

## Friends & Family Survey

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

<b>Survey for Month: December 2016</b> <b>Total responses received: 34</b>	
<b>Extremely likely to recommend surgery</b>	<b><u>27</u></b>
<b>Likely to recommend surgery</b>	<b><u>7</u></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>	
<b><u>Positive comments received this month, included:</u></b> Best doctors in the North East Friendly service Not too long to wait for appointments Nothing is a bother Never have a problem Very professional receptionists and GP's always listen to understand patient's needs Always receive prompt attention No problem in getting appointments Consistency with GP now Highly recommended	
<b><u>Negative comments received this month included:</u></b> Cannot always get an appointment at time needed Too many changes of doctors	
<b><u>Practice response to feedback:</u></b> The positive comments are very welcomed by the Practice. With regards to the negative comments we now have regular GP's working on specific days of the week to enable continuity of care, but we still have to employ locum GP's to cover any sickness and holidays. Unsure if the comment about getting an appointment at time needed is about the times of our appointments or if the patient was unable to get an appointment at all?. It would be good to get feedback from this patient.	