

LEYTON HEALTHCARE

Results of the Friends and Family Test – January 2018

Thank you for providing us with feedback, we received a total number of 98 responses with 73% of patients recommending our practice.

SUMMARY OF RESPONSES

Extremely Likely	Likely	Neither likely or unlikely	Unlikely	Extremely unlikely	Don't Know
30	41	14	7	3	4

Example of comments received:

Extremely Likely and Likely

- GOOD RESPONSIVE APPROACH TO MY HEALTH CONCERNS
- GREAT GPs AND STAFF AND NURSES
- THEY GIVE GOOD MEDICAL ADVICE AND GIVE RAPID REFERRALS
- DOCTOR WAS VERY POLITE AND I DIDN'T FEEL RUSHED. VERY THOROUGH IN DISCUSSING MY SYMPTOMS
- BECAUSE EVERYONE IS FRIENDLY AND NICE. ALWAYS GET APPOINTMENTS ALWAYS HAVE MANNERS ON THE PHONE VERY HELPFUL AND SUPPORTIVE
- I HAVE ALWAYS HAD A GOOD SERVICE ON THE WHOLE
- BEEN WITH HERE FOR OVER 40YEARS
- I HAVE BEEN A PATIENT WITH THIS PRACTICE NOW FOR NEARLY 30YEARS ALWAYS HAPPY
- HAVE NEVER HAD A BAD EXPERIENCE. STAFF GOOD. RECEPTION HELPFUL. GP AND NURSES PROFESSIONAL
- IT'S CONVENIENT TO WHERE I LIVE EVEN THOUGH I HAD TO WAIT FOR GP APPOINTMENT FOR 4 DAYS

Neither Likely or Unlikely

- SOMETIMES DIFFICULT TO ARRANGE APPOINTMENTS TO SEE THE DOCTOR
- NICE STAFF, HOWEVER MOST OCCASIONS I'VE VISITED APP HAVE BEEN DELAYED BY AT LEAST 20MINS
- MY EXPERIENCES AT THIS PRACTICE HAVE BEEN VARIED GREATLY FROM VERY FRIENDLY AND HELPFUL TO UNPLEASANT
- SERVICE IS PRETTY GOOD JUST QUITE LONG WAITING TIMES (ESPECIALLY FOR EVENING HOURS AND NOT OPEN AT WEEKENDS)
- STAFF FRIENDLY SOMETIMES HARD TO GET APPOINTMENTS

Unlikely and Extremely Unlikely

- RECEPTION ARE VERY RUDE AND UNHELPFUL. CAN NEVER GET AN APPOINTMENT. GP WAS NOT RE-ASSURING I FEEL NEGLECTED AND LET DOWN BY MY SURGERY!
- 4 WEEKS FOR APPOINTMENT
- WAS BOOKED WITH A NURSE WHEN ASKED FOR A DOCTOR THEN HAD TO WAIT 1 HOUR FOR MY APPOINTMENT WITH THE DOCTOR

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.