

LEYTON HEALTHCARE

Results of the Friends and Family Test – May 2015

Thank you for providing us with feedback, we received a total number of 29 responses with 93.1% of patients recommending our practice.

SUMMARY OF RESPONSES

Extremely Likely	Likely	Neither likely or unlikely	Unlikely	Extremely unlikely	Don't Know
16	11	1	1	0	0

Example of comments received:

Extremely Likely and Likely

- ALL THE STAFF DELIVER OUTSTANDING, EXCEPTIONAL, EXCEEDINGLY GOOD CUSTOMER SERVICE. THEY ARE EACH ARE FRIENDLY HELPFUL AND VERY CARING 9 OUT OF 10. I FELT VERY VALUED WITH THE WORTH WHILE HELP. THANK YOU WITH GRATITUDE AND APPRECIATION
- BEEN WITH THESE DOCTORS FOR OVER 20 YEARS. THEY KNOW MY FAMILY AND HELP ME SO MUCH
- THE RECEPTION STAFF ARE HELPFUL AND POLITE
- THE STAFF ARE ALWAYS HELPFUL, PLEASANT AND FRIENDLY AND THE SURGERY IS VERY CLEAN AND NEAR TO MY HOME
- DOCTORS, NURSES AND ALL THE STAFF ARE GREAT

Neither Likely or Unlikely

- GREAT

Unlikely

- I FIND THAT ONLY ONE OF THE RECEPTIONISTS WELCOMES EVERYONE WITH A SMILE AND SHOWS EMPATHY WHEREAS THE OTHERS PRETEND NOT TO SEE WHO HEAR YOU; MAKING PATIENTS LATE FOR APPOINTMENT TIMES

Extremely Unlikely

NO RESPONSES WERE RECEIVED IN THIS CATEGORY

Improving our Surgery

From the May 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.