

## **LEYTON HEALTHCARE**

### **Results of the Friends and Family Test – August 2018**

Thank you for providing us with feedback, we received a total number of 82 responses with 87% of patients recommending our practice.

#### **SUMMARY OF RESPONSES**

Extremely Likely	Likely	Neither likely or unlikely	Unlikely	Extremely unlikely	Don't Know
32	40	6	0	12	2

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

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

- EVERYONE IS NICE AND UNDERSTANDING
- DOCTORS AVAILABLE. GREAT COMMUNICATION. VERY PROFESSIONAL
- I DO LIKE THIS SURGERY
- LOCAL AREA, GOOD OPEN TIMES, GOOD SERVICE
- I HAVE BEEN ATTENDING THIS PRACTICE FOR MANY YEARS AS WELL AS MY CHILDREN AND THE SERVICE IS ALWAYS FRIENDLY AND POLITE FROM STAFF AND THE DOCTORS AND NURSES ARE ACCOMMODATING AND GIVE POSITIVE DIAGNOSES
- GOOD SERVICE NICE AND POLITE RECEPTIONISTS PROFESSIONAL DOCTORS
- PLEASANT AND HELPFUL STAFF AT RECEPTION. SUPPORTIVE GP AND NURSES

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

- TAKES TOO LONG TO AN APPOINTMENT
- GREAT SURGERY

##### **Unlikely and Extremely Unlikely**

- TWO RESPONSES RECEIVED - NO REASON WAS GIVEN

##### **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.*