

## LEYTON HEALTHCARE

### Results of the Friends and Family Test – September 2017

Thank you for providing us with feedback, we received a total number of 19 responses with 89% of patients recommending our practice.

#### **SUMMARY OF RESPONSES**

Extremely Likely	Likely	Neither likely or unlikely	Unlikely	Extremely unlikely	Don't Know
16	11	2	0	0	0

SMS	Paper
0	19

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

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

- SOME LISTEN CAREFULLY AND NOTE MY PROBLEMS
- GP SERVICES AND VERY GOOD INCLUDING THE STAFF
- I GAVE A LIKELY BECAUSE I AM HAPPY WITH YOUR SERVICE, BUT I CAN'T GIVE YOU AN EXTREMELY LIKELY BECAUSE IT IS TOO LONG A WAIT FOR AN APPOINTMENT
- GOOD GP
- ALWAYS TRY THEIR BEST TO PROVIDE AN APPOINTMENT ASAP
- ALWAYS HAPPY WITH THE SERVICE
- EXCELLENT SERVICE WELL DONE
- BECAUSE I HAVE NEVER HAD A PROBLEM WITH MY GP
- GOOD SERVICE
- I WILL ALWAYS GET AN APPOINTMENT WHEN I NEEDED. GOOD SERVICE

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

- STAFF ARE LOVELY AND THE DOCTORS ARE GREAT. BUT AVAILABILITY OF APPOINTMENTS ARE REALLY BAD. LONG WAIT

##### **Unlikely and Extremely Unlikely**

- NO RESPONSES WERE RECEIVED IN THIS CATEGORY

#### **Improving our Surgery**

From the September 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.*