

LEYTON HEALTHCARE

Results of the Friends and Family Test – April 2017

Thank you for providing us with feedback, we received a total number of 56 responses with 79% of patients recommending our practice.

SUMMARY OF RESPONSES

Extremely Likely	Likely	Neither likely or unlikely	Unlikely	Extremely unlikely	Don't Know
27	19	1	0	2	1

SMS	Paper
48	4

Example of comments received:

Extremely Likely and Likely

- PROMPT APPOINTMENT, DOCTOR WHO LISTENS AND EXPLAINS- VERY RESPECTFUL TREATMENT THANK YOU!
- GOOD SERVICE PROVIDED WHEN SEEN BY NURSE
- MY REASON IS I HAVE VISIT PRACTISE AND I HAVE NO COMPLAINT, STAFF AND DOCTORS ARE VERY HELPFUL.
- SERVICE REALLY GOOD
- POLITE STAFF
- THE AVAILABILITY OF APPOINTMENT TIME WHEN NEEDED TO SEE A HEALTH PROFESSIONAL
- I HAVE BEEN WITH LEYTON HEALTH CARE FOR YEAR'S RIGHT BACK FROM THE OLD SURGERY. I HAVE ALWAYS BEEN TREATED WITH RESPECT AND THE BEST OF CARE AND I CANNOT THANK YOU ENOUGH.
- I LIKE MY DOCTOR AND ALL THE DOCTORS THAT HAVE HELPED ME AT THE PRACTICE. I FEEL WELL LOOKED AFTER PARTICULARLY WITH REGARD TO PREVENTATIVE MEASURES. I ALSO LIKE THE FACT THAT THE PHARMACY WORKS IN COORDINATION WITH THE PRACTICE. THE RECEPTION STAFF ARE GOOD AS WELL AND GENERALLY SPEAKING THE RECEPTION AREA IS CLEAN WHICH WAS NOT THE CASE AT MY PREVIOUS PRACTICE.
- SEEN ON TIME. NURSE WAS VERY HELPFUL AND GAVE A DIAGNOSIS AND CHECKED WITH THE PHARMACY THAT THEY HAD THE MEDICATION I NEEDED IN STOCK.

Neither Likely or Unlikely

- ONE RESPONSE RECEIVED - NO REASON WAS GIVEN

Unlikely and Extremely Unlikely

- IN THE PAST YEAR THE SERVICE HAS BECOME EXTREMELY UNRELIABLE AND UNORGANIZED. MIXED UP APPOINTMENTS, LOST FORMS, STAFF UNABLE TO GENERATE THE REQUIRED INFORMATION WITHOUT RELYING ON OTHERS IS JUST SOME OF THE COMMON PROBLEMS CURRENTLY TAKING PLACE AT THE ORGANISATION.

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.