

LEYTON HEALTHCARE

Results of the Friends and Family Test – November 2018

Thank you for providing us with feedback, we received a total number of 50 responses with 86% of patients recommending our practice.

SUMMARY OF RESPONSES

Extremely Likely	Likely	Neither likely or unlikely	Unlikely	Extremely unlikely	Don't Know
19	24	1	13	1	2

Example of comments received:

Extremely Likely and Likely

- ALWAYS HELPFUL WHERE POSSIBLE. GOOD OPENING HOURS. SHAME SO OVERSUBSCRIBED BUT CAN'T BE HELPED
- THE SERVICE I RECEIVED WAS EXCELLENT. THE STAFF RECEPTION WAS COURTEOUS. THE CLINICAL STAFF WAS KNOWLEDGEABLE AND EFFICIENT IN THEIR TREATMENT AS WELL AS FRIENDLY
- VERY GOOD DOCTORS AND NURSES. ONLY REASON WHY IT'S NOT A 1 IS BECAUSE OF THE POOR WEBSITE
- I WAS ABLE TO GET AN APPOINTMENT VERY QUICKLY. THE RECEPTIONIST I BOOKED MY APPOINTMENT WITH WAS VERY HELPFUL
- ALWAYS FOUND DOCTORS, RECEPTIONIST VERY GOOD
- THE WAIT CAN BE A BIT LONG. THE NURSES AND RECEPTIONISTS ARE VERY NICE, RECEPTIONIST VERY FRIENDLY AND ALWAYS HAPPY TO HELP
- BECAUSE OF THE GOOD AND FRIENDLY SERVICE THAT I RECEIVE EVERY TIME I COME HERE FROM BOTH DOCTORS AND STAFF

Neither Likely or Unlikely

- HAD TO WAIT TOO LONG FOR AN APPOINTMENT

Unlikely and Extremely Unlikely

- FOURTEEN RESPONSES RECEIVED - NO REASON WAS GIVEN

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.