

LEYTON HEALTHCARE

Results of the Friends and Family Test – January 2017

Thank you for providing us with feedback, we received a total number of 61 responses with 77% of patients recommending our practice.

SUMMARY OF RESPONSES

Extremely Likely	Likely	Neither likely or unlikely	Unlikely	Extremely unlikely	Don't Know
29	18	6	3	3	2

Example of comments received:

Extremely Likely and Likely

- FIND EVERYONE IS SO HELPFUL ALWAYS
- BECAUSE THE WAY YOU CARE
- BECAUSE OF A GREAT SERVICE
- I HAVE ALWAYS BEEN TREATED VERY GOOD
- RECEPTION STAFF COULD BE MORE FRIENDLY. HOWEVER, DOCTORS AND NURSES ARE AMAZING
- I HAVE BEEN WITH DR KAPOOR FOR THE LAST 35YRS, I HAVE ONLY REALLY EVER HAD A BAD RESPONSE AND REPORTED IT TO DR RASHEED AND THIS WAS DEALT WITH PROMPTLY. OVERALL VERY HAPPY, WOULD NOT CHANGE DR KAPOOR.
- PUNCTUALLY WHEN KEEPING APPOINTMENT TIME FRIENDLY, HELPFUL, POLITE STAFF KNOWLEDGEABLE, COMPASSIONATE DOCTOR WHO ACTUALLY LISTENS. THANK YOU
- STAFF IS COOPERATIVE. DOCTORS ARE HELPFUL AND KNOWLEDGEABLE. GIVE PROPER TIME TO PATIENTS.

Neither Likely or Unlikely

- TEST REMINDERS FOR APPOINTMENTS ARE GREAT. ALL THE STAFF SEEM TO WORK REALLY HARD WHICH IS GREAT TOO. GP CONTACT HAS BEEN MIXED - SOME ARE BETTER THAN OTHERS - SOMETIMES I'VE FELT LISTENED TO AND THAT THE GP WAS ATTENTIVE AND GREAT, SOMETIMES NOT. GENERALLY GOOD THOUGH AND A BIG THUMBS UP TO THE NHS! GOOD TO HAVE A PHARMACY ON-SITE. SOMETIMES I SEEM TO BE WAITING A LONG TIME IN THE WAITING ROOM, EVEN WHEN I'VE HAD AN EARLY APPOINTMENT. PHONING FOR RESULTS CAN BE MIXED - IT TO TAKE THE CALL ALWAYS/GET HOLD OF DOCTOR/NURSE AND SOMETIMES YOU JUST DON'T END UP GETTING YOUR RESULTS
- GPS AND PRACTICE NURSES ARE GOOD WHEN YOU SEE THEM. ACCESS CAN BE VERY DIFFICULT (USUALLY 2 WEEK WAIT FOR APPOINTMENT). VERY FRUSTRATING INCIDENT RECENTLY WITH A LETTER FOR IRON TABLETS FROM MIDWIFE - TOOK A HUGE AMOUNT OF EFFORT TO GET THESE TABLETS, INCLUDING BEING REQUIRED TO COME IN FOR A GP APPOINTMENT WHICH WAS NOT NEEDED, FOR WHAT SHOULD HAVE BEEN A VERY SIMPLE PROCESS.

Unlikely and Extremely Unlikely

- WAITED AN HOUR TO SEE THE NURSE TODAY
- LONG WAITING TIME AT THE PHONE AND AT THE GP . ALWAYS GOT APPOINTMENT AFTER 1 WEEK LATER.

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.