



# ORCHARD

## FAMILY PRACTICE

### Friends and Family Test March 2026 Results

Total responses: 199

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

Very good	176 (88.4%)
Good	16 (8%)
Neither good nor poor	4 (2%)
Poor	1 (0.5%)
Very poor	2 (1%)
Don't know	0 (0%)

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

Very good:

- "The Dr carefully investigated/discussed all of my symptoms."
- "The nurse was excellent, clear instructions throughout the smear test"
- "I came out of surgery feeling positive after having my consultation with Doctor. I didn't feel rushed by the doctor and she answered my questions with care."
- "Looked after well"
- "Always friendly professional experience"
- "Very professional very friendly"
- "The staff and the Nurse - Karen who took my blood pressure and gave me advice was pleasant during my visit."
- "On time and friendly"
- "zkaren Moyes is a credit tonthe practice friendly and professional. Has the ability to put people at ease"
- "Just reassured me"
- "Deborah is so friendly and so helpful and put my worries to rest"
- "Very friendly staff"
- "Ran to time. Consistently of care."
- "Always very friendly"

- "Always very kind and helpful"
- "Appointment on time. Very friendly and helpful nurse. She was actually interested in me and listened to what I had to say."
- "Seen on time, nurse excellent in every way, helpful, informative, personable and professional"
- "Excellent no complaints"
- "Excellent service with a nurse."
- "Everyone was very kind ."
- "Always friendly and helpful"
- "Really good experience and the nurse was fantastic"
- "My doctor is very good and I will only go to him. He is the only doctor I trust. He will always make a referral if necessary, which is what happened on the day."
- "Everyone very helpful"
- "Nice friendly nurse and very efficient"
- "On time Welcoming and friendly"
- "Excellent explanation for my treatment by the health professional that attended to me"
- "Friendly caring doctor"
- "Not long wait"

Good:

- "Locum Doctor listens to my concerns and acted on the with a referral"
- "I was listened to. It's not the surgery's fault that there is a lack of survived, funding and support.."
- "The nurse was very nice and efficient"
- "Appt on time, nurse very helpful"
- "Although I was disappointed that my blood test results were not good I was treated with respect by the Diabetic Nurse. She gave helpful advice and I hope I my results will improve if I succeed in following her advice."
- "Service was good and on time."

Neither good nor poor:

*No comments.*

Poor:

*No comments.*

Very Poor:

- "The doctor was amazing but I called at 8.00 on Monday to get an appointment, I got a call back and was told by the doctor that he needed to see me in person and he'll get the reception team to call with an appointment for that day. They did not call me so I called them after their lunch break and got told there was nothing they could do. There was no appointments and that I'd have to call back again at 8.00 the next day. This made me very angry and upset."

Don't know:

*No comments.*