

**Friends & Family Survey**

**Ravensworth Surgery, South Shields & The Medical Centre, Jarrow**

Survey for Month: September 2018	
Total responses received: 10	
Extremely likely to recommend surgery	<u>8</u>
Likely to recommend surgery	<u>1</u>
Neither likely nor unlikely to recommend surgery	<u>0</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>0</u>
<b>Positive comments received this month, included:</b> Staff very helpful and dealt with dignity and respect, BEST SURGERY Staff are always very friendly, helpful and nice Easy to get an appointment, nice environment Friendly, caring with a family feeling	
<b>Negative comments received this month included:</b> Need to have higher seats, agony trying to use these at South Shields	
<b>Practice response to feedback:</b> Once again many thanks for all feedbacks, both positive and negative. Unfortunately we are unable to change the seating in Ravensworth Surgery, if the person who is experiencing a problem would like to make themselves known to reception on their next visit, we can then discuss this problem.	