

LEYTON HEALTHCARE

Results of the Friends and Family Test – August 2016

Thank you for providing us with feedback, we received a total number of 30 responses with 93.3% of patients recommending our practice.

SUMMARY OF RESPONSES

Extremely Likely	Likely	Neither likely or unlikely	Unlikely	Extremely unlikely	Don't Know
12	16	2	0	0	0

Example of comments received:

Extremely Likely and Likely

- STAFF ARE ALWAYS HELPFUL A PLEASANT IN MANNER AND PATIENT WITH ME. THANK YOU
- KIND AND PROFESSIONAL SERVICES. ANSWERING THE PHONE. TIDY AND CLEAN STRUCTURE
- AS SOON AS I CALLED THE SURGERY THEY ARRANGED AN EMERGENCY APPOINTMENT FOR WITH IN 2 HOURS. OTHER SURGERIES USUALLY DON'T GIVE THEM OUT SO EASILY
- HAPPY WITH MY CARE AT THE SURGERY, RECEPTION STAFF ARE ALWAYS WELCOMING
- THE NURSE WAS FRIENDLY, EFFICIENT AND KNOWLEDGEABLE. VERY SPEEDY. LIKED MY TEXT APPOINTMENT REMINDER
- VERY GOOD SERVICE PROVIDED BY STAFF AND GP
- A FRIENDLY STAFF HAPPY WITH THE SERVICE

Neither Likely or Unlikely

- TWO RESPONSE RECEIVED - NO REASON WAS GIVEN

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.