

## Friends & Family Survey

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

**Survey for Month: October 2019**

**Total responses received: 2**

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

**Positive comments received this month, included:**

"love GP-as everyone is so helpful and friendly".

**Negative comments received this month included:**

Issue regarding sound travelling from a clinical room, with request for background music in reception.

**Practice response to feedback:**

We have investigated this and believe it could only have been in relation to the nurse room which is directly off the waiting room, as the GP room is through a soundproof door off a small conservatory area, away from the waiting room and from where we are confident no sound is carried. We have not previously received any written or verbal concerns like this and whilst we realise the sound may have been elevated due to perhaps a person hearing difficulties, it is never the less unacceptable. We cannot provide noise/music in the waiting area [which we did many years ago] as it was proven to be too distracting and upsetting for many patients whom were ill or anxious or suffering from other health conditions which were worsened by it. We are looking into other options available to prevent this from happening again and have brought it to the attention of our clinical staff who will utilise another room for complex and personal conversations, or where the patient may be hard of hearing. We are grateful to the person bringing this to our attention.

We are pleased to learn that our other patient commenting this month, finds the team helpful and friendly.

Many thanks.