

LEYTON HEALTHCARE

Results of the Friends and Family Test – January 2016

Thank you for providing us with feedback, we received a total number of 30 responses with 93.3% of patients recommending our practice.

SUMMARY OF RESPONSES

Extremely Likely	Likely	Neither likely or unlikely	Unlikely	Extremely unlikely	Don't Know
14	14	1	0	1	0

Example of comments received:

Extremely Likely and Likely

- FLEXIBILITY OF APPOINTMENTS AND FRIEND AND PROFESSIONAL STAFF
- VERY GOOD CUSTOMER SERVICE, I HOPE I WILL GET SAME SERVICE ALL THE TIME. EXTREMELY HAPPY WITH SERVICE.
- GOOD ALL ROUND PRACTICE
- RECEPTIONISTS ALWAYS HELPFUL IN TRYING TO FIND A SOLUTION
- FRIENDLY AND CARING STAFF. NEVER HAD TO WAIT TO BE SEEN BY THE GP. ALL DOCTORS VERY PROFESSIONAL AND COMPASSIONATE
- I CAN CHOOSE WHICH DOCTOR I WANT TO SEE. APPOINTMENT REMINDERS. ALWAYS CAN TALK TO THE DOCTORS OVER THE PHONE IF CAN'T COME IN

Neither Likely or Unlikely

- ONE RESPONSE RECEIVED - NO REASON WAS GIVEN

Unlikely

- NO RESPONSES WERE RECEIVED IN THIS CATEGORY

Extremely Unlikely

- ONE RESPONSE RECEIVED - NO REASON WAS GIVEN

Improving our Surgery

From the January 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.