

Orchard Court

FRIENDS AND FAMILY TEST – Monthly Feedback – November 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 |
|--|------------------|--------|-----------------------------|----------|--------------------|------------|
| | 8 | | | | | |
| Comments – My doctor listens to me & treats me with respect – good receptionists. Prompt & friendly service and professional GP's | | | | | | |
| The ease of your on-line system is ongoing. Excellent service always. You always get to see a doctor within a few days. I feel it's a good | | | | | | |
| Practice. This surgery gives the best care from both GP & reception, always appointments if you really feel like you need to be seen. | | | | | | |
| We are treated with respect and all doctors and staff are remarkable. | | | | | | |

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

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| Comments – Can't think of anything. not seeing the same doctor all the time. None. No. Nothing. None. Nothing 10/10 on everything |
| Nothing at all its all great. |
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These results are posted on the Practice Website and in the waiting room every month.