

LEYTON HEALTHCARE

Results of the Friends and Family Test – October 2017

Thank you for providing us with feedback, we received a total number of 71 responses with 75% of patients recommending our practice.

SUMMARY OF RESPONSES

Extremely Likely	Likely	Neither likely or unlikely	Unlikely	Extremely unlikely	Don't Know
21	32	11	2	4	1

SMS	Paper
0	71

Example of comments received:

Extremely Likely and Likely

- MY GP IS ALWAYS ON TIME AND VERY ATTENTIVE. STAFF AT RECEPTION IS ALSO VERY HELPFUL
- GOOD SERVICE
- EXTREMELY SATISFIED WITH SERVICES. TEAM WORK EXCELLENT PERFORMANCE
- ALWAYS GET GOOD ADVICE FROM GP, NURSES AND RECEPTION ALL HELPFUL
- BEST GP IN BOROUGH
- EVERY TIME I HAVE COME HERE BEEN TREATED QUICKLY, WAITING TIME REDUCED, FRIENDLY STAFF
- SERVICE IS OK. BUT ITS VERY DIFFICULT TO GET EMERGENCY APPOINTMENT
- BECAUSE ME AND MY FAMILY HAVE BEEN COMING HERE FOR AT LEAST 10 YEARS NOW
- CONVENIENT. ONLY BEEN ONCE BUT GOOD SERVICE
- BECAUSE WHEN I HAVE PROBLEMS THEY HELP ME
- PEOPLE ARE VERY PATIENT
- I HAVE BEEN WITH THE SURGERY FOR THE PAST 25 YEARS
- I HAVE ALWAYS FOUND THE RECEPTIONISTS HELPFUL AND ACCOMMODATING
- LOVELY STAFF. LONG WAIT TIME TO GET APPOINTMENT BUT DOCTORS ARE GOOD. COULD DO WITH MORE GP'S DEFO! PHONE LINE WAITING TIMES AND QUEUE MUSIC AWFUL!

Neither Likely or Unlikely

- LONG WAIT FOR APPOINTMENTS
- SOMETIMES HARD TO GET APPOINTMENTS
- I AM NEW PATIENT. I HAD MY HEALTH CHECK. NURSE WAS GOOD

Unlikely and Extremely Unlikely

- REPEAT DRUGS PROBLEM. NO APPOINTMENT
- HAVE TO WAIT TOO LONG TO GET AN APPOINTMENT
- I HAVE WAITED 50MINUTES FOR MY DAUGHTERS APPOINTMENT
- NEED MORE STAFF, MORE APPOINTMENTS WAIT TOO LONG.

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.