

## Friends & Family Survey

### Ravensworth Surgery, South Shields & The Medical Centre, Jarrow

**Survey for Month: November 2018**

**Total responses received: 5**

<b>Extremely likely to recommend surgery</b>	<b>3</b>
<b>Likely to recommend surgery</b>	<b>1</b>
<b>Neither likely nor unlikely to recommend surgery</b>	
<b>Unlikely to recommend surgery</b>	
<b>Extremely unlikely to recommend surgery</b>	
<b>Don't know if would or would not recommend</b>	

**1 x slip received with no choice of recommendation but giving a suggestion to consider**

**Positive comments received this month, included:**

"Has to be the best ever surgery and always has been"  
"Been patient for many years and would highly recommend-so good and friendly"  
"all great"  
"Helpful-see to my needs and concerns when asked"

**Negative comments received this month included:**

No negative comments received.

The one blank survey communicated a suggestion to have grab rails in waiting areas to assist disabled patients in sitting down and standing up.

**Practice response to feedback:**

It is very gratifying to have such positive feedback as the whole team strive to provide as caring and welcoming a service as possible.

We will be pleased to raise the suggestion regarding grab rails at the next full practice meeting, considering the logistics and practicalities of attempting to introduce such items at any point in the future. Whilst not all suggestions can be turned into reality, we are very happy to learn what our patients feel might be useful and do take all into consideration.

Many thanks for this months' submissions.

