

## LEYTON HEALTHCARE

### Results of the Friends and Family Test – July 2015

Thank you for providing us with feedback, we received a total number of 15 responses with 80% of patients recommending our practice.

#### **SUMMARY OF RESPONSES**

Extremely Likely	Likely	Neither likely or unlikely	Unlikely	Extremely unlikely	Don't Know
10	2	0	1	2	0

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

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

- FEELING OF BEING WELL CARED
- RECEPTION - ALWAYS CARING AND HELPFUL, DOCTORS - HELPFUL AND READY TO DO WHAT THEY CAN
- VERY HAPPY WITH THE PRACTICE, WOULD DEFINITELY RECOMMEND. RECEPTIONIST VERY FRIENDLY AND HELPFUL.
- FIND THE DOCTORS VERY FRIENDLY AND CARING, RECEPTION STAFF AGAIN VERY FRIENDLY AND HELPFUL
- SERVICE IS REALLY GOOD AND STAFF ARE VERY FRIENDLY
- GREAT SERVICE, LOVELY RECEPTIONISTS

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

NO RESPONSES WERE RECEIVED IN THIS CATEGORY

##### **Unlikely**

- I HAD TO GO TO A PRIVATE CLINIC TO GET DIAGNOSED WITH RARE AND SERIOUS KIDNEY PROBLEM AND DISEASE AFTER MY G.P'S FAILED TO RECOGNISE THAT I WAS EXTREMELY SICK. HOWEVER, THE RECEPTION STAFF ARE EXTREMELY AMAZING AS THEY SUPPORT YOU THROUGH YOUR PROBLEMS

##### **Extremely Unlikely**

TWO RESPONSES NO FEEDBACK GIVEN

#### **Improving our Surgery**

From the July 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.*