

Friends & Family Survey

Ravensworth Surgery, South Shields & The Medical Centre, Jarrow

Survey for Month: MAY 2019

Total responses received: 2

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

Positive comments received this month, included:

“Always great support”

“The usual quick response and clear advice...and what I particularly like is the continuity of Doctor-long may it last”

Negative comments received this month included:

None

Practice response to feedback:

Many thanks again to the two patients who took time to provide feedback.

It may seem repetitive to patients to complete these slips, but we really do appreciate them and welcome constructive criticism as well as positive remarks as this helps us to identify where our patients' may feel concerned or unhappy and contemplate if there is any way we can improve something.

As always, should any patient have a particular personal concern, we would encourage them to contact the surgery direct so that the matter can be looked into.

Thank you, again. Kath Ali-Assistant Practice Manager, on behalf of the whole surgery.

