



ORCHARD

FAMILY PRACTICE

Friends and Family Test February 2026 Results

Total responses: 198

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

Very good	167 (84.4%)
Good	25 (12.6%)
Neither good nor poor	2 (1%)
Poor	1 (0.5%)
Very poor	3 (1.5%)
Don't know	0 (0%)

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

Very good:

- "Dr Khan is fantastic and takes the time to understand your problems"
- "Very professional and friendly"
- "My doctor had time to listen to me and explained his diagnosis this has put me at ease"
- "Seen on time. Greeted warmly and got on with job."
- "It was easy and quick"
- "Staff very efficient and friendly"
- "Always feel that Dr Khan will do all she can to help"
- "Very good as always staff excelent"
- "Friendly staff and no waiting time very helpful and precise"
- "Nurse, Mandy Courtley, was very friendly and made me feel very comfortable"
- "Friendly staff, courteous and professional along with excellent treatment."
- "Lovely lady fast and efficient"
- : "The doctor is always receptive to my requests for help and works hard to cure me The reception staff are lovely"
- "Very good service"
- "Doctor was kind and patient with my questions and gave good advice."

- "Good service"
- "Great service"
- "Friendly and efficient"
- "I was seen on time . The Gp was warm & welcoming, I was able to discuss my health ,ask questions & did not feel under any pressure to hurry ."
- "My appointment was on time and every member of staff was helpful and made me feel at ease."
- "1. Easy to make appointment 2. Reminder sent 3. Cancellation easy 4. Dealt with a human being"
- "Very efficient and kind nurse."
- "Very kind and thorough."
- "The injection was good, I haven't any problems with it."
- "Friendly staff"
- "Karen is always professional and excellent explaining everything before she treated me. Today was a student Nurse who did very well under Karen instructions Many thanks excellent practice"
- "Dr Nanra, was attentive, friendly, polite and listened to my concerns, gave helpful advice and sorted my tablets to help my condition"
- "Dr Nanra sorted the lump on head, arranged a max fax appointment and gave helpful advice to us regarding looking after the lump"
- "Offering on going support and check ups as now taking a regular medication to get it balanced"

Good:

- "My question was answered"
- "It was only a blood test"
- "The services that i recieved im greatly appreciating"

Neither good nor poor:

No comments.

Poor:

No comments.

Very Poor:

- "I felt the consultation was very rushed. Reminded by the doc she only has 15 mins per patient at the 10 mins point. At least 30 mins late going in & had to wait 3 weeks for appointment. Overall doc lacked empathy, difficult to understand (codeine or coding), failed to recognise the practice had not responded to my employer re: ill health retirement since Sept 25,, action a request from KCL for blood test as well as the lack of accuracy on my medical record. Overall a poor experience when my dealings with other NHS health care professionals from cancer diagnosis in Jan 2025 has been first class."
- "was told i would get a call back but never recieved it"

Don't know:

No comments.