

LEYTON HEALTHCARE

Results of the Friends and Family Test – October 2016

Thank you for providing us with feedback, we received a total number of 30 responses with 93.3% of patients recommending our practice.

SUMMARY OF RESPONSES

Extremely Likely	Likely	Neither likely or unlikely	Unlikely	Extremely unlikely	Don't Know
14	14	2	0	0	0

Example of comments received:

Extremely Likely and Likely

- BRILLIANT SURGERY. LOVELY RECEPTION TEAM! VERY HELPFUL
- STAFF ARE ALL VERY NICE. THEY HELPED ME GET MY PRESCRIPTION AFTER THERE WAS A MIX UP. THANK YOU TO THE GIRLS WHO HELPED ME.
- THANK YOU FOR HELPING ME WHEN I DIDN'T FEEL WELL MY NURSE WAS VERY NICE AND MADE ME SMILE
- ON EVERY OCCASION SO FAR THE DOCTORS AND NURSES HAVE BEEN EXTREMELY HELPFUL AND LISTENED
- BECAUSE I HAVE BEEN MY DOCTOR'S PATIENT FOR OVER 25 YEARS!
- VERY GOOD SERVICE. STAFF VERY HELPFUL. I HAVE BEEN COMING HER FOR MANY YEARS

Neither Likely or Unlikely

- NOT HAPPY WITH WAITING TIME FOR APPOINTMENT. TOO LONG, BUT DRS AND STAFF ARE VERY NICE AND ALWAYS TRY TO HELP ME
- I HAVE HAD TO WAIT A LONG TIME FOR MY APPOINTMENT TODAY. I UNDERSTAND EVERYONE RUNS BEHIND BUT IT IS VERY FRUSTRATING. I LIKE THIS SURGERY MY ONLY NEGATIVE IS THAT I DO NOT GET SEEN AT THE TIME MY APPOINTMENT IS BOOKED IN FOR. HOWEVER, STAFF ARE ALWAYS LOVELY, KIND AND HELPFUL, WHICH IS ALWAYS NICE.

Unlikely

- NO RESPONSES WERE RECEIVED IN THIS CATEGORY

Extremely Unlikely

- NO RESPONSES WERE RECEIVED IN THIS CATEGORY

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.