

LEYTON HEALTHCARE

Results of the Friends and Family Test – September 2016

Thank you for providing us with feedback, we received a total number of 30 responses with 93.3% of patients recommending our practice.

SUMMARY OF RESPONSES

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

Example of comments received:

Extremely Likely and Likely

- THE WHOLE FAMILY HAVE BEEN WITH THIS SURGERY FOR A LONG TIME, WE DO NOT HAVE AN COMPLAINTS
- NO PROBLEM. ALWAYS TREATED VERY WELL BY DOCTORS AND STAFF IN EVERY POSSIBLE WAY
- VERY HELPFUL STAFF. WILL BE SEEN VERY QUICKLY. GOOD ENVIRONMENT. FRIENDLY STAFF AND DOCTORS
- I HAVE NEVER HAD ANY PROBLEMS WITH SURGERY. RECEPTION ALWAYS HELPFUL AND FRIENDLY TO ME. I HAVE BEEN HERE FOR A LONG TIME. NEVER HAVE PROBLEM
- GOOD CUSTOMER SERVICE. YOU WILL BE SEEN ON TIME. VERY RESPECTFUL AND UNDERSTANDING

Neither Likely or Unlikely

- ONE RESPONSE RECEIVED - NO REASON WAS GIVEN

Unlikely

- NO RESPONSES WERE RECEIVED IN THIS CATEGORY

Extremely Unlikely

- ONE RESPONSE RECEIVED - NO REASON WAS GIVEN

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.