

LEYTON HEALTHCARE

Results of the Friends and Family Test – January 2014

Thank you for providing us with feedback, we received a total number of 39 responses with 84.6% of patients recommending our practice.

SUMMARY OF RESPONSES

Extremely Likely	Likely	Neither likely or unlikely	Unlikely	Extremely unlikely	Don't Know
18	15	4	0	1	1

Example of comments received:

Extremely Likely and Likely

- GPs ARE AVAILABLE FOR EMERGENCY APPOINTMENTS ESPECIALLY FOR MY DISABLED DAUGHTER. THEY ARE PROFESSIONAL, COOPERATIVE AND HELPFUL
- PROFESSIONAL SERVICES AND FRIENDLY STAFF
- I CONSIDER THIS GP ONE OF THE BEST I HAVE EVER BEEN. THANK YOU FOR ALL YOUR HELP SO FAR
- SERVICE IS REILABLE
- I WAS TREATED COURTEOUSLY AND LISTENED TO. THE DOCTOR DID NOT MAKE ME THINK I WASTED HER TIME
- IT'S LOCAL FRIENDLY AND CLEAN. DON'T HAVE TO WAIT TOO LONG FOR AN APPOINTMENT
- VERY GOOD SERVICE
- ALWAYS TREATED WITH CARE

Neither Likely or Unlikely

- I HAVE BEEN A PATIENT HERE FOR MANY YEARS. THE STAFF ARE FRIENDLY AND PROFFESIONAL BUT GETTING THROUGH ON THE PHONE AND TO QUICK APPOINTMENTS IS VERY HARD. OTHER SURGERIES HAVE ONLINE BOOKINGS
- I DIDN'T GET THE APPOINTMENT AT THE RIGHT TIME

Unlikely

NO RESPONSES WERE RECEIVED IN THIS CATEGORY

Extremely Unlikely

ONE RESPONSE RECEIVED - NO REASON WAS GIVEN

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.