

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

Survey for Month: September 2017

Total responses received: 7

Extremely likely to recommend surgery	7
Likely to recommend surgery	
Neither likely nor unlikely to recommend surgery	
Unlikely to recommend surgery	1
Extremely unlikely to recommend surgery	
Don't know if would or would not recommend	

Positive comments received this month, included:

It is a good surgery, always try to help.
 Definitely would recommend this surgery.
 Every time I ring for an appointment, I am always in quick and all the staff, doctors and nurses are great.
 Exceptional good staff on front desk, Wendy is so helpful.
 I have been with this surgery for 61 years and wouldn't change.
 I have the best surgery by far. I didn't think there would be any vacancies but I always tell people about this wonderful surgery.

Negative comments received this month included:

None received this month

Practice response to feedback:

Doctors and staff would like to thank the patients who complete these forms. We look at all feedback be it positive or negative.