

Friends & Family Survey

Ravensworth Surgery

Survey for Month: December 2017

Total responses received: 3

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

Positive comments received this month, included:

Very happy with appointments

Fast Service

Dr Chong is a brilliant doctor

Negative comments received this month included:

No regular doctor but remaining staff are great

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