

LEYTON HEALTHCARE

Results of the Friends and Family Test – July 2017

Thank you for providing us with feedback, we received a total number of 30 responses with 83% of patients recommending our practice.

SUMMARY OF RESPONSES

Extremely Likely	Likely	Neither likely or unlikely	Unlikely	Extremely unlikely	Don't Know
7	18	4	0	0	1

SMS	Paper
0	30

Example of comments received:

Extremely Likely and Likely

- THE ONLINE APPOINTMENT SYSTEM IS VERY GOOD
- COOPERATIVE STAFF. KNOWLEDGEABLE AND CARING GP
- ALWAYS VERY HELPFUL ABOUT ANY ENQUIRES AND ALSO ALWAYS TRY THEIR BEST TO OFFER AN APPOINTMENT ASAP IF NEEDED
- FRIENDLY SERVICE
- STAFF ARE NICE. THEY LISTEN TO YOU. ONLY PROBLEM IS YOU DON'T GET APPOINTMENT SOON
- I'VE NEVER HAD ISSUES
- ALWAYS ON TIME AND GIVE US NOTICE VIA SMS. ALL THE GP AND STAFF ARE FRIENDLY
- THE RECEPTIONISTS ARE VERY PROFESSIONAL, HELPFUL AND PLEASANT. I ALWAYS RECEIVE THE PROPER INFORMATION AND CARE
- I HAVE BEEN A PATIENT OF THIS SURGERY FOR MANY YEARS
- VERY FRIENDLY PEOPLE

Neither Likely or Unlikely

- LONG WAITS FOR APPOINTMENTS - 3 WEEKS MIN. EFFICIENT SERVICE BUT LACK OF EMPATHY TOWARDS PATIENTS

Unlikely and Extremely Unlikely

- NO RESPONSES WERE RECEIVED IN THIS CATEGORY

Improving our Surgery

From the July 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.