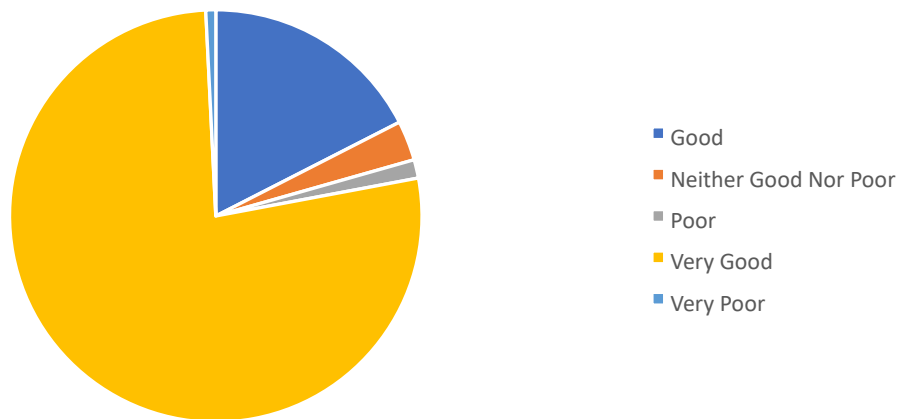


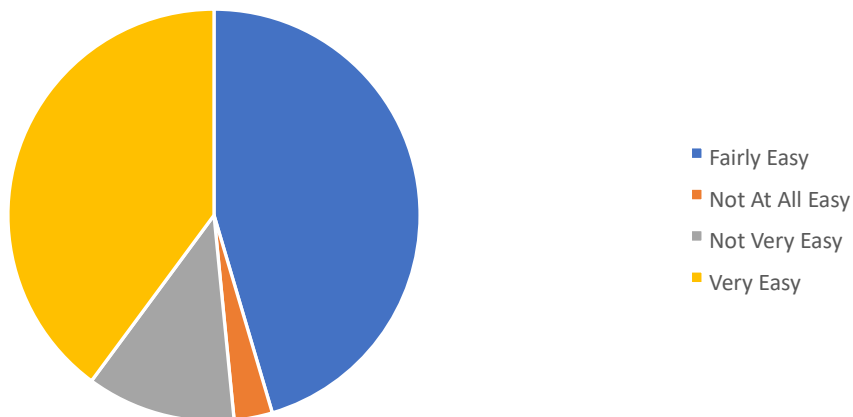
Which Practice are you registered with?

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

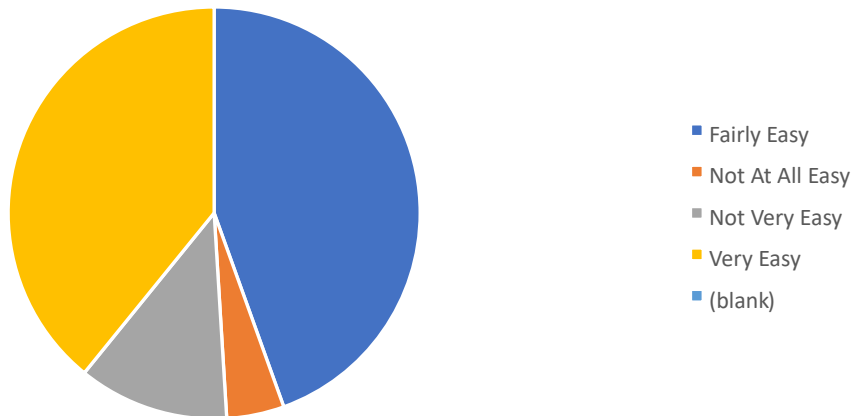
Overall, how was your experience of our service?	Count of Overall, how was your experience of our service?
Good	157
Neither Good Nor Poor	28
Poor	13
Very Good	693
Very Poor	7



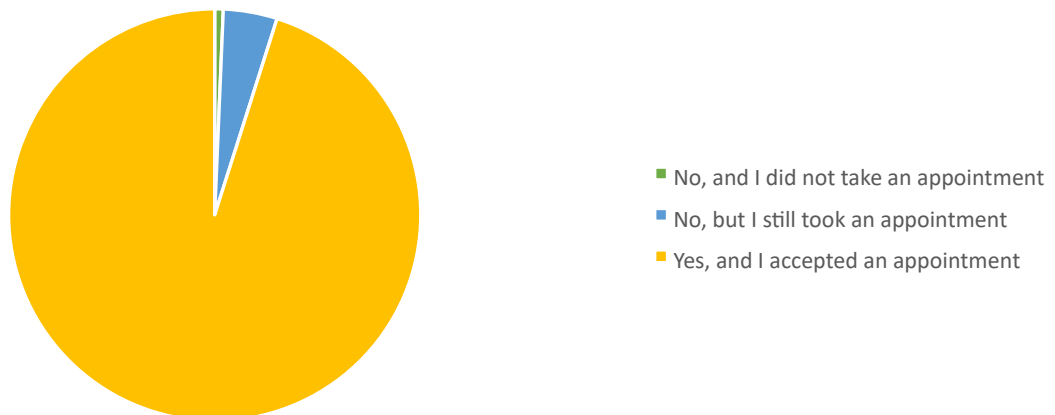
Generally, how easy or difficult is it to get through to someone at your GP practice on the phone?	Count of Generally, how easy or difficult is it to get through to someone at your GP practice on the phone?
Fairly Easy	408
Not At All Easy	27
Not Very Easy	105
Very Easy	358



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	365
Not At All Easy	37
Not Very Easy	97
Very Easy	321
(blank)	

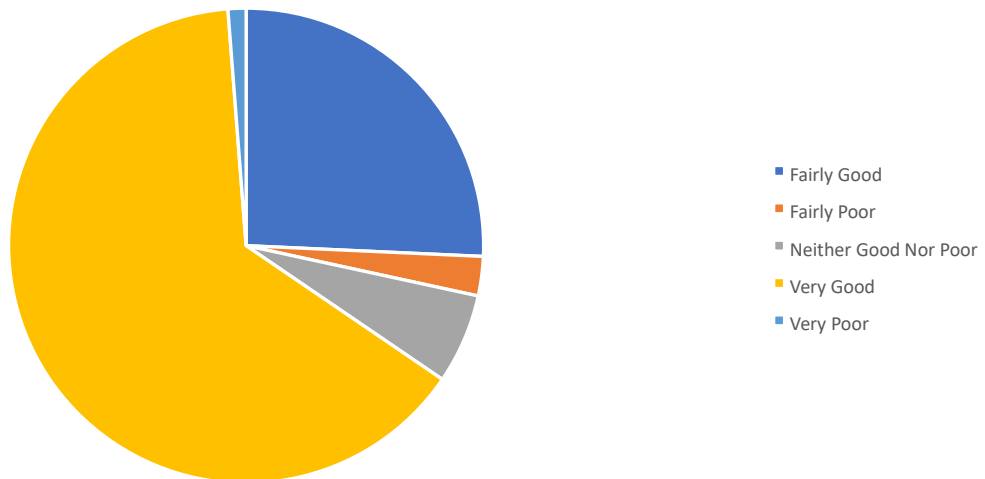


Were you satisfied with the appointment (or appointments) you were offered?	Count of Were you satisfied with the appointment (or appointments) you were offered?
No, and I did not take an appointment	6
No, but I still took an appointment	38
Yes, and I accepted an appointment	854

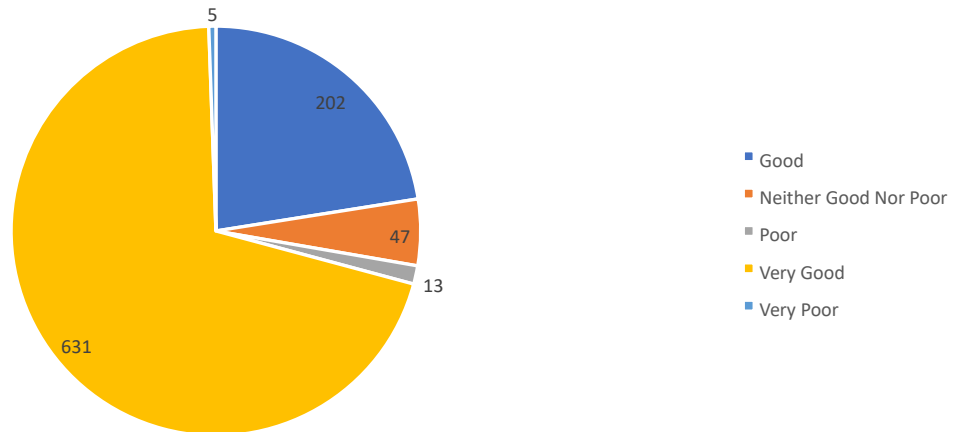


Overall, how would you describe your experience of making an appointment?	Count of Overall, how would you describe your experience of making an appointment?
Fairly Good	231
Fairly Poor	24
Neither Good Nor Poor	55

Very Good	577
Very Poor	11



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	202
Neither Good Nor Poor	47
Poor	13
Very Good	631
Very Poor	5



Is there anything, positive or negative, you would like to bring to our attention?
No
None
(blank)
No
Nothing
All good
.
None
Thank you.
Excellent service as usual.
excellent service
No thanks.
Lovely lady to speak with
Reception staff were very helpful and the nurse H was excellent
Thank you for your continuing care.
I have found the receptionist very helpful
Great follow up information from surgery
I will, attended to the doctor, neither was offered an appointment quite saddened to go back to the house and left on my own
Friendly staff I have never had any problems
Nurse was friendly and did her job straight away but for turning up and waiting 10mins after my appointment time to be told sorry for being late your appointment had been cancelled by reception by mistake isn't very good more training is needed on the administration side of the practice
Can't fill out this feedback Form on my app. The screen hides the answers and then gives the option of the same answer multiple times.
Very good experience, as usual
No already good

Dunelm Medical Practice (Including Bearpark, Gilesgate Framwellgate Moor)

Keep it up
Lovely efficient and courteous staff
I am happy with the service provided. I think the receptionists and doctors do a good job in difficult demanding circumstances.
The GP I saw was excellent. She actively listened, was reassuring but realistic, and was very kind and gentle in her manner
It's all positive about the practice, from reception staff, doctors, nurses, pharmacist, never had any issues
The new waiting area for the nurse has limited seating for only 4 persons. No standing area.
Conflicting messages concerning medication and purpose of appointment.

Is there anything, positive or negative, you would like to bring to our attention?
im very happy with the treatment i receive
Can't praise this surgery too highly. Got an appointment straight away and Doctor prescribed medication that had an immediate effect. Put my mind and body at ease. Thank you so much.
Access to the building where baby was getting vaccinations is not very buggy friendly
Keep up the good work, excellent "front desk" staff support a fantastic medical team.
Such a nice, friendly, professional and caring team
Nothing to add I find this practice brilliant.
Great practise look after patients.
Not at this time. All good
Absolutely appreciate the Dunelm Surgery, always approachable & helpful from reception to the Doctors. Never had a problem getting an appointment. I feel we are very lucky to have such a good practice.
The automated voice message can be a little confusing, I rang in the morning and was told I'd have a call back later in the day, but not to worry if I missed it since I was at work, I could just call back and they'd try to put me through to the doctor if he was free. I did miss the call, and when I rang back the message said that the surgery had closed for the day. This wasn't an issue as I received another call later in the day, which I again missed and called back, that time I got through and spoke to the doctor. It's not an issue or anything, I was just a bit confused by the message saying the surgery had closed at around 1pm

There was a very warm atmosphere in the practise and the GP took some time to explain my health issues in detail, which I found very useful. Thank you!
I don't like explaining to a lay person why I need to see a GP
Doctor went above and beyond to help our little girl thank you
Very happy with the conversation
Change nothing.
After receiving the call to tell me my blood tests had arrived, I was surprised to find out the telephone consultation was 2 weeks away
Doctor very attentive and helpful
Bearpark surgery is amazing they go over and beyond to help you
The reception staff are always polite and efficient as are the doctors and nurses.
My GP - Dr A - was first-rate in dealing with my sore heel. I felt I received the help I needed.
Make more appointments available and have a better system than ringing constantly from 8.30am to be told none available by 8.40!
Very good well run surgery

Is there anything, positive or negative, you would like to bring to our attention?
I moved to this practice a few months ago and on the few occasions I've needed to use the practice services I have found the staff friendly, professional and happy to help with everything I've needed.
I used the NhS app to book appointment and the responses are towards that.
Dr C was very professional and supportive, care and compassion shown throughout my appointment.
The telephone system seems to cut you off. You get through to the automated voice then when it says a receptionist will speak to you shortly it disconnects the call. Also, when you try to ring the number says it cannot accept your call. Both are very frustrating and stressful; you end up calling multiple times until it connects I think there maybe a problem with the phone system
Always easy to get an appointment and very good service form all involved
Very helpful and understanding receptionists
No problems.

Nurse I saw was very informative and professional. Lovely persona.
The GP was excellent. She was really calm and caring with an interest in what I had to tell. For the first time I felt listened to and not rushed out asap. Appointment was 20 min late but I really didn't mind. Waiting is not an issue if you get a GP who listens.
Reception staff were very knowledgeable and helpful. The doctor I saw was very empathetic and gave me good, sensible advice. Thankyou
To be honest I'm treated 🤝 amazingly
They are very good at dealing with my long term ailments and adjust my meds as needed. Also I have regular blood tests and they deal with anything new that shows up.
I think my hearing is leading to me needing to see people face-to-face. Body language tells me more than I realised. And with the lung cancer, I need more help in talking to someone, preferably without the 0830 Russian roulette.
Actually getting through to the practice on a morning is the difficult part, it once took me 73 tries before I actually got through to the automated message and eventually a receptionist, by that time all the mornings appointments had gone!
I wish to praise the nurses and reception staff in particular. I have been in very regular contact with the practice this year due to surgery, and the helpfulness, professionalism and care your staff provide is peerless. I have absolutely no hesitation in recommending the practice to all and sundry! Thank you
The GP I saw wanted a second opinion, so I waited a bit more, and then saw another GP too. I thought that was excellent service, and was grateful that it was an option.

Is there anything, positive or negative, you would like to bring to our attention?
My husband and I registered with Dunelm Practice about one year ago because it was impossible to get an appointment or even get through on the telephone to Chastleton. Since registering with Dunelm we have not had any problems whatsoever in getting an appointment with a doctor. The reception staff are extremely helpful and our phone calls are answered almost immediately. We have nothing but praise for all the staff, medical, nursing reception and pharmacy. Thank you all at Dunelm.
I would prefer to see the same doctor instead of seeing a different doctor every time
I find all staff Doctors Nurses and receptionists will do there utmost to do everything thing they can to help you
All the staff whether medical or clerical at the Bearpark Practice are efficient and friendly.
Your website was difficult to navigate. Once I managed to find the e consult everything was excellent.
Lovely Doctor. Nice she had time to chat and understand 👍

Dunelm Medical Practice (Including Bearpark, Gilesgate Framwellgate Moor)

All very professional and supportive.
Difficult to find E Consult form online.
A feeling of being rushed in and out
For a while now there has been no appointments available online. This service used to be useful if I needed a Doctor while on my more awkward shift pattern
Following being given a telephone appointment I received a text with the time the doctor would be calling. I missed both calls due to the calls made to me were made before the time given on the text. I was in the garden and unable to hear the phone or see the light flashing on the phone due to being deaf and out of sight of the phone.
Always friendly in reception as. Know it's quite a demanding job.
Very satisfied
I found the staff pleasant and helpful. Doctor had addressed my problem with care and consideration and made appropriate referral.
I would like to bring to attention how good doctor C was with dealing with my problem quickly and professionally with care, a great doctor, after seeing some not so great i really appreciate it
I don't use the Internet. 0
Me and my family have been with Bearpark practice for the past 13yrs and although we moved out of village, I don't want to change. Reception staff is always lovely and warm, and clinical staff always caring and going the extra mile. I am grateful for all the great care I receive at the practice, and I would like to say thank you to everyone there, and specially to Dr Welsh who has helped me/encouraged me to go on in my worst life moments during pregnancies. Dr Welsh is caring, attentive and compassionate, and can truly make you feel better just by talking with you. Sometimes medication is not appropriate to use, but Dr's kind words and support can do a lot more than any medication can. Thank you so much!

Is there anything, positive or negative, you would like to bring to our attention?
A telephone appointment was made for the practice pharmacist to call me but it never happened.
Friendly reception
10 out of 10
All went well very helpful

Dunelm Medical Practice (Including Bearpark, Gilesgate Framwellgate Moor)

Excellent response
Excellent response
Very helpful staff and the system allows easy access to immediate appointments.
Excellent surgery all round
Was easy with e consult was the first time I've used it
10 min after line opens on morning there is never any appointments left.
Nope
I rang for an emergency app for my young son , they said there was none left but when I explained I was worried she said she would speak to duty doctor so they fitted us in. She went above her role and luckily my son got antibiotics which hopefully have stopped him getting worse . The doctor was sympathetic and friendly
Very concerned and caring staffs.
Always seem to have positive experiences with the practice. I realise that I am very lucky after listening to family and friends.
My experience at the Dunelm practice has always been very positive, admin, nursing and GP's very friendly and helpful. So pleased my husband and I chose this practice when we moved to Durham a number of years ago.
Dr K C is an asset to the surgery
It's easy to phone during the day but not easy for same day appointments. Rarely are appointments offered to book online. Rotas only for two weeks. Difficult to book same GP for continuity of care for my long term conditions. Where GP want to see you in two or three weeks often no appointments available. On econsult it asks who do you normally see. If you specify that you usually see a partner for a long term condition you normally hear from a registrar/trainee GP.
Very efficient nurse C
Had this practice for 79 years no complaint s always very good
The nurse rooms are very small and no windows and cramped.
The nurse I had the appointment with was absolutely amazing. The nurse actively listened to me, and was willing to provide support throughout. Her relaxed and supporting approach made the appointment seem not constrained by time and not rushed at all. She embodied the "Making Every Contact Count" approach.

Is there anything, positive or negative, you would like to bring to our attention?
Excellent approach to patience.
Dr A was very helpful and diligent in exploring my symptoms and concerns
I had a very positive appointment with nurse yesterday who took bloods but trying to get an appointment with doctor to get repeat meds is difficult. A week to get a phone appointment is staggering !
H the receptionist is really rude on the phone. Sometimes you don't want to disclose to the receptionist what you're phoning for and she tries to force it out of you. And don't get me started when she answers with the words "Date of birth" a hello wouldn't go amiss. C is lovely on the phone but please do something about H's attitude of mightier than tho
Very pleased with everything
Well done to secretary and doctor, who i saw yesterday, i got an appointment, was seen and i am now waiting some results, thank you.
The nurse who gave our son his jabs was lovely, thank you!
I had an appointment with the HCA C. I've been very happy with every aspect of my experiences at the practice but C was exceptional. She was professional, warm, friendly and extremely caring when she could see I was struggling emotionally. I would really like her to get some recognition, she really is an asset to your team, I can't thank her enough.
The Reception girls are always pleasant, as was M the practice nurse. Good staff.
On line appointments are great Trying to get an appointment by phone is not a good experience overall
GP was not up to date with current issues I attended with and had to ask me questions she should have known. Disregarded a more experienced GP's assessment. Was over cautious which will result in the surgery making unnecessary appointments
Nothing really

In addition to some long-term health conditions, I have had a number of health concerns over the past year including some that have been very serious and have caused huge concern for me. My experience of the practice has been superb throughout, and all staff have been empathetic and hugely supportive. This has helped me navigate the situation and the support I have received has also been beneficial to my husband - supporting him at a time when he has also been concerned for me. When I have asked for appointments, help or support I have been offered these in the simplest and most straightforward ways. The ability to access some of support needed digitally and by telephone has been extremely helpful. At a time when I am very aware everyone and the services offered are extremely busy are I am extremely appreciative of for the practice and staff. I couldn't ask for a better GP practice. Many, many thanks.

Thanks for doctor Mohammed because he speak to language

Not offered face to face option to see GP

Very difficult to get any continuity and therefore crucial points get missed

Is there anything, positive or negative, you would like to bring to our attention?

Keep it up

Repeatedly attend for contraceptive check and there is difficulty with completing blood pressure. Due to my size I need the large arm cuff but it seems this rarely works with the machines available and nurse or actioned is required to do this manually. All the responses have been compassionate and dealt with professionally but feels frustrating

A big Thank you to KH for all he has done for me in reducing pregablin, I only have one more month then I am off it . Thank you very much for everything else also.

The practice nurse, H, was very helpful and reassuring

I find the staff at this practice very helpful and polite

It would be so great if you show more appointments for the next multiple weeks not just the current week.. some symptoms are not serious and we want to book in advance as we can wait until the appointment

If a patient has ongoing issues that have not been resolved or a diagnosis made it is not in the patients interest to see different doctors during that time.

Different surgeries have different opening times even when part of the same group, meaning calling for an emergency appointment can be frustrating if trying to "book early" before all spaces are gone. It is good however that we can go to a different location if no space in our "home" surgery.

Where would we be without our GPs

No it's 1 of the best

Everyone is Excellent
Yes, I was waiting for the results of my blood tests. I get a phone call regarding the results, but the first thing that was mentioned was that my lipid? count was borderline. I felt that I was being steered to undertake a course of Statins. There was no mention that all my other results were satisfactory. On further discussion with the Doctor he confirmed that my Cholesterol was satisfactory. I am not satisfied with this approach and the same thing happened to my wife just recently.
Everyone, from reception to nursing staff to mental health staff and gp's, I always get friendly help and advice, thank you everyone
Framwellgate moor front street doctors are brilliant
No. They are providing great service and I am always able to see a doctor whenever required during the GP times.
I feel that I have been well looked after during a period of diagnostic tests. The Dr and reception staff have been helpful and my app has been updated quickly.
Lisa the nurse is very polite kind and goes that extra mile to put patients at ease
Everyone at the surgery are brilliant, receptionists nurses doctors
Only positive.. lovely staff and very professional and caring.
Good helpful advice given by the pharmacist.
Had a really nice experience regarding my injury & very informative

Is there anything, positive or negative, you would like to bring to our attention?
Good gp
Good doctors
All the staff are really lovely
Saw nurse 15 minutes after appointment time
You could shorten the information message on answering phone calls, far to long winded I know you have requirements but it's so long winded !!
Always seem to get through with no problems, always have a great experience.

Was offered an appointment and not told it at the time (or on arrival at the surgery) that my appointment was not with a doctor. The person I saw was clearly out of their depth and could offer me no expert direction or advice. I will write to the surgery separately about my experience with more detail.
The appointment system is dreadful, antiquated and does not work for working patients. It actually puts me off contacting the surgery which is not treating your patients well and is dangerous to health and wellbeing.
I can't fault this practice. Over the last 30 years I have always been able to get a same day appointment. I have also had first rate care, both physically and mentally.
No privacy at the desk or when the receptionist is on the phone everyone can hear what she is saying
The doctors themselves are very good. 1 or 2 of the receptionist and 1 of the nurses next door are quite rude. Manners cost nothing.
First class experience at all times.
Nurse was lovely caring and professional
Brilliant service. Receptionist s really helpful.
Difficult to get through on the phone.
The doctor told me to go to Sunderland Eye Infirmary however they do not to walk in so was highly embarrassed. Also DR used google in an attempt to diagnose my problem which was an incorrect diagnosis
The gps are really diligent and thorough. It's not great waiting for test results - but at least they are "on the case". Gps at Dunelm are never dismissive of any concerns I may bring to them. Receptionists are helpful.
It's a nightmare trying to get through when you open. I find now leaving it till 8:45 and it's a lot easier and I like the option of a telephone appointment....
Called 87 times to get through for a appt. I was given an appt and was very pleased with the service.
No every think was good
On this occasion everything was very straightforward. Thank you
Is there anything, positive or negative, you would like to bring to our attention?
The doctor I saw was very good I have no problems with the doctor and I was offered a nurse appointment the same day for bloods that doesn't happen often so my overall experience was satisfactory .

An Exceptional experience, thank you all .
I'm new to the practice, it'll take time for me to get to know the Dr & vice versa. So far I'm happy with my experience with this practice and hopefully it stays that way
My appointments were with K the Social Prescribing worker and she is fantastic.
Just keep doing what you are doing
Not easy to get appointments, overall staff are doing the best they can to support their patients, but definitely room for improvement.
I think the practice is extremely well organised. I really appreciate that if you need to see a doctor on the same day there is always an appointment available when you ring on the morning.
Difficult to make an online appointment because login for surgery didn't work. On visiting surgery told that I had been removed because of my age and had to download the NHS app. I did this but was then told I would have to wait up to 12 days to be able to make an appointment this way. I had no communication that I needed to do this so ended up having to ring for appointment which was very difficult to do.
I personally haven't experienced any undue difficulties with the Framwellgate Moor surgery. In general, I find reception and medical staff helpful, attentive and courteous. The only negative comment would be the lack of privacy at the reception desk.
ALL VERY PROFESSIONAL IN THERE DUTIES TO PATIENT CARE GREAT SERVICE
Always very good from everyone
Too many visiting registrars from the hospital. The doctor we saw (presuming he was a doctor) had very basic knowledge. He spoke limited English and was hard to understand. He did not fill me with confidence that he knew what he was doing and certainly didn't know the stages in which a baby develops. He asked me what words my baby was saying she is under 5 months old! Thankfully he sent me a way to speak to a superior doctor then to ring me back. I booked my appointment needing reassurance, I left feeling deeply upset and what a waste of time. I will only ever see one of the names practice doctors now.
I asked the nurse details about the vaccine I was being given however she did not know the current schedule for the vaccine advising of the previous schedule
All fine currently. Thanks
During phone call I was informed that my prescription would be checked and appropriate action taken! Unfortunately this did not happen 1 week later I had to visit surgery and was informed no input was entered into my records, I then asked to speak with pharmacist to discuss future medication, this was approved and pharmacist was arranged via a telephone appointment, pharmacist was good and arranged for blood s to be taken before next biopsy so then he can arrange with pharmacy for 12 months delivery. This is not the first time receptionist did not enter request!

Is there anything, positive or negative, you would like to bring to our attention?
I have never had a problem with appointments the reception staff are kind and help always patient, the nurses are fabulous, keep up the good work.
Wish it was easy to get a GP appointment
Could have been more helpful, felt like I should have known things I didn't, first time I have ever felt like this coming out the surgery. They might have been having an off day?
I would prefer to see a doctor face to face rather than a telephone consultation.
It would make things much easier if you could book appointments in advance rather than ringing on the day.
Always well looked after by doctors and receptionist
Dr did not listen to me about my sinuses problem she followed all the test but I know my body having green gunge out of my nose and when this happens it gets worse but did not listen about antibiotics it was put down to a virus but in the past antibiotics have made them better not happy feeling worse today but will not go back to the doctor's cos will be told it's a virus been going to doctors since I was a baby and the practice is fantastic
I hate the fact you can't make an appointment until 8:30am on the day, then it's a free for all as to whenever is lucky enough to get through first.
Privacy while your in the waiting area you can hear everything coming from the rooms You need the TV on to drown the voices out Not the radio
Reception team were friendly and helpful on both occasions that I needed to contact them. They directed me to the correct team & resolved the issue I had regarding my appointment time with a second party very quickly too. The doctor I saw was also brilliant and extremely thorough. She went out of her way to do everything possible to check and reassure me.
I can always get an appointment same day and if urgent the girls will do their best to have us seen. Both recent experiences we have got in 1st thing to see a GP
Staff are all very professional and polite
All staff are extremely helpful
Doctor was very pleasant, friendly and attentive.
Thank you! The doctors have always been very kind and helpful.

The GP I saw was rushing, didn't speak to me properly and didn't resolve my issue. I will have to book an appointment with another GP. I was in and out of his room in 5 minutes, I didn't feel satisfied.

The Doctor I spoke with was incredibly kind and very knowledgeable. I felt completely at ease and was very confident in her skills and the diagnosis offered. It can be difficult to ring first thing in the morning for an appointment, though when I get through the reception staff are outstanding. Really happy to be part of this practice. Thank you to the team.

Is there anything, positive or negative, you would like to bring to our attention?

C on reception is a credit to the surgery and very friendly and always tries to help me. Heather is also lovely. The main GPs such as Dr W, Dr B and Dr C are very good doctors and I trust them. All three of these doctors I have mentioned provide personal care, I have grown up with them as my doctors and I am very grateful to them and would always feel confident with their advice and care. They're brilliant. Dr G who I saw recently was absolutely lovely. So understanding and patient and I cannot praise her enough - what a fantastic doctor. However, I do feel the registrars the surgery uses are often questionable. One Dr for example did not know what sudocrem was which is quite unusual I feel. He prescribed my baby a medication that caused some concerns with my pharmacist who advised me to contact the surgery again. Another registrar told me my 3 month old baby had an ear infection. We later ended up in A&E. The paediatric doctor there told me my baby had no signs of an ear infection and to not give him the medication that was prescribed. This is obviously concerning. I often feel the registrars aren't sure on what they're doing. I notice they use google a lot which does not fill me with confidence for my baby's care. One suggestion I would make is that babies and small children are given appointments with experienced doctors who are confident in paediatric care. As I have often left feeling unsure and not at all confident with diagnosis and care of registrars. Sometimes there is a language barrier also which makes things tricky. It would be good to discuss this further. If you'd like to contact me my number is 07810XXXXX. I've always been a supporter of our doctors and recently sent a thank you card. However, the care my baby has received from registrars (NOT the main GPs) has been inadequate I'm afraid. This has left me feeling disappointed. From now on I'll only book appointments with the main GPs.

Receptionist and Doctor went out of their way to help me

Thank you

No this occasion the service was its class

The Doctor was extremely helpful when she called. The window for my appointment was 7.20- 9.20am however I was not contacted until @10.20am

The appointment system is very good

Over the years my experience has been mostly positive. This could just be my perception but as a patient who has recovered from breast cancer, when I feel as if something feels wrong and I get paranoid that the cancer has reoccurred, I feel as if the GPs are tired of me with the attitude of "here she comes again with the drama". This makes me reluctant to report what I'm going through and I shouldn't be made to feel that way.
Just a long wait for to see a Dr
Doctors and staff are very caring and friendly.
My phone call was offered between the hours of 10-12 am. I was actually called at 13.15pm which meant I had wasted a whole morning waiting for the call. I was also told it would be the doctor who would be calling when in fact it was the pharmacist
The nurse that took my blood pressure and my blood was really brilliant and good
Getting a phone appointment took 2-3 weeks to get so to get an actual appointment at the doctor's Wen ting reception all yah get is there's no appointments do cannot even book one In

Is there anything, positive or negative, you would like to bring to our attention?
Always very helpful including the admin staff, who went out of their way to help
The "poor" rating relates solely to my two most recent appointments with the same nurse on January 22nd and March 20th, 2024. During the January appointment, I requested a series of three blood pressure tests, explaining that I often experience "white coat syndrome," even when checking my own BP at home. The nurse seemed hesitant to agree to this, perhaps due to time constraints, and after a somewhat unnecessarily tense exchange, I was granted a second BP reading but not a third. Upon my return in March, I made the same request, which was accommodated without much difficulty. However, during the first reading, the nurse unexpectedly questioned me about my weekly alcohol consumption, which I found surprising and bothersome from a timing perspective, as it's typically recommended to allow the patient to remain quiet during the reading. Consequently, the BP reading was unusually high for me, undermining my efforts to remain relaxed. I expressed my intention to address these questions after completing the BP readings. Shortly after, during the second reading, the nurse once again interrupted the silence to inform me that if this reading remained high, I would need to see a doctor before leaving. I was incredulous that this remark would be made during a BP test, it felt as though I was being treated as an inconvenience. This feedback is offered constructively, not as a complaint.
I'm always treated with respect and I know they do their best to help me in any circumstances fantastic professional service I've always received good health care and reception ladies are wonderfull
The GP I saw was brilliant
U wait ages sometimes after the automated message is finished to get thru to make a appointment whrn told to ring at 8.30 am and still ringin numerous times til nearly 9am

Called at 8:30am and an appointment was given to me for my poorly 7 year old daughter for 9:20am for the same day. Full check of her health was done and a course of antibiotics were given. I was given instructions on what to do next should my daughter not feel better after the antibiotics and there is a plan in place should this be the case! The most wonderful doctor's surgery and the staff are always very pleasant. I have never not been given an appointment for my daughter or myself and the receptionist are always fast acting! I would never leave this surgery and I would recommend the surgery to anybody who asks. Again, thank you for your continued care!
I'm not good doing things on line preferr booking phone call of face too face
Dr O spent a great deal of time listening to me and offering solutions to all my problems his manner was one of caring and understanding
Booking appointments on the app isn't great, doesn't seam to be much availability.
My last visit was with the nurse for bloods and she was polite thorough and professional . Very good
Its very hard to see the same doctor for continuity of care i find that hard.
Very satisfactory no problems
Very efficient
Very polite Dr's, nurses and receptionists.

Is there anything, positive or negative, you would like to bring to our attention?
Wonderful service generally. Wish repeat medication was easier to access to order. Sometimes get into a loop and have to sign out and start again
Staff always helpful and cheerful.
You should be able to book appointments in advance as its difficult to rearrange work on the day.
The receptionist was very abrult and unhelpful.. chloe was name
Staff always very pleasant and helpful.
It's not easy to get or make a appointment
Helpful friendly receptionist and lovely Dr.
I know NHS is doing its best but have experienced getting appointments on some Fridays with toddlers who have high temperatures but were asked to wait till Monday or go to emergency. Would have been great if offered out of office hours services in any location during such times than asking to wait till Monday
Dr JR has done an outstanding job in each interaction. Thank you!

The best service and doctors I've ever used
Thank you
I was disappointed with the appointment itself, I didn't feel very listened to and came away with no solution
Very good
My appointment with the Pharmacist was helpful and I felt unrushed, he made suggestions and gave me advice.
Just how hard it is, to get an appointment these days
I requested an appointment for the same day and got an appointment within two hours. Very good service.
The pharmacist could have given me the option of trying to reduce my cholesterol with diet as an alternative to statins.He only gave me information about this after I asked him.
I have no problems with the staff at my surgery as they are always eager to help.
All staff are very professional and caring
You guys are on the right side of the business for us in the community. You're great.
Website isn't very user friendly but I only use it occasionally for ordering prescriptions.
Excellent service from reception to seeing doctor
Always get a quick and courteous service. We hear so many complaints about the NHS, it is a pleasure to say that Dunelm practice should share its best practice as other practices could certainly benefit. Anne Bonner
No none
They are always looking after me
No very good

Is there anything, positive or negative, you would like to bring to our attention?
Dr said he would call me back regarding whether he was prescribing something to help with my daughter's reflux or whether I would need to buy it, but he never called. Also been given a water sample tube for my 3 month old daughter but no explanation what it is for ?
Would like to see preferred Dr if possible
No nothing at moment
The nurse practitioner was lovely. She had a great manner with Ella and was very understanding/reassuring for us as parents. Thank you!

Dunelm Medical Practice (Including Bearpark, Gilesgate Framwellgate Moor)

The ladies on reception do a great job to very polite and respectful
It's very hard to get an opionment when you're working at a convenient time.
I believed that I had booked a double (20 min) appointment but this was not the case despite the online confirmation stating that it was a 20 min appointment.
Can't beat a face to face especially if you're an elderly person who can explain their situation
No negative
Very attentive, wonderful and helpful staff. No complaints.
All staff very helpful and pleasant to deal with
Professional, supportive and very constructive.
More parking for disabled people
The pharmacist was very patient
The phone lines are always busy at 8:30.
Gp - was a credit to the team. He actively listened, gave me options and was very thorough, and did not feel rushed. Lovely manner, caring and kind.
Fantastic service, receptionists are very helpful and pleasant and informative when passing on information from doctors or test results
The receptionists are all lovely. The doctors are nice enough when you manage to get an appointment. I don't like having the pharmacist dealing with appointments on a regular bases especially those that don't even know you and make unprofessional and disrespectful comments when clearly he's supposed to be prescribing medication to help with a long term mental illness. No need to make you feel worse than you do already!
Always great service from reception staff and nursing staff.
Just to mention how great the nurse practitioner was with my 2 little boys. I clearly wasn't feeling my best and she was so great with them, can't thank her enough.
Wonderful team @ bearpark
This having to call for an appointment first thing in the morning is so difficult! I rang 20 times before I got through, after 9 a.m. Once I got through, everything was great. There must be a better and less stressful way!

Is there anything, positive or negative, you would like to bring to our attention?

Dr O was excellent. He listened, examined my arm and fully explained the next steps. Polite, professional and ran on time. No criticism at all. While in the waiting room I observed the reception team being quite helpful and a lady, perhaps advance practitioner being particularly helpful for a gentleman who was confused about prescription ordering. I like being able to book appointments online. Only criticism is when you go to order your repeat medication and it says you need a review but didn't know beforehand so this delays getting a script.
Visited practice in person to make appointment
All of the staff at this surgery always do whatever they can to offer the best possible service to help and make you feel that you are more than just a patient in the queue but an important person .
All of the reception staff are always so helpful and kind and get back in touch straight away so are very prompt. They do a difficult job well and always do their best for their patients.
The Dr we saw was very good in a difficult situation.
Excellent thorough examination and diagnosis made - antibiotics prescribed in liquid format as requested
waited the frame time they rang me as phone consultation and its late I came from night shift and need to sleep but due to the GP doctor late to ring me
It took over ten minutes of constant repeat calling to get through to the practice
Very happy with Practice
Trying to book an online appointment is rubbish. Why after clicking in book and filling in details it isn't booked until the second click of "book". Obviously others trying at the same time and are quicker get the appointment. Rubbish!!
Actual appointment with nurse was very poor
The staff are always friendly and helpful.
I have nothing but positive things to say about my practice, the staff are friendly and extremely professional and I would feel comfortable going to them with any problems I have
Not sure if this is something the practice can do but it would be great if I could.access hospital data such as blood results via the NHS app..
I cannot get on the website since the site was changed
All staff very helpful and friendly
Got my appointment on the nhs app because very difficult to get one over the phone
Every one at dunelm have been really polite caring and very helpful.

Dr O was just amazing thank you!
I had 2 wait in the cue out side till it opened so I could get an appointment cause when u phone on the day they have all gone
No we have a good medical practice.
Great reception staff and great experience

Is there anything, positive or negative, you would like to bring to our attention?
It is really difficult to get a "same day" appointment by ringing the surgery at 08.30. With a proposed development of 1500 new homes in the area, that will increase the workload of all three surgeries. Something radical needs to be done to enable patients to get a same day appointment.
I was not aware there was a website for the practice. I would have rated the practice higher but I was not checked in properly, had to wait longer than expected and received a text to say I hadn't attended the appointment while I was waiting to be seen.
Other practices have had web based appointment bookings for many years now and that would be a positive step forward for the practice. The locum doctors have no continuity with patients, or with the practice, which results in a negative impact on patient experience and likely results in further appointments being needed, taking up more valuable time for the practice. The reception staff are often very helpful.
ALL ASPECTS VERY GOOD AND ALL STAFF VERY PROFESSIONAL AND EXTREMELY PLEASANT AT ALL TIMES
All staff friendly Doctor very professional
Very considerate and courteous admin staff
The only problem is getting through on a morning but you have to be persistent. I have always had a good rapport with the girls on reception.
The staff are always helpful supportive and pleasant.
Staff always helpful and professional.
Lovely receptionists
The GP that dealt with me was excellent
It's very difficult to get an appointment yet whenever I have been on the surgery I have often been the only person in the waiting room so it is difficult to understand why there are so few appointments available.
Attended for my appointment but was never seen, doctors running 30 minutes late!
The doctor made me feel ok during a very embarrassing examination and also provided a chaperone to hold my hand, I was very pleased about that.

Only to say that despite negative press reporting, I think the GP service and the wider NHS are doing a hell (excuse the French) of a job in very difficult circumstances. 10 out of 10. Many thanks,
The reception staff are very good, but the GP doctor wasn't very helpful. He ignored what I said about the symptoms. Unfortunately, it wasn't first time when he ignored my request and health. Previously, thank God, I went to a private clinic next day and they sent me to the hospital for the emergency surgery.
All staff very friendly & helpful as always.
Helpful and polite
I had a very good experience. I was very impressed with how quick I got a call back and an appointment
Had a planned phone consultation with the practice pharmacist . Overall very good he was polite helpful and friendly. A great addition to the practice.

Is there anything, positive or negative, you would like to bring to our attention?
There seemed to be a communication barrier and I felt unable to fully participate in the appointment as I wasn't clear on what I was being told and also whether what I was disclosing was understood.
No everything is fine
Lady who took blood test was excellent as were all reception staff
Easier face to face contact especially when you're in 70s
The service I get is all ways very good
Great e consult feature. Swift and thorough response
The inability to arrange an appointment at the surgery within 6 weeks.
Always been very satisfied with all aspects of service received from the surgery
I was given an appointment the same day, which meant I could get treatment in good time
Lovely friendly nurse and reception staff trying to sort blood test
All doctors and nurses excellent,, receptions sometimes curt and difficult
Excellent GP. But ridiculous that they have to make up for shortcomings in Mental Health services time and again
I'm an anxious patient and always treated with respect.

Dunelm Medical Practice (Including Bearpark, Gilesgate Framwellgate Moor)

Receptionist rang back to say they had an appt same day, outstanding service! Doctor was lovely and really helpful
Not listened to by the GP
Often the reception staff seem unprofessional with the exception of Bev who is always great. In my experience the others are not good
Really value the doctors taking my concerns seriously and am very grateful for the care I have received from them during the last few weeks when I have been poorly.
Dr B was very helpful and took the time to explain everything
The usual issues - almost impossible to get an appt.
Doctors are always caring don't feel as if they're in a hurry reception staff very friendly and helpful
Nothing is a bother from staff
Friendly staff quick and friendly
It's a comfort to be looked after by lovely people and true professionals
Gold star to C a receptionist at bearpark She went above and beyond to get me an appointment so quickly Defo should be employee of the month
Trying to make an appointment to see a doctor is nigh on impossible. The phone is ringing continuously from 8.30 and when eventually your call is answered there are no available appointments left and are asked to try again the following day when the same thing happens and the next etc. it is soul destroying.

Is there anything, positive or negative, you would like to bring to our attention?
Fab
Cannot fault this practice.
The nurse I saw was very considerate, polite and explained everything carefully
Never any appointments available to book online-would save time for surgery staff and for patients if more of these were available instead of having to phone surgery
Don't like the idea of a lay person deciding whether I'm allowed to see a Doctor or not
I was told that I had an appointment at 3 50 on Friday so I went along. Sorry I haven't filled out all the questions but I didn't know how to.

The female GP I last saw, took me seriously! Wow I was impressed and happily shocked. She was warm in manner. Actually listened to me. Touched the lump on my face. Referred me asap. I just wish the male GP took me seriously last February. I could have been referred much sooner. It also took extra time to get an appointment as the receptionist team gave my original appointment to someone else. I had to wait a full week later for an urgent appointment. It is a lump. I needed help ASAP. Glad I'm finally referred to ENT team at Durham hospital.
Nothing to improve on .. I always have great experience and professional advice
David Wood
Staff are very helpfull.very professional. Very courteous.
Did not use phone or internet went round for it opening usually can't get through on phone got appointment straight away
Dr KC Bearpark surgery was excellent. Explained well, friendly, reassuring
Keep up the great work
Tye reception staff were very helpful. The GP Dr O was excellent, very thorough and arranged for testing which was completed very quickly. Overall excellent experience of the surgery
Staff are very efficient and help full.
My Dr was excellent.
It's very difficult to get through on the phone to make an appointment
I have an autoimmune condition & sometimes need to see a doctor quickly & they always try to give me either a telephone appointment or visit. Also have to have regular blood tests due to the medication I'm on & the nurses are always friendly & helpful.
I brought in my daughter for an 08:30 appointment on 15/04/24 at Bearpark, the reception team was friendly and the nurse made her feel at ease. It was a pleasant experience and my daughter would give 5 stars.
I use nhs app to get appointment at 8.30am which works for me I find it difficult to get through on phone and recorded message before getting to queue often inappropriate. My old I pad is not compatible with systm1
Your NHS app its so hard to try and get on to

Is there anything, positive or negative, you would like to bring to our attention?
The nurse I saw was brilliant. Took time to answer my questions, listen to my concerns and really explain things. I would say she went above and beyond what she needed to do