



ORCHARD

FAMILY PRACTICE

Friends and Family Test

July 2026 Results

Total responses: 159

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

Very good	133 (83.6%)
Good	21 (13.2%)
Neither good nor poor	3 (1.9%)
Poor	1 (0.6%)
Very poor	1 (0.6%)
Don't know	0 (0%)

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

Very good:

- "The Doctor was concerned with my wellbeing and decided positive action for which I am grateful"
- "Doctor listened easy to use to app"
- "My situation and concerns were listened to and I was given all the options available to me. Vicky was friendly and informative."
- "All reception staff, doctors and nurses have been nothing but great since I registered back here. Everyone takes their time to listen and help you."
- "Friendly nurse"
- "Professional and caring system."
- "Very professional and kind"
- "Everyone is very kind"
- "Because i always get a good service from the nurse.In and out in 3 minutes job done."
- "Excellent experience as always. Caring and professional"
- "Because she was good and very helpful"

- "I was waiting in the wrong place so missed my appointment but the nurse saw me anyway. She was flexible and skilled"
- "Made to feel welcome"
- "I had certain worries and Dr. Khan sorted or arranged to be seen by certain departments at Medway."
- "Karen was wonderful as always"
- "There were no delays"
- "Dr Khan such a kind compassionate doctor"
- "The doctor was very gentle and always saying he was sorry if he hurt me in any way very polite. And helpful and gave me all the information needed."
- "Staff polite and helpful. Minimal waiting ,in fact I was seen earlier than expected appointment time."
- "All good, would just like to say the reception staff are absolutely first class"
- "On time no problems"
- "Quick on time painless and caring service .thank you ."
- "No waiting, staff friendly and helpful"
- "Great staff"
- "Nurse Karen called me in on time, she always makes me feel relaxed. And my blood pressure was good"
- "Very friendly lady who took my blood sample"
- "Really helpful. Very polite and friendly"
- "Appointment on time and the nurse was nice"
- "My appointment was on time and the nurse was extremely pleasant. I asked for more than my appointment and the nurse took advice and te ted me that day to say it was all done. Thank you ."
- "Because both Victoria and Karen are brilliant!"
- "We were seen on time. The Dr was kind to my son and sorted out a solution for his spots/rash"
- "The nurse, I think Victoria? Was amazing! So kind and thoughtful. I felt relaxed and confident in her care"
- "Glad to have had a lady Doctor and was very nice. Explained all symptoms. Went home very happy. Thank you."
- "Karen is a star nurse - upbeat, friendly and helpful."
- "Dr Khan is kind caring professional and listens to any concern I put to her and there was a few lol"
- "Nurse was amazing, really helpful and lovely"
- "Dr Khan is wonderful! She takes the time to listen & makes you feel at ease with anything you need to discuss. She's also not afraid to refer or investigate further if she feels it is needed."
- "Very prompt appointment and helpful Doctor resulting in referral for much needed scan."
- "Mandy could not have been nicer. She was incredibly friendly, and put me at ease. She was very thorough and professional. She explained everything clearly and answered any of my questions. It was an appointment I'd been dreading and she made it a very positive experience. I cannot praise her enough."

- "Mandy is very friendly, polite and professional . Thank you"
- "Karen is friendly and very knowledgeable, quick and efficient" what more could you ask for"
- "He was very nice. The doctor explained to me what was wrong. Very satisfied."

Good:

- "Very helpful and reassured me"
- "Seen before my appointment time, polite staff"
- "I was pleased with the service"

Neither good nor poor:

- "I would have liked more time to discuss my situation with the doctor, or to be referred to a back specialist. The receptionist was quite dismissive when I waited to make a physio appointment."

Poor:

No comments.

Very Poor:

- "Dr Kennedy Ogujiuba Was rude and rushed the whole appointment and HE was late for my appointment"

Don't know:

No comments.