

LEYTON HEALTHCARE

Results of the Friends and Family Test – March 2017

Thank you for providing us with feedback, we received a total number of 56 responses with 79% of patients recommending our practice.

SUMMARY OF RESPONSES

Extremely Likely	Likely	Neither likely or unlikely	Unlikely	Extremely unlikely	Don't Know
26	18	4	2	5	1

SMS	Paper
47	9

Example of comments received:

Extremely Likely and Likely

- NO WAITING TIME AND DOCTOR WAS GOOD IN RESPONDING TO MY QUESTIONS
- BRILLIANT DOCTOR
- BECAUSE ALWAYS TREAT ME WELL
- YOU HAVE QUALITY OF DOCTORS
- EXCELLENT SERVICES
- HELPFUL
- VERY PROFESIONAL STAFF AND GOOD CARE.
- MY GP IS FRIENDLY AND COMPETENT AND THE RECEPTION STAFF IS VERY HELPFUL.
- GOOD SERVICE
- VERY EASY TO GET THROUGH TO RECEPTION VIA PHONE. APPOINTMENTS MADE IMMEDIATELY AND GPS ARE GREAT.

Neither Likely or Unlikely

- HEALTHCARE SERVICE ITSELF IS REALLY GOOD, BUT FAR TOO MANY DELAYS (I HAD 50MIN DELAY FOR MY APPOINTMENT TODAY FOR EXAMPLE), AND CAN ONLY BOOK APPOINTMENTS 2-3 WEEKS IN ADVANCE.
- WITH MANY MORE PEOPLE MOVING TO LEYTON WITH NEW DEVELOPMENTS I WOULD RECOMMEND TO INCREASE THE NUMBERS OF GPS TO GET THAT DOWN TO 1-2 WEEKS
- KEEP GETTING MY PRESCRIPTION WRONG AND LATE MOST OF THE TIME
- LONG WAITING TIMES, CAN'T ALWAYS GET AN APPOINTMENT, TIME SLOT FOR CALLS GIVEN, CALLS NOT RECEIVED AS CALL MADE AFTER AGREED TIME FRAME AND YOU AS THE PATIENT ARE BLAMED FOR MISSING THE CALL AFTER THE AGREED TIME FRAME!

Unlikely and Extremely Unlikely

- DIDN'T GET ANY ANSWER TO MY SYMPTOMS AND WAS ASKED TO WAIT 1 MORE WEEK TO WAIT HOW IT GOES. BARE IN MIND THAT I AM BEEN FEELING SICK FOR 3 WEEKS NOW. VERY DISAPPOINTED, I WENT BACK HOME THE SAME WAY I CAME.
- RUDE RECEPTION STAFF
- EXTREMELY DIFFICULT TO GET APPOINTMENT AND RECEPTION STAFF ARE RUDE.

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.