

## LEYTON HEALTHCARE

### Results of the Friends and Family Test – April 2019

Thank you for providing us with feedback, we received a total number of 70 responses with 87% of patients recommending our practice.

#### **SUMMARY OF RESPONSES**

Extremely Likely	Likely	Neither likely or unlikely	Unlikely	Extremely unlikely	Don't Know
26	35	5	1	2	0

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

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

- BEEN COMING HERE SINCE 2010 AND HAVE ALWAYS BE LOOKED AFTER SWIFTLY AND CATERED TO MY MEDICAL NEEDS
- STAFF IS HELPFUL AND THERE WAS NO WAITING
- THE STAFFS ARE SO NICE AND I NEVER WAIT SO LONG EVERY TIME I'M COMING HERE
- GOOD GP ALTHOUGH THERE IS A LONG WAIT TO BE SEEN
- I'VE BEEN A MEMBER FOR ALMOST 20YEARS NEVER HAD ANY ISSUES
- I'VE ALWAYS HAD REALLY GOOD SERVICE HERE AND I'VE ALWAYS FELT COMFORTABLE WITH THE GP'S AND NURSES
- BEEN GOING HERE SINCE I WAS A CHILD I NEVER HAD ANY PROBLEMS LOVELY STAFF
- APPOINTMENTS ARE EASY TO OBTAIN, NO LONG WAITING TIMES
- ONLINE APPOINTMENT SYSTEM AND OPENING HOURS
- STAFF ARE POLITE AND REFER YOU TO APPROPRIATE DR/NURSE. QUICK TURNAROUND TIME FOR APPOINTMENTS
- THE STAFF ARE VERY FRIENDLY AND POLITE VERY GOOD SERVICE
- PROFESSIONALISM. GOOD PATIENT CARE, APPOINTMENTS AVAILABILITY
- POLITE, FRIENDLY, NICE
- CLEAN, POLITE AND FRIENDLY STAFF
- HELPFUL AND MAKES THINGS CLEAR

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

- SOMETIME THERE IS LONG WAITING FOR APPOINTMENT
- CANNOT GET AN APPOINTMENT WHEN NEED DUE TO TOO MANY PATIENTS

##### **Unlikely and Extremely Unlikely**

- BRISK SERVICE FROM GP. NOT VERY EMPATHETIC VERY DIFFICULT TO GET APPOINTMENT
- LONG WAITING TIME TO BE BOOKED IN

#### **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.*