

## **LEYTON HEALTHCARE**

### **Results of the Friends and Family Test – October 2015**

Thank you for providing us with feedback, we received a total number of 30 responses with 86.7% of patients recommending our practice.

#### **SUMMARY OF RESPONSES**

Extremely Likely	Likely	Neither likely or unlikely	Unlikely	Extremely unlikely	Don't Know
16	10	0	0	2	2

#### **Example of comments received:**

##### **Extremely Likely and Likely**

- THE RECEPTIONISTS ARE VERY FRIENDLY AND HELPFUL
- ALWAYS HAPPY WITH THE SERVICE, RECEPTION ALWAYS VERY HELPFUL
- THEY ARE HELPFUL TO ME, WHEN I MAKE APPOINTMENTS AND ON THE PHONE
- I'VE NEVER HAD PROBLEMS WITH YOUR SERVICES. I THINK THE STAFF ARE POLITE AND WELL INFORMED AND THE DOCTORS ARE VERY PROFESSIONAL
- EVERY PERSON THAT I DEAL WITH IS VERY FRIENDLY. ALWAYS SMILING. THE DOCTORS AND THE NURSES ARE VERY CARING
- THE RECEPTION STAFF ARE COURTEOUS, HELPFUL AND POLITE. THE BACKROOM STAFF SIMILAR AS ABOVE
- POLITENESS OF RECEPTION STAFF AND DOCTORS

##### **Neither Likely or Unlikely**

NO RESPONSES WERE RECEIVED IN THIS CATEGORY

##### **Unlikely**

NO RESPONSES WERE RECEIVED IN THIS CATEGORY

##### **Extremely Unlikely**

- AT MY GP PRACTICE, THE DOCTORS AND NURSES ARE ALWAYS RUNNING BEHIND SO I'M OFTEN NOT SEEN ANYTHING BETWEEN 20MINS AND 1 HOUR. BUT NO ONE EVER APOLOGISES FOR THE WAIT. WHEN I'VE BEEN LATE BY 5MINS YOU WANT TO QUESTION ME. PLEASE ASK THE STAFF TO GIVE US AN IDEA OF HOW LONG WE HAVE TO WAIT.

#### **Improving our Surgery**

From the October 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.*