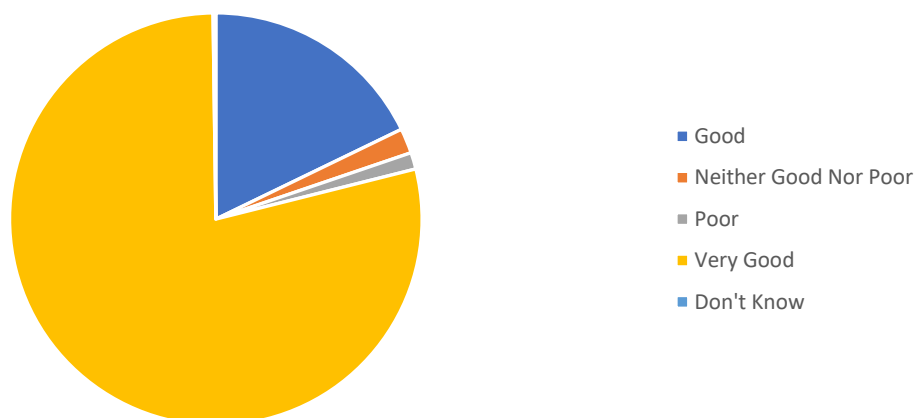


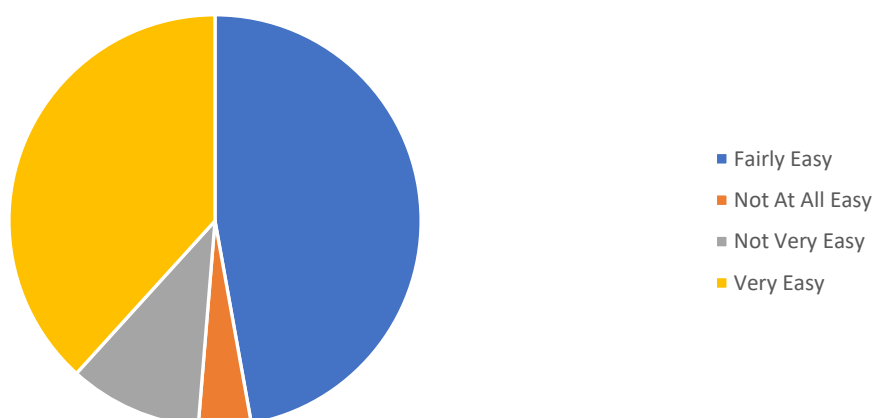
Which Practice are you registered with?

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

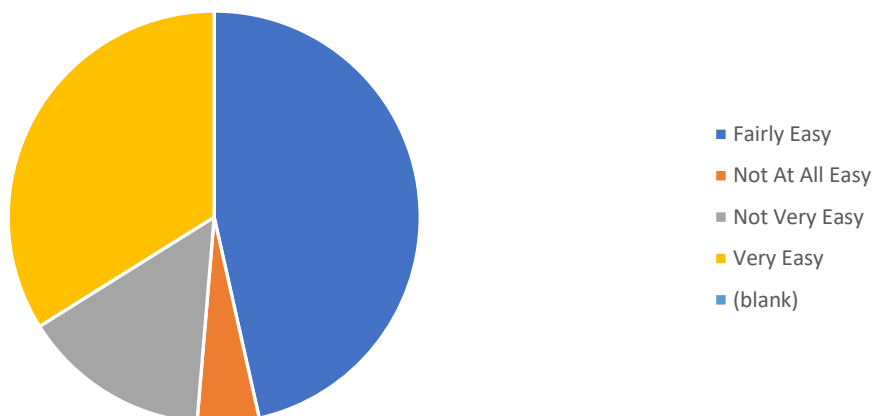
Overall, how was your experience of our service?	Count of Overall, how was your experience of our service?
Good	82
Neither Good Nor Poor	9
Poor	6
Very Good	362
Don't Know	1



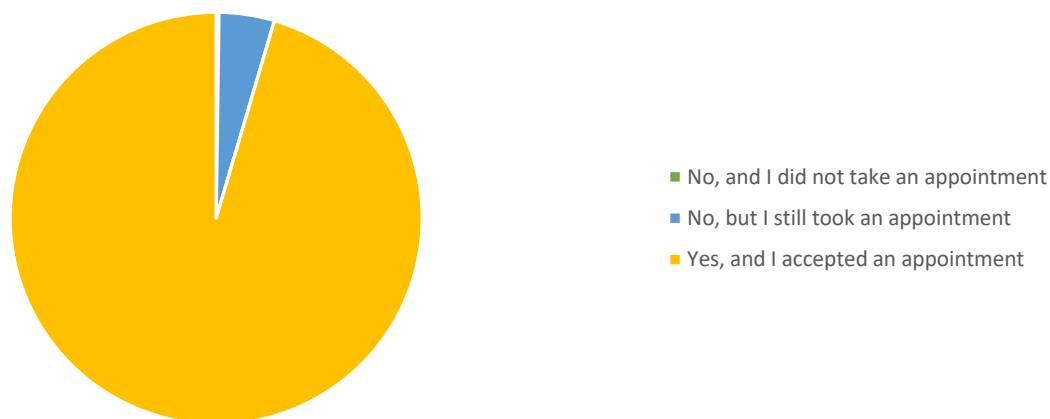
Generally, how easy or difficult is it to get through to someone at your GP practice on the phone?	Count of Generally, how easy or difficult is it to get through to someone at your GP practice on the phone?
Fairly Easy	217
Not At All Easy	19
Not Very Easy	48
Very Easy	176



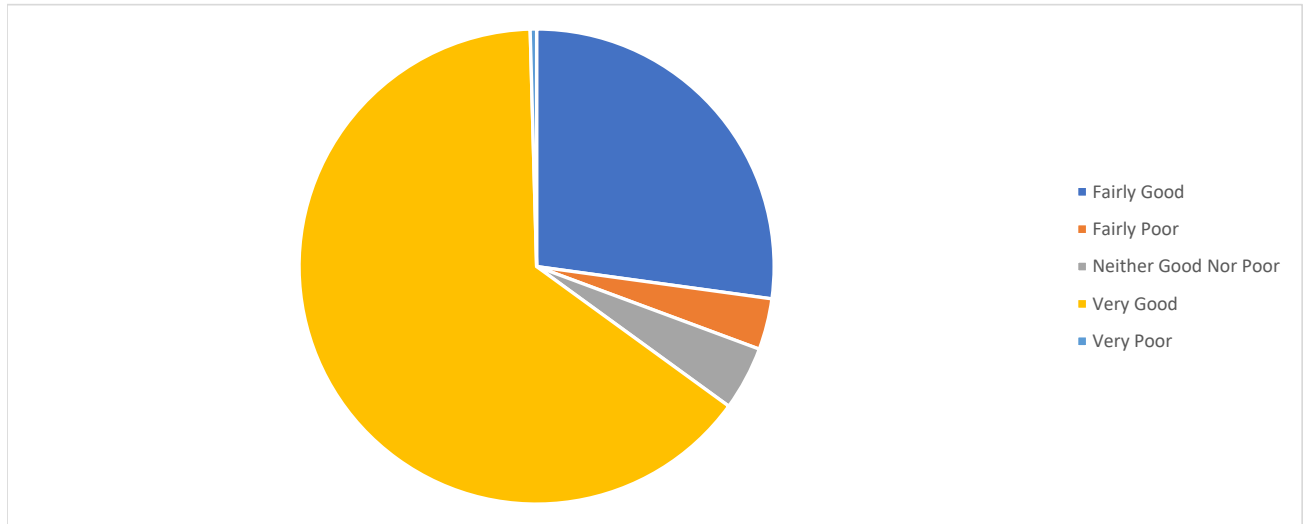
How easy is it to use your GP practice's website to look for information or access services?	Count of How easy is it to use your GP practice's website to look for information or access services?
Fairly Easy	192
Not At All Easy	20
Not Very Easy	61
Very Easy	140
(blank)	



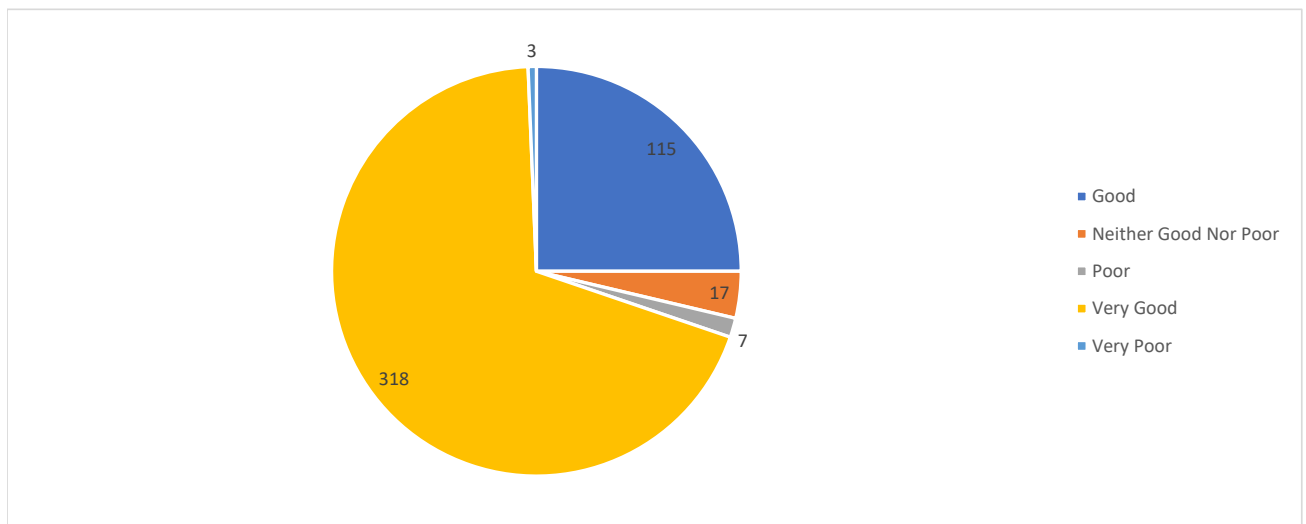
Were you satisfied with the appointment (or appointments) you were offered?	Count of Were you satisfied with the appointment (or appointments) you were offered?
No, and I did not take an appointment	1
No, but I still took an appointment	20
Yes, and I accepted an appointment	439



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	125
Fairly Poor	16
Neither Good Nor Poor	20
Very Good	297
Very Poor	2



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	115
Neither Good Nor Poor	17
Poor	7
Very Good	318
Very Poor	3



Is there anything, positive or negative, you would like to bring to our attention?
No
None
(blank)
No
Nothing
No
Very friendly and helpful receptionist
All good
Dr was fantastic.
Very kind, caring and thorough
Exceptionally helpful staff at all levels that try to make the experience trauma free.
Morning calls to book an appointment doesn't work for me
Offer more flexibility regarding appointments with drs and make it easier to get through to make an appointment on phone, not everyone finds things easy to do via electronic methods
Your service is second to none
I have had to visit the surgery a couple of times recently. Both GPs I have had consults with were great. Friendly and made me feel comfortable and listened to. Nurse who took my bloods got them straight away and when I said I was scared as first time having them done kept me calm without coddling me. Reception team are hit and miss. 9 times out of ten are helpful but have had a couple of occasions recently where I feel I haven't been listened to or have felt I have been an inconvenience especially if having to go to the front desk. Overall happy with my experience and may just have been off days. Also please bring back the econsults or a similar service for those of us who work the hours the GP is open.
More appointment availability would be easier for patients who work full time.
The Pharmacist at the bearpark surgery is an absolute legend... easy to talk to and a nuce all round person..
I would appreciate seeing/speaking to the same doctor for continuity,please.
Lack of privacy at reception due to layout of building.
All staff very good
The Nurse Practitioner wasn't able to issue my prescription due to an issue with the IT system and told me she would resolve it quickly it would be at Pharmacy when I got there. It wasn't, I waited 10 minutes & rang surgery to be told to go back to pharmacy after 2pm (over 2 hours later). This lead to my condition
No
Never had any issues with Dunelm Medical practice.
I have always had excellent service at Dunelm Medical Practice.
A brilliant surgery at Framwellgate Moor , never been turned down for an appointment and always keep me
Have never used web site, phone call is very good
Staff are always friendly
Would just like to get to see a Doctor when require one please
Everything is OK
Always a great experience and super efficient!
The new app is incredible got a face to face the same day! Dead easy.
Extremely happy with our practice and all of its staff
On this occasion it was not a good experience as we had not been booked in so other people were going in before us as nurse did not know we were there.
This caused dad to get very anxious which given he was to have a ECG on the day was not good for him. We actually say 45 waiting.
I have been very happy with the service I have received from the practice and the staff are always very
Always had wonderful service from the surgery. Econsults are great so no need to ring. Nurse who i saw was very nice and explained things well. She also managed to get my blood out which is no mean feat!

Is there anything, positive or negative, you would like to bring to our attention?
Everything was good thank you
Didn't use telephone but survey requires an answer
Excellent, responsive, helpful staff. Smart, modern facilities. Good systems in place.
Reception staff always friendly and helpful, find the online appointment service very good if I need to see a
I have asked repeatedly for more prescription medicine that I have to take and this has been repeatedly refused despite my consultant saying there is no reason to refuse it. First I was told I couldn't have more because I needed blood tests every month, now I'm told it's because it's dangerous. There is no consistency
The nurse I saw was absolutely fantastic
Reception girls are all as helpful as possible. The nurses are all good, and the Dr's I've seen are all very
All good had no problems staff very helpful
I would like to be able to use free txt on their app - for example when ordering my repeat proscripton and an item a review or I need to communicate some info to the dr
The Staff are always helpfull
They accept I may be late if the bus doesn't turn up.
1 - the number of available appointments should be reviewed. 2- GP might need to provide a person (translator) for other languages e.g., Arabic, especially for advanced situations that need detailed explanations.
Receptionist and GP were both very polite and considering - very professional. A little frustrating that I could only register one issue for discussion. How do you chose between an injury that is effecting you daily or a
No complaints
I used the e-consult form as my issue wasn't urgent. I find this a very useful way of contacting the surgery. Unfortunately it was difficult to find on the website.
The receptionist went above and beyond to get the appointment I needed
fact not being able to see a doctor consistently means no relationship develops, the GP usually has no idea who you are, it's the system I object to not the staff, the G.P's nurses and reception staff are always pleasant and friendly
Please for the love of god remove the talking voice when you connect! It's annoying and it's a waste of
Doctor i seen seemed very disinterested n actually just asked a set of generic questions. Fine for me cos i am ok but for some1 who isnt he would be no help what so ever. Nurse we seen for injections after was lovely
Always willing to help and do their best
Having to be outside of surgery by 8.30 am for an appointment with the doctor of choice is not very good.
Always friendly
Very efficient service.
Not really
Excellent service 10/10 we are the wrong age to be able to use the IT offered.
Even though I never got an appointment today and was disappointed I still feel our practice is the best in the area, frustrating at times trying to reach someone on the phone and it's engaged but again understandable,
The Dr and the medical students were very nice and thorough
The font desk experience can involve engagement with curt attitudes
It would be nice to be able to see same doctor on a regular basis than having to keep starting from
I felt listened to and we'll cared for by the GP I saw on this visit. I am very grateful for the care I was given.
The main problem is getting to see a doctor who is familiar with your personal medical history rather than
The staffs are very friendly and supportive
Took a while to get through on phone . Once I got through got appointment same day which I needed.

Is there anything, positive or negative, you would like to bring to our attention?
I don't like the fact that we can only make appointments at 8.15 on the day if there isn't an appointment available we have to ring the next day, I do not like the fact we don't have a relationship with a GP because
Service its good
The nurse was excellent. Really lovely bedside manner.
Happy!!
U can never get thru to gp on phone if u ring at 8.30 but tell u to ring that time but never got thru til 8.50 so they should be a dufferent system and its not private if u want to speak confidential to a receptionist
An excellent nurse took my blood who was totally professional and communicated easily thank you
Doctors and nurses are very competent, empathetic and understanding.
I don't to fall into a merry go round of referral... I want a reason or cause for my pain and a solution to it
I have no problems with the surgery. Very quick to respond to my health problems and get things sorted
With work going on at main door, and therefore not in use , being in the nurses waiting area and back door standing open it was extremely cold and uncomfortable.
I would like to say how helpful reception staff are at the surgery in gilesgate
Your administration needs some attention, too many errors even allowing for these difficult times
The nurse I saw is really lovely.
Receptionist at my surgery, do their very best to help you all the time.
More appointments available
Nurse practitioner was not helpful at all and prescribed cream for older children and adults for a 4 week old
Not having continuity of same doctors, all have different views, some not understanding personal details as they not checked computer notes for history! Also not taking home records and rushing BP checks, O2 readings differ and not taking at least 3 readings then taking average, sometimes to many interns and not making positive diagnoses of examination thus resulting in confusion of exam results and delays in
The one time I was four minutes late due to the bad bus service I was told I was too late for my appointment any other times I have been at least ten minutes early and had to wait over ten minutes to to be seen, surely this must be looked into and thought about things working both ways as some things can't
Every one was very nice
When I rang to request an appointment, I was asked what was the reason for my appointment. I explained that I had been experiencing a number of symptoms related to female health, gave a few examples and asked that I had an appointment. The receptionist said to me "so you mean you are going through the menopause" to which I said that I was keen not to put a label on my symptoms and I'd prefer to discuss with a GP. I was pushed on saying the reason was menopause and again I reiterated that I didn't want to say that.
Reception staff are all very good and try to help you at all times.
Improved a bit on phone matters
More flexibility in time allocation to allow when problems arise within the appointment schedule
Could not find vein to take blood tried both arms had to make another appointment
Receptionist are very good ☺
I had an excellent experience, minor surgery, pharmacy and GP. The receptionist could not have been more helpful dovetailing the appointments. Thank you
Appointment was with a practice nurse. The lady in question was polite, welcoming, professional and her friendly demeanour made the appointment much more pleasant. Job well done
Fabulous nursing staff and receptionists
First class service from
Receptionist
Everything about the appointment and follow up was excellent.
THANKS NHS
Harassment from Pharmacy Team, threatening to stop my medication if I do not have my bloods checked as required, my records will show that my tests are always carried out on time.
I do not believe a pharmacy technician has the authority to stop medication

Is there anything, positive or negative, you would like to bring to our attention?
I appreciate the help and guidance I have always received from the practice. Thank you.
Only being able to make an appointment at 8.15 for that day, is time consuming and aggravating, there doesn't seem to be a good reason why we can't revert to pre covid rules whereby we could book up to two
Staff are very helpful and friendly
Some of your doctors don't do their jobs properly. One doctor gave me a spray for my ear instead of antibiotics which I got a week later from a different doctor. I wouldn't of had to go back wasting other doctors time if that first doctor did his job. This is just 1 example.
This nurse took my bloods very easily and got my vein straight away thanks
It's not your website that is the problem it's that I don't know how to use it
Hard to get appointments with a regular doctor. Been trying for week for Dr B
Treated sympathetically and efficiently by both the Doctor and nurse
I don't use the Internet for making appointments, as an old person I find it difficult.
Absolute impeccable service provided to the whole community sometimes overlooked and not fully appreciated from receptionists doctors nurses pharmacists the list is endless an absolute prime example of
Would have preferred to give blood on the day, this is first time blood has not being able to be drawn. It's really difficult to get appointments with my schedule
All the staff are good at listening and they take action. The doctors I have encountered are thorough. The nurse practitioner is very keen and the new practice nurse is very good with her communication and giving The staff were only too willing to help and fully understood the importance of me needing an appointment
No problems
Always offer help and advice
I've always had no problem to get through to my doctors at Bearpark & get an appointment. Sometimes on a morning if I need an emergency one it can take quite a while to get through but that's expected. Sometimes I've found when I get through it has cut off on occasions. Recently one person has stuck out to
It is impossible to obtain continuity of care as can never see same person or even prebook appt for gp of
Negative- I don't particularly want to hear about the receptionists gossip and lives when I am sitting in the
I feel more appointments need to be made available online as phoning up in the morning is not a good experience unless you are lucky you end up calling them more than 50 times before you get through and
Having changed to Dunelm recently from Chastleton I am highly delighted with the service you provide.
The nurse was very pleasant and did a great job of making me feel relaxed and comfortable
Nothing negative
Always friendly and helpful
No privacy if u want to talk to receptionist in waiting area
My visits to Gilesgate surgery are usually a beneficial and pleasant experience. The staff, from reception, through nurses to doctors are always pleasant and professional in equal measures.
Everything was spot on very good
The Doctors and staff at this surgery are very caring and helpful. Always welcome you with smile and make you feel comfortable.
Would be useful to be able to book nurse appointments online as well as having more doctors appointments available to book this way. Saves everyone's time on the phone!
Sometimes hard to get a doctor appointment
Excellent service
Access to health records transferred from former surgery not sorted yet.
Car parking can sometimes be difficult for someone with mobility problems
Once again 2 weeks running a great experience
The doctor I saw was really understanding and very helpful
All staff always helpful I have been with this practice for 84 years and have had no complaints
Just wanted to say how lovely all of your nursing team have been for my recent appointments!

Is there anything, positive or negative, you would like to bring to our attention?
I saw Nurse who was friendly and very efficient. An excellent service, thank you.
Allways got appointment even if out of hours
We were unhappy that the GP refused to discuss one key concern and insisted a further appointment be made and was very abrupt about it. General manner was curt.
HCA was very sensitive and put me at ease for my b12 injection
At Fram surgery when signing in on the screen rather than informing receptionist I was there it told me to take a seat which I did. As time ticked on it was only when I heard someone else mention nurses appointments were "next door" that I asked if I was sitting in wrong reception and was told yes I was. I headed next door worried I'd missed my appointment. If logging arrival on the screen please could
I am very grateful that I have such an exceptional surgery. Everyone from the receptionists, nurses to the doctors have always been approachable & extremely helpful. The receptionists especially are always friendly
Saw Dr. B and was very satisfied with the visit.
Excellent staff at the Dunelm practice Framwellgate moor ☺
I have huge respect for each and every member of staff at the gilesgate practice, the nursing staff and the doctors who listen to you and do their utmost to ensure you are getting the best care they possibly can give. The receptionists go out of their way to make sure you get an appointment, they are so friendly and
I have seen a number of nurses over the past 2years due to various ailments and usually am impressed and confident in their abilities (esp Nurse who I see the most frequently). However I recently had a blood test with HCA. There was a used cotton ball (with blood), an unused blood vial and the strips from plasters on the floor. At no point did she look me in the eye and at one point she effectively 'sshed' me when I tried to answer a question. She was rude, unapproachable and lazy if the state of her room was any indicator. The room was clean so it's not the cleaners issue, it was the debris she couldn't be bothered to pick up. I feel she
Was waiting 20 mins after my scheduled appointment to see doctor appointment was 4pm not seen till
Nice medical centre
On this occasion we saw the nurse practitioner and she was excellent with my children. She explained what she was doing and what she was looking for. She even showed them a picture of their air to explain why
Everything was fine
Nurse was very helpful and clear
Each time I go to the doctors we never see the same doctor/nurse.
Very much a lack of communication. I was told by reception I would be contacted about a change of medication. Days later I asked about it and was told a new prescription was waiting at chemist. If I'm not
Nil
Good. It's also good your taking in student GP's who also seem knowledgeable
Very efficient and patient with customers
The nurse did not manage to take blood from me so had to make another appointment. Nurse said I hadn't
Kind and helpful receptionists. All staff are knowledgeable and friendly.
Not very good at computer stuff. its an age thing. rather have face to face
All staff were very helpful and friendly.
Unnecessary rough handling by plebotomist
Like that they have a resident nurse so she can remember you and she is very helpful. Difficult to get past the receptionist. Would be helpful if you could leave a note for a particular doctor. You never see the same
Quite a good atmosphere ☺ and they should keep it up
I would like to thank the practice reception staff who are always very polite and helpful. On the 26th of January I was seen face-face by Dr Cooke; very thorough and professional. Treated me with empathy and
The staff are really excellent and I am extremely impressed by their handling of situations
Everyone was very helpful
I got help, saw a Dr. Thankyou
You can never get to see the same doctor
Booking appointment is unreal need more flexibility and to book ahead at least a few weeks a head

Is there anything, positive or negative, you would like to bring to our attention?
Dont use websites
Its very hard to get an appointment by phone, so i stand out side and wait till the door opens at 8.30 not every one has access to the Internet or in my case not very good doing it online
Excellent service from all staff who dealt with my medical issue. From the receptionist who was kind and compassionate with me on the phone (I was fairly upset and distressed) to the doctor who saw me at the
On the wholegood and helpful experience.
Appointments are not very good you never get to see the same GP You cant book appointments for a few weeks ahead
The reception staff at Bearpark are particularly pleasant, always anxious to help. The telephone system is extremely poor and needs revision. Waiting endlessly to be connected and then repeatedly cut off. Was not happy to be seen by a trainee doctor as I only request an appointment when am sure it is urgent.
Reception staff are extremely helpful and pleasant
First class service
I think the girls on reception are very good and helpful and the Dr's I've seen have been exceptional in my
Having recently changed to dunelm doctors . The ease to get a appt is amazing compared to previous
In the main alway received courteous and caring service and attention. At times there may be a longer wait for an appointment than required, but if need is urgent and reason given, always found reception staff try to
Paramedic was very nice and my kids loved her.
An appointment was offered within 90 minutes
Saw Dr and she is excellent
Everyone is always very pleasant and helpful