

Friends & Family Survey

Ravensworth Surgery, South Shields & The Medical Centre, Jarrow

Survey for Month: April 2019

Total responses received: 2

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

Positive comments received this month, included:

Doctor X *[name withheld for confidentiality]* is the best doctor I've seen at this surgery

Negative comments received this month included:

Receptionist unaware how to deal with mental health issues and lost temper

Practice response to feedback:

It was lovely to be able to inform one of our GP's how highly a patient held them in esteem.

We are concerned about the negative comment and as we have had no formal contact from whomever this patient was, cannot investigate or validate further. We would advise that although our reception staff are trained and educated in best patient communication, they are not clinicians therefore would not necessarily be in a position to “deal with” patients presenting with a range of difficulties. They would, however, ordinarily seek assistance for that patient and maintain a professional approach at all times.