



ORCHARD

FAMILY PRACTICE

Friends and Family Test November 2024 Results

Total responses: 162

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

Very good	136 (84%)
Good	22 (13.6%)
Neither good nor poor	1 (0.6%)
Poor	2 (1.2%)
Very poor	0 (0%)
Don't know	1 (0.6%)

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

Very good:

- "Straight forward friendly service"
- "They are very professional and care about my health passionately."
- "I was seen quickly and the staff were upbeat and cheerful."
- "Got in before appointment time. Staff very friendly and chatty."
- "All went straight forward very polite service"
- "Just great treatment as always"
- "Quick in and out flu jab"
- "very professional and courteous"
- "Quick and easy vaccination"
- "Perfect as usual. The nurse is the best. Frienosnd efficient. A definite keeper!!"
- "Everything was on time and staff very polite"
- "Friendly and efficient staff."
- "Effective, on time, polite all A1"
- "Gemma very polite and professional, appointment on time and very quick flu jab. Many thanks."
- "No waiting, everyone very friendly and efficient."
- "They are always very efficient and helpful."

- "The timing of the call was very convenient. It gave me time to get my day started while being early enough to get it dealt with so that I could get on with other things. The conversation felt like a genuinely two-way discussion to reach a satisfactory plan of action."
- "Came in for 2nd shingles injection gemma also checked my ear as I said it felt blocked and told me it had a lot of wax in it and to put olive oil in it very helpful"
- "Everything went smoothly without any delays"
- "Very efficient, lovely ladies- could want for nothing more"
- "It was easy to find the place for my vaccination, and I didn't have to wait more than two minutes to be seen."
- "Nurse Karen performs her task efficiently. Top marks !"
- "Everyone was welcoming and the procedure was quick and efficient"
- "Dr was very caring and helpful as I would expect"
- "I was seen promptly by 2 friendly assistants, it was a good experience"
- "Polite. Efficient. Quick. Helpful"
- "Efficiency"
- "Appointment on time and lovely staff"
- "Appointment was running strictly to time and efficiently dealt with."
- "Everyone efficient, very friendly and helpful."
- "Pleasant t nurse very good service"
- "As always the staff at my doctor's surgery are always polite and friendly"
- "Speedy and efficient"
- "On time and very efficient"
- "Everyone is so helpful, makes me feel at ease."
- "Easy to get an appointment and nurse was lovely."
- "The nurse I had for my appointment was very helpful and put me at ease"
- "In and out in 5 minutes. No pain"
- "Helpful and professional"
- "Friendly, knowledgeable staff did a brilliant job"
- "Efficient and friendly"
- "I was seen promptly, the nurse was very friendly and efficient. A good experience."
- "the nurse i saw was very helpful and easy to talk to and did not rush"
- "Seeing nurse for hearing problem and she dealt with efficiently: also made appointment to see her again and also appointment to see doctor"
- "Clear understanding of how my health can be checked and helped."
- "I was seen promptly, the nurse was friendly and efficient. A very good experience."
- "Always a pleasure to see Dr Nanra"
- "Very helpful and knowledgeable nurse"
- "The nurse was very nice and friendly"
- "The nurse was very friendly and made me feel at ease"
- "On time pleasant manner, atmosphere"
- "Saw Nurse Karen, who's lovely, very efficient and friendly."
- "Mandy is really friendly and warm towards me making the appointment comfortable"
- "Seen to straight away. Nurse is very good and advised me on a lot of things."
- "Very pleased with the level of support and friendly staff"
- "The nurse I saw was very informative friendly waiting room was clean room was very clean and I didn't feel I was being rushed fantastic service thankyou"
- "I was very pleased with my appointment with Dr Mitchell, as she took the time to answer all the issues I had and gave me guidance when there wasn't a simple answer to any issues I raised."
- "Was understanding and empathetic Took the time to help figure out what would work for me"

- "Very professional & informative information. With my telephone appointment."
- "Very friendly Nurse"
- "Always feel every time each and every person there, helpful friendly, caring . Makes me smile and all go the extra mile"
- "The reception was good, nurse was friendly and professional"
- "Very prompt, nurse very friendly"
- "Good as always"
- "Very pleasant and helpful"
- "The doctor explained everything and was concerned and helpful."
- "Gemma was lovely, made me feel very at ease and comfortable."
- "Really friendly and professional"
- "Very friendly and helpful"
- "Appointment was on time. Very informative with information given, very helpful."
- "Meeting a new nurse was very nice. She was cheerful, direct and I enjoyed meeting her"
- "A detailed consultation"
- "Solving my prob xx"
- "The nurse explained about the injection, and was helpful sorting out blood tests."
- "Gemma is brilliant - makes my monthly injections nicer by seeing her."
- "Very nice nurse. Easy to talk to"
- "Friendly and efficient staff"
- "Mandy Courtley done my sons vaccines this morning 25/11/2024 and was very lovely and reassuring :-) was extremely professional and a pleasure to have do them for my baby boy."
- "All staff and nurse who gave my jab were very helpful, made me feel very welcome"
- "Quick and good help"
- "The service my mum received today from the nurse was really good and she helped my mum a lot."
- "The doctor was extremely helpful and pleasant."
- "The staff have been so supportive, understanding and warm for whatever I've needed to be in touch for."
- "Very welcoming and understanding nurse, very kind towards us and very good at explaining treatment prog."
- "Doctor explained everything to me and was very easy to talk to"
- "I was seen on time by a lovely lady"
- "The receptionist was very polite and helpful and the nurse very welcoming and efficient."
- "Karen is always so lovely and she makes me feel welcome and relaxed. She is also professional and answers all my questions."
- "Every Everyone does their job to the fullest and they all help everyone"
- "Doctor was really good at listening and coming up with solutions."

Good:

- "Friendly staff"
- "Good response"
- "Very good staff"
- "Didn't have to wait very long. Very quick"
- "I got called for my drugs even before booking appointment. Shows the nurse cares"
- "Helpful, caring and showed genuine interest to get to the bottom of my issue's"
- "The nurse was very friendly, kind and efficient."
- "No waiting. Very pleasant staff."
- "Seen on time, welcoming and Friendly staff."

- "Everybody was friendly and helpful, well done."
- "I arrived at my usual gp's reception for my COVID vaccination, to be sent upstairs to the 'blue' suite. The reception at the blue suite is not being used. Then I sat in a vacant chair in the passage, and a member of staff asked me if I had checked in. I said no and she said ' You might as well stay there ' In any case, I didn't wait long at all to receive my vaccination."
- "Was given antibiotics and the doctor suggested calling back if the problem was not solved"
- "I was triaged and doctor phoned fairly quickly and prescribed antibiotics."
- "Caring friendly surgery"

Neither good nor poor:

- "Didn't have the appointment as the nurse was running 10 minutes late."

Poor:

- "Receptionist told us to take a seat and wait for a flu vaccination, but I'm pretty sure she forgot all about us because other people were going in before us"
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Very Poor:

No comments.

Don't know:

- "Nurse Karen herself is amazing and very good. The receptionist at the practice are not very helpful as I called them to say the cream for the skin was never sent to Hempsted pharmacy. I said it was my fault for not calling earlier but work has taken over. She asked me which cream and I explained I did not know as I didn't get the cream. She said which cream are you talking about and I said I'm not medically trained so I would not know. Instead of helping me and just replied I'm not medically trained too and if you need the cream you need to login tomorrow morning and create a new drs appointment. I did say in the past the receptionist were very helpful not things have changed. Her reply was well that's not what our patients say. I said I wouldn't be logging out in the morning and I'm just going to leave it. I never realised how services can go down so quickly."