



ORCHARD

FAMILY PRACTICE

Friends and Family Test

May 2026 Results

Total responses: 180

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

Very good	151 (83.9%)
Good	25 (13.9%)
Neither good nor poor	3 (1.7%)
Poor	1 (0.5%)
Very poor	0 (0%)
Don't know	0 (0%)

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

Very good:

- "The doctor and nurse we saw today were absolutely amazing and were very interactive with my baby. Reassured us as first time parents"
- "Was called in on time, great."
- "Seen on time and injections given in a very pleasant and efficient manor."
- "Appointment on time Victoria very nice explained information clearly"
- "The staff were very friendly"
- "Excellent as always"
- "Fast and efficient"
- "The lady who did my Covid jab was very informative and polite"
- "Lovely staff, friendly and helpful"
- "Thankyou for an appiontment on tuesday"
- "Nurse was fabulous. I'll always recommend Orchard. Miles better than them upstairs!!"
- "Rayner and Karen made me feel very relaxed very quickly and then got to sort out my ailments"
- "The Doctor sorted everything and I felt better off"
- "All questions answered, gave sound advice"
- "Lovely doctor who was very sympathetic."

- "Friendly and reassuring staff"
- "Very helpful"
- "As always Ms Karen Moyes gave friendly efficient service."
- "Quick and easy visit for a blood test."
- "Karen the nurse was very friendly and patient with my elderly mother."
- "Nurse Jane was very reassuring and explained to me why I needed a second blood test"
- "Appointment on time, nurse was amazing. Very reassuring and explained processes"
- "Seen on time, friendly and informative."
- "Appt on time, and nice lady."
- "Very helpful doctor"
- "Prompt service, pleasant staff"
- "Nurse was lovely made me feel comfortable"
- "The staff here are so so professional the experience is like I'm on private healthcare, maybe the NHS could learn from this practice! We'll never know."
- "Nice nurse. Good chat about my health."
- "Nice chat. The dr listened"
- "Because of no waiting time so doctor come out lobby sitting call me so I live treatment very well."
- "Appointment with Doctor went very well, very pleased with the outcome."
- "Karen welcomed me and after checking my history, explained clearly the procedure for syringing my ears. It was all done very efficiently but with kindness and good humour. A lovely experience. Thank you"
- "Very well looked after and treated"
- "Mandy was super really friendly and accommodating"

Good:

- "Telephone call was fine. Doctor excellent. Not happy with the reminder texts which stated my appointment was at the surgery. I went there first and wS told it was a telephone appointment"
- "The nurse was very efficient and has changed my medication."
- "The service of the Nurse is good but the 2 receptionist is not good at all! The patients are standing already in front of the line but they don't care. They just chatting carry on chatting so bad even though patient already there! It's ok yo chat if it's about work but gossiping. Receptionist they need to be mindful because we can overheard the conversation. I hope Orchard will train the receptionist to greet patients with smile and be more friendly and helpful!"

Neither good nor poor:

- "Wanted to query something with Karen, no appointments left"

Poor:

No comments.

Very Poor:

No comments.

Don't know:

No comments.