

LEYTON HEALTHCARE

Results of the Friends and Family Test – March 2016

Thank you for providing us with feedback, we received a total number of 30 responses with 90% of patients recommending our practice.

SUMMARY OF RESPONSES

Extremely Likely	Likely	Neither likely or unlikely	Unlikely	Extremely unlikely	Don't Know
12	15	2	0	1	0

Example of comments received:

Extremely Likely and Likely

- AS FAR AS MOST SURGERIES GO, THIS IS ONE OF THE BETTER ONES. I CAN NEARLY ALMOST ALWAYS GET AN APPOINTMENT WHEN I NEED ONE AND THE DOCTORS AND NURSES ARE QUITE FRIENDLY. SOME OF THE RECEPTION STAFF CAN BE A LITTLE ABRUPT BUT ONLY SOME. GENERALLY POSITIVE EXPERIENCE
- APART FROM A COUPLE OF MISUNDERSTANDINGS EVERYTHING ELSE HAS BEEN FINE
- NICE RECEPTIONIST, VERY HELPFUL
- VERY QUICK, POLITE WELCOME RECEPTION VERY WELCOMING, DR DID THOROUGH EXAMINATION. EXCELLENT SERVICE OVERALL.
- I HAVE BEEN WITH THIS PRACTICE FOR A LONG TIME AND I HAVE ALWAYS BEEN TREATED FAIRLY AND QUICKLY

Neither Likely or Unlikely

- I HAVE MIXED FEELINGS ABOUT THE PRACTICE. THERE ARE SOME VERY GOOD DOCTORS HERE BUT ALSO THE PLACE IS EXTREMELY BUSY AND CERTAIN DOCTORS HAVE A LONG WAIT TIME (ABOUT 4 WEEKS). THE STAFF ARE GENERALLY HELPFUL.
- BECAUSE APPOINTMENT TIME IS LONG

Unlikely

- NO RESPONSES WERE RECEIVED IN THIS CATEGORY

Extremely Unlikely

- 45MINS WAIT FOR APPOINTMENT DESPITE BEING ON TIME AND REBOOKING SAME APPOINTMENT LAST TIME BECAUSE WOULDN'T WAIT THIS LONG. NO APOLOGY FROM ANYONE ABOUT WAITING TIME.

Improving our Surgery

From the March 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.