



# ORCHARD

## FAMILY PRACTICE

### Friends and Family Test October 2024 Results

Total responses: 372

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

Very good	290 (77.95%)
Good	69 (18.54%)
Neither good nor poor	5 (1.34%)
Poor	5 (1.34%)
Very poor	2 (0.53%)
Don't know	1 (0.3%)

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

Very good:

- "Nice approach to patient"
- "Nurse explained everything and was friendly and efficient."
- "Always treated with respect in a caring manner"
- "Gemma was lovely and put me at ease"
- "Always helpful, caring and considerate reception/treatment"
- "Very caring over my blood pressure problem"
- "Good news . Test result. Very professional."
- "Very attentive and professional"
- "Dr Nanra give us a plan to follow for my son problem"
- "Very informative and very thorough"
- "When I rang to get a appointment the lady on the phone was incredibly helpful and caring. She talked me through my reason for calling and I was called by the Dr very quickly. I was treated so well by both."
- "I was pleased that my problem was being dealt with"
- "Good follow up by GP"
- "Efficient friendly and helpful"
- "Friendly greeting at reception and by the nurses giving my flu and covid jabs."

- "No waiting, pleasant nurse"
- "The staff very good and professional.well mannered and put me at ease with my problems"
- "Was very happy with my experience"
- "The staff very good and well mannered . Doctor and nurses very good and professional,"
- "Very professional"
- "Dealt with immediately Gemma was very pleasant made it a nice experience"
- "The nurse was pleasant and the injection was painless"
- "The nurse was pleasant, efficient and the injection was painless"
- "Polite friendly did not feel the injection at all"
- "Fabulous service, next to no waiting. Staff are really pleasant and friendly"
- "Promptly seen and friendly approach. Both appreciated"
- "The nurse was very polite"
- "Was happy with efficient staff and how quickly I was seen."
- "It was well organised and efficient procedure"
- "nurse prac very good as are all members of this dr surgery"
- "Because it went smoothly and I was 20 mins early and they gave it to me as soon as I arrived"
- "On time, informative and time spent explaining"
- "Very efficient. Greeted, called in and out after vaccination very promptly thank you."
- "Professional. Quick"
- "Calm efficient experience as usual"
- "Pleasant and efficient nurse. Appointment on time."
- "The nurse who dealt with me was very kind"
- "Quickly in and out and your staff are very nice"
- "Very organised & nurses first class"
- "Very good and caring service as all ways"
- "Quick efficient service. Staff very polite and friendly"
- "Always give an excellent service to us."
- "Excellent staff, clean surgery, quick easy instructions from nurse. Very impressed"
- "Friendly and efficient service"
- "Pleasant and efficient staff"
- "Excellent service, great staff, clean surgery. Attentive, helpful and friendly service"
- "No waiting. Painless"
- "Every thing was fine"
- "Helpful doctor"
- "I was late and nurse stayed and gave my injection before she left."
- "Efficient staff"
- "On time and had flu injection at same time"
- "Pleasant people carrying out flu jab procedures"
- "Friendly, efficient, helpful, on time"
- "Very quick and efficient care provided."
- "Efficiency and friendliness of the staff"
- "Always amazing"
- "Nice to have the flu vaccine at our Doctors surgery, stress free and well organised. Thank you."
- "All staff were polite and helpful, could have asked for a better experience"
- "Absolutely on time and painless. Friendly staff."
- "Very quick and nurse was very good"
- "Lovely friendly staff"
- "Helpful and friendly"

- "Fast efficient service and the receptionist was polite and gave the correct information when asked about waiting time."
- "Appointment on time. Lovely friendly efficient staff"
- "Went for flu jab lots of patients there but seemed well organised"
- "Professional. They were very good very"
- "Seen earlier than appointment time. Friendly reception and delightful practice nurse"
- "Quick friendly service"
- "Seen on time ,staff was very kind & friendly"
- "The receptionist and the nurses were brilliant"
- "Quick, on time, good communication."
- "Friendly and efficient service."
- "Friendly, professional staff made the experience bearable."
- "No waiting time , very quick & efficient"
- "Very efficient, no waiting, staff always helpful"
- "The service was excellent prompt very pleasant nurses . All in all a very pleasant experience."
- "Well organised and friendly, reassuring staff , both medical and administrative."
- "Nurse was brilliant and was really helpful when it came to explaining my health issues"
- "On time - straight in - smiley and jolly pair of nurses – didn't feel the jab - no complaints from me."
- "Very efficient and a lovely calm atmosphere. Always very good."
- "Nice friendly service,"
- "Good and prompt treatment"
- "Very cheerful experience especially with Karen who is always so happy and loves a bit of banter"
- "I didn't have to wait long, the nurse is so friendly and provided really helpful advice. She also offered me a flu jab as I happened to be there which has saved my another trip."
- "Nurse Karen listened to me and made me very comfortable"
- "Excellent service"
- "Very friendly place"
- "Friendly and efficient staff"
- "Karen is always knowledgeable and shares relevant information. Her whole demeanour is one of helping and done in a very cheerful and outgoing manner."
- "Friendly and efficient staff"
- "That is my firmly held opinion."
- "No waiting"
- "Because its true!"
- "Lovely staff. No long waiting time. Thank you"
- "On time, friendly nurse"
- "Very efficient service"
- "The receptionist was very helpful. My husband's appointment was much later than mine. We were able to go through for our flu jabs at the same time and the nurse was welcoming and happy to see us together."
- "Always friendly and informative so makes me feel relaxed and cared for. Thank you."
- "No waiting"
- "Considering it was so busy the staff managed extremely well and Karen was a delight"
- "Very quick in and out for a flu injection nurse karen very pleasant"
- "Good service on time"
- "All good , on time"
- "Less tablets to take at last."
- "Lovely helpful admin and medical staff"

- "The care and expertise could not be bettered if it had been a private practice. Thank you"
- "Although a queue everyone were seen quite quickly. There was a hold up for the Covid jab but that was not too bad"
- "Quick easy process for fly and Covid jabs"
- "Was good"
- "The staff are friendly and helpful"
- "Excellent welcome, rapid procedure, good advice"
- "Straight in and str6back out again. Brilliant"
- "Excellent service"
- "Friendly nurses and very quick"
- "Great and professional service"
- "Very quick and efficient"
- "Smiling receptionists an nurses"
- "Lovely nurses x make you feel very welcome and at ease. Always very knowledgeable and caring ."
- "All the staff I met were friendly and helpful."
- "Helpful receptionist. Seen at appointed time. Timely and friendly attention."
- "Friendly, on time and very quick"
- "Dedicated staff who are working under a lot of pressure. They are always courteous."
- "The receptionist was very good and very efficient and very pleasant."
- "On time appointment and pleasant nurse"
- "The receptionist was very pleasant and helpful and so was the nurse"
- "Went in on time for appointment"
- "Friendly staff at reception , made to feel at ease by the nurse in a very relaxed examination room"
- "Prompt and very helpful"
- "Very friendly and helpful receptionist who dealt with my request."
- "Everyone is so kind. Always have time to listen and really look after me."
- "The Dr was very informative & treated me at the appointment. Very quick follow up"
- "Nurse Karen listened to my problem, gave good advice then acted accordingly."
- "Doctors and nurses plus receptionist are so polite, and caring. Thank you"
- "Very good service"
- "Staff friendly and efficient. Doctors Very Good Thanks to them all. Thank you all ."
- "Quick friendly service"
- "Was promptly seen at the stated appointment time"
- "The receptionist was very helpful & the nurse carried her job out very well."
- "Mandy was amazing"
- "Very informative gave good advice"
- "Always find the receptionists and nurses very kind and helpful"
- "Very good and excellent follow up"
- "Everyone was very helpful"
- "I went for my flu injection. I was seen virtually straightaway. All very slick"
- "Sorted the issue well"
- "Lovely atmosphere and friendly staff"
- "It was a very pleasant visit"
- "Very short wait. Very pleasant staff"
- "Nurse was lovely, and she gave me my flu jab while there so I didn't have to return in tuesday"
- "Very friendly did not have to wait"
- "Lovely staff very professional"

- "I was seen earlier than my appointment"
- "Friendly and efficient, as usual."
- "Went straight in to the reception gave my name straight to the nurse injection done thank you."
- "Very good no waiting, flu jab administered by a very nice nurse who took care when doing the jab."
- "On time. Efficient and pleasant service."
- "Quick and friendly"
- "All was on time and staff were as well"
- "Staff are always very pleasant and helpful. Was jabs and everything ran smoothly and to time."
- "All the staff and doctors are very caring and supportive"
- "All ran smooth 4 flu jab"
- "We went for our flu jabs, nurses were happy and friendly, no problems."
- "I have always had excellent friendly service from this practice"
- "Very friendly and professional."
- "Visited nurse for injection. Quick and painless!"
- "We always have the best care at Orchard Family Practice."
- "Quick and easy"
- "They made you feel at ease and explained things to you"
- "I had a crisis at home and completely forgot I had a flu jab appointment . They rang me up and asked if I was ok as I missed my appointment time . They said if I could still get to them they would wait and still give me flu jab . Went there and all was fine even though I was late."
- "Good friendly professional service"
- "Because as always the receptionist was polite kind and caring the nurse listened to all I had to say and helped me accordingly very happy in all respects"
- "Nurse was very professional and made my daughter feel very comfortable, my Doctor was very professional and helped and gave me advice."
- "Clean ,tidy reception and friendly helpful staff. Doctors listen to you and give constructive advice and support. Very impressed with the professional service of the whole team. Well done"
- "My experience was excellent with friendly and helpful staff thank you"
- "Happy with the communication and treatment put in place To overcome a stressful year."
- "Fantastic surgery"
- "As usual the staff at the surgery were efficient and friendly, I always feel at ease."
- "They met my need"
- "Nurse was a usual efficient and friendly"
- "Very quick, very friendly, 100/100"
- "The nurse who was giving the flu injection was very friendly and helpful"
- "It's pleasure to go to the surgery as they always have a smile and treat you like an old friend"
- "No waiting, very pleasant nursing staff"
- "No waiting around, seen on apt. time. Friendly nursing staff"
- "Staff were very clear and helpful"
- "All staff are always helpful and kind."
- "Appointment on time, all staff friendly."
- "On time very pleasant nurses. Did not feel injection going in"
- "Always friendly and helpful."
- "Saw Dr Khan and she's such a nice doctor and so thorough. Given a prescription and happy with my treatment"
- "Quick service, I'm impressed."
- "Lovely receptionist and lovely nurses made it a good experience"
- "The nurse was kind and caring. Put me at ease as I was a little nervous"

- "On time, pleasant, efficient."
- "Didn't have to wait for long before being seen. Staff friendly as usual."
- "I was seen on time"

Good:

- "Very pleasant and helpful."
- "The staff were helpful and our appointments were on time"
- "Appointment was spot on time. Injection was swift and painless."
- "Because I find the staff very helpful"
- "Only there for a flu jab but it was well organised and running on time. Reception staff and nurse were polite and welcoming."
- "Always pleasant and helpful"
- "On time, quick clean flu injection and information on how to book a Covid jab"
- "Because it didn't hurt !"
- "Very good thankyou"
- "Appointment was on time. Nurse was chatty and efficient"
- "i did not have to wlt about"
- "Prompt and efficient."
- "Very professional staff."
- "The staff were very busy & under a lot of pressure. They were professional & happy to see each patient, keeping a calm disposition at all times."
- "A flu jab was required in and out quickly although not on time"
- "Appointment was for flu jab. Seen slightly later than appointment time but fine. Pleasant and efficient staff."
- "On time, good communication good service"
- "Quick and efficient flu jab"
- "Very good service, no waiting."
- "Quick efficient flu jab"
- "Very easy pleasant experience"
- "Professional anxiety free appointment."
- "The nurse was very efficient"
- "Lovely reception staff, nurses and doctor very professional and helpful, listened to my concerns and gave constructive feedback. Very helpful with the practice"
- "Great experience Gemma was knowledgeable friendly and efficient"
- "Good treatment, friendly staff"
- "Staff are always friendly and helpful. Although my appointment was a little late, the nurse apologised and said a previous patient had needed longer than expected, which is understandable."
- "No holdups"
- "The nurse was helpful and explained everything that was going to happen"
- "Seen promptly good work"
- "Very quick service, but the outside reception gave us incorrect information."
- "Because the nurse was very informative, and the receptionist was very helpful."
- "Prompt response. Problem solved. Very pleased."
- "Blood tests turned round quickly. Receptionist not very friendly."
- "On time, welcoming staff and painless injection"
- "Prompt and helpful"
- "Friendly receptionist and nurse however the systems were down which led to a slight delay."
- "Very efficient and professional whilst maintaining a warm and friendly atmosphere"

Neither good nor poor:

- "I was first directed upstairs where there was no queue and then sent downstairs where the surgery was standing room only .The actual flu jab was quick and efficient and the staff as always were friendly and helpful"
- "It was a bit chaotic. I went for a flu vaccine."

Poor:

- "I presumed the appointment to be with the mental health team, as they sent me the reminder. I actually had an appointment for a flu jab!"
- "Went in to reception said I had come for a flu jab and was sent up stairs only to be told after 20mins that it was down stairs in the red suite, I thought it was abit ord as I said Kate was going to do it, Spent 20mins upstairs for nothing."
- "Computer systems went down 20 mins before my appointment despite ringing an hour before to confirm appointment"

Very Poor:

- "iv had blood pressure problem since January it has led to two trips to a and e the second time was asked why i did not see the doctor told them no appointments and could not do an online appointment as it goes d up to 200/170 they asked why there was not a prescription left out so it would have been better rether then another three hours down hospital"

Don't know:

*No comments.*