

LEYTON HEALTHCARE

Results of the Friends and Family Test – February 2014

Thank you for providing us with feedback, we received a total number of 11 responses with 81.8% of patients recommending our practice.

SUMMARY OF RESPONSES

Extremely Likely	Likely	Neither likely or unlikely	Unlikely	Extremely unlikely	Don't Know
4	5	1	1	0	0

Example of comments received:

Extremely Likely and Likely

- RELATIVELY QUICK AND EASY
- VERY GOOD CUSTOMER SERVICE FROM ALL RECEPTION STAFF. HAPPY WITH DOCTORS AND NURSES
- FRIENDLY RECEPTION STAFF, HELPFUL AND POLITE. SOME OF THE DOCTORS AND NURSES ARE VERY HELPFUL
- VERY GOOD SERVICE FROM THIS SURGERY NEVER WAITED FOR AN APPOINTMENT VERY LONG
- I HAVE BEEN (WITH MY FAMILY) WITH DR KAPOOR FROM MANY YEARS AND QUITE HAPPY WITH SERVICES AND SATISFIED

Neither Likely or Unlikely

- LONG WAIT TO GET AN APPOINTMENT

Unlikely

- THE AUTOMATED CHECK IN MACHINE DIDN'T WORK. THERE IS NO WAY TO CANCEL APPOINTMENTS OTHER THAN THE MAIN NUMBER WHICH IS HARD TO GET THROUGH ON. THE DOCTOR I SAW JUST GAVE ME A NUMBER FOR COUNSELLING EVEN THOUGH I'VE DONE IT ALREADY AND IT DIDN'T HELP LAST TIME.

Extremely Unlikely

NO RESPONSES WERE RECEIVED IN THIS CATEGORY

Improving our Surgery

From the February 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.