

## LEYTON HEALTHCARE

### Results of the Friends and Family Test – August 2015

Thank you for providing us with feedback, we received a total number of 13 responses with 92.3% of patients recommending our practice.

#### **SUMMARY OF RESPONSES**

Extremely Likely	Likely	Neither likely or unlikely	Unlikely	Extremely unlikely	Don't Know
4	8	1	0	0	0

#### **Example of comments received:**

##### **Extremely Likely and Likely**

- I FEEL THIS WAY BECAUSE THE SERVICE IS GREAT AND NEVER HAD ANY ISSUES WITH THE PRACTICE
- I HAVE BEEN WITH THIS PRACTICE FOR NEARLY 8 YEARS AND I'VE ALWAYS BEEN HAPPY WITH THE SERVICE I GET
- APART FROM THE LONG WAITING TIMES, I AM VERY SATISFIED WITH MY CARE THAT WE RECEIVE
- TREATMENT IS ALWAYS SPECIFIC TO MY MEDICAL HISTORY
- VERY NICE RECEPTIONISTS, EVERYBODY POLITE

##### **Neither Likely or Unlikely**

- LONG WAITING TIMES - HARD TO GET A QUICK APPOINTMENT

##### **Unlikely**

NO RESPONSES WERE RECEIVED IN THIS CATEGORY

##### **Extremely Unlikely**

NO RESPONSES WERE RECEIVED IN THIS CATEGORY

#### **Improving our Surgery**

From the August 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.*