



ORCHARD

FAMILY PRACTICE

Friends and Family Test September 2026 Results

Total responses: 156

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

Very good	138 (88.46%)
Good	12 (7.69%)
Neither good nor poor	2 (1.28%)
Poor	2 (1.28%)
Very poor	2 (1.28%)
Don't know	0 (0%)

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

Very good:

- "The lady i sore was very good"
- "The staff"
- "Doctor called in to address my concerns immediately"
- "On time"
- "Doctor was very helpful. Person centred care"
- "Both nurse & doctor ran to time & were helpful, thorough & friendly"
- "Seen quickly Mandy was kind, professional and understanding and gave lots of information"
- "We had a nice day."
- "I would like to say how wonderful and professional Mandy was today. She could not have helped me anymore a credit to the practice."
- "Very friendly and helpful nurse talked me through my options. She was very knowledgeable and made me feel comfortable"
- "Doctor is easy to talk to and it's a two-way conversation. She listens and addresses any concerns and questions. However worried or anxious patient may be feeling she makes you feel comfortable talking to her."
- "Very cheerful, helpful and professional."
- "The nurse helppped to sort out my injection..."

- "First class care very impressed."
- "Appointment started on time and nurses very attentive"
- "Nurse Karen listens and professional"
- "Very kind and knowledgeable"
- "Quick efficient and friendly app"
- "Very welcoming and friendly"
- "All went well thanks"
- "Vicky was thorough and friendly"
- "Victoria was on time and fantastic"

Good:

- "Appointment on time, staff always very pleasant ."
- "Appointment was on time ..follow up . memory test done quite happy.. Dr Khan seemed slightly different with me than the last few times i have seen her"
- "Kind and helpful"
- "Very good service"

Neither good nor poor:

No comments.

Poor:

No comments.

Very Poor:

No comments.

Don't know:

No comments.