

## LEYTON HEALTHCARE

### Results of the Friends and Family Test – February 2019

Thank you for providing us with feedback, we received a total number of 78 responses with 81% of patients recommending our practice.

#### **SUMMARY OF RESPONSES**

Extremely Likely	Likely	Neither likely or unlikely	Unlikely	Extremely unlikely	Don't Know
30	33	9	2	3	1

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

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

- APPOINTMENTS ARE RELATIVELY FAST TO GET, GOOD SERVICE
- I HAVE ALWAYS GOT APPOINTMENTS WHETHER ROUTINE OR EMERGENCY ESPECIALLY FOR MY SON
- FAST, RELIABLE SERVICE WHEN SEEING A DOCTOR
- EFFICIENT SERVICE, FRIENDLY STAFF, EARLY AND LATE APPOINTMENTS
- DOCTORS, NURSES AND THE STAFF AT THE RECEPTION ALWAYS HELPFUL. DOCTORS TAKE TIME TO LISTEN TO THEIR PATIENTS AND NOT RUSHING
- HAVE BEEN A PATIENT FOR PAST 35YEARS, ALWAYS FELT TREATED PROFESSIONALLY, AND RESPECTFULLY
- RECEPTIONIST WAS POLITE AS ALWAYS, MY TRIPS TO THIS PRACTICE ARE ALWAYS PLEASANT DUE TO THE MANNERS
- THE DOCTORS ARE GOOD AND I LIKE THE PRACTICE AND THE FRONT DESK ARE NICE
- STAFF ARE ALWAYS FRIENDLY AND HELPFUL
- THE EMERGENCY APPOINTMENT SYSTEM IS GOOD
- RECEPTION STAFF AND DOCTORS HAVE BEEN HELPFUL, RESPONSIVE AND PATIENT

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

- GOOD SERVICE BUT NOTHING TO RECOMMEND
- WAIT FOR APPOINTMENTS IS VERY LONG BUT SERVICE ONCE APPOINTMENT IS SECURED IS PRETTY GOOD
- I DON'T HAVE FRIENDS ANY FAMILY IN AREA
- FRIENDLY STAFF

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

- USED TO BE A PATIENT HERE FOR MANY YEARS, APPOINTMENTS SYSTEM NOT GOOD HAVE TO WAIT FOR EVEN IF ITS EMERGENCY, NO PANICKING, PHONE IS NOT ANSWERED STRAIGHTAWAY
- TAKES AROUND 2 WEEKS TO GET A DOCTOR'S 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.*