

## LEYTON HEALTHCARE

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

Thank you for providing us with feedback, we received a total number of 86 responses with 79% of patients recommending our practice.

#### **SUMMARY OF RESPONSES**

Extremely Likely	Likely	Neither likely or unlikely	Unlikely	Extremely unlikely	Don't Know
25	42	14	1	2	1

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

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

- PROMPT AND ON TIME APPOINTMENT
- GOOD SERVICE
- GET APPOINTMENT ON TIME AND
- RESPONSE IS QUICK WHEN APPOINTMENT IS REQUESTED
- VERY HAPPY AND PLEASED WITH GP PRACTICE
- MY REGULAR DOCTOR FOR OVER 2 YEARS
- THE CARE AND UNDERSTANDING OF THE STAFF ESPECIALLY THE NURSES
- THE STAFF IS VERY WELCOMING AND I AM ALWAYS SEEN PROMPTLY
- ALWAYS GOT ME AN APPOINTMENT AT CONVENIENT IF NOT QUICK TIMES
- POLITE STAFF, QUICK TO BE SEEN AND PHONE CALLS ALWAYS ANSWERED TO BOOK APPOINTMENTS

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

- SOMETIMES CAN GET APPOINTMENT. SOMETIMES CANNOT
- DO NOT THINK THE GPs LOOK INTO CONDITIONS PROPERLY
- TAKES A LONG TIME TO GET AN APPOINTMENT WITH A GP
- NOT SEEN ON TIME
- I HAVE SOME BAD PREVIOUS EXPERIENCES WAITING FOR DOCTORS SICK NOTE VERY LONG TIME. ALSO THE NEAREST DOCTOR APPOINTMENT WAS IN A MONTH TIME. WHICH IS NOT HELPFUL WHEN YOU IN THE PAIN! BUT RECENTLY I START SEEING SOME IMPROVEMENTS.

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

- RUDE RECEPTIONIST AT TIMES
- IT CAN BE VERY DIFFICULT TO GET AN APPOINTMENT SOME OF THE STAFF ARE UNHELPFUL WHEN CALLING THE SURGERY
- I WAITED 45MINUTES TO BE SEEN. PHONE LINES ARE A JOKE THEY TAKE FOREVER TO ANSWER PHONE

##### **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.*