

LEYTON HEALTHCARE

Results of the Friends and Family Test – January 2019

Thank you for providing us with feedback, we received a total number of 52 responses with 83% of patients recommending our practice.

SUMMARY OF RESPONSES

Extremely Likely	Likely	Neither likely or unlikely	Unlikely	Extremely unlikely	Don't Know
13	30	6	2	0	1

Example of comments received:

Extremely Likely and Likely

- I HAVEN'T ENCOUNTERED ANY PROBLEMS SO FAR
- TO GET AN APPOINTMENT IT TAKE TOO LONG
- I HAVE NO SPECIFIC REASONS JUST EVERYTHING WAS FINE WHEN I HAD ANY ISSUES
- SOMETIMES HARD TO GET AN EARLY APPOINTMENT. FRIENDLY STAFF
- VERY QUICK, PROFESSIONAL SERVICE
- GOOD GPs AND NURSES
- GOOD SERVICE
- BECAUSE I FIND IT EASY TO GET AN APPOINTMENT ONLINE AND BECAUSE THE DOCTORS I'VE SEEN HAVE BEEN BRILLIANT
- EVERYBODY IS FRIENDLY; IT IS NOT TOO HARD TO MAKE AN APPOINTMENT. ALSO APPOINTMENTS AVAILABLE OUT OF OFFICE HOURS. PHARMACY IN THE BUILDING
- THIS GP PRACTICE IS ALWAYS VERY HELPFUL
- STAFF AND DOCTORS ALWAYS BEEN NICE TO ME

Neither Likely or Unlikely

- SOMETIMES THE RECEPTION STAFF GET DETAILS WRONG. I'VE HAD A FEW ISSUES
- APPOINTMENT AVAILABILITY

Unlikely and Extremely Unlikely

- SOMETIMES YOU DON'T GET GOOD SERVICE, AND WAITING TIME IS TOO LONG, YOU CAN ONLY COME FOR ONE REASON AND IF OTHER PROBLEMS THEN THEY DON'T LISTEN

Improving our Surgery

From the January 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.