

Friends & Family Survey

Ravensworth Surgery, South Shields & The Medical Centre, Jarrow

Survey for Month: September 2019	
Total responses received: 17	
Extremely likely to recommend surgery	16
Likely to recommend surgery	1
Neither likely nor unlikely to recommend surgery	0
Unlikely to recommend surgery	0
Extremely unlikely to recommend surgery	0
Don't know if would or would not recommend	0
Positive comments received this month, included: Multiple comments re professional and very helpful and friendly staff. Good service, appointments readily offered and quick. Long standing patients of many years, including 40+ and 80+ yrs and always satisfied Dr Baiju is noted as being "a good doctor, pleasant & helpful" "GP very understanding" "Staff are brilliant"	
Negative comments received this month included: We have not received any negative comments this month via Friends & Family survey but did receive an anonymous suggestion asking for background music in the waiting area as it is "so silent" and person felt their "time may go quicker as always running behind".	
Practice response to feedback: Following a couple of months with no F&F feedback at all and asking staff to politely remind patients that their comments are always valued, we were especially pleased to receive a good volume this past month. It was even more heartening to learn that the patients who submitted comments were happy with the service we provide and humbling to receive personal praise. With regard to the suggestion left in the relevant box, we are sorry if that person has encountered a delay in being seen. This doesn't happen often but cannot be avoided in some cases, as urgent or unexpected situations can arise and our priority is to deal with those clinically urgent situations. We understand that the waiting area can be quiet but have to consider a broad range of reasons for having or not having music to relieve this silence. We must consider those waiting whom feel ill, perhaps have headaches or can be distressed or become anxious with external stimuli therefore feel it is important to retain a calm and quiet environment, as much as we are able. We thank everyone for contributing to Septembers F&F survey, it is appreciated and also for the suggestion, which we duly re-considered but feel our response explains our reason for not adopting that, currently.	