

Friends & Family Survey

Ravensworth Surgery, South Shields & The Medical Centre, Jarrow

Survey for Month: October 2017

Total responses received: 9

Extremely likely to recommend surgery	<u>7</u>
Likely to recommend surgery	<u>0</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:

The response and care we receive are first class.

Great service by both doctors and receptionists.

No complaints with staff or GP's. They have always solved problems for my family.

Always good advice from doctors and staff.

Tend to find it is easier to get appointments here than other surgery's and always make you feel at ease.

Everybody is very friendly.

Negative comments received this month included:

Lack of confidence due to the variety of doctors that I have to see. Lack of continuity which impacts on healthcare for me personally

Practice response to feedback:

Once again we would like to thank patients for feedback both positive and negative.

The negative comment was from our Jarrow surgery and I would like to ask this patient about the 'variety of doctors' that are working at Jarrow as the doctors have been there for a number of years.

Practice Manager – Irene McConnachie