

Friends & Family Survey

Ravensworth Surgery, South Shields & The Medical Centre, Jarrow

Survey for Month: MAY 2017

Total responses received: 25

Extremely likely to recommend surgery	<u>22</u>
Likely to recommend surgery	<u>1</u>
Neither likely nor unlikely to recommend surgery	<u>1</u>
Unlikely to recommend surgery	<u>1</u>
Extremely unlikely to recommend surgery	<u>0</u>
Don' t know if would or would not recommend	<u>0</u>

Positive comments received this month, included:

10 OUT OF 10 – VERY FRIENDLY

ALWAYS PROFESSIONAL AND HONEST

ALWAYS READY TO HELP

LOVELY STAFF

YEARS OF EXCELLENT SERVICE

GP'S ARE VERY POLITE AND STRAIGHT FORWARD, OTHER STAFF ARE GREAT TOO

GOOD APPOINTMENT TIMES, AVAILABLE APPOINTMENTS, EXCELLENT RECEPTIONISTS AND DOCTORS

ALWAYS PUTS THE PAITENTS AT THE HEART OF WHATEVER THEY ARE DOING, ESPECIALLY DAWN

100% PLEASED WITH THE SERVICE

FABULOUS CUSTOMER SERVICE

HELPFUL AND FRIENDLY

FIRST CLASS SERVICE

Negative comments received this month included:

CAN'T ALWAYS GET AN APPOINTMENT WHEN NEEDED

STRUGGLE TO GET APPOINTMENTS

Practice response to feedback:

ONCE AGAIN WE THANK YOU FOR YOUR CONTINUING SUPPORT IN COMPLETING THESE QUESTIONNAIRES

WE VALUE ALL COMMENTS, BOTH POSITIVE AND NEGATIVE

IF YOU ARE STRUGGLING TO GET AN APPOINTMENT IT WOULD BE HELPFUL IF YOU COULD LET THE PRACTICE MANAGER KNOW