

LEYTON HEALTHCARE

Results of the Friends and Family Test – March 2015

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
16	12	2	0	0	0

Example of comments received:

Extremely Likely and Likely

- HAPPY WITH THE SERVICE. HAPPY WITH THE STAFF
- YOUR DOCTORS HAVE HIGH EDUCATION. THANK YOU FOR YOUR HARD WORK
- DOCTOR ARE UNDERSTANDING AND RESPONSIVE TO CARER
- RECEPTIONISTS ARE ALL GOOD. ALL DOCTORS LISTEN. SOMETIMES A LITTLE OF DELAY IN SEEING US AT THE RIGHT TIME
- VERY FRIENDLY RECEPTIONISTS. WELCOMING ATMOSPHERE
- IT HAS MUCH BETTER SERVICE COMPARED TO MY PREVIOUS CLINIC

Neither Likely or Unlikely

TWO RESPONSE RECEIVED - NO REASON WAS GIVEN

Unlikely

NO RESPONSES WERE RECEIVED IN THIS CATEGORY

Extremely Unlikely

NO RESPONSES WERE RECEIVED IN THIS CATEGORY

Improving our Surgery

From the March 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.