

## **LEYTON HEALTHCARE**

### **Results of the Friends and Family Test – June 2016**

Thank you for providing us with feedback, we received a total number of 30 responses with 93.3% of patients recommending our practice.

#### **SUMMARY OF RESPONSES**

Extremely Likely	Likely	Neither likely or unlikely	Unlikely	Extremely unlikely	Don't Know
13	15	2	0	0	0

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

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

- STAFF VERY HELPFUL. GOOD PRACTICE. SEEN MOSTLY ON TIME
- SERVICE PROVIDED AT THE SURGERY IS VERY GOOD. GOOD STAFF, EASY TO ACCESS AND MOST OF ALL THE STAFF ARE HELPFUL AND POLITE. APPOINTMENTS AVAILABLE WHEN NEEDED
- I RECOMMEND THIS GP TO MY FRIENDS AND MY FAMILY AS THE STAFF ALWAYS HELPS THE PATIENTS TRY TO FIND THE BEST FOR THEM. I'M HAPPY WITH THIS GP. THANK YOU.
- MOST OF THE TIME THE SERVICE EXPECTED IS DELIVERED. I AM SATISFIED SO FAR WITH THE CARE AND ATTENTION RECEIVED BOTH MYSELF AND MY CHILDREN
- THE SERVICES IS FAIRLY GOOD

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

- LONG WAITS. CAN'T GET APPOINTMENTS AS AND WHEN WE NEED THEM

##### **Unlikely**

- NO RESPONSES WERE RECEIVED IN THIS CATEGORY

##### **Extremely Unlikely**

- NO RESPONSES WERE RECEIVED IN THIS CATEGORY

#### **Improving our Surgery**

From the June 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.*