

Friends & Family Survey

Ravensworth Surgery

Survey for Month: November 2017

Total responses received: 11

Extremely likely to recommend surgery	<u>6</u>
Likely to recommend surgery	<u>3</u>
Neither likely nor unlikely to recommend surgery	<u>1</u>
Unlikely to recommend surgery	<u>0</u>
Extremely unlikely to recommend surgery	<u>1</u>
Don't know if would or would not recommend	<u>0</u>

Positive comments received this month, included:

Very friendly and helpful staff

The care I received was very professional and very friendly

Even though the doctor is always late, I always get a quality service

Quick appointment

Negative comments received this month included:

Doctors change often which can make it hard to discuss issues

Been here since I was a child, however, some of the doctors need to brush up on their people skills

If the surgery get more patients than this it will have an impact on services and appointments

Practice response to feedback:

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

It would be helpful if I could speak to the patient who states we change doctors often, as we have had the same locum GP since July this year who works four days a week and on the other day one of the partners is in the surgery. It would be good to discuss any problems patient is experiencing.

Practice Manager – Irene McConnachie