

LEYTON HEALTHCARE

Results of the Friends and Family Test – March 2018

Thank you for providing us with feedback, we received a total number of 50 responses with 78% of patients recommending our practice.

SUMMARY OF RESPONSES

Extremely Likely	Likely	Neither likely or unlikely	Unlikely	Extremely unlikely	Don't Know
16	20	8	3	2	1

Example of comments received:

Extremely Likely and Likely

- VERY FRIENDLY TEAM AND SUPPORTIVE
- GOOD ORGANISATION, SENDING REMINDER TEXTS, FRIENDLY STAFF
- BECAUSE I RECEIVE GOOD TREATMENT FROM THE SURGERY
- GOOD CUSTOMER SERVICE AND DOCTORS/NURSES
- EXCELLENT GPS WHO LISTEN TO THE PATIENTS AND APPEAR THAT THEY ACTUALLY CARE
- VERY HELPFUL AND NICE- AND QUICK TO SEE YOU
- VERY SUPPORTIVE NURSES AND DOCTORS
- STAFF AND GP ARE REALLY NICE AND FRIENDLY
- PUNCTUAL, FRIENDLY, PROFESSIONAL
- THIS IS BECAUSE I LIKE YOUR PROFESSIONAL TOUCH TO PATIENTS TO KEEP TO APPOINTMENTS

Neither Likely or Unlikely

- VERY DIFFICULT IF IMPOSSIBLE TO GET AN EMERGENCY APPOINTMENT OR URGENT APPOINTMENT
- APPOINTMENT ARE GIVEN AFTER 2WEEKS OR SO

Unlikely and Extremely Unlikely

- NURSE WAS LATE 30MINUTES. RECEPTION DID NOT HELP
- IT IS HARD TO GET APPOINTMENTS

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.