

LEYTON HEALTHCARE

Results of the Friends and Family Test – February 2018

Thank you for providing us with feedback, we received a total number of 51 responses with 78% of patients recommending our practice.

SUMMARY OF RESPONSES

Extremely Likely	Likely	Neither likely or unlikely	Unlikely	Extremely unlikely	Don't Know
19	21	4	4	2	1

Example of comments received:

Extremely Likely and Likely

- SOME APPOINTMENTS TAKE VERY LONG. THEY ONLY DEAL WITH ONE ISSUE AT A TIME
- VERY HAPPY WITH SERVICE. FRIENDLY STAFF, EFFICIENT. CAN ALWAYS GET AN APPOINTMENT
- ALWAYS FRIENDLY, HELPFUL STAFF. I'M HAPPY WITH THE CARE I RECEIVE FROM MY GP
- AS EFFICIENT AS POSSIBLE CONSIDERING PRESSURE ON AND CUTS TO NHS
- GREAT SERVICE. RECEPTION DRs NURSES ALL SUPERB
- WE HAVE SO MANY DIFFERENT DOCTORS HERE. I AM WITH THIS SURGERY MORE THAN 25YEARS
- GOOD SERVICE
- I LOVE THE NHS!
- THE SERVICE IS GOOD ONCE YOU MANAGE TO GET AN APPOINTMENT. HOWEVER, VERY DIFFICULT GETTING AN APPOINTMENT IN TIME WHEN NEEDED

Neither Likely or Unlikely

- OKAY SERVICE
- DOCTORS HAVE NO TIME FOR PATIENTS AND APPOINTMENT WAITING TIMES TOO LONG
- I AM NOW BETTER. KIND STAFF

Unlikely and Extremely Unlikely

- RESPONSE TO REQUESTS HAVE BEEN POOR
- BAD SERVICE
- IMPOSSIBLE TO GET AN APPOINTMENT. I HAVE WAITED THREE WEEKS FOR MINE NOW GP IS RUNNNING LATE.
- ALWAYS LONG WAIT FOR SEEING A GP

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.