

## LEYTON HEALTHCARE

### Results of the Friends and Family Test – February 2016

Thank you for providing us with feedback, we received a total number of 30 responses with 90% of patients recommending our practice.

#### **SUMMARY OF RESPONSES**

Extremely Likely	Likely	Neither likely or unlikely	Unlikely	Extremely unlikely	Don't Know
15	12	1	1	1	0

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

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

- IT DOES TAKE A WHILE TO GET AN APPOINTMENT BUT THE LADIES ARE VERY FRIENDLY. THE DOCTORS I HAVE SEEN ARE GOOD. THE NURSE FANTASTIC
- HAPPY WELCOMING STAFF WHEN I CAME.
- ALWAYS VERY PLEASED AND THANKFUL FOR THE WELCOME AT RECEPTION AND THE NURSE WAS VERY PROFESSIONAL AND THOROUGH
- THE PROFESSIONALISM AND HELPFUL NATURE OF YOUR FRONTLINE STAFF, NURSES AND DOCTORS ALWAYS POLITE AND READY TO GIVE SERVICE AND ADVICE. TOP MARKS!!!
- I HAVE ALWAYS BEEN TO THIS DOCTORS, THEY HAVE VERY GOOD SPECIALISTS WHO HELP AND WARM WELCOME AT FRONT DESK

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

ONE RESPONSE NO FEEDBACK GIVEN

##### **Unlikely**

ONE RESPONSE NO FEEDBACK GIVEN

##### **Extremely Unlikely**

ONE RESPONSE NO FEEDBACK GIVEN

#### **Improving our Surgery**

From the February 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.*