



ORCHARD

FAMILY PRACTICE

Friends and Family Test February 2025 Results

Total responses: 133

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

Very good	114 (85.7%)
Good	17 (12.8%)
Neither good nor poor	2 (1.5%)
Poor	0 (0%)
Very poor	0 (0%)
Don't know	0 (0%)

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

Very good:

- "The appointment was on time , the nurse was thorough and very pleasant and friendly 10/10"
- "Problem dealt with quickly. Appointment on time procedure was explained to me "
- "Lovely gp, really listened"
- "Good and thorough"
- "Because I feel so much better after seeing asthma nurse Mandy. She spent so much time with me & finally found the inhaler that has made such a difference. Thank you!"
- "Very friendly and easy to talk to."
- "The nurse who done my blood test was friendly and caring"
- "Polite staff and a swift blood test!"
- "First appointment since changing gps and it was amazing listened to my problem and so so through"
- "I felt that I was being listened to and have been referred for relevant test to hopefully solve any fears I have about my symptoms."
- "Prompt appointment and listened to what I had to say. Very thorough and professional"
- "They always try and help and point you in the right frame of mind"
- "Always excellent service"
- "Prompt service from all staff"

- "I did not have to wait long to see doctor and she was very helpful and understanding"
- "Reception staff are lovely and Karen, the Nurse is very professional and takes time to listen. Since transferring here, I remain impressed."
- "Very. Good"
- "The nurse put me ease no wax in ears then took a swab very good at her job and reception staff"
- "Nurse explained clearly how my condition can be checked and helped if necessary in a very friendly manner."
- "Very good , polite , well mannered gave a good examination"
- "Dr Khan was very thorough and understanding"
- "Dr Khann is a wonderful gp very caring and thorough and listens to me when I te her my problem's"
- "Doctor was on time and professional"
- "Because I feel very unwell at the moment and the receptionists and the doctor were very nice and understanding"
- "Always so friendly & helpful."
- "Nurse was friendly and staff were welcoming"
- "Dr Kahn and all the staff were brilliant"
- "Helpful and caring staff in all departments."
- "The nurse was very friendly"
- "Receptionist was helpful Doctor call as accomadating"
- "Because I had a good experience"
- "As always Dr Khan very helpful"
- "The doctor understood my questions and made me feel at ease. I am really grateful for the advice."
- "All your staff are very good people and all very efficient no problems from start to finish."
- "Next day appointment to see doctor"
- "Very friendly and put me at ease (Reyner)"
- "Faultless"
- "Running on time, everyone was friendly. Mandy who did my appointment was AMAZING she is a really credit to your team and if we had more people in health care like her I would never feel nervous about going to the doctors. As someone with anxiety over doctors and hospitals I was very worried but Mandy made me feel at ease and comfortable which I have never been in any doctors or hospitals before."
- "I saw Mandy and she was polite and helpful, as we're the reception ladies"
- "On time very pleasant nurse and no problems."
- "The doctor seemed very caring"
- "Happy with consultation"
- "We were looked after very well by both the admin staff and the Doctor."
- "Very commutative"
- "Always so helpful"
- "My appointment was dealt with very professionally and I was very satisfied with the outcome."
- "Nurse was lovely friendly and gave info on the jab I would be recieving also seen a few minutes early"
- "Seen on time, and friendly efficient nurse."
- "Appointment was handled well no problems there but I had a rsvp jab which left me with flu like symptoms over the weekend which I thought I had better report. I haven't had a reaction like this before."
- "1st class treatment. Did not hurry me. Pleased to have my symptoms clarified."

- "I was seen very quickly"
- "Everything went smoothly and was straight forward"
- "Doctor I saw was very good. We discussed various treatment options. Everything was clearly explained and questions answered. Very good communication throughout the appointment."
- "Receptionist was very helpful and polite. Went in to see doctor on time and am having further treatment."
- "Gemma made me feel at ease and was very professional"
- "Brilliant took time to explain things and reassure me"
- "Staff listen to you. It's fairly easy to get appointments."
- "Saw 2 nurses today and both were very friendly and knowledgeable."
- "Very informative about my asthma"
- "All staff are very helpful and knowledgeable"
- "Very good service"
- "On time nice nurse"
- "Because it is the truth I feel very fortunate to belong to such a caring surgery"
- "Very quick and efficient"
- "Good and helpful"
- "The receptionist was excellent. She was warm, friendly and very helpful"
- "Great appointment helped me out nothing was too much well done Mandy"
- "I had a productive appointment and my Gp really listened"
- "I saw my doctor at the prescribed time and my concerns were taken on board."
- "The receptionist was really friendly and polite .. dr Mitchell was so lovely and put my mind at rest and explained the next course of action"
- "The staff at the practice is always happy to help. They are very caring and make you feel at ease."
- "Wonderful welcoming and friendly receptionists. The GP listened, had read my notes and agreed the care plan with me. Excellent service. Thank you"
- "The nurse was so lovely and very reassuring . So personable and easy to relax. She is explained the procedure and spoke to me all the time she carried it out."
- "Always great service"
- "Saw Karen the nurse. She was on time, cheerful and when she took my blood I didn't feel a thing!!"
- "The nurse was professional, pleasant and timely, thank you"
- "Appointment on time & dealt with pleasantly & efficiently"
- "Promp timing, lovely Nurse"
- "Efficiently pleasant"
- "I saw seen by the Nurse on time. All the Staff treated me with respect and a cheery smile."
- "Nurse was lovely. She put me at ease . Reception staff were very helpful with another enquiry I had about another thing ."

Good:

- "Pleasant friendly nurse Appointment on time"
- "The nurse that was that day Gemma was really nice and helpful."
- "You are seen very quickly and treated with respect"
- "Mandy was very good at her job."
- "Both the Doctor and Receptionist we're helpful and friendly"
- "Appointment on time ,nurse did all all checks for Asthma review and gave me an action plan."

- "My surgery always gives me an appointment when I am in medical need. Seen on time. GP took time and reception was kind."
- "Doctor was very pleasant and helpful"
- "All staff very pleasant, seen timely and Dr very good."
- "Dr was nice but after saying I felt very dizzy no blood pressure was taken also mentioned how much pain I was in but no other pain relief offered"

Neither good nor poor:

- "It was postponed which you should be aware of"

Poor:

No comments.

Very Poor:

No comments.

Don't know:

No comments.