

LEYTON HEALTHCARE

Results of the Friends and Family Test – November 2017

Thank you for providing us with feedback, we received a total number of 87 responses with 83% of patients recommending our practice.

SUMMARY OF RESPONSES

Extremely Likely	Likely	Neither likely or unlikely	Unlikely	Extremely unlikely	Don't Know
31	41	10	2	1	2

SMS	Paper
0	87

Example of comments received:

Extremely Likely and Likely

- BECAUSE DOCTORS ARE VERY GOOD BUT WAITING TIMES ARE NOT GOOD
- ALWAYS GOOD SERVICE AND FRIENDLY
- EXCELLENT CUSTOMER SERVICE, RELIABLE GP, APPOINTMENTS ARE QUICK AND STAFF ARE FRIENDLY
- VERY GOOD SERVICE
- HAVE BEEN A PATIENT SINCE BIRTH
- MY DOCTOR MR CHETTY HAS BEEN VERY HELPFUL WHEN TREATING ME FOR ARTHRITIS
- I'VE BEEN SEEING THE NURSES A COUPLE OF TIMES FOR MY ASTHMA AND THEY WERE VERY HELPFUL
- VERY GOOD AND
- RESPONSIVE ANSWER TO MY MEDICAL QUESTIONS
- LOVELY STAFF
- GOOD SERVICE, LOCAL AND EFFICIENT
- VERY GOOD. ALL ROUND SERVICE I HAVE BEEN A PATIENT FOR MANY YEARS. THANK YOU
- I LIKE PEOPLE HERE
- ALWAYS HAPPY WITH TREATMENT RECEIVED
- THIS PRACTICE HAS ALWAYS BEEN MY GP PRACTICE (FROM FRANCIS ROAD)
- HAVEN'T HAD ANY PROBLEMS SO FAR WITH APPOINTMENTS OR THE CARE I RECEIVED
- MY GP AND HIS WORKERS ARE VERY GOOD AND EXCELLENT IN CARE TO ALL
- APPOINTMENTS AVAILABLE MORE CHOICES OF DOCTORS
- I ALWAYS GET HELP WHEN I NEED IT
-

Neither Likely or Unlikely

- STAFF VERY HELPFUL
- SIMPLY THE CLOSEST TO HOME NO STRONG FEELINGS ABOUT IT

Unlikely and Extremely Unlikely

- THERE IS ONLY ONE DOCTOR THAT ACTUALLY LISTENS AND HELPS ME AND IT IS VERY HARD TO GET AN APPOINTMENT TO SEE HIM
- BECAUSE WHEN I CALL THE RECEPTION TO HAVE MY APPOINTMENT IT CAN TAKE A LONG TIME

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.