

LEYTON HEALTHCARE

Results of the Friends and Family Test – October 2018

Thank you for providing us with feedback, we received a total number of 34 responses with 91% of patients recommending our practice.

SUMMARY OF RESPONSES

Extremely Likely	Likely	Neither likely or unlikely	Unlikely	Extremely unlikely	Don't Know
17	14	2	1	0	0

Example of comments received:

Extremely Likely and Likely

- FEMALE DOCTOR FOR MANY YEARS, ALWAYS BEEN HAPPY WITH TREATMENT
- I HAVE HAD A GOOD EXPERIENCE SO FAR WHEN USING THIS SERVICE
- GOOD SERVICE AND FRIENDLY BEHAVIOUR OF STAFF, DOCTORS AND THE NURSES
- I HAVE HAD A GOOD EXPERIENCE WITH THIS SURGERY AND HAVE ALWAYS BEEN SEEN WHEN THIS IS POSSIBLE
- ALL STAFF ARE POLITE AND NURSES AND DOCTORS ARE HELPFUL
- FAST APPOINTMENT AND GOOD RECEPTIONIST AND GOOD GREETING. I WOULD RECOMMEND TO ANYONE
- I HAVE ALWAYS HAD EXCELLENT, COMPASSIONATE CARE FROM EVERYONE THERE. RECEPTION STAFF, NURSES AND DOCTORS
- FRIENDLY AND HELPFUL PRACTICE OVERALL
- ONLINE APPOINTMENT BOOKING. FRIENDLY STAFF

Neither Likely or Unlikely

- THE APPOINTMENT TAKES LONG TIME

Unlikely and Extremely Unlikely

- POOR CUSTOMER SERVICE OVER THE LAST 5 YEARS. MY MOTHER WAS TREATED POORLY AND AS A RESULT CHANGED HER GP PRACTICE. NURSES AND RECEPTION OFTEN MAKE MISTAKES

Improving our Surgery

From the October 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.