

LEYTON HEALTHCARE

Results of the Friends and Family Test – July 2018

Thank you for providing us with feedback, we received a total number of 90 responses with 85.6% of patients recommending our practice.

SUMMARY OF RESPONSES

Extremely Likely	Likely	Neither likely or unlikely	Unlikely	Extremely unlikely	Don't Know
35	42	8	3	1	1

Example of comments received:

Extremely Likely and Likely

- NEVER REFUSED SERVICE. VERY HELPFUL WHEN ISSUES ARISE. VERY POLITE
- MY FRIENDS RECOMMENDED ME TO COME HERE. SHE IS VERY HAPPY WITH THIS GP THAT'S WHY I CAME HERE
- I HAVE BEEN COMING TO THIS SURGERY FOR LONG TIME AND THE SERVICE IS ALWAYS VERY GOOD. A GOOD CUSTOMER CARE SKILLS AT RECEPTION
- RELATIVELY EASY TO GET APPOINTMENT DOCTORS ARE KNOWLEDGEABLE AND FRIENDLY
- EASY TO BOOK AND EFFICIENT
- FRIENDLY, GOOD LISTENERS AND ALWAYS APPROACH CLIENTS WITH FRIENDLY SMILE
- I'M ALWAYS SATISFIED WITH THE SERVICE PROVIDED BY MY GP PRACTICE 100%

Neither Likely or Unlikely

- SOMETIMES HARD TO GET A APPOINTMENT AND WAITING TIMES FOR PRESCRIPTIONS CAN BE INACCURATE
- PRACTICE IS GOOD BUT NOTHING OUTSTANDING
- THE PRACTICE SEEMS LIKE EVERY OTHER PRACTICE IN THE BOUGH
- WHEN I GET TO SEE THE DOCTORS THE SERVICE IS GREAT HOWEVER BOOKING AN APPOINTMENT CAN BE A CHALLENGE

Unlikely and Extremely Unlikely

- TO SEE AN ACTUAL DOCTOR IS HARD AND YOU ARE NOT INFORMED UNLESS YOU ASK IF YOU ARE SEEING A DOCTOR, JR DOCTOR ETC. I WAS ALSO REFERRED TO WHIPPS CROSS WITHOUT BEING INFORMED. HOWEVER STAFF ARE ALWAYS FRIENDLY
- NOT A VERY GOOD EXPERIENCE WHEN RECEIVING TREATMENT
- APPOINTMENTS TAKE TOO LONG

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.