

LEYTON HEALTHCARE

Results of the Friends and Family Test – June 2015

Thank you for providing us with feedback, we received a total number of 15 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
9	5	0	1	0	0

Example of comments received:

Extremely Likely and Likely

- GOOD SERVICE RUNNING EVERY TIME I NEED TO ATTEND LEYTON HEALTHCARE. VERY COMPREHENSIVE STUFF
- I FEEL THAT THE SERVICES GIVEN AT THIS SURGERY IS VERY GOOD, THE STAFF ARE VERY HELPFUL AND FRIENDLY, THE ONLY DOWNSIDE TO THIS SURGERY IS THAT IT IS VERY HARD TO BOOK AN APPOINTMENT THE PHONE LINE IS ALWAYS BUSY
- VERY GOOD SERVICE WHEN I BOOK AN APPOINTMENT
- THE DOCTORS ALWAYS LISTEN CAREFULLY AND ADVISE, TREAT OR REFER ACCORDINGLY

Neither Likely or Unlikely

NO RESPONSES WERE RECEIVED IN THIS CATEGORY

Unlikely

ONE RESPONSE RECEIVED - NO REASON WAS GIVEN

Extremely Unlikely

NO RESPONSES WERE RECEIVED IN THIS CATEGORY

Improving our Surgery

From the June 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.