

# Orchard Court

## FRIENDS AND FAMILY TEST – Monthly Feedback – FEBRUARY 2015

You've been giving us feedback on your care and treatment. We asked you –

**Question 1** – How likely are you to recommend our GP Practice to friends and family if they needed similar care or treatment?

Number of responses	Extremely likely	Likely	Neither likely nor unlikely	Unlikely	Extremely unlikely	Don't know
12	12	0	0	0	0	0
<b>Comments -</b> Great surgery, excellent service / wonderful surgery, great care and attention / very helpful staff / The doctors are kind and helpful / I have had excellent service, very quick to get an appointment for doctor and nurse. Nurses are particularly helpful.						

**Question 2** –If we could change one thing about your care or treatment to improve your experience at Orchard Court, what would it be?

<b>Comments -</b> Service cannot be improved / take calls earlier than 8am / get in faster for emergency appointment
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These results are posted on the Practice Website and in the waiting room every month.