

LEYTON HEALTHCARE

Results of the Friends and Family Test – May 2017

Thank you for providing us with feedback, we received a total number of 17 responses with 88% of patients recommending our practice.

SUMMARY OF RESPONSES

Extremely Likely	Likely	Neither likely or unlikely	Unlikely	Extremely unlikely	Don't Know
6	9	1	1	0	0

SMS	Paper
5	12

Example of comments received:

Extremely Likely and Likely

- VERY HAPPY WITH ALL STAFF
- FRIENDLY STAFF. FAST EFFICIENT SERVICE. MY APPOINTMENTS ARE ALWAYS ON TIME AND DR'S AND NURSES HELPFUL
- WAIT A WHILE FOR APPOINTMENTS BUT I LIKE ALL THE DOCTORS, NURSES AND RECEPTION STAFF.
- ALWAYS HELPFUL
- ON TIME, COURTEOUS STAFF THROUGHOUT ONE DEPARTMENT
- WELL ATTENDED TO
- I'M ALWAYS BEEN LOOK AFTER VERY WELL
- FRIENDLY STAFF. SEEN ON TIME. GP TRAINEE WAS KNOWLEDGEABLE AND EFFICIENT.

Neither Likely or Unlikely

- ONE RESPONSE RECEIVED - NO REASON WAS GIVEN

Unlikely and Extremely Unlikely

- BAD WAITING TIMES

Improving our Surgery

From the May 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.