

## **LEYTON HEALTHCARE**

### **Results of the Friends and Family Test – May 2019**

Thank you for providing us with feedback, we received a total number of 68 responses with 90% of patients recommending our practice.

#### **SUMMARY OF RESPONSES**

Extremely Likely	Likely	Neither likely or unlikely	Unlikely	Extremely unlikely	Don't Know
29	33	4	1	0	2

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

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

- ALWAYS RECEIVE A PROFESSIONAL AND COURTEOUS SERVICE
- YOU ALWAYS GET YOUR APPOINTMENT BUT LONG WAITING TIME
- STAFFS ARE FRIENDLY UNDERSTANDING AND HELPFUL
- DOCTORS WILL LISTEN TO YOUR HEALTH CONCERNS CAREFULLY, EXPLAIN OPTIONS AND GIVE PROMPT ADVICE, GOOD SERVICE.
- CLEAN, EFFICIENT AND CAN BE SEEN BY DOCTOR QUICKLY
- QUICK RESPONSE SEEN AS SOON AS POSSIBLE
- THE PRACTICE ALWAYS HELP US AS SOON AS POSSIBLE
- EXCELLENT SERVICE FROM DOCTORS AND NURSES I HAVE SEEN. BEEN WITH THIS PRACTICE SINCE I WAS BORN 39 YEARS AGO WILL NOT CHANGE
- I HAVE BEEN WITH THIS PRACTICE FOR MANY YEARS AND ALWAYS RECEIVED EXCELLENT TREATMENT
- THAT IT'S AN NHS SERVICE, CLOSE TO MY HOME/STATION, GOOD OPENING AND CLOSING HOURS
- NICE AND FRIENDLY STAFF, GREAT PATIENT SATISFACTION

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

- IT IS ALREADY VERY BUSY AND APPOINTMENTS CAN TAKE UP TO THREE WEEKS OTHERWISE I AM HAPPY WITH THE SERVICE
- LONG WAITING TIMES FOR APPOINTMENTS
- BECAUSE IS A BIT SLOW AND YOU HAVE TO LOSE THE TIME WITH THE NURSE BEFORE THE APPOINTMENT WITH THE DOCTOR

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

- DOCTORS ARE GREAT HOWEVER REPEATED ISSUES WITH MY REPEAT PRESCRIPTION IT'S NEVER READY ON TIME AND 1 OR MORE HAVE TO CHASE. SOME OF RECEPTION STAFF ARE VERY INTERRUPTIVE

##### **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.*