

LEYTON HEALTHCARE

Results of the Friends and Family Test – November 2016

Thank you for providing us with feedback, we received a total number of 30 responses with 90% of patients recommending our practice.

SUMMARY OF RESPONSES

Extremely Likely	Likely	Neither likely or unlikely	Unlikely	Extremely unlikely	Don't Know
11	16	2	1	0	0

Example of comments received:

Extremely Likely and Likely

- FRIENDLY STAFF. THE DOCTORS HAVE TIME TO CALL YOU BACK ABOUT YOUR RESULTS ON X-RAYS.
- WELL MANNERED RECEPTIONISTS, VERY HELPFUL. DID NOT WAIT LONG
- I LIKE MY SURGERY VERY MUCH
- BECAUSE I HAVE BEEN COMING HERE FOR OVER 20 YEARS AND THE SERVICE IS VERY GOOD
- I FEEL THE GP PRACTICE AND STAFF MEMBERS ARE VERY FRIENDLY AND HELPFUL
- ALL STAFF ARE HELPFUL AND PLEASANT
- EVERYONE IS VERY HELPFUL

Neither Likely or Unlikely

- VERY BUSY PRACTICE
- I AM REALLY HAPPY WITH MANAGEMENT OF BOOKING BUT SOMETIMES A FEW DOCTORS DON'T GIVE FRIENDLY RESPONSE

Unlikely

- ONE RESPONSE RECEIVED - NO REASON WAS GIVEN

Extremely Unlikely

- NO RESPONSES WERE RECEIVED IN THIS CATEGORY

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.