

## LEYTON HEALTHCARE

### Results of the Friends and Family Test – June 2018

Thank you for providing us with feedback, we received a total number of 98 responses with 74% of patients recommending our practice.

#### **SUMMARY OF RESPONSES**

Extremely Likely	Likely	Neither likely or unlikely	Unlikely	Extremely unlikely	Don't Know
35	39	11	9	1	4

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

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

- I BEEN WITH MY GP SINCE 1997 AND THEY HAVE BEEN THE BEST THEY ARE FRIENDLY PEOPLE THE STAFF ARE SO NICE NURSES AND DOCTORS ARE GOOD PEOPLE. THE LIST CAN GO ON
- I BEEN REGISTERED WITH THE PRACTICE MORE THAN 10 YEARS ME AND MY FAMILY SO I HAD THE BEST HELP AND SUPPORT
- THE SERVICE IS EXCELLENT BUT WAIT TIMES FOR AN APPOINTMENT ARE GROWING LONGER AND LONGER, ALTHOUGH WE APPRECIATE THIS IS NOT YOUR FAULT
- THIS IS VERY HELPFUL AND THEY ARE WORKING TO HELP YOU FOR ANY PROBLEMS
- GREAT ADMIRATION FOR THE PRACTICE. DOCTORS AND STAFF VERY CARING. I NEVER HAVE ANY PROBLEMS GREAT CARE
- EXCELLENT ATTENTION. BEING A PATIENT FOR MORE THAN 20 YEARS
- VERY EFFICIENT SERVICE STAFF BOTH PATIENT AND UNDERSTANDING FACE TO FACE AND OVER THE TELEPHONE

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

- THE WAIT FOR AN APPOINTMENT IS TOO LENGTHY
- PLEASANT FAMILY SURGERY

##### **Unlikely and Extremely Unlikely**

- ALWAYS TAKE LONG TO GET AN APPOINTMENT AND WHEN GET ONE WAIT FOR UP TO AN 45MINUTES TO SEE DOCTOR SOMETIMES I EVEN WAIT AN HOUR
- IF YOU NEED TO SEE DOCTOR HERE TO WAIT FOR A LONG PERIOD OF TIME
- TOO MANY PEOPLE. TAKES AGES TO GET THROUGH ON PHONE MISERABLE RECEPTIONIST
- TERRIBLE SERVICE. ALWAYS A WAIT FOR MY APPOINTMENT
- HARD TO GET AN APPOINTMENT WITH A DOCTOR. HAD DIFFICULTIES ACCESSING REPEAT PRESCRIPTIONS

#### **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.*