

LEYTON HEALTHCARE

Results of the Friends and Family Test – September 2018

Thank you for providing us with feedback, we received a total number of 72 responses with 83% of patients recommending our practice.

SUMMARY OF RESPONSES

Extremely Likely	Likely	Neither likely or unlikely	Unlikely	Extremely unlikely	Don't Know
31	29	6	3	1	2

Example of comments received:

Extremely Likely and Likely

- EVERY TIME THE DOCTORS EXPLAINS EVERYTHING'S AND FOR EVERY ONE APPOINTMENT YOU SEND ME MESSAGE
- GOOD SERVICE AND CARE. EASY ACCESS TO LEVEL AND THE STAFF ARE FRIENDLY
- THE DOCTORS ARE VERY SUPPORTIVE AND THE GP HELPS A LOT
- THIS HAS BEEN MY DOCTORS FOR MANY YEARS. VERY HAPPY WITH THEIR WORK OF LOOKING AFTER ME. KEEP UP THE GOOD WORK.
- ALWAYS GIVE APPOINTMENTS ON TIME
- NICE FRIENDLY STAFF
- FRIENDLY AND SMILEY STAFF
- ALWAYS ABLE TO GET AN EMERGENCY APPOINTMENT FOR MY CHILDREN WHEN REQUIRED. WAITING ROOM VERY COMFORTABLE. BEEN REGISTERED HERE YEARS
- GENERALLY QUICK APPOINTMENTS FRIENDLY HELPFUL STAFF
- THE REASON I LIKE THE SERVICE OF THE RECEPTIONIST AND THE DOCTOR
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Neither Likely or Unlikely

- IT IS A GOOD PRACTICE BUT I HAD A BAD EXPERIENCE WITH A NURSE WHO DID MY SMEAR TEST. APART FROM THAT ALL OTHER NURSES AND DOCTORS HAVE BEEN GREAT
- GET APPOINTMENTS AFTER LONG TIME
- NO PARTICULAR REASON

Unlikely and Extremely Unlikely

- LONG TIME TO GET AN APPOINTMENT. DRS ONLY HERE FOR SHORT TIME THEN MOVE ON
- DIFFICULTY GETTING AN APPOINTMENT AT SHORT NOTICE. OFTEN LONG DELAYS WITH APPOINTMENTS RUNNING BEHIND SCHEDULE AND NO WHERE TO PARK
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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.