

Friends & Family Survey

Ravensworth Surgery, South Shields & The Medical Centre, Jarrow

Survey for Month April 2017

Total responses received: 27

Extremely likely to recommend surgery	15	
Likely to recommend surgery	8	
Neither likely nor unlikely to recommend surgery	0	
Unlikely to recommend surgery	2	
Extremely unlikely to recommend surgery	0	
Don't know if would or would not recommend	0	

Positive comments received this month, included:

The Practice is always happy to go above and beyond to ensure right information, treatment and care is given.

Ability to get appointments, caring staff and good GP, very friendly

Happy to help, friendly staff

Quick appointments

Quick appointments

Dr Robinson is fantastic

No complaints all good

Quick and urgent appointments when needed

Surgery is exceptional, appointment system is 'spot on' excellent

Negative comments received this month included:

One patient is 'sick' of seeing different GP's

Practice response to feedback:

We have noted all the comments made this month and are pleased to have the opportunity to respond:

It would be helpful if the patient could identify him/herself about the problem with 'different GP's' as we have regular GP's working on same day each week to enable patients to be reviewed by the same GP.

Once again, we thank all patients for taking the time to complete surveys.