

### Friends & Family Survey

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

**Survey for Month: January**

**Total responses received: 66**

|   |           |
|---|-----------|
| <b>Extremely likely to recommend surgery</b>            | <u>52</u> |
| <b>Likely to recommend surgery</b>                      | <u>11</u> |
| <b>Neither likely nor unlikely to recommend surgery</b> | <u>2</u>  |
| <b>Unlikely to recommend surgery</b>                    | <u>0</u>  |
| <b>Extremely unlikely to recommend surgery</b>          | <u>1</u>  |
| <b>Don't know if would or would not recommend</b>       | <u>0</u>  |

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

Wonderful service and lovely friendly staff  
 Ravensworth doctors are always patient orientated  
 Very pleasant and helpful, willing to help  
 Simple and easy service delivered by the finest providers of free healthcare in the world, the nurse gave me lots of advice, she was knowledgeable and had a very professional manner.  
 I am very happy with how quickly my children are seen when needed.

**Negative comments received this month included:**

Reception staff need to be more friendly  
 Need more than one doctor  
 Looking to change doctors due to not having a regular doctor who understands my medical needs-too many changes in doctors inconsistencies.

**Practice response to feedback:**

Once again we thank you for all feedbacks both positive and negative.  
 We have employed regular locums in both practices over the past year, we only employ other locums to cover days off, sickness or holidays. I would gladly discuss this with any patients. – Irene McConnachie (Practice Manager)