



ORCHARD

FAMILY PRACTICE

Friends and Family Test

April 2026 Results

Total responses: 293

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

Very good	265 (90.44%)
Good	27 (9.22%)
Neither good nor poor	1 (0.34%)
Poor	0
Very poor	0
Don't know	0

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

Very good:

- "Dr Karn is so helpful and have looked after me and when I was go though a bad patch"
- "All staff very helpful and happy, area nice and clean, Doctor very helpful"
- "Very professional"
- "Nice and polite staff"
- "Very helpful and friendly"
- "Appointment on time and very efficient."
- "Brilliant travel jab nurse service. She was super friendly and put my daughter at ease. She also provided lots of useful information sites for us to check before we leave, to make sure there aren't any problems, as well as preparing us for to make sure how to avoid bites, food preparation, drinking water issues, etc. very grateful for such a comprehensive service, thank you"
- "Professional staff and on time"
- "Quick painless"
- "Thanks you doctor"
- "Very helpful"
- "Everything went smoothly and all staff were very helpful and attentive. Thank you"

- "Seen on time , blood test was straight forward. Friendly efficient staff."
- "Nurse was very friendly and efficient"
- "Everybody always really friendly"
- "Professional, prompt, knowledgeable"
- "Very good service pleasant staff"
- "Seen promptly and given referral."
- "On time, Victoria was friendly, explained fully and was able to answer my question about my medical record."
- "Injection before time"
- "Appointment on time checks done before injection."
- "I didn't have to wait ,in and out very quickly"
- "Doctor very pleasant and knowledgeable. Felt reassured"
- "I was early for my appt and was seen early than the allotted time, all of the staff were very friendly."
- "Victoria was very professional in her work & most certainly had a human empathy. First class service"
- "All my questions were answered and I was given plenty of time to discuss my cholesterol results. We also discussed my HRT. The doctor was very kind and asked me how I was after the death of my father who she had supported during his cancer diagnosis and end of life care."
- "Excellent service"
- "Professional friendly prompt"
- "Very efficient and professional experience."
- "Karen is lovely .. puts you at ease, explains everything and just makes going to surgery at lovely experience"
- "Shes such a lovely nurse and her bright outfits always make me smile."
- "Cheerful.on time ,very efficient"
- "Nice staff. Good consultation, timely and efficient."
- "Appointment was almost on time, Dr Khan was very informative and attentive"

Good:

- "Appt on time and nurse polite and friendly"
- "Dr Khan listened to my issues and was very helpful and caring"
- "Very informative"
- "Happy to have had the advise, friendly member of staff"
- "No bad experiences all positive"

Neither good nor poor:

- "Not happy with reception staff.. unhelpful"

Poor:

No comments.

Very Poor:

No comments.

Don't know:

No comments.