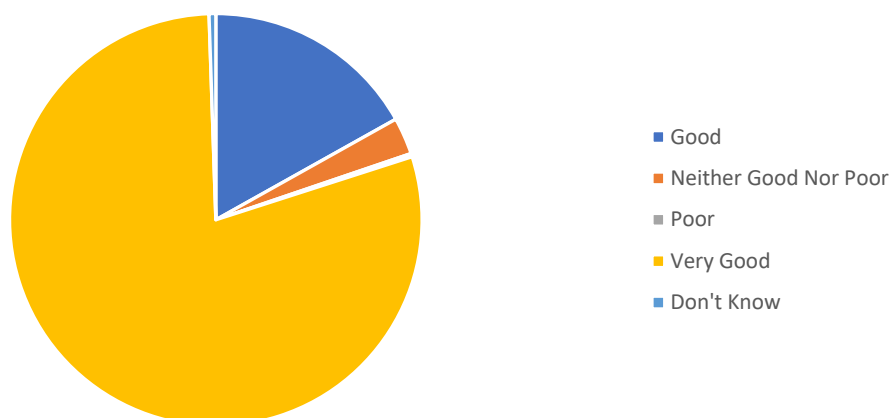


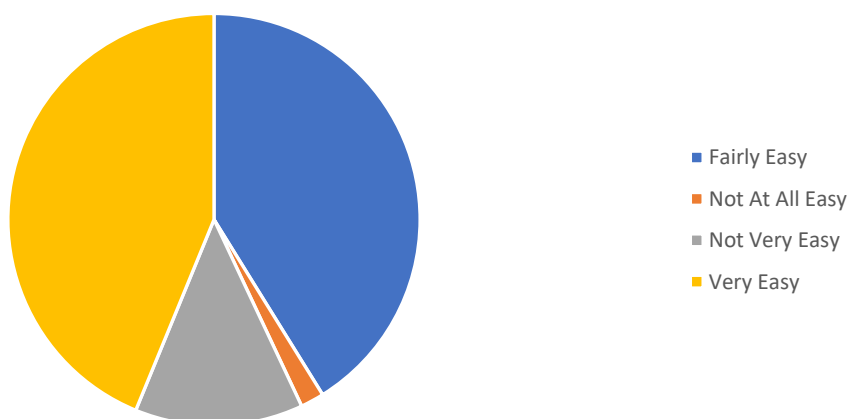
Which Practice are you registered with?

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

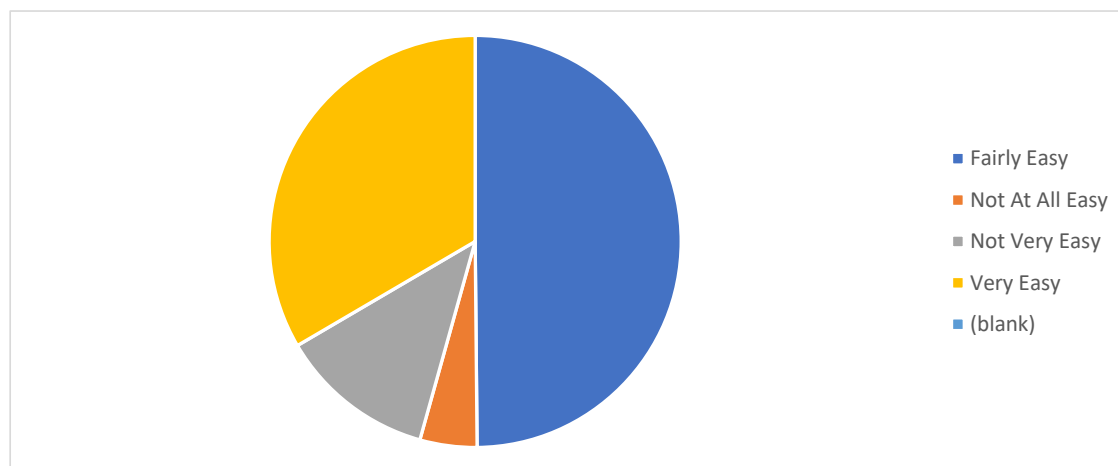
Overall, how was your experience of our service?	Count of Overall, how was your experience of our service?
Good	64
Neither Good Nor Poor	11
Poor	1
Very Good	301
Don't Know	2



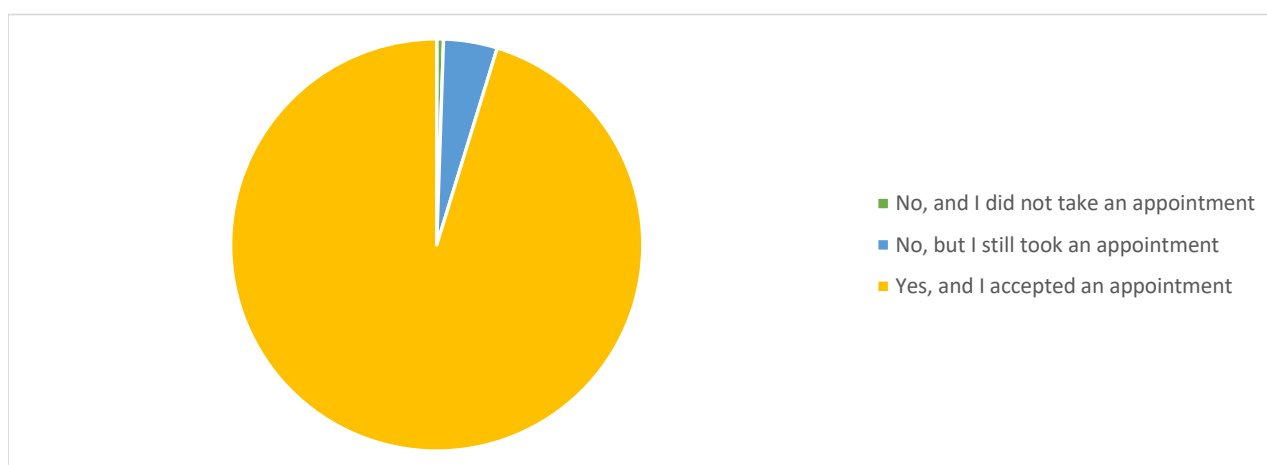
Generally, how easy or difficult is it to get through to someone at your GP practice on the phone?	Count of Generally, how easy or difficult is it to get through to someone at your GP practice on the phone?
Fairly Easy	156
Not At All Easy	7
Not Very Easy	50
Very Easy	166



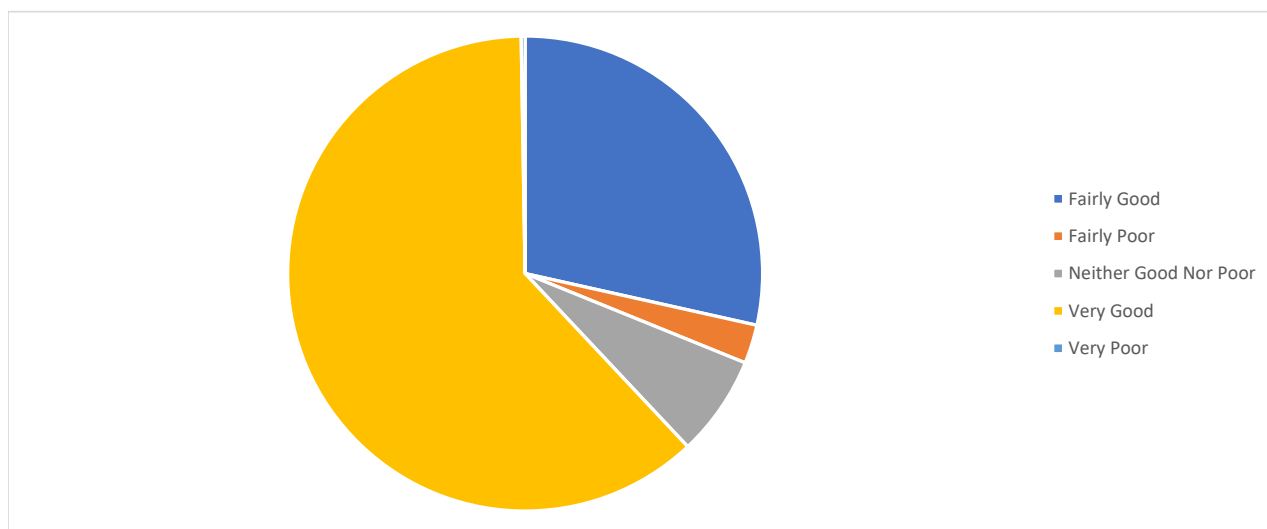
How easy is it to use your GP practice's website to look for information or access services?	Count of How easy is it to use your GP practice's website to look for information or access services?
Fairly Easy	167
Not At All Easy	15
Not Very Easy	41
Very Easy	112
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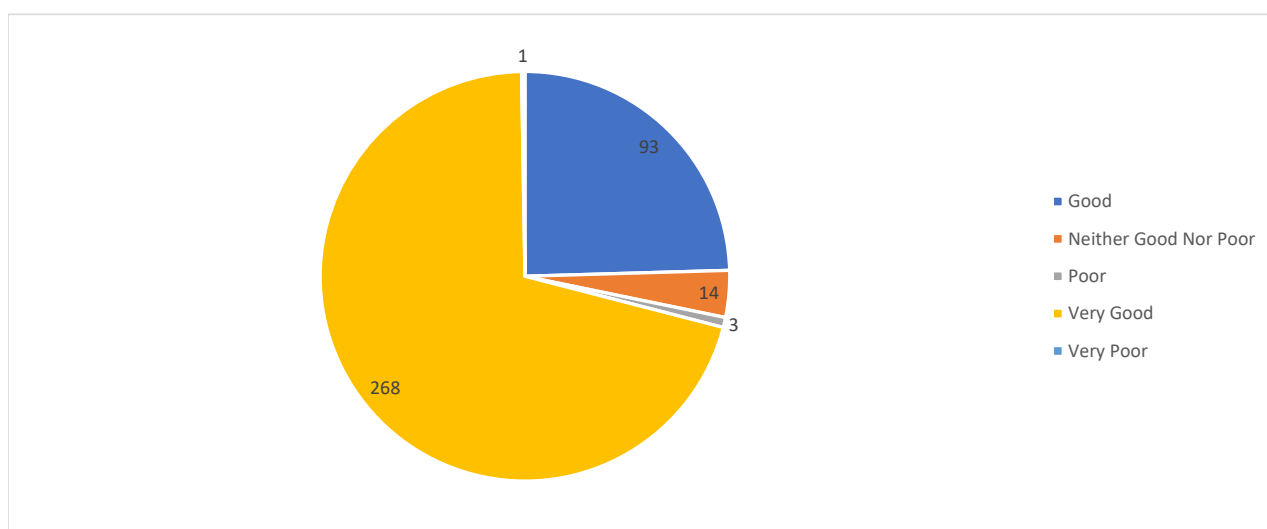
Were you satisfied with the appointment (or appointments) you were offered?	Count of Were you satisfied with the appointment (or appointments) you were offered?
No, and I did not take an appointment	2
No, but I still took an appointment	16
Yes, and I accepted an appointment	361



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	108
Fairly Poor	10
Neither Good Nor Poor	26
Very Good	234
Very Poor	1



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	93
Neither Good Nor Poor	14
Poor	3
Very Good	268
Very Poor	1



Is there anything, positive or negative, you would like to bring to our attention?
N/a
No
(blank)
No
Nothing
Excellent
Very friendly helpful staff
No thanks
This is the best surgery amazing, helpful and friendly staff
The telephone system for booking appointments on the day is highly frustrating. You are told to ring at 08:30 but then cannot get through. On last 2 occasions I have called I have rang at 08:30. The whole time I kept getting "Line Busy" tone, or my call was ended (not by me). I eventually got through at 08:40. I did get an appointment on this occasion which I was grateful for but there has got to be a better way of managing the on the day bookings. It must be highly frustrating for the reception staff too knowing the phones go on at 08:30 and they are met with volumes of calls.
Hate having to ring for an on the day appointment at 8.30. Takes ages to get through. 115 phone calls one day! Plus the children start at 8.30 so it's impossible to get out the nursery to try to phone for an appointment. Never any late afternoon appointments either. Often end up having to go to Belmont or Meadowfield after hours. Then that's a hassle having to get them to ring other surgery's then for them to have to get back to me so I can confirm or reject a later appointment.
I think everyone does a great job in difficult, testing times. Personally, I appreciate all they do.
Difficulty in getting through to the surgery to make an appointment for that day. Was asked by GP to make a follow up appointment for two weeks time, but was told that wasn't possible to check again in a weeks time.
Na
It would be nice once you see a doctor of my choice you could keep seeing that doctor as sometimes you never see their name on the on line booking
The Receptionists are always pleasant and helpful. Dr Beso is an excellent doctor. He listens and explains things clearly. Thank you.
New staff fitting in excellently
The nurse I saw - Tracy Thompson - is so friendly and lovely. I've seen her several times now and think she deserves a mention!
Long waiting before an appointment was available.
Receptionist looked at alternative appointments to get me a sooner appointment than one at my practice. I was seen had bloods taken and an ECG. Blood results back in less then 24hr and receptionist again called to arrange a call with the practice Pharmacist, I couldn't fault the advise and guidance given and the links sent electronically for me to make an informed decision for myself.
You are all brilliant, thank you!
My blood pressure has been high now for some time, I would just like an appointment to speak to a doctor about going on medication but no joy as yet..
A great surgery No complaints
First-class services

Is there anything, positive or negative, you would like to bring to our attention?
Having worked in a pharmacy I have some experience of dealing with GP practices- your reception staff are brilliant and show genuine care to people who come in (seen from when I've been waiting), really easy to get an appointment and overall great service.
I have expressed my views in my second appointment and am awaiting a call from the practice manager to discuss further.
Fantastic nurse very professional, approachable and understanding
Excellent service
Staff are very helpful
Difficulty in getting appointment. The fact that it's very difficult to see the same doctor again which I feel is important when wanting your case followed up. Not easy to get to see the older regular doctors who have been familiar with your medical history.
Difficulty in seeing a regular doctor. Much better if one could see the same doctor to follow up your case rather than a new person looking through computer notes. Not easy to see the older doctors who have been familiar with your case.
Just the difficulty of getting an appointment over the phone. Everything else is very good.
Staff are very nice
the HCA who took my blood was lovely and despite me having tricky veins she managed to get the blood first time!
Good experience
Very professional very courteous. I'm very satisfied with the service provided.
The Reception and Nursing Teams are always professional, approachable, efficient.
No, great experience and a vast improvement on my previous practice
Nothing to add,
The nurse who did my cervical screening was outstanding. Compassionate, skilled and informative. Thank you
I had a blood test with a lovely nurse called Katie and she was super kind caring and made me feel at ease. I also had a doctors appointment and I can't remember my doctors name but she was very attentive, she made me feel heard and didn't brush off how I was feeling which I think is super important. Whilst it can be difficult to get an appointment - once I got one they were great! Thank you!
Reception needs to improve some of the receptionist at times think they are doctors. I did at one time receive information from one receptionist that conflicts the doctors information
Always brilliant, couldn't ask for more
nothing, everything was positive
The GP I saw today was excellent he even knew about trigeminal neuralgia Excellent bloke. Spoke to me politely was empathic knowledgeable and even said Take Care as I was leaving. Unfortunately as my hearing is poor didn't catch his name properly. Dr Jana....?
The nurse was GREAT! I was late due to my ADHD affecting my memory and they still allowed me to be seen. They had a patient centred approach. I left feeling uplifted from talking to the nurse about my transgender journey and really needed that. Massive thank you for all your help.
Very efficient and friendly staff. Felt at ease and all staff were extremely helpful

Is there anything, positive or negative, you would like to bring to our attention?
Thanks NHS
The staff is great they do anything to help you
Great service with our gp
Unfortunately I have had quite a few appointments recently. The nursing staff have all been excellent and put me at ease. The Gp's are in the main excellent particularly Dr Eguegu, Dr Jones and Dr Chapelle who explained things clearly. Unfortunately Dr Christina appeared more concerned with keeping within 10 minutes. I appreciate the importance of this but sometimes you have to give a little. I'm sure she is an excellent GP but not one I would see again by choice. The reception staff are mostly very nice though one or two need to be more aware that people can hear them in reception especially when talking about cutting people off. All in all access seems better and a good service.
Lots of f posters about social prescribing, asked for information no social prescribing . Disappointed
We were told three different times for our appointment, which was a little confusing, but both the doctor and the nurse we saw were amazing - really helpful and knowledgeable
No
I am consistently impressed by the service offered and support made available. Special thanks to Shirley for alerting me to an on the day cancellation meaning I could be seen by a GP.
The receptionists alway try their damndest to get your problem solved
No I have always found the practice freindly Helpful and professional
I do not like having to tell the receptionist why you need to see the doctor. This invades my privacy. The only way to be sure of getting an appointment is to be at the surgery when they open as you cannot get through on the phone.
Nice people
Professional. Helpful. Always Willing to help
Wonderful practice nurse.
Do not use the internet for the doctors surgery
The nurse was, kind helpful and put me at ease. I received clear information regarding my procedure.
The staffs including doctors and nurses are excellent. I am very happy with my GP. Never had a problem making appointments and urgent care.
I was delighted with Dr Welshs empathy and guidance! We feel so lucky to be patients at your surgery!
Reception staff always helpful kind and pleasant.
Electronic checking was not working and seems like a waste of time. Friendly phlebotamists!
My experience with the practice has been very good. I have not tried using thier website.
The practice has a new building which I wasn't aware of until I went to the usual location. The signing in system is ok if you are pretty clued up with technology. The new building did feel a bit isolated from the original practice building!
Good service.
I think it would be helpful and a better service to patients if the surgery had the right equipment.

Is there anything, positive or negative, you would like to bring to our attention?
Can't seem to get an appointment other than weeks later instead of same day or next day? Can never get through first thing in the morning on the telephone, hence why I usually visit the surgery to try to gain an early appointment
I miss face to face contact as I get flustered talking on the phone and you can only get a daily appointment where before you could make an appointment days ahead
First class as always.
Chloe always helpful
We always get good service
Felt that the medical staff treat my concerns very thorough and professionally
Dr Beso Is extremely professional, takes time to listen. Very caring GP We are fortunate to have him in our practice.
I have always found the staff to be considerate and professional.
As I have mentioned before the experience for hard of hearing in the waiting area is not satisfactory. I wear hearing aids and find it almost impossible to hear when my name is called. I have been in other surgeries where the name and room are displayed on the TV screen and this removes so much anxiety.
Staff on desk very helpful & pleasant
Absolutely brilliant staff and nurses
Had a ECG staff were brilliant Thank you very much again ☺
Reception staff always very helpful Nurses always nice and easy to talk to when I've had health checks and gave blood. And last few doctors I've seen been great also Overall no complaints at all
I have to walk to the surgery to get an appointment , can't get through on the telephone .
It took thirty five minutes to get through on the phone from eight thirty while I appreciate reception is busy I almost gave up on it.Talking to other people about the surgery this is one of main complaints.
Always good to deal with in my experience.
Can't get through to surgery by phone on a morning to make an appointment
No everything was fine thankyou
Always a very helpful and professional surgery. Receptionists very caring and helpful.
I been with gilesgate never had any problems for 30 years
Not easy to get appointment over the app
When applying for a repeat prescription it is very frustrating when it says you cannot apply for certain medicines until they have been reviewed by a gp , would it not be better for the medicines to be reviewed before they are required by the patient
It would be useful if you could advise patients when checking in if GP or nurse is running late. Either by receptionist or via the electronic check in process.
Overall care very good but too difficult to get appointments with same GP to maintain continuity of care
My last 2 visits have been extremely good
Wonderful caring nurse. Lovely manner and very efficient
I rang up to advise I'd be slightly late because of unbelievable traffic through all of Durham and was told my appointment had to be cancelled. However, if I'd just turned up late I'd probably still have got in. I was astounded. I think it's very poor.

Is there anything, positive or negative, you would like to bring to our attention?
It is almost impossible to obtain an appointment with the GP of my choice who has previously been treating me. There is no continuity of care.
Always friendly when I attend
Need regular drs on instead of temps....
Apart from occasionally having trouble getting an appointment- the practice and staff are first class thank you
I find Bearpark surgery extremely professional Very helpful
The girls on reception are all lovely and very helpful. Dr Beso, Dr Baines, & Dr Wild, have been particularly good for myself and my husband.
I'm not receiving a good service from some of the doctors and for one problem I have to come twice after my problem gets worse because of lack of experience and giving medicines. The doctor at my latest appointment was fairly good but there are some appointments that I am not satisfied with at all. We can book an in person appointments easily which is brilliant. But it's hard to book an appointment through phone which I understand it's because there is only one lovely person who is working there and have to answer all phone calls and in person visitors. Before I was in a city in south UK and we could use patient access app, all the medicines, and appointments were recorded there and we could book an appointment via the app and also could see the name of doctors and choose which doctor we prefer. I wish we could have the same service here.
Nurse was lovely. Very good at her job and pleasant
I am very happy with all members I have met at Gilesgate
Fine
After a routine MOT I was informed I would have a doctor appointment within 2 weeks to talk about results. At app I was offered Statins as my cholestral was high but more disturbing I was informed I had Chronic Kidney Disease. Not something I feel should have been a phone app. At yesterday's 3 mth follow up blood test my kidney wasn't mentioned and it was all about Statins which I do not want. A nurse had informed me my kidney count was low 14 years previously and she couldn't understand how I had never been informed. This has caused me stress and worry
Excellent service brilliant staff, very happy
Was informed I should not have brought scooter into waiting room as too big

Is there anything, positive or negative, you would like to bring to our attention?
I've had to have a series of appointments recently including blood tests, smear, consultations re. Menopause, over 50 checks etc (bit of a flurry really!) and I could not recommend our surgery highly enough. From initial contact with the friendly and always helpful reception staff (who must be dizzy at the end of every day from the constant barrage of queries they receive) to the superb care, guidance and treatment from the amazing nurses and GPs up there. I work in partnerships and community engagement across county Durham and as such hear many varied accounts of residents' service experiences, including reference to their local GP surgeries, many of which are very negative. I hear people elsewhere saying they can't get appointments with their GPs, but all I can say about mine is that yes, sometimes it can take a little while to get through on a morning call but if that's the worst thing, it's not really a big deal when you consider everyone's ringing at once for an appointment! Calls do get answered, it doesn't take long and staff are polite and do all they can to get you an appointment. The online booking service as well is great. The surgery and all staff do an absolutely fabulous job in my opinion and offer residents a high level of service and care. Thankyou to all involved!
They need to prioritise babies when parents phone with a problem and seen same day
The e consult is great, so helpful. Only thing that I would say is that it's a little tricky to locate on the website, you have to search through the tiles. I think it's a great way to reduce face to face appointments that may not be needed so perhaps making the link the first thing you see on the website so patients can easily see that's an option. Other than that, Michell was brilliant as was Becky. Thank you
Receptionists: Sue and Beth are fantastic
The GP I saw is excellent, very thorough.
B12 always hurts
The doctor I saw yesterday was very helpful in comparison to the doctor I saw a few weeks ago re: the same matter. It would be helpful if appointments could be booked with a named doctor in these instances. It would be useful if appointments could be booked in advance for full time workers where it is not easy to take time out of work. For the same reason, evening and/or weekend appointments would also be useful. It is not easy to book appointments with a nurse within a reasonable timescale.
I was unable to attend the flu vaccine clinics, was told I couldn't have a normal appointment and added to a waiting list. It was only because I kept ringing that I eventually got through to someone who would allow me to make an appointment with the nurse (who was lovely). It shouldn't be so hard to arrange a vaccine when I am so keen for my child to have it. Thanks
The ladies on the reception desk don't get enough credit as they are always helpful and polite
Everything about my practice is very good
Saw a lovely nurse who explained lots of things to make things clearer very efficient.
I have nothing but praise for the receptionist and GPs at the practice, thank you very much
Very nice Doctor. (Dr Osbourne)
Staff are very professional and very courteous very helpfully .
Inbetween appointments can be quite gap but apart from that no issues as yet .

Is there anything, positive or negative, you would like to bring to our attention?
The receptionists at Dunelm are exceptionally good at their jobs. Doctor Baines is absolutely fantastic! Her knowledge is amazing. A step above the average GP. Credit where it's due these professionals should be acknowledged by the practice Management.
Good
I had my testosterone injection with Monique yesterday and I'd just like to say how much I appreciated her cheery manner and just general amiability. It made the appointment so much less awkward and started my day off really nicely, she always told me what she was doing and kept checking in and I was just really grateful for how she carried it out :)
Receptionist always pleasant I've never met a doctor I thought didn't listen and Dr Jan yesterday really did listen and offer his advice which I took on board .
I found it hard to answer as my experience this time was really excellent but previous attempts to get appointments have been very difficult. Every time I have managed to get an appointment the service has always been excellent.
The young lady who took my blood pressure etc was a student getting practical experience under supervision . First time I have experienced this but she was closely supervised by your regular staff so it took a while longer.
Getting an appointment has become easier during the past months because I'm allowed to see a doctor or nurse if I'm worried or need routine appointment and not just as an emergency on the day I ring!! Improvement in a scheduled appointment at last! Thank you for the improvement
Chloe is an asset to Dunelm. Extremely helpful and caring. Thank you for all your help x
Laura accommodated that I needed an appointment before the following Wednesday and rang me as soon as a cancellation came up
As always great staff and great service from all
Nurse I visited was very thorough and professional, put me at ease and explained everything
I found this g.p. listened carefully and promptly followed up with information. The nurse was reassuring.
The nurse is very nice, she makes me feel relaxed And she explains the process very clear and easy understand.
Just very good service !
Asthma nurse was exceptional. Very thorough and informative
Today's appointment was to see a nurse, no complaints. However, in the past, trying to get to see a GP hasn't been the easiest.
A calming approach from the Dr that makes you at ease straight away. Happy to discuss health issues
Dont use websites
Reception staff always understanding and friendly. Dr Jones is excellent GP esp with MH issues
I've always had good service and I've been treated with respect always with my needs having lost my son 18 months ago showed me I can rely on them
Excellent service and support. The GP was thorough, knowledgeable and a good listener. Thanks
Running 30 minutes late with the appointment then i can't book appointment to see doctor for next appointment

Is there anything, positive or negative, you would like to bring to our attention?
When I first rang the surgery I was told there were no appointments. When my partner rang back and was given the chance to explain why my daughter needed seeing we were given an appointment straight away.
Making an appointment for a GP on the same day can be problematic for many people
I think I am lucky to get an appointment easy compared to other parts of the country the only negative think is the wait for scans or other things is the wait which leaves a sour taste
I receive excellent support which is very much appreciated and particularly welcomed and appreciated recently as I currently have significant health concerns. Yesterday's visit was 'difficult' with very little empathy or engagement and I left feeling it had been quite a negative experience and unsupported. I had to ask who the practitioner was at the end of the visit and repeat a request several times to ask if I could submit blood pressure readings electronically as I couldn't bring a hard copy in while I would be in hospital for major surgery. I was spoken to by a series of instructions which felt like they lacked care. This is very unusual and far from typical of my other experiences in the practice.
When booking an appointment online there is no option for face to face, only telephone appointments and I had to contact the surgery anyway to request f2f, so no point in booking online really
Receptionist was fantastic the doctor listen to my problem great service
I have given up struggling with system one for a while. Dr Jan is very supportive so far. I just wish I didn't have to use the GP services due to ill health.
I've had amazing service this week from receptionists, doctor and nurse. Feel very fortunate to be in the catchment for this practice.
Lisa the practice nurse was professional, pleasant and very helpful. The Receptionists Sue Bev Sophie and Olivia are a great team and a credit to Dunelm Medical Practice Gilesgate.