

LEYTON HEALTHCARE

Results of the Friends and Family Test – December 2018

Thank you for providing us with feedback, we received a total number of 39 responses with 85% of patients recommending our practice.

SUMMARY OF RESPONSES

Extremely Likely	Likely	Neither likely or unlikely	Unlikely	Extremely unlikely	Don't Know
12	21	1	2	2	1

Example of comments received:

Extremely Likely and Likely

- THE DOCTORS NURSES AND OTHER STAFF OR FRIENDLY AND ALWAYS TRY TO HELP ANY WAY THEY CAN
- I HAVE BEEN WITH THIS PRACTICE FOR 20 YEARS
- HAVE BEEN HAPPY WITH SERVICE AND CONSISTENCY OVER LAST YEAR OR TWO
- THE SURGERY AND STAFF ARE WELCOMING AND FRIENDLY
- POLITE FRIENDLY SERVICE
- DOCTORS ARE VERY WELL KNOWLEDGE. THEY LISTEN TO MY CONCERN, REGARDING MY SONS ASTHMA
- ALL OF THE DOCTORS AND NURSES ARE REALLY KIND AND ALWAYS HELPFUL. WAITING TIME FOR AN APPOINTMENT IS A BIT LONG

Neither Likely or Unlikely

- ONE RESPONSE RECEIVED - NO REASON WAS GIVEN
-

Unlikely and Extremely Unlikely

- WHEN YOU CALL FOR APPOINTMENT THEY BOOK YOU IN 2-3WEEKS TIME. IF YOU CALL FOR AN EMERGENCY THEY DON'T HAVE APPOINTMENTS AVAILIABLE
- EFFICIENT FRIENDLY SERVICE BUT HAVE TO WAIT FOR APPT

Improving our Surgery

From the December 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.