

Friends & Family Survey

Ravensworth Surgery, South Shields & The Medical Centre, Jarrow

Survey for Month: February 2017

Total responses received:25

Extremely likely to recommend surgery	<u>18</u>
Likely to recommend surgery	<u>4</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>1</u>

Positive comments received this month, included:

Quick friendly service

Willing to listen and support

Seen in a reasonable time

Caring effective treatment

Always able to get an appointment when needed

Negative comments received this month included:

Difficult to get an appointment

Difficulty in getting through on the phone and struggle to get an appointment

Practice response to feedback:

Unless we know the reasons why some patients are not able to get an appointment it is difficult to respond to the negative comments. Sometimes we are unable to provide appointments if patients request them for certain days and times. Routine appointments are obtainable four weeks in advance. It would be helpful for more information on the comments slip for the practice to investigate this.

We have changed our telephone system to enable patients to either speak to the receptionist or to admin team re queries which has reduced the pressure on the telephone system. Please let the practice know if you are still having trouble getting through.

I would like to thank everyone for completing this monthly survey.