

**Friends & Family Survey**  
**Ravensworth Surgery, South Shields & The Medical Centre, Jarrow**

**Survey for Month: February 2018**

**Total responses received: 43**

<b>Extremely likely to recommend surgery</b>	<u>31</u>
<b>Likely to recommend surgery</b>	<u>7</u>
<b>Neither likely nor unlikely to recommend surgery</b>	<u>0</u>
<b>Unlikely to recommend surgery</b>	<u>1</u>
<b>Extremely unlikely to recommend surgery</b>	<u>2</u>
<b>Don't know if would or would not recommend</b>	<u>2</u>

**Positive comments received this month, included:**

The Nurse Practitioner was very thorough and sympathetic  
 I have never had a bad experience at this surgery, Dr Vis-Nathan is wonderful and the receptionists are just as fantastic.  
 I have always been treated very well, they listen to me and want to help.  
 I was able to get the appointment at the time I wanted. They even rang to make sure I could attend with the snowy weather,  
 The nurse was lovely and very informative. Overall just a good practice.

**Negative comments received this month included:**

Unfortunately the patients that were not happy with our service failed to provide a reason why.

**Practice response to feedback:**

Once again we thank you for all feedbacks both positive and negative.  
 Irene McConnachie – Practice Manager