



ORCHARD

FAMILY PRACTICE

Friends and Family Test August 2026 Results

Total responses: 128

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

Very good	108 (84.4%)
Good	14 (10.9%)
Neither good nor poor	2 (1.6%)
Poor	3 (2.3%)
Very poor	0 (0%)
Don't know	1 (0.8%)

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

Very good:

- "Staff efficient, seen at designated time. Felt listened to by practice nurse."
- "Very happy with my diabetes check, on time and information provided was clear as was the advice given"
- "Everything went smoothly and on time"
- "Everyone very happy and kind"
- "Everyone very kind"
- "Saw Mandy for asthma check she was brilliant"
- "Excellent"
- "I was having a blood test but thought it was with phlebotomy but it was actually with the surgery. Therefore I waited for 10 mins without realising. The nurse managed to fit me in."
- "I got an appointment the next day and a scan within a week. Special mention to the receptionist who sorted out the scan which will be at the practice. Thank you for looking after me on the day."
- "An appointment was available. The appointment ran to time."
- "Dr Khan was amazing referring my husband to stroke clinic where it was confirmed he had a TIA. She was so thorough asking questions and talking to me also. We can't thank her enough"
- "A very lovely lady"

- "Very kind"
- "I was not sat for a min and was called, brilliant.Thanks"
- "Very understanding. Very helpful."
- Seen on time, great consultation. So pleased to be offered Shingles jab."
- "It was very helpful today. Hopefully the hospital can find answers."
- "Prompt appointment. Offered next steps and testing at the visit and all.staff friendly and engaged."
- "Quick, friendly and helpful"
- "I was seen on time .nurse was very easy to talk to and she talked to me about everything she was going to do."
- "Pleasant staff."
- "Because the staff at orchard are very friendly always has a smile on there faces they are all very polite and caring as it should be you are all a credit to your profession"
- "Reception staff , Nurses & Drs all very nice and Dr. Uppal really listened and is very nice especially with gynae / womens issues."
- "Karen bright and bubbly, very calming atmosphere with all the staff. Thank you very much."
- "Discussed various options concerning treatment and it was a joint decision on the next steps. More than happy with the outcome."
- "Lovely nurse that I saw very helpful and friendly"
- "Staff are very polite and the surgery is always welcoming. Nurse Gemma saw myself and my son for his vaccinations and remembered us both from previous appointments. She was lovely to myself and made a fuss of my son"

Good:

- "Outcome i wanted"
- "friendly staff had to wait to see locum doctor but ok"
- "I'm happy with the services provided"
- "Seen on time"

Neither good nor poor:

- "Although the GP listens to me I always feel theres not enough time and rushed"

Poor:

- "I had a near panic attack, because I wasn't told that I was meant to sign in for a blood test. The layout is confusing and not self explanatory. The receptionist was not sympathetic at all and treated me like a liability."
- "Did not feel that we were listened. We (my son 11 Y and myself)were called in to the consultation room 5 minutes late. Doctor's gestures were indicative that he's in a hurry. He even verbally admitted it once when my son was bit hesitant to let his penis examined. I do not disagree with the management he's given. However, at the end. I again made to think that it's not getting an half-day leave and attending this appointment. But overall there's a major element of service compromised- patient satisfaction. He gave me an empty container for urine dip. No request/no label. Just because of my background of being a HCP, I enquired about it. But what's the situation of a lay person. I was not sure how does the urine dip result will be transferred in to my son's records without having patient identification details. On my return from the consultation room, I asked the receptionist- she advised me to write down my son's details on the tube. This is not aligned with the digitisation policy of the NHS, I feel."

Very Poor:

No comments.

Don't know:

No comments.