

**ORCHARD HOUSE SURGERY -
Results from The NHS Friends & Family Test - May 2017**

We asked you: How likely are you to recommend our service to friends and family if they needed similar care or treatment?

		Recommended
Extremely likely/Likely	6	86%
Unlikely/Extremely unlikely	1	14%
Neither likely, unlikely or don't know	0	0%

You also said:

The nurses and doctors always solve my problems quickly. They listen and advise. Their rooms etc are always clean. They show kindness every time. The receptionists always do there best to get appointments and handle me when I can be bad tempered, ill-mannered and upset. They never hold a grudge, for all this I cannot thank this practice and everybody in it enough. Complaints - I have none.

Being 80 years of age we have had various surgeries and this is by far the best in every respect. Nobody and everything is perfect all the time, but taking everything into consideration, your practice is great!

Always available appts when required. Very pleasant staff.

