

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

**Survey for Month: August 2018**

**Total responses received:9**

<b>Extremely likely to recommend surgery</b>	<u>6</u>
<b>Likely to recommend surgery</b>	<u>2</u>
<b>Neither likely nor unlikely to recommend surgery</b>	<u>1</u>
<b>Unlikely to recommend surgery</b>	
<b>Extremely unlikely to recommend surgery</b>	
<b>Don't know if would or would not recommend</b>	

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

Really nice people  
 Best GP surgery in Jarrow, great staff and GP's  
 Very good practice, always been very well treat by everyone  
 Always seen by Dr Robinson and staff are very friendly  
 Very helpful in my recovery

**Negative comments received this month included:**

No negative comments reported this month.

**Practice response to feedback:**

Once again thank you for taking the time to complete our short feedback forms. We do take on board all remarks and suggestions, learn from negative comments where feasible.  
 All staff continue to strive to give all our patients the very best possible experience and care.