

### Friends & Family Survey

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

Survey for Month: July 2017

Total responses received: 22

Extremely likely to recommend surgery	<u>11</u>
Likely to recommend surgery	<u>3</u>
Neither likely nor unlikely to recommend surgery	<u>3</u>
Unlikely to recommend surgery	<u>2</u>
Extremely unlikely to recommend surgery	<u>1</u>
Don't know if would or would not recommend	<u>2</u>

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

We try to give appointments ASAP which is an improvement from the past. Wish I didn't have to see so many different doctors, we prefer continuity of a regular GP.

Very happy with the appointments and treatment, could do with more regular doctors though.

I am happy with response and how the doctor dealt with me.

Really good service

My daughter got seen to straight away.

Kind staff and prompt appointments

Doctors really listen to you.

Other people complain about not getting appointments at their practice, at least here you can even if you have to wait.

#### Negative comments received this month included:

I had to wait 3 weeks for an appointment, so I had to take time half a days holiday to come then it was half an hours wait, terrible!!!!

I have not seen the same doctor once and I have been having regular appointments.

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