

LEYTON HEALTHCARE

Results of the Friends and Family Test – February 2017

Thank you for providing us with feedback, we received a total number of 78 responses with 83% of patients recommending our practice.

SUMMARY OF RESPONSES

Extremely Likely	Likely	Neither likely or unlikely	Unlikely	Extremely unlikely	Don't Know
28	37	6	4	2	1

SMS	Paper
48	30

Example of comments received:

Extremely Likely and Likely

- I HAVE BEEN WITH THIS SURGERY FOR 32 YEARS HAVE HAD A VERY GOOD RESPONSES
- THE DOCTORS HERE ARE VERY GOOD ALBEIT IT'S NORMALLY A 2 WEEK WAIT FOR AN APPOINTMENT WHICH IS EXTREMELY FRUSTRATING
- HELPFUL
- DOCTORS AND STAFF ALWAYS REALLY HELPFUL AND LISTEN PROPERLY SO I AM VERY HAPPY WITH THE SERVICE
- THEY ARE FRIENDLY AND RUN A GOOD SERVICE - I GOT AN APPOINTMENT QUICKLY
- STAFF ALWAYS ENDEAVOUR TO GET ME AN APPOINTMENT OR THE ADVICE I NEED AS SOON AS THEY CAN. TODAY I WAS SEEN ON TIME AND WITH NO ISSUES
- THE DRS ARE VERY EFFICIENT AND UNDERSTANDING
- GOOD CUSTOMER SERVICE, SHORT WAITING TIMES
- FRIENDLY RECEPTION
- NURSES WERE HELPFUL
- SWIFT AND EFFICIENT SERVICE.

Neither Likely or Unlikely

- BOOKING APPOINTMENTS IS DIFFICULT, PHONE ENGAGED MOST OF THE TIME AND APPOINTMENTS ARE ONLY AVAILABLE AT LEAST 3 WEEKS AFTER THE CALL

Unlikely and Extremely Unlikely

- HAVE TO WAIT WEEKS FOR AN APPOINTMENT.
- WAITED THREE WEEKS FOR APPOINTMENT TO BE TOLD I WAS BOOKED IN WITH THE WRONG DR THE HAD TO WAIT A FURTHER TWO WEEKS FOR APPOINTMENT

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.