



# ORCHARD

## FAMILY PRACTICE

### Friends and Family Test

### July 2024 Results

**Total responses: 93**

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

Very good	78 (84%)
Good	13 (14%)
Neither good nor poor	1 (1%)
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:

- "I saw the nurse Karen who was excellent"
- "All staff very helpful"
- "Mrs Thomas was extremely kind as I was a little anxious about the injection but she was gentle with it and I thank her"
- "On time . Helpful and informative. Treated me as an individual and kept me involved Thank you"
- "Couldn't wish for better care from our Doctors & reception staff"
- "Nothing was to much trouble for your staff"
- "Doctor listened and then made me an in-person appointment"
- "It was very good"
- "The appt was with a GP who listened and who inspired trust"
- "I got excellent service and advice."
- "Minimal waiting & very professional & friendly Dr."
- "Excellent nurse listened"
- "Nurse was so friendly with my little girl and made us feel at ease"
- "Always be helpful"
- "By helping and understand what I needed"

- "Welcoming, warm, friendly and helpful staff."
- "No problems very friendly and helpful. Thank you all."
- "Karen the nurse and receptionists are always kind, considerate and caring with my 94 year old father."
- "Nurse was really friendly"
- "Professional and friendly member of staff"
- "Because I didn't have to wait long and the nurse was very polite and friendly"
- "Professional print and informative"
- "I was happy with service offered"
- "The team are always friendly & helpful."
- "Nurse I saw was very friendly and helpful."
- "Feel very at ease with this surgery and all who work here. Willing to explain."
- "Gemma the nurse was great. X"
- "Karen is friendly and thorough. Very nice experience"
- "Karen took time as always. Explained as she went along. Excellent care as always"
- "Always very pleasant and helpful"
- "Friendly and welcoming staff."
- "I've just moved to Kent and joined the surgery. Best surgery that I've been to"
- "Good attentive service all round."
- "Karen your nurse was excellent"
- "Very good manner. Felt comfortable."
- "Reassuring and helping me with my worries and why I feel unwell"
- "Always a warm welcome when I arrive, Receptionists caring, and make me feel at ease, my Nurse I see today was very professional and explained everything. Very happy and down to earth."
- "Nurse nicki is great, very understanding and approachable."
- "Prompt professional but friendly very thorough"
- "Friendly helpful advice."
- "Faultless service all round."
- "All good to me and helpfully the whole staff"
- "Efficient"
- "All way very helpful"
- "Appointment 10 min late but no problem nurse did say sorry. Nurse Nicky very thorough."
- "Just very good!!!"
- "Helpful and friendly. So quick to take blood I hadn't even noticed! No pain at all and a reassuring visit."
- "Very friendly staff."
- "Pleasant nurse"
- "Very informative appt, made me feel at ease during my smear. Friendly compassionate and professional nurse."
- "Very friendly"
- "Individual I saw was nice and friendly."
- "On time , cheerful fully explained the procedure . All good"
- "All the staff were absolutely brilliant and very very helpful could not wish for more excellent service"
- "Very helpful and informative"
- "Nick was thorough, professional and friendly"
- "On time and able to talk to nurse"
- "The nurse was friendly and very professional"

- "On time and efficient"
- Very quick process, saw my little boy and reassured me for our upcoming trip and his health"
- "Reyna put me at ease for my consultation. Very friendly and approachable. Made the whole process a good experience."
- "Best surgery in Rainham"

Good:

- "It was good to have a face to face appointment and to have things explained"
- "All went well"
- "Polite and helpful"
- "The all service was very good with the nurse"
- "On time"
- "All my questions answered"
- "Excellent service. Plenty of information"

Neither good nor poor:

- "Smear test was not as straight forward as normal and uncomfortable"

Poor:

- "Very disappointed over two weeks for phone appointment"

Very Poor:

*No comments.*

Don't know:

*No comments.*