

Friends & Family Survey

Ravensworth Surgery, South Shields & The Medical Centre, Jarrow

Survey for Month: January

Total responses received: 2

Extremely likely to recommend surgery	2
Likely to recommend surgery	
Neither likely nor unlikely to recommend surgery	
Unlikely to recommend surgery	
Extremely unlikely to recommend surgery	
Don't know if would or would not recommend	

Positive comments received this month, included:

Always helpful.

Fantastic receptionist and Dr Baiju-compassionate & good humoured.

Negative comments received this month included:

None.

Practice response to feedback:

Thank you for the very positive comments received this month. We welcome our patients' feedback, including negative ones, as it gives us opportunity to reflect on any changes that may and/or can be adopted to improve our patients' experience or confidence to continue with methods and personal approaches that are working well.

It was lovely to share this months' remarks with the team at our full practice meeting.