

LEYTON HEALTHCARE

Results of the Friends and Family Test – April 2016

Thank you for providing us with feedback, we received a total number of 30 responses with 80% of patients recommending our practice.

SUMMARY OF RESPONSES

Extremely Likely	Likely	Neither likely or unlikely	Unlikely	Extremely unlikely	Don't Know
9	15	4	1	1	0

Example of comments received:

Extremely Likely and Likely

- I'VE ALWAYS RECEIVED GOOD SERVICE FROM THIS PRACTICE BUT RECENT TIMES HAVE TO WAIT LONGER FOR AN APPOINTMENT IF YOU NEED TO SEE THE DOCTOR
- ALWAYS A GOOD APPOINTMENT TIME. NEVER WAIT TOO LONG
- YOU WILL RECEIVE GOOD CARE FROM DOCTORS AND NURSES, VERY FRIENDLY STAFF, VERY HELPFUL, QUICK APPOINTMENT WHEN NEEDED
- THE GP PROVIDES GOOD SERVICE, STAFF ARE FRIENDLY, QUICK ACCOMMODATION
- RECEPTION AND DOCTORS ATTITUDE VERY GOOD
- FRIENDLY, HELPFUL AND GOOD SERVICE

Neither Likely or Unlikely

- THERE ARE A FEW DOCTORS THAT DO NOT LISTEN TO YOUR PROBLEMS OR ILLNESS AND THE ONES THAT DO ARE VERY HARD TO GET HOLD OF I BELIEVE ALL DOCTORS SHOULD TRY TO HELP THE PATIENT AS BEST THEY CAN BECAUSE NOT ALL PATIENTS ARE THE SAME, THEY HANDLE PROBLEMS DIFFERENTLY THAN OTHERS

Unlikely

- IT'S VERY DIFFICULT TO BOOK AN APPOINTMENT WHEN IT'S AN EMERGENCY

Extremely Unlikely

- CALL ANSWERING: 2 DAYS RUNNING PHONED AT 8AM, HELD ON FOR 40MINS THEN PHONE CUTS OFF. ROUTINE APPOINTMENTS ARE TOO LONG ADVANCE (3-4WEEKS). REPEAT PRESCRIPTIONS: ARE NOT CO-ORDINATED, RECEIVE 2 OR 3 MEDS ALL AT DIFFERENT TIMES. RECEPTIONISTS: CERTAIN RECEPTIONISTS NEED LESSONS IN HOW TO BE COMPASSIONATE AND CONSIDERATE AND NOT RUDE

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.

