**LEYTON HEALTHCARE**

**Results of the Friends and Family Test – August 2017**

Thank you for providing us with feedback, we received a total number of 20 responses with 95% of patients recommending our practice.

**SUMMARY OF RESPONSES**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Extremely Likely | Likely | Neither likely or unlikely | Unlikely | Extremely unlikely | Don’t Know |
| 7 | 12 | 1 | 0 | 0 | 0 |

|  |  |
| --- | --- |
| SMS | Paper |
| 0 | 20 |

**Example of comments received:**

|  |
| --- |
| **Extremely Likely and Likely**   * QUALITY CARE, CO-OPERATIVE PARTNERSHIP IN CARE. RESPECT AND COURTEOUSLY DELIVERED AND SAME RIGHTFULLY EXPECTED. * LOVELY DOCTORS, RECEPTION STAFF HELPFUL * HE WAS HELPFUL, KIND AND ANSWERED ALL MY QUESTIONS CLEARLY * FRIENDLY, EFFICIENT. I TRIED TO GET APPOINTMENTS WITHIN SPECIFIC TIMES * GOOD SERVICE OF EVERYONE * IT WAS ALL EFFICIENT AND HELPFUL * I LIKE THE CARE DOCTORS AND NURSES PROVIDE * SOMETIMES IT'S DIFFICULT TO FIND AN APPOINTMENT EARKT. ALSO I AM VERY SATISFIED WITH MY DR. * THE ABILITY TO CHOOSE FROM A VAST RANGE OF GPS ONSITE WHO ARE HELPFUL ALL THE TIME * I LIKE MY SURGERY * RANGE OF SERVICES * GP TAKES MY WORRIES SERIOUSLY AND TAKES APPROPRIATE STEPS TO DEAL WITH THE ISSUE |
| **Neither Likely or Unlikely**   * WAITING TIME VERY LONG FOR APPOINTMENT |
| **Unlikely and Extremely Unlikely**   * NO RESPONSES WERE RECEIVED IN THIS CATEGORY |

**Improving our Surgery**

From the August 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.*