

LEYTON HEALTHCARE

Results of the Friends and Family Test – December 2017

Thank you for providing us with feedback, we received a total number of 68 responses with 82% of patients recommending our practice.

SUMMARY OF RESPONSES

Extremely Likely	Likely	Neither likely or unlikely	Unlikely	Extremely unlikely	Don't Know
28	28	8	0	2	2

SMS	Paper
0	68

Example of comments received:

Extremely Likely and Likely

- EVERYONE IS ALWAYS VERY HELPFUL
- RECEPTION STAFF ARE GOOD AND DOCTORS TAKE TIME TO ADDRESS YOUR NEEDS
- GOOD SERVICE NICE PEOPLE. ALWAYS HAPPY
- I ALWAYS BEEN TREATED WITH RESPECT AND STAFF ARE VERY PROFESSIONAL
- I RECEIVE A GOOD WELCOMING AND SERVICE IS CORRECT.
- GOOD DOCTORS AND NURSES
- RARELY ATTEND THE GP BUT WHEN I DO I AM NEVER DISAPPOINTED. RECEPTION HELPFUL AND DOCTORS AND NURSES ARE GREAT
- I FIND THE SERVICE VERY GOOD
- GOOD SERVICE
- MOST OF THE TIME I WAS CAREFULLY LISTEN BY SOMEONE
- RECEPTION STAFF VERY HELPFUL. NURSES ARE EXCELLENT. DOCTORS ARE VERY GOOD. VERY HAPPY WITH ALL
- GOOD QUALITY CUSTOMER (PATIENT SERVICE)
- I AM PLEASED WITH THE SERVICE

Neither Likely or Unlikely

- VERY NICE DOCTORS AND STAFF
- SOME GPs ARE LOVELY OTHERS BEDSIDE MANNER IS NOT GREAT. THIS SERVICE VARIES GREATLY
- CLOSE TO HOME
- I HAVE TO WAIT LONG TIME TO SEE DOCTOR OR NURSE
- SOMETIMES WAITING TOO LONG FOR TREATMENT

Unlikely and Extremely Unlikely

- STAFF ARE RUDE. DOCTOR USE GOOGLE. RECEPTION NOT HELPFUL AND ARGUE!
- A DOCTOR DIDN'T PROVIDE ANY MEDICATION AND THE HOSPITAL DOCTOR SAID THAT YOUR GP SHOULD HAVE GIVEN YOU MEDICATION

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.