

LEYTON HEALTHCARE

Results of the Friends and Family Test – April 2018

Thank you for providing us with feedback, we received a total number of 70 responses with 87% of patients recommending our practice.

SUMMARY OF RESPONSES

Extremely Likely	Likely	Neither likely or unlikely	Unlikely	Extremely unlikely	Don't Know
22	39	5	3	0	1

Example of comments received:

Extremely Likely and Likely

- GOOD PRACTICE - CAN BE VERY BUSY THOUGH
- GOOD SERVICE
- I'M HAPPY WITH YOUR SERVICE
- FRIENDLY AND NICE STAFF
- I ALWAYS GET APPOINTMENT IN A GOOD TIME AND IT WAS QUITE FAST
- I ALWAYS GET GOOD SERVICE BOTH DOCTOR AND NURSE. STAFF ARE EXCELLENT I WOULD NOT HESITATE TO RECOMMEND FRIENDS
- PROMPT SERVICE
- GOOD CUSTOMER SERVICE
- ALTHOUGH IT MAY TAKE A WHILE TO GET AN APPOINTMENT, ALWAYS GET PROFESSIONAL HELP, ADVICE AND SUPPORT
- GOOD SERVICE, POLITE ON RECEPTION, CLEAN PRACTICE
- I HAPPY FOR THE TREATMENT AND THE RESPONSE IN HERE
- KNOWLEDGEABLE FRIENDLY PROFESSIONAL STAFF. NEVER HAD A NEGATIVE EXPERIENCE OVER MANY YEARS OF USING THE PRACTICE

Neither Likely or Unlikely

- MIXED EXPERIENCE. DOCTORS ARE GENERALLY VERY GOOD. RECEPTION STAFF MIXED EXPERIENCE. HARD TO GET APPOINTMENTS
- I'M AWARE OF GOVERNMENT SPENDING CUTS AND MORE PEOPLE USING THE SERVICE

Unlikely and Extremely Unlikely

- NOT HAPPY WITH SERVICE
- I WAITED 40MINUTES TO BE SEEN AFTER MY APPOINTMENT TIME. NO APOLOGY WAS GIVEN

Improving our Surgery

From the April feedback we are now reviewing the comments received to improve the service we provide. ++The positive comments about our staff are much appreciated and have been shared with all the staff here at Leyton Healthcare.

If you would like further information on the Friends and Family Test then please speak with a member of staff.