



ORCHARD

FAMILY PRACTICE

Friends and Family Test August 2024 Results

Total responses: 119

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

Very good	89 (75%)
Good	22 (18%)
Neither good nor poor	6 (5%)
Poor	0 (0%)
Very poor	1 (1%)
Don't know	1 (1%)

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

Very good:

- "I was well received at reception. The doctor was excellent, friendly greeting and very attentive when I explained my problem. Explained what I needed to do and arranged for me to see the nurse for further treatment"
- "Excellent informed"
- "On time and efficient"
- "Both the receptionist and the nurse were extremely nice and helpful with my additional requests"
- "Dr Nanra is very good with my daughter. He listens and tries his very best to help in every way."
- "Nanra has been a brilliant doctor, listening and taking time to discuss, review and plan appropriate medical responses"
- "Staff and doctor very caring"
- "Fantastic doctor"
- "Dr Khan is always kind, considerate and thorough."
- "It was wonderful experience"
- "Receptionist was nice and the nurse also"
- "Nurse Karen is helpful, encouraging and very understanding of my problems."
- "Understanding, patience and professional"

- "Friendly and thorough doctor very nice"
- Dr Khan was very helpful, understanding and easy to talk to."
- "Seen on time friendly nurse"
- "Appointment was on time. The nurse was friendly and helpful."
- "Fast efficient service felt at ease and friendly staff."
- "No waiting. The nurse explained everything to me and made polite friendly conversation"
- "Gemma was very pleasant and helpful with guidance with what i needed to do with my health check lovely nurse"
- "Dr Nanra is so good and always gives you his best attention and more. Brilliant GP who is dedicated to his career."
- "The doctor was friendly, thorough and really listened and gave advice"
- "Polite, on time, explaining the procedure , very good"
- "Three problems solved in one visit."
- "Gemma the nurse is amazing."
- "Nice and pleasant visit . Than you"
- "I saw Nicky, she is lovely, so easy to talk to and very caring."
- "Doctor Nanra was very helpful sorted out all my problems"
- "Helpful ,polite staff Dr attentive and listened to my concerns"
- "GP friendly and had reassuring manner"
- "It was quick and easy"
- "Friendly staff"
- "Very informative. Answed all my questions. Gave lots of advise"
- "Appt. Was quick and on time."
- "Always get an welcomed when attending and seems a happy practice"
- "Staff are always cheerful and polite. Felt like I could ask questions. Thankyou."
- "Reception staff pleasant and efficient. Very thorough consultation with the Doctor"
- "I was seen on time, the clinician was very friendly and professional and gave me some good advice."
- "Nurse really lovely and friendly. Made me feel at ease"
- "Nurse was very helpful and efficient."
- "First rate service ,nurse didn't rush asking me how I was feeling caring book next appointment with ease ,100% service ,like all staff in Red suite ,thanks again"
- "On time Pleasant and informative"
- "Pleasant and informative"
- "Excellent service and all staff very professional and friendly."
- "Very pleased to get a personalised call from the doctor. Thorough & unrushed"
- "Well looked after"
- "Appt on time. Nurse happy..explained any question I had."
- "I was seen on time. The nurse was professional but friendly and informative."
- "Very Helpful and courteous"
- "Seen strange away very informative and friendly"
- "Welcoming, sympathetic and on time"
- "Dr Theo De Brie was very nice and understanding and very helpful and listened to all my problems."
- "Every thing went smoothly"
- "the dr and entire team are caring and efficient"

Good:

- "Good response to my call for help."
- "Doctor Nanra patient and helpful as always"
- "Doctor and staff good"
- "Fast and efficient , very pleased"
- "Because it was fast and efficient"
- "Fast, polite and helpful"
- "You are always so kind and helpful and I so appreciate this service"
- "Reception staff efficient, Dr Nanra took time to go through test results and explain what they mean."
- "Dr Khan always has time and listens"
- "Great service from all staff"
- "Pleasant receptionist, nice clean , bright surgery and waiting area . More or less on time, didn't have to wait to long until my appointment. Very pleasant doctor, very helpful."
- "The Dr. was helpful and polite"

Neither good nor poor:

- "Appointment was cancelled by NURSE"

Poor:

No comments.

Very Poor:

- "Appointment cancelled!"

Don't know:

- "Not recieved Dr's call yet"