



ORCHARD

FAMILY PRACTICE

Friends and Family Test

June 2026 Results

Total responses: 146

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

Very good	122 (83.6%)
Good	18 (12.3%)
Neither good nor poor	5 (3.4%)
Poor	0 (0%)
Very poor	1 (0.7%)
Don't know	0 (0%)

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

Very good:

- "Appt made same day. Put my mind at rest, very professional service. Thank you."
- "This today and dr khan gp have been by far the best appointments in my recent cancer diagnostic process"
- "It's all down to the nurse who's very pleasant"
- "Very friendly and efficient"
- "Staff very helpful and knowledgeable"
- "Dr Nanra really is one of the best GPs I've had. Without fail he always takes the time to listen to you."
- "Very pleased with being seen in a timely manor. Listened to and given time."
- "Prompt appointment with clear explanation and suggestions for way forward."
- "Nurse very nice explained things very well."
- "Dr was on time and explained everything to me"
- "I was seen on time. Good consultation, all friendly staff."
- "The female doctor i saw was completely understanding of my issues she listened and took actions to find answers for me. It was absolutely wonderful to have spoken to a GP"

who was invested in their patient... Something that has not happened for a long, long time. Thank you so much"

- "Friendly, comfortable and professional"
- "Vicky is a lovely nurse. Very professional but friendly. I'm very pleased with her help."
- "Im new to the surgery and the lady i see today was so very helpful and helping me get my health conditions better"
- "The nurse was very nice and good at explaining the choices that I had"
- "Good service"
- "Excellent"
- "Blood test. Quick and painless. Pleasant staff."
- "Friendly and polite staff. Kept in touch via text and phone about the appointment."
- "Pleased to meet the new diabetic nurse ,a very pleasant lady and pleased with my progress many thanks."
- "Always good service"
- "Gemma was very helpful and friendly."
- "Nurse very good, gave all nescery information."
- "Nurses are always so pleasant and reception staff are excellent, always helpful."
- "Staff are all very welcoming and can get appointment if needed"
- "Nurse so thoughtful cancelling my appointment because of the heat. She is the most wonderful nurse and does so much"
- "It was very good"
- "Quick and easy"
- "Appt was early, didn't not have to wait another hour for a b/p. Karen did both of them together,"
- "Very friendly"
- "Nurse was very good took her time"
- "The doctor was very good"

Good:

- "Appt on time. Dr listened and answered all my questions. However. The bp results that were needed we not available to the dr"

Neither good nor poor:

- "Dr didn't know why I was there, even though your nurse practitioner booked the appointment. Spent most of the appointment going back over my medical history, so didn't get all of the benefit of f2f. Dr has a strong accent making some words hard to hear, so a lot of repeating had to take place to ensure we both understood what was going to happen going forward. I did however get a positive result from my appointment, in that I received a referral and despite all of the above, I felt the doctor knowledge & compassion was first class."

Poor: *No comments*

Very Poor: *No comments*

Don't know: *No comments*