

LEYTON HEALTHCARE

Results of the Friends and Family Test – March 2019

Thank you for providing us with feedback, we received a total number of 107 responses with 87.9% of patients recommending our practice.

SUMMARY OF RESPONSES

Extremely Likely	Likely	Neither likely or unlikely	Unlikely	Extremely unlikely	Don't Know
48	46	11	2	0	0

Example of comments received:

Extremely Likely and Likely

- BRILLIANT STAFF THAT MAKE THE PROCESS EASY
- DRS AND OTHER STAFF ARE ALWAYS CARING. DRS WILL REFER TO OTHER PROFESSIONALS IF NEEDED
- EASY BOOKING, NOT TOO LONG WAITS
- STAFF ARE PLEASANT, DR AND NURSES ARE GOOD. I'VE ALWAYS HAD A GOOD EXPERIENCE
- ALWAYS VERY HELPFUL AND UNDERSTANDING ABLE TO GET APPOINTMENT AND BE SEEN BY DOCTORS AND NURSES
- THERE ARE SOME REALLY GREAT DOCTORS HERE AND WONDERFUL NURSES AND GOOD RECEPTIONISTS
- THEY VERY GOOD WITH ME AND MY FAMILY, HELP WITH EVERYTHING
- I HAD TWO URGENT APPOINTMENT FOR MY CHILDREN
- I'VE NEVER HAD TO WAIT TOO LONG AND THE STAFF HAVE ALWAYS BEEN VERY PLEASANT AND HELPFUL
- GOOD CUSTOMER SERVICE

Neither Likely or Unlikely

- OVERSUBSCRIBED

Unlikely and Extremely Unlikely

- OVERCROWDED
- DIFFICULTY IN GETTING AN APPOINTMENT LONG WASHING TIME TO SEE DOCTOR IF YOU MANAGE TO GET AN APPOINTMENT

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.