

LEYTON HEALTHCARE

Results of the Friends and Family Test – November 2015

Thank you for providing us with feedback, we received a total number of 31 responses with 87% of patients recommending our practice.

SUMMARY OF RESPONSES

Extremely Likely	Likely	Neither likely or unlikely	Unlikely	Extremely unlikely	Don't Know
19	8	1	1	1	1

Example of comments received:

Extremely Likely and Likely

- THE STAFF ARE FRIENDLY AND ARE VERY EASY TO TALK TO, AND ALSO DO EVERYTHING TO MAKE YOU FEEL WELCOME
- THE SURGERY AND ITS STAFF ARE ALWAYS VERY HELPFUL AND EFFICIENT. THEY ARE VERY BUSY AND IT CAN TAKE A WHILE TO GET AN APPOINTMENT BUT THAT IS NOT A CRITICISM JUST A REFLECTION ON GP PRACTICES AND THE NHS AS A WHOLE
- WHENEVER I NEED TO SEE SOMEONE THE STAFF ALWAYS MAKE IT POSSIBLE FOR ME TO SEE SOMEONE
- WHEN I NEED TO SEE A DOCTOR OR NURSE ALWAYS GET THE ATTENTION THAT I NEED THEY MAKE SURE THAT I GET CHECK UP ON ALL THINGS ABOUT MY HEALTH

Neither Likely or Unlikely

ONE RESPONSE RECEIVED - NO REASON WAS GIVEN

Unlikely

ONE RESPONSE RECEIVED - NO REASON WAS GIVEN

Extremely Unlikely

- I CAN'T HAVE ANY APPOINTMENT ON TIME WHEN I NEED. IF I CALL FOR EMERGENCIES ALWAYS IS TOO LATE AND ALL THE APPOINTMENTS HAS BEEN TAKE. FOR NORMAL APPOINTMENT I NEED TO WAIT 2/3 WEEKS AND SOMETIMES MORE. IT'S VERY UPSET IF YOU NEED SOMETHING URGENT OR IN SEE A DOCTOR IN FEW DAYS. WAITING LIST TOO LONG AND NOT GOOD EMERGENCY CALL IN PLACE.

Improving our Surgery

From the November 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.