

LEYTON HEALTHCARE

Results of the Friends and Family Test – September 2015

Thank you for providing us with feedback, we received a total number of 21 responses with 95.2% of patients recommending our practice.

SUMMARY OF RESPONSES

Extremely Likely	Likely	Neither likely or unlikely	Unlikely	Extremely unlikely	Don't Know
13	7	0	1	0	0

Example of comments received:

Extremely Likely and Likely

- THIS HAS BEEN MY DOCTOR'S SURGERY FOR OVER 30 YEARS. DOCTORS AND STAFF HAVE ALWAYS BEEN HELPFUL, ESPECIALLY IF IT'S AN EMERGENCY
- BECAUSE THE DOCTORS AND NURSES ARE REALLY GOOD YET GET SEEN QUICK AND THEY KNOW WHAT THEY ARE TALKING ABOUT
- I LIKE LEYTON HEALTHCARE - I USUALLY GET SEEN QUITE PROMPTLY AND THE NURSES/DOCTORS SEEM TO CARE - ONCE I HAVE HAD TO WAIT FOR ALMOST AN HOUR FOR MY APPOINTMENT THOUGH BUT OTHERWISE EVERYONE IS HELPFUL
- RECEPTION STAFF ARE FRIENDLY AND TRY VERY HARD TO HELP YOU
- EASY TO GET APPOINTMENTS, EVEN AT SHORT TIME NOTICE. NICE STAFF

Neither Likely or Unlikely

NO RESPONSES WERE RECEIVED IN THIS CATEGORY

Unlikely

- MY GP HAS NOT GOT THE FLEXIBILITY TO SOLVE MY HEALTH PROBLEMS

Extremely Unlikely

NO RESPONSES WERE RECEIVED IN THIS CATEGORY

Improving our Surgery

From the September 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.