

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

**Survey for Month: August 2017**

**Total responses received: 27**

Extremely likely to recommend surgery	<u>20</u>
Likely to recommend surgery	<u>5</u>
Neither likely nor unlikely to recommend surgery	<u>1</u>
Unlikely to recommend surgery	<u>0</u>
Extremely unlikely to recommend surgery	<u>0</u>
Don't know if would or would not recommend	<u>1</u>

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

First class care and support from GP and Receptionists, cannot thank them enough, nothing is a problem, always there.  
 Helpful and supportive  
 Friendly service  
 Always able to receive same day appointments.  
 Good service  
 Warm welcome by reception staff  
 Family focussed practice  
 Able to see same GP, good service  
 We were a bit worried when we changed GP but everyone from doctors to staff have been great.  
 Receptionists are great at giving appointments out and direct.  
 Quick and polite.

**Negative comments received this month included:**

There were no negative comments received this month.

**Practice response to feedback:**

Once again we thank you for all responses received, we value your comments both positive and negative.