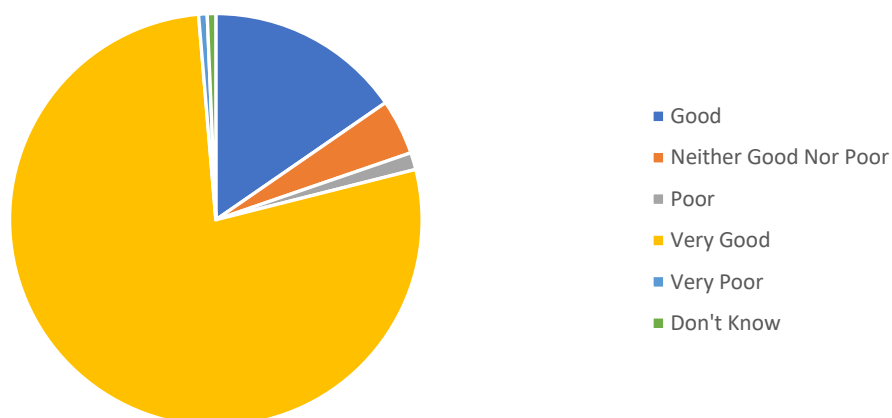


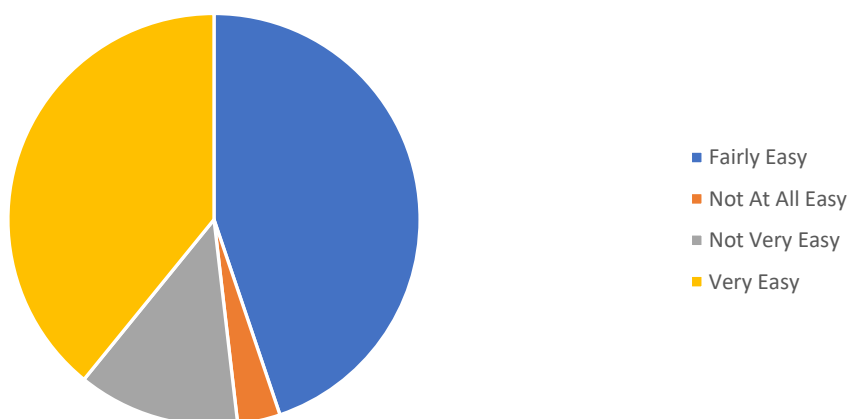
Which Practice are you registered with?

Dunelm Medical Practice (Including
Bearpark, Gilesgate & Framwellgate Moor)

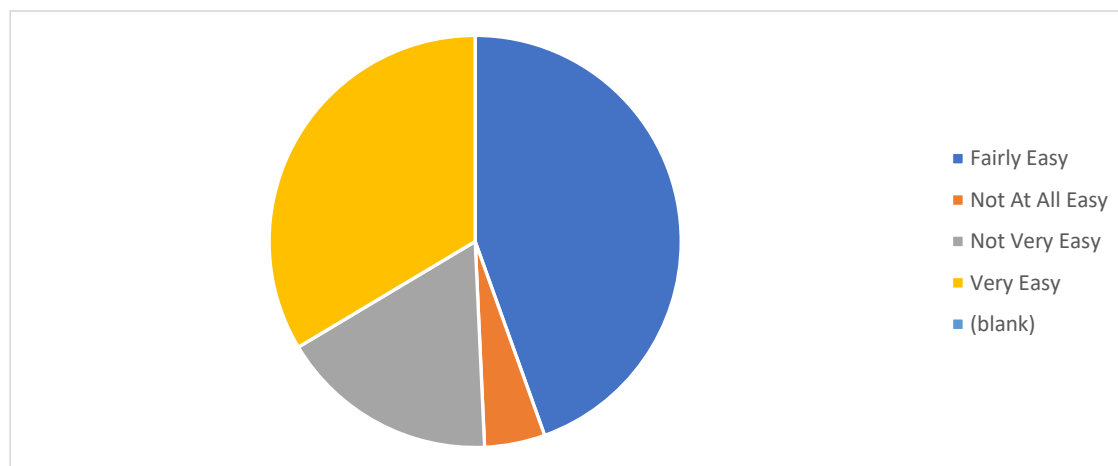
Overall, how was your experience of our service?	Count of Overall, how was your experience of our service?
Good	46
Neither Good Nor Poor	13
Poor	4
Very Good	232
Very Poor	2
Don't Know	2



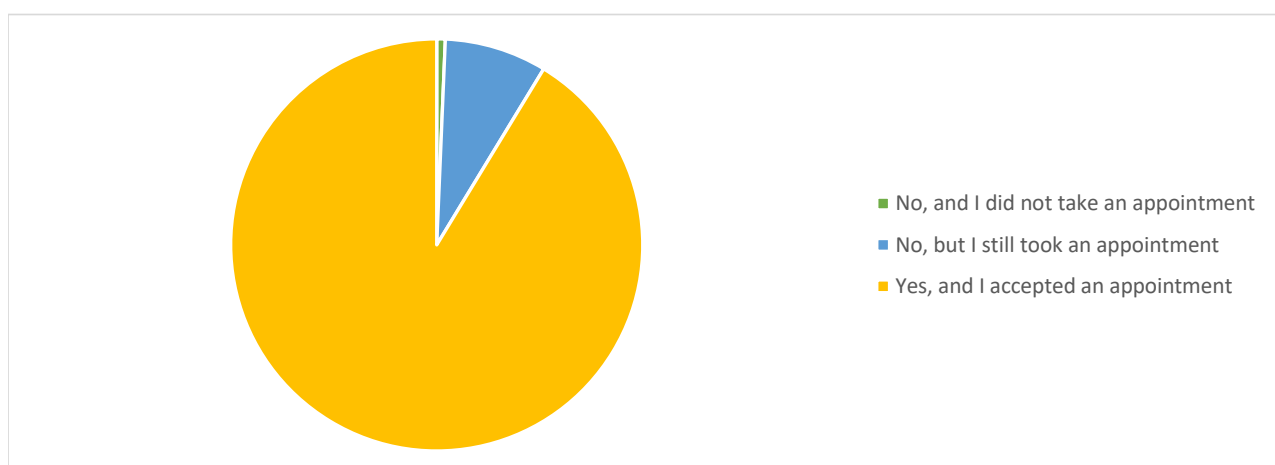
Generally, how easy or difficult is it to get through to someone at your GP practice on the phone?	Count of Generally, how easy or difficult is it to get through to someone at your GP practice on the phone?
Fairly Easy	134
Not At All Easy	10
Not Very Easy	38
Very Easy	117



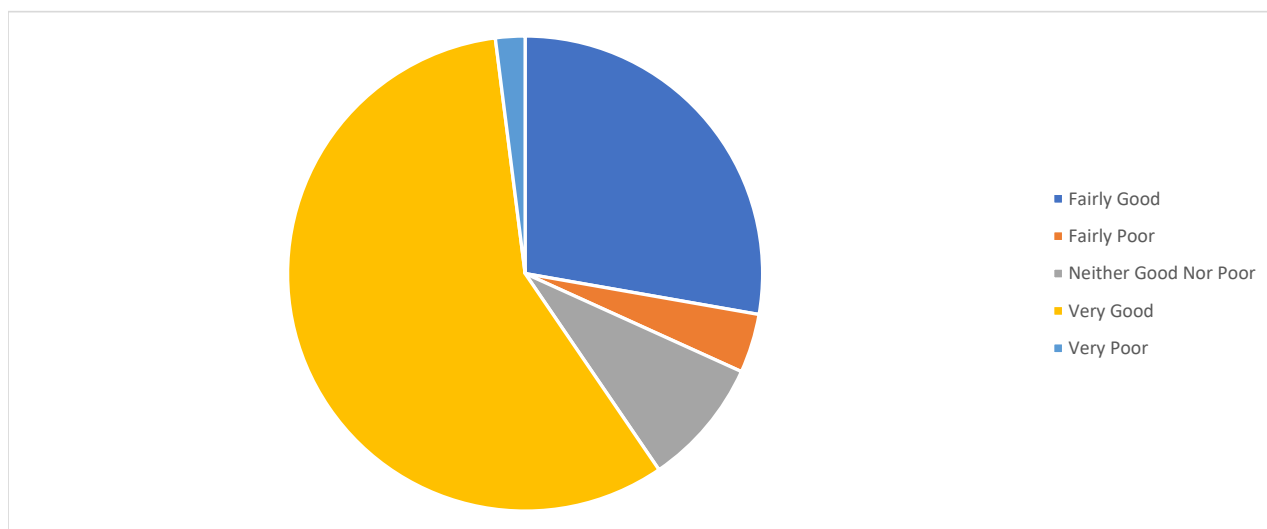
How easy is it to use your GP practice's website to look for information or access services?	Count of How easy is it to use your GP practice's website to look for information or access services?
Fairly Easy	122
Not At All Easy	13
Not Very Easy	47
Very Easy	92
(blank)	



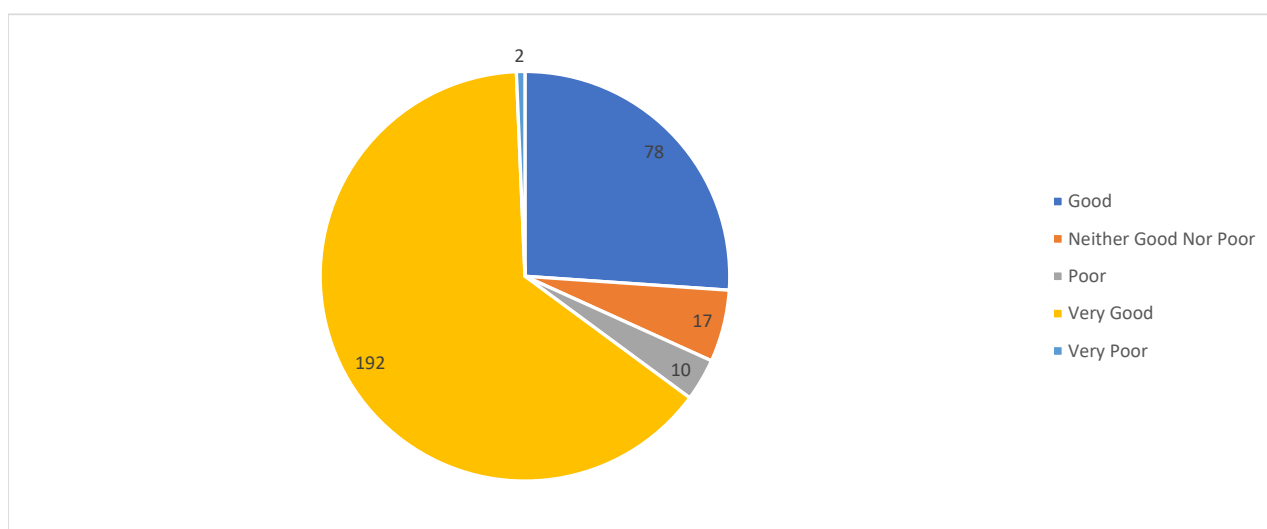
Were you satisfied with the appointment (or appointments) you were offered?	Count of Were you satisfied with the appointment (or appointments) you were offered?
No, and I did not take an appointment	2
No, but I still took an appointment	24
Yes, and I accepted an appointment	273



Overall, how would you describe your experience of making an appointment?	Count of Overall, how would you describe your experience of making an appointment?
Fairly Good	83
Fairly Poor	12
Neither Good Nor Poor	26
Very Good	172
Very Poor	6



Overall, how would you describe your experience of your GP practice?	Count of Overall, how would you describe your experience of your GP practice?
Good	78
Neither Good Nor Poor	17
Poor	10
Very Good	192
Very Poor	2



Is there anything, positive or negative, you would like to bring to our attention?
No
None
(blank)
No
Excellent
No
Very friendly staff
Very friendly and very professional.
I don't go often but when I need to I always manage to get a face to face appointment, they are all very nice drs and receptionists .
The whole process was handled with professional efficiency, a friendly reception and very approachable , knowledgeable and sensitive staff. Many thanks Bill Guymer
The doctor recommended Calpol for my son's middle ear infection who is 10, but he didn't give a prescription. I think there was an assumption I had to buy it myself, left feeling my son hadn't gotten the medicine he needed.
The doctors nurses and reception staff are so helpful
Excellent staff Friendly and efficient Can't fault them
Praise to the reception staff as they often get a raw deal!
No consideration for working people with delays on phone line or appointments
An hour is a long time to wait for an appointment.
Staff are always friendly and courteous and make you feel at ease with things.
Give antibiotics sooner
Best medical practice I have had, and I have been in many other countries over the years.
The reception staff are always so polite and attentive and are lovely and patient with my 3 year old son who has adhd and autism, which really puts my son at ease.
Need an more user friendly website and needs to make it easier to speak to someone via telephone
I rang on the Monday but was unable to speak to a Dr as there were no available appointments. I rang back Tuesday and got an appointment and the dr that I saw was lovely and very thorough
To know what drs are on a week in advance.
Only positive, the examination was thorough and the doctor very pleasant
My experiences are very much varied, depending on the GP that I see. My experience with nurse appointments are, in the main, very positive.
Doctors, nurses and staff are great. Difficult to get through to make an appointment (I called over 60 times and it was engaged each time, before I was eventually connected). Much easier to get through once the rush to book appointments is over. Reception team a fantastic.
great patient care & bedside manner
Excellent service thank you
Need to prioritise children

Is there anything, positive or negative, you would like to bring to our attention?
I find some receptionists are brusque and offhand and give conflicting information about booking appointments to that of the doctor. It doesn't seem to matter how polite or concerned you are to some. Doctors are super helpful and I am always reassured that they take my concerns seriously. I am left confident of their diagnosis, referrals and aftercare.
I have intermittent urinary infections/discomfort. As I am over 65 the chemist cannot provide an antibiotic. Therefore I need to contact the surgery for a test, usually when I already feel quite poorly. It can be difficult to get an appointment on the day. I would appreciate some way of addressing this so I can get treatment asap as my symptoms can worsen quite quickly. Thankyou for reading this
Always find All staff extremely helpful and courteous at all times, always willing to go the extra mile. This practice is outstanding.
Yes, if the Dr needs to see you after results/tests it's on you to make the appointment, which can take weeks. Why can't the receptionist book you an appointment at the time the gp has told her to ring to ask you to make an appointment to see him or her.
Very efficient service
All hail the receptionists
All staff are very helpful.
I've only positive feelings for the encounter with the nurse and receptionists but not so with the doctors
I never have a problem getting any help at all .
The website is really awkward to navigate
No its fine
Only issue is having to start ringing at 8.30 persistently until it's answered. The staff are excellent, professional, go above and beyond to be of assistance. Very grateful yo belong to the practice.
Nurse was very kind and also proactive about vaccinations
It is very difficult to see the same gp twice.No continuity of care
Doctors and nurses and receptionists are excellent and I wouldn't want to be anywhere else
All personnel are easy to talk to and very helpful, therefore putting ones fears at rest.
Had an appointment yesterday and I suffered a Tremor attack Sophie helped me in to see Dr Beso the tremors are getting worse and I've had them in shops I'm making arrangements to see my CPN on Monday
Doctors wanting quick blood tests done, but receptionists saying there's nothing for 2 weeks. Not acceptable!
Overall a good practice
I did not like been asked , what I expect the DR to for me.you go to DR for help
Never used website
Yes - I had an appointment with a nurse who was amazing no complaints about the nurse she was very helpful and explained everything. My problem was I didn't know I had to go next door for a nurse appointment I checked in on the screen as told too and then sat in the waiting room only to find out after hearing someone else been in the incorrect place I thought I would check where I needed to go and I had to go next door. this is not told to people not advertised and seem ridiculous you have to go into the building to next door .

Is there anything, positive or negative, you would like to bring to our attention?
I attended for my depo injection. I was seen by the nurse 45 minutes late. As lovely as the nurse was she made me feel stressed and anxious by saying that at age 51 I was too old to have the injection and she might not give it to me. My previous nurse said I was ok until age 54. The nurse, Maxine, messaged the doctor to ask if I could have the injection and he said yes. She then took my blood pressure which was high because of the stress she had put me under. I have only ever had a high reading once and that was immediately after having covid last year. I now have to take daily readings for 7 days. I did get my injection eventually. It should be my decision as to whether or not I want to stop the injection and go headlong into painful periods or the menopause. After, 20 years of having the injection, I need to prepare myself for that!!! I've had a year pain free after having a bowel operation and I want to keep it this way for as long as I can.
Sometimes feel frustrated at appts system as I work full time and it's not always easy to book an appointment on the day.
My appointment was treat with care and attention. The staff in Bearpark surgery are exceptional
No
The nurses are excellent
The screens to check in are a good addition.
The staff in the Framwellgate surgery are always friendly and try to help where they can - thank you
I've found the doctors I have seen very thorough and pro active. It's the best doctors surgery I have ever had
Lovely caring staff
Prioritise seeing children when they are ill, especially under 5. Availability or not
I find it easy to get appointments
No, I'm happy with the practice.
Excellent service from reception and practice nurse ,
Stop using receptionists as gatekeepers and make doctors more accessible
I am entirely satisfied with the staff at the Dunelm practice, although when my mobility was really bad, I found it difficult to access the new nurses building if the car park was full and the nurses office was very cramped to accommodate my walker, which I have now swapped for a stick. So access is now ok for me.
Bearpark reception staff are unbeatable
The lack of online appointments available. 8 out of 10 times when you need an appointment and try to book online there are no available time slots.
I rang up at 8.30 on a morning to get an appointment and kept ringing as busy .SO why be told to ring up 8.30 am when u dont actually get thru til bout 9 oclock sometimes or after that .
Jo Ann who I saw was lovely, she was very reassuring and put my mind at ease to some extent. Keith is also very reassuring and helpful. I am still not right but so feel better than I did
Staff at the surgery, are very helpful and supportive.
I was a bit taken aback being told that the nurse had not administered the type of injection prescribed for my ongoing treatment for prostate cancer
The staff including administrators are very knowledgeable.
Straight forward, friendly, excellent, thank you.
The staff including doctors nurses and reception are usually exceptional, the difficulty is trying to get an appointment. It took me awhile to try and book something online as nothing available even though the notice says these are an option.

Is there anything, positive or negative, you would like to bring to our attention?
Keep up the good work. It's a beacon of our local community.
It is often difficult to get through to reception to make an appointment by telephone at 8.30 am.
They are very friendly staff when you walk in for a doctors appointment
I would have preferred to see a dr but the nurse was very good i had acdreadful migraine which i still have despite the medication being given
So far everything seems perfect.
Waiting area in new nurses station is claustrophobic
Thank you for an excellent service.
I attended a review appointment with Monique who was so lovely, very attentive and professional. Monique felt I needed to be seen by the Dr. I waited a very short time. Excellent service. Thank you
Very good indeed at Framwelgate, from receptionists to G.P. After all the negative comments you hear about G.P. appointments this one is excellent.
More face to face appointments with Doctors would be of benefit. Thank you.
Reception team are always very helpful
Althoughthe nurses are excellent i wouldprefer on this occasion to have seen a doctor i find it difficult to get appointments with preferred doctors also
The secretary Lisa was a great help to me when i had problems getting my prescriptioni would like it to be easier to speak to a gp especially one of your choice
So complicated to make an appointment online and eventually told non available. Not fit for purpose I am afraid. No point attending future blood test appointments following heart attack. If results can not be acted on. Now intoch with my doctors in USA.
Generally really satisfied. I do struggle with the website. I would like to choose a GP to develop more of a relationship.
Very friendly and helpful receptionist
The nurse was extremely patient with me. I over talked and over shared about my current life situation and depression and she was very professional and tolerant of me.
No everything fine.
Appointment was with nurse she was very pleasant
Like to speak to someone regarding this
The doctor I saw on 19th December was a nice lady - good " bedside manner " and pleasant personality.
From my experience, a very well managed practice.
The quality of medical care provided is excellent once the patient manages to access it. However, it is not made clear on the practice website that appointments are available even though no appointments are available most of the time to book online. In particular, there is no indication that appointments are made available to book online early on the same day. A patient could easily conclude either that no appointments are available or that they are in extremely short supply and that they should not pursue an appointment unless they are acutely very unwell. This is likely to lead to failure to diagnose serious, possibly even life threatening, conditions in a timely fashion. There is an urgent need for greater transparency.
Very friendly and professional.

Is there anything, positive or negative, you would like to bring to our attention?
Was asked to use self check. Never used it before. Tried to navigate screen for a minute or so, as nothing obvious to press. Another patient waiting behind me and I asked her if she knew what to do but she didnt. All this time, the receptionist was sitting facing me and said nothing. I had to ask her for help. She was quite dismissive and didnt realise the screen had gone down. She reset it then offered to check me in from her desk. It wasnt busy so for me, attentiveness could be better.
Taking 45minutes for phone to be answered
Just a great practice.
I think my practice is brilliant. Reception staff, nurses and GPs all do a great job. I always feel listened to and treated respectfully. Thank you
Great surgery,very helpful staff.do feel doctors listen to me.
The difficulty in making appointments because of the volume of calls and time involved in getting through to receptionists. The lack of face to face consultations with a Doctor is also a cause for concern.
I haven't used the practice web site as there is the nhs app so I cannot comment on question 4.
Bad experience of the nurse taking blood followed up by swollen and black a black blue sore arm
Very good!!!!!!!!!!!!!!
No every think was perfect
Maybe understand that someone has dementia. And not able to always understand everything they say . Just because they don't look like they have it.
I made the appointment in person to avoid the difficulty of getting through on the phone
I am elderly and find it extremely difficult to access the surgery by 8.30 to book an appointment. When I use the telephone system I end up being in a queue which unfortunately usually results in all appointments being gone before I reach the receptionist. There are never any appointments on line available for the period during which I feel I need help! I have nothing but admiration for the patience and help provided by the staff once accessed but miss the days when doctors who knew me could treat me!
Polite friendly & helpful.
Having to phone up every day at 8-30 hoping to get a appointment on that day only to be told nothing available for a week
Nothing at this moment thanks
Nurse had her back to me most of the consultation, took my blood pressure i had to ask if it was ok, took my weight never told me what it was, never explained anything, dismissed me with "we'll be in touch if we find anything wrong with your blood test " probably not hear anything about said results.
Booking in person at 8-30 am very good! Trying by phone , often full up !
Nurse practitioner was very helpful, empathitic & professional.
The main problem is accessing the GP of choice as they all seem to be new who aren't familiar with our cases.
The appointment system is terrible, you can't get an appointment within 48 hours
Very professional and caring nurse gently removed stitches, talked me through each stage and informed me of procedures to follow at home. Many thanks Bill Guymer

Is there anything, positive or negative, you would like to bring to our attention?
I had to attend the gp surgery 4 times in a short period due to an acute exacerbation of asthma. The practice ensured that I was seen by a gp each time very timely on that day and arranged an examination and relevant medication which greatly helped the respiratory issue. Very impressed. All doctors were kind and thorough and appeared generally empathic and concerned.
A better system for booking appointments and being able to pre book apps under instructions from seeing the doctor.
Very helpful receptionists
If a patient not well its not pleasant having to wait in surgery waiting room, especially if DR running late.
I knew I needed blood tests to follow up from previous tests but couldn't book those until I saw a doctor again. Getting a Dr's appointment is not easy. Having to ring at a specific times is not possible and very busy and then you are 'encouraged' to use the internet/app instead. Often there are no apps left. I dread to think what's that's like for people with difficulties with age, mental health, literacy or very poorly perhaps having irregular sleep patterns.
Receptionists are usually very helpful and pleasant.
I find the practice staff very competent and caring. Follow-up after appointments and tests is very good.
All staff that i have had contact with have been helpful, empathic and considerate at all times
I always feel welcome like an old family practice and my Doctor listened to me which is not only important but comforting. Keep up the good work for the coming year 2024 thank you.
The nurse was very reassuring and helpful and lovely.
Staff are very friendly and professional.
The reception staff are very approachable and efficient. The same can be said about the nurse I saw too.
Always super helpful and efficient
Recently had a smear - the nurse who completed it shared that she has recently completed the course. She communicated the process very well, appeared confident and made me feel at ease. A very positive experience in a situation that isn't comfortable.
Quick and efficient service. Put at ease by nurse practitioner.
Receptionist is quite rude
The staff are always extremely helpful and go out of their way to assist you
By far the best doctors surgery I have been a patient of.
The staff are all amazing, super kind and helpful
Nurse Katy is brilliant I won't see anyone else
The nurse was wonderful. She explained everything carefully and really listened to what I told her. She was really compassionate for what is potentially an uncomfortable exam.
Positives:- can get an appointment usually if calling at 8.30 on the dot. GPS's always great with my children.
Negatives:- on average I make 50+ dials to get through.
Sometimes you have to call like 15 times
No .very good service
Staff are always helpful & friendly & willing to offer what is available.