

LEYTON HEALTHCARE

Results of the Friends and Family Test – July 2016

Thank you for providing us with feedback, we received a total number of 30 responses with 93.3% of patients recommending our practice.

SUMMARY OF RESPONSES

Extremely Likely	Likely	Neither likely or unlikely	Unlikely	Extremely unlikely	Don't Know
17	11	1	1	0	0

Example of comments received:

Extremely Likely and Likely

- DOCTORS ARE CARING, STAFF ARE PLEASANT
- VERY POLITE STAFF AND HELPFUL ALL THE TIME
- I REQUESTED AN EMERGENCY APPOINTMENT WAS THAT SAME MORNING AND EVERYBODY INCLUDING RECEPTIONIST WAS VERY PROFESSIONAL AND HAPPY TO HELP
- EXCELLENT, BOOKED APPOINTMENT AT 8AM AND WAS SEEN BY THE NURSE ON THE SAME DAY. RECEPTION WAS VERY WELCOMING AND PROFESSIONAL. 10/10
- THE STAFF ARE VERY ORGANISED AND HELPFUL AND A VERY NICE ENVIRONMENT AT THE SURGERY
- OVER THE PAST TWO WEEKS, I FOUND THE SERVICE FRIENDLY ON A GOOD LEVEL. THE TREATMENT OF MY DRESSING BEING CHANGED, WELL DOWN

Neither Likely or Unlikely

- THE RECEPTION STAFF CAN AT TIMES BE BRISK AND ASK PERSONAL QUESTIONS WHEN YOU ARE FEELING UNWELL AND VULNERABLE. DOCTORS ARE VERY GOOD BUT SEEM RUSHED. IT CAN BE DIFFICULT TO GET AN APPOINTMENT AND YOU CAN FEEL UNVALUED. CARE IS GOOD THOUGH

Unlikely

- APPOINTMENT WAITS ARE FAR TOO LONG!

Extremely Unlikely

- NO RESPONSES WERE RECEIVED IN THIS CATEGORY

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.