

Friends & Family Survey

Ravensworth Surgery, South Shields & The Medical Centre, Jarrow

Survey for Month: March 2017

Total responses received: 27

Extremely likely to recommend surgery	21	
Likely to recommend surgery	4	
Neither likely nor unlikely to recommend surgery	0	
Unlikely to recommend surgery	1	
Extremely unlikely to recommend surgery	1	
Don't know if would or would not recommend	0	

Positive comments received this month, included:

The surgery always tries to do their best	Quick appointment when needed and listen to needs
Excellent attention by the reception staff and Irene	Staff very obliging
Good practice would highly recommend to everyone	
The receptionist was very polite and kind and insisted we get an appointment for our son immediately	
Can get an appointment when necessary	Very efficient staff and doctors

Negative comments received this month included:

Not always possible to get an appointment
The amount of time you have to wait for an appointment
The doctors at the practice are brilliant but the auxiliary staff (nurses and some of the other staff) are well below acceptable levels.
Since the practice manager came about 5/6 years ago the practice has deteriorated very badly, to a level that is not acceptable.
Dr Vis and Dr Robinson are very helpful, receptionist is rude and lacks understanding.
Nurse doesn't get your name right and pulls faces when you tell her something.

Practice response to feedback:

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

As there were a couple of comments about the staff and the Practice Manager it would be helpful if the patients would identify themselves to enable the Practice Manager to discuss the issues raised.

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