

Friends & Family Survey

Ravensworth Surgery, South Shields & The Medical Centre, Jarrow

Survey for Month: June 2017	
Total responses received: 19	
Extremely likely to recommend surgery	<u>16</u>
Likely to recommend surgery	<u>2</u>
Neither likely nor unlikely to recommend surgery	<u>0</u>
Unlikely to recommend surgery	<u>0</u>
Extremely unlikely to recommend surgery	<u>1</u>
Don' t know if would or would not recommend	<u>0</u>
Positive comments received this month, included:	
Doctor was extremely nice, kind and helpful – an asset to the practice (Dr Reshma)	
Friendly staff	
Always able to get an appointment	
Good doctors and quick appointments	
Good service always polite	
Carol (PN) was extremely helpful and informative	
Negative comments received this month included:	
Never can see the same doctor ever!	
Practice response to feedback:	
ONCE AGAIN WE THANK YOU FOR YOUR CONTINUING SUPPORT IN COMPLETING THESE QUESTIONNAIRES	
WE VALUE ALL COMMENTS, BOTH POSITIVE AND NEGATIVE	
IF YOU ARE STRUGGLING TO GET AN APPOINTMENT IT WOULD BE HELPFUL IF YOU COULD LET THE PRACTICE MANAGER KNOW	
WE HAVE BEEN EMPLOYING LOCUMS ON A LONG TERM BASIS THEREFORE UNSURE WHY THERE IS A PROBLEM SEEING THE SAME	
GP, IT WOULD BE HELPFUL IF THE PATIENT HAVING THIS PROBLEM COULD LET THE PRACTICE MANAGER KNOW.	