

## LEYTON HEALTHCARE

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

Thank you for providing us with feedback, we received a total number of 33 responses with 90.9% of patients recommending our practice.

#### **SUMMARY OF RESPONSES**

Extremely Likely	Likely	Neither likely or unlikely	Unlikely	Extremely unlikely	Don't Know
17	13	3	0	0	0

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

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

- GOOD SURGERY. STAFF ARE FRIENDLY AND PROFESSIONAL. COULD IMPROVE WAITING TIMES AS ON OCCASION NOT SEEN AT THE RIGHT TIME.
- I AM REALLY HAPPY WITH THE SERVICES I PROVIDED UNTIL NOW NO COMPLAINTS. THANKS
- THE RECEPTIONISTS ARE SO HELPFUL. DOCTORS GIVE TIME AND LISTEN
- STAFF ARE ALWAYS FRIENDLY. FACILITIES ARE ALWAYS CLEAN
- STAFF ALWAYS FRIENDLY. CAN BE DIFFICULT TO GET DOCTORS APPOINTMENT AND OFTEN NOT WITH SAME DOCTOR - CAN BE FRUSTRATING WITH ON GOING TREATMENT

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

- IT TAKES A WEEK OR TWO TO GET AN APPOINTMENT, WHICH IS NOT RECOMMENDED

##### **Unlikely**

NO RESPONSES WERE RECEIVED IN THIS CATEGORY

##### **Extremely Unlikely**

NO RESPONSES WERE RECEIVED IN THIS CATEGORY

#### **Improving our Surgery**

From the December 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.*