

LEYTON HEALTHCARE

Results of the Friends and Family Test – May 2016

Thank you for providing us with feedback, we received a total number of 30 responses with 93.3% of patients recommending our practice.

SUMMARY OF RESPONSES

Extremely Likely	Likely	Neither likely or unlikely	Unlikely	Extremely unlikely	Don't Know
11	17	0	2	0	0

Example of comments received:

Extremely Likely and Likely

- ALL STAFF ARE NICE AND FRIENDLY
- THE ATMOSPHERE IN THE SURGERY INCLUDING THE FRIENDLINESS OF THE RECEPTION STAFF AND THEIR PROFESSIONALISM IS VERY ATTRACTIVE. HOWEVER, DUE TO THE POPULARITY OF THE SURGERY, MEDICAL STAFF ARE EXTREMELY BUSY AND THIS IMPACTS ON WAITING TIMES. DO NOT DESPAIR, WAITING TIMES ARE GETTING BETTER
- DOCTORS ALWAYS WORK IN PROFESSIONAL WAY AND TRYING TO FIND WHAT IS BEST FOR THE PATIENT. RECEPTION STAFF ALWAYS HELPFUL WHEN COMES TO APPOINTMENT BOOKINGS OR ALIKE. THANKS
- RESPONSIVE SERVICE - REFERRAL WHERE NECESSARY. RECEPTIONISTS ARE FRIENDLY, HELPFUL AND VERY CARING. CHOICE OF DOCTORS. GOOD CUSTOMER SERVICE. HOWEVER VERY BUSY PRACTICE MAY NEED TO CONSIDER HOW TO MANAGE EMERGENCIES

Neither Likely or Unlikely

- NO RESPONSES WERE RECEIVED IN THIS CATEGORY

Unlikely

- STAFF APPROACH AND EVERY APPOINTMENT TAKES AGES TO GET IT

Extremely Unlikely

- NO RESPONSES WERE RECEIVED IN THIS CATEGORY

Improving our Surgery

From the May 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.