



# ORCHARD

## FAMILY PRACTICE

### Friends and Family Test September 2024 Results

Total responses: 135

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

Very good	108 (80%)
Good	23 (17%)
Neither good nor poor	1 (0.75%)
Poor	0 (0%)
Very poor	1 (0.75%)
Don't know	2 (1.5%)

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

Very good:

- "the dr and entire team are caring and efficient"
- "Efficiency and all GP and staff very pleasant I have never had any issues with Orchard Family Practice been with them over 35 years"
- "The doctor is really caring, and explains everything in great detail. Makes for a very good visit ."
- "Dealt with my concerns without hesitation"
- "The doctor listened and I felt she wanted to help"
- "I was seen spot on time a a very friendly nurse"
- "Staff are lovely nurse especially.."
- "Nurse Gemma was amazing. Patient, professional, kind and understanding. Made sure I understood things, explained well and asked if I had any questions."
- "Really helpful"
- "Excellent advice and treatment"
- "On time. Professional"
- "The doctor explained my condition thoroughly"
- "Very pleased with telephone response"
- "Dr Khan was friendly professional and very helpful. She listened to my concerns and sorted a healthy way to ensure that I get well. Very impressed and happy"

- "Dr Khan explained everything in detail, very helpful and polite"
- "Very prompt and courteous appointment with a understandable explanation of what the vaccine does"
- "Very professional and very helpful conversation about my health"
- "Very happy with the practice"
- "Made to feel very comfortable able to speak about prob and felt listen to and understood. Can't fault Dr Khan bedside manner lovely gp"
- "Because Doc listened to me, and explained and answered my fears in a way I could understand."
- "Polite, cheerful and efficient."
- "Expertise and clear understanding of my problem by the doctor gave help and peace of mind"
- "Efficient and friendly reception with appointment on time. Nurse very friendly and put you at ease clearly explaining the process"
- "Could get a face to face appointment when I needed it. Doctor was very thorough, did not rush the appointment and gave me a clear course of action for both matters I raised with her"
- "I would be lost without all of your help"
- "Very helpful and satisfied with my doctor"
- "Dr Nanra Was very good at explaining my symptoms and had a very good attitude to towards going forward . Very"
- "Very helpful"
- "Because everyone is so caring."
- "I was seen on time. Gemma was very friendly, professional and informative"
- "Very professional service from start to finish"
- "Very patient and understanding also made me feel at ease"
- "Considerate & caring treatment by Gemma."
- "I gave that answer as I always find the receptionist,nurse and doctors Very friendly and helpful"
- "Lovely and friendly, as are the receptionists especially Barbara!"
- "Very informative and helpful. Didn't even feel the jab! Very pleasant person and experience"
- "Very thorough blood pressure blood test arranged for me got to keep track of my blood pressure readings for 2 weeks"
- "Good service"
- "The doctor is always really helpful"
- "All staff and doctors very friendly and helpful."
- "Very efficient and friendly staff"
- "Very thorough investigated correct treatment for my vaccination very informative and friendly had complete confidence in Gemma"
- "Dr Nanra is fantastic - he listens. That's action and is so very human ! Thank you"
- "As expected"
- "Every thing is fine"
- "Professional"
- "Nurse explained"
- "Very helpful answered all my questions"
- "People helpful polite."
- "I saw the nurse - she really helped with my anxiety"
- "Friendly helpful,"
- "Had RSV vaccination. Nurse explained clearly what it was for and injection was painless."
- "No waiting very pleasant Nurse well run practice Thank you"
- "Explained"
- "As usual, I received very good service. I have been with this Doctors practice for over 50 years"
- "Pleasant staff, no waiting for ages."

- "Dr.Khan gave sufficient time and answered my questions sympathetically and clearly in non medical language that was easy to understand."
- "Always caring & considerate treatment. Very helpful telephone staff members.,"
- "Nurse Nikki very friendly and professional She put you at ease .Looking forward to next appointment."
- "Nurse Gemma Thomas provided excellent care during my daughters flu spray appointment providing comfort and reassurance."
- "She is a very good nurse and she's on the ball"
- "Nikki gave me a lot of information and good news"
- "Nurse was very good explained all about the product and what it was for and any side affects"
- "On time & very friendly & efficient"
- "Speedy and questions answered"
- "Very efficient as I had worries about a prescription which was dealt with immediately. This allayed my concerns. Many thanks ."
- "Karen was very helpful with explaining urine test and blood test was quick"
- "Nurse was very understanding and kind"
- "Nurse was lovely. Really gentle. Puts you at ease."
- "Really helpful reception team.... call back from Krish Patel sorted my query. Thank you"
- "Dealt with in a courteous and friendly manner. All questions answered in plain English. And the next steps explained fully."

Good:

- "The Dr. was helpful and polite"
- "The staff are all very caring"
- "Helpful and supportive"
- "All staff very helpful,"
- "Nurse was very polite."
- "Happy"
- "Because the app,t went well for me"
- "Quick and painless"
- "Prompt appointment time"
- "Informed me of the need to have a vaccination. The nurse gave me the information I requested. I spoke the receptionist at the same time. She was polite and my request was dealt with efficiently."
- "Good prof appointment"
- "The nurse was excellent and explained everything to me. My appointment time was 10 mins late"
- "No complaints. Appointment was on time."
- "Dr Khan was most helpful"
- "Prompt follow up"
- "Friendly staff"
- "The appointment was on time and vaccine delivered efficiently."

Neither good nor poor:

*No comments.*

Poor:

*No comments.*

Very Poor:

*No comments.*

Don't know:

- "Excellent service and very caring as always with us"
- "Excellent as always"