone. Come the doctors visit was told I see a doctor but was seen by a nurse who then will have to refer all my questions to the doctor. I made a Doctors appointment not a nurse appointment, but something so simple is being missed."

Very Poor:

- "I was on hold on the phone for an hour when I tried to call, despite the fact I was second in the queue. When I made my way to the hospital and put on the nebuliser the gp practice called me back and my partner said that I was in hospital at that point, they ended the call and didn't care at all."
- "trying to get information on side effects of tablets the do tor has give teo days before on blood pressure tablets was told by pharماسist not to take them and with the risk of my blood pressure going very high could not talk to anyo e a out this now im having migrAnes a s ight trou le im diabetic as well"

Don't know:

- "I waited for call - no call"