ORCHARD

FAMILY PRACTICE

Friends and Family Test
October 2026 Results

Total responses: 422

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

Very good	375	88.86%
Good	45	10.66%
Neither good nor poor	1	0.24%
Poor		
Very poor	1	0.24%
Don't know		

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

Very good:

- Really happy with the service I get. All members of staff I have been in contact with are very friendly and helpful
- I was seen on time . The practioner was cheerful polite & professional
- Prompt service. Caring and professional nurse
- Just very pleasant
- Amazing doctor and best receptionist
- Very quick & efficient flu vaccine
- ""
- I arrived in plenty of time for my appointment. Was seen viryually straightaway. Procedure was quick and painless
- ""
- The staff was polite and helpful and the nurse was very helpful and friendly and I did not feel as if I was a trouble

- The receptionist are lovely, kind friendly. The doctors and nurses are brilliant. They take time to listen to you, which is rare. My last doctor had an egg timer on his desk. I'm happy with the surgery
- Friendly and polite staff
- All good thanks, no problems to report
- Polite quick and efficient service
- ""
- We turned up early,seen straight away,polite and very efficient well done
- All good, thank you.
- Everyone organised, polite. Had apptmt early too.
- Amazing service and explanation
- On time No waiting Very welcoming
- It was very quick and strait forward
- Easy, quick and pain free.
- Prompt and very well delivered care
- Excellent patient service
- Everything worked perfectly. The check-in was great. The receptionist brilliant ? the Doctor I saw considerate, and reassuring. Even the nurse who gave me my jab apologised for the pain. ? All very efficient and effective
- Appointment on time
- Always make me feel very comfortable and explain everything very clearly
- Because there was no waiting and the staff are always pleasant
- Came for flu and covid jabs. Seen and dealt with promptly, and before booked time!
- Staff very efficiant and appointment on time
- “”
- As always tha staff are very pleasant and my appt was on time
- My visit was quick and professional
- I was seen on time, excellent service
- Very efficient. There was very little waiting time. All staff there very friendly and helpful
- All very quick
- Very quick, professional and pleasant staff.
- Very efficient no time wasting all good
- Promt and efficient service as usual
- On time
- I didn't have to wait long and nurse was very nice
- It was easy enough to find out where to go for my flu jab, after asking at reception in the main lobby. I didn't have to wait long at all in the queue, even though I arrived a little early for my appointment. The nurse delivering my jab was business like, but friendly
- Dr Uppal was lovely
- Seen on time and injections pain free. Nurse very pleasant
- Very good Thanks
- Nurse was friendly and efficient
- On time
- Cannot fault it

- Very quick informative and efficient
- Straight in, straight out and on time
- Prompt, efficient and friendly
- On time
- On time and very nice
- The Doctor., nurse and receptionists were first class. The examination was thorough and I was given extensive information to put my mind at rest
- Prompt timing. No fuss
- Very good very professional
- Excellent
- ""Friendly and heipful service as usual
- ""
- Very good.on time. Everyone friendly
- Great time keeping as went in very promptly. Good advise from the Gp very pleasant to talk to
- All ok explained things and very efficient
- ""
- Straight through no waiting time. Appointment in time. Injection done within a minute and out again
- Flu jab was quick and painless and receptionist Deb was very helpful
- Friendly, professional service
- Always receive friendly service and very welcoming.
- Very good , no problem. Thankyou
- Good experience
- Flu,covid injections,lovely did not feel a thing?
- Understanding nursery, answered all questions. Friendly, efficient and professional
- Excellent service. Answered all my question
- Lady's on the front desk very polite and helpful. Ms Karen Moynes is so thorough,professional, and knowledgeable can't thank them enough
- As always perfect
- Thank you very much I appreciate the orchard practice all the staff they work very hard and are always very helpful many thanks
- "Nurse Karen was polite, friendly, professional with a reassuring sense of humour.
- Friendly and professional staff
- Nikki is always so kind and listens. She is great

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Good:

- Dr Saba Khan was brilliant very informative and listened to my worries and offered advice to help. Left feeling like a good plan was in place and more positive than when I arrived
- The nurse and reception are nice and warm.
- On time with appointment.
- Was seen fairly promptly and nurse was very patient with my elderly mother
- Answer and resolved problem
- It was ok

- Well done
- Because it was straight forward no waiting.
- I was called quite soon after my nominated time and the reception were very helpful and kind
- The nurse was nice. I was not aware that I had to wait in a corridor until I heard someone else ask reception
- The nurse was very efficient. We checked in on the screen and reception, but there was nothing to tell us to go and wait by the nurses room
- “”
- All went well
- Good
- Good thankyou
- Staff are always very helpful. Had Flu Jab, didnâ€™t take long
- Staffthatsmile
- “”
- The nurse very helpful

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Neither good nor poor:

- Just wanted to talk to a diabetic nurse on phone but I had to phone next morning at 8am just to book a telephone appointment

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Poor:

Very Poor:

- Not a great experience I thought using the doctor for help was my first call rather than blocking up A&E. I am not an individual that keeps pestering the doctors and I feel my voice has not been heard and I am currently living with constant pain. Poor show team

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Don’t know: