

LEYTON HEALTHCARE

Results of the Friends and Family Test – June 2017

Thank you for providing us with feedback, we received a total number of 11 responses with 73% of patients recommending our practice.

SUMMARY OF RESPONSES

Extremely Likely	Likely	Neither likely or unlikely	Unlikely	Extremely unlikely	Don't Know
5	3	2	0	1	0

SMS	Paper
0	11

Example of comments received:

Extremely Likely and Likely

- I LIKE THE STAFF AND THE DOCTORS ARE VERY HELPFUL
- BOOKED APPOINTMENT THIS MORNING AND SEEN A FEW HOURS LATER
- THE BEST PRACTICE I EVER FOUND. STAFF ARE VERY HELPFUL AND EASY TO GET APPOINTMENTS
- I AM VERY HAPPY WITH MY SURGERY
- CONVENIENT LOCATION (FOR ME), STAFF OK, PHARMACY LOCATED

Neither Likely or Unlikely

- TWO RESPONSE RECEIVED - NO REASON WAS GIVEN

Unlikely and Extremely Unlikely

- IT IS VERY FRUSTRATING THAT YOU HAVE TO HAVE MULTIPLE APPOINTMENTS FOR SIMPLE REQUESTS. I RECENTLY SUBMITTED A REPEAT PRESCRIPTION REQUEST AND WHEN I TURNED UP TO COLLECT 2 WEEKS LATER I WAS TOLD I NEEDED A CHECK-UP WITH THE NURSE, SURELY THIS SHOULD HAVE BEEN IDENTIFIED WHEN I SUBMITTED THE REQUEST. I HAVE ALSO HAD PROBLEMS WITH SICK CERTIFICATES AND WRONG ADVICE FROM THE RECEPTIONISTS

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.