

## LEYTON HEALTHCARE

### Results of the Friends and Family Test – April 2015

Thank you for providing us with feedback, we received a total number of 31 responses with 93.5% of patients recommending our practice.

#### **SUMMARY OF RESPONSES**

Extremely Likely	Likely	Neither likely or unlikely	Unlikely	Extremely unlikely	Don't Know
16	13	0	0	0	1

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

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

- GENERALLY IF I PHONE FOR AN APPOINTMENT I GET ONE WITHIN A REASONABLE AMOUNT OF TIME. THE DOCTORS I HAVE SEEN HAVE BEEN VERY GOOD AND HELPED WITH THE SYMPTOMS I HAVE HAD
- IT'S FRIENDLY AND ALL THE DOCTORS AND NURSES ARE ALL VERY NICE AND HELPFUL
- STAFF ARE VERY WELCOMING AND APPOINTMENT WAS ON TIME
- BECAUSE DOCTORS AND STAFF ARE REALLY NICE, I CAN BOOK MY APPOINTMENT VERY EASILY
- APPOINTMENTS ARE QUICK TO MAKE WITH FRIENDLY STAFF

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

ONE 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 April 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.*