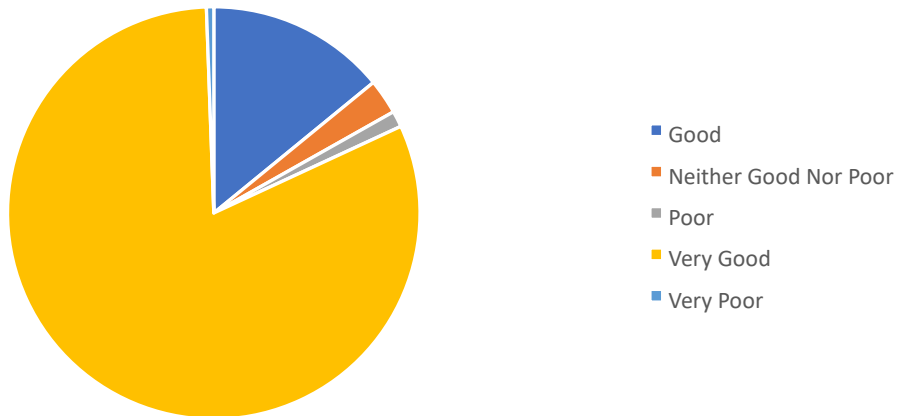


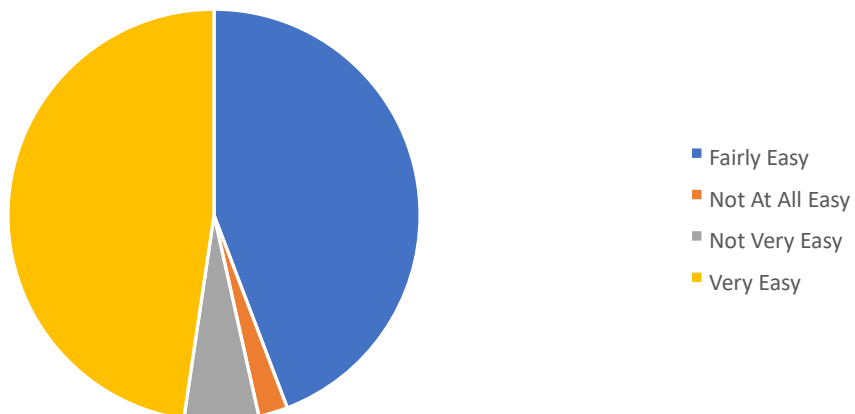
Which Practice are you registered with?

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

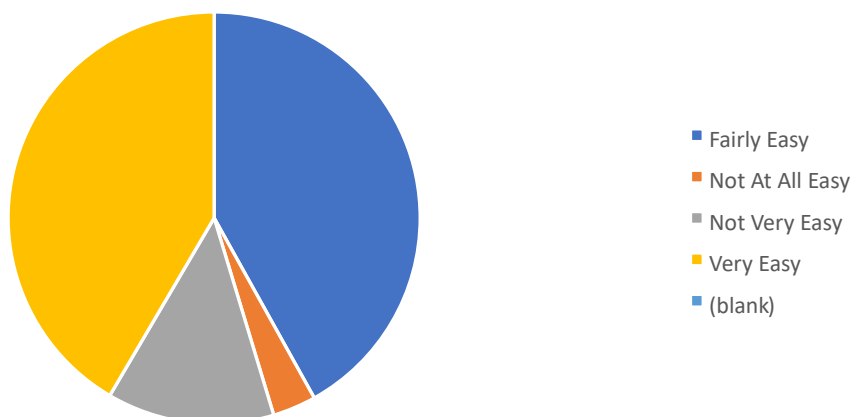
Overall, how was your experience of our service?	Count of Overall, how was your experience of our service?
Good	123
Neither Good Nor Poor	24
Poor	11
Very Good	710
Very Poor	5



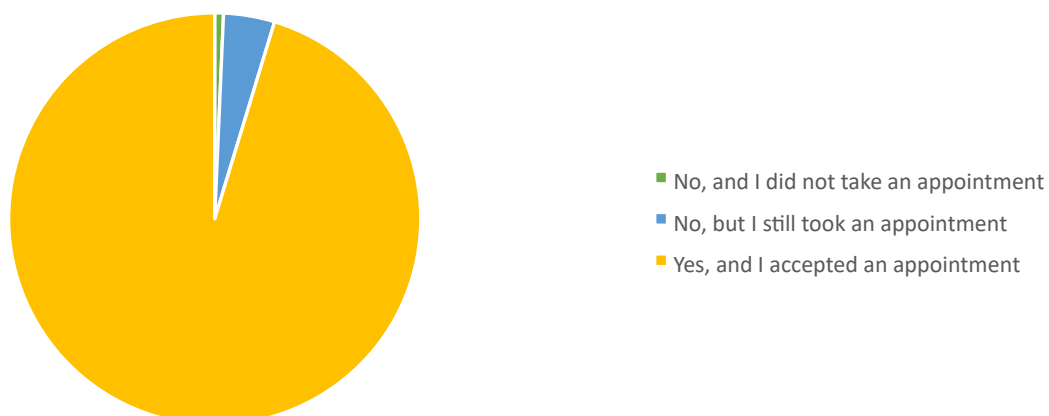
Generally, how easy or difficult is it to get through to someone at your GP practice on the phone?	Count of Generally, how easy or difficult is it to get through to someone at your GP practice on the phone?
Fairly Easy	386
Not At All Easy	20
Not Very Easy	51
Very Easy	416



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	332
Not At All Easy	27
Not Very Easy	104
Very Easy	329
(blank)	

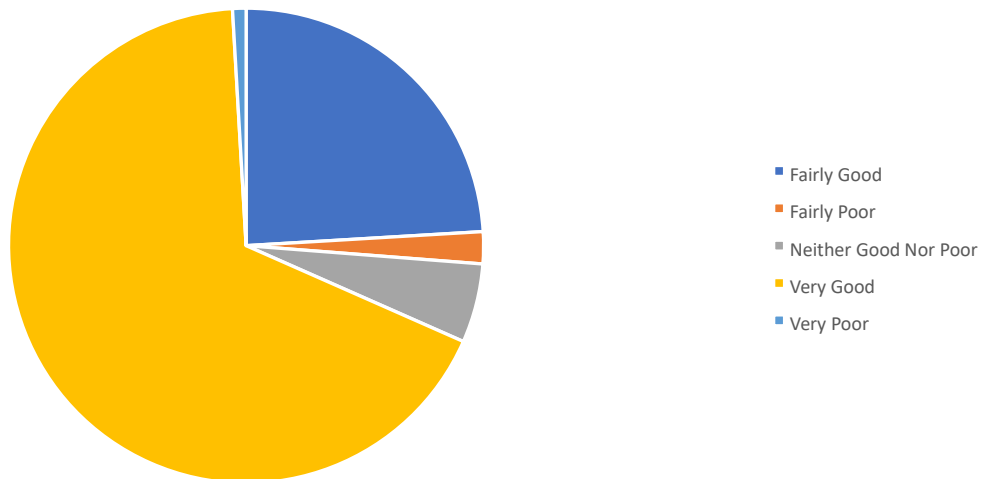


Were you satisfied with the appointment (or appointments) you were offered?	Count of Were you satisfied with the appointment (or appointments) you were offered?
No, and I did not take an appointment	6
No, but I still took an appointment	35
Yes, and I accepted an appointment	832

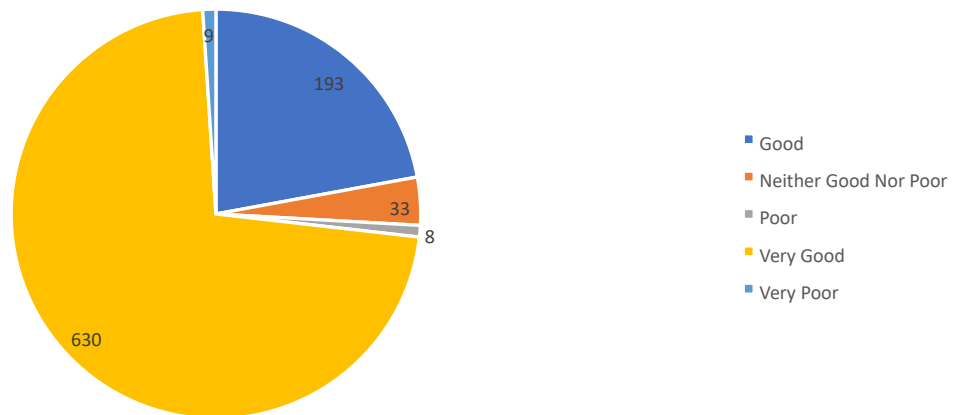


Overall, how would you describe your experience of making an appointment?	Count of Overall, how would you describe your experience of making an appointment?
Fairly Good	210
Fairly Poor	19
Neither Good Nor Poor	47

Very Good	589
Very Poor	8



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	193
Neither Good Nor Poor	33
Poor	8
Very Good	630
Very Poor	9



Is there anything, positive or negative, you would like to bring to our attention?
No
None
(blank)
No
Excellent service
All good
N/A
Very good
Positive
Very Helpful
No thanks
Always very good. Receptionist very polite and doctors always explain what is happening.
The ladies on reception also do a great service
Would be nice if possible to see same gp where possible
The doctor was lovely and reassured us she contacted the pediatric consults to seek advice and to form a plan with them for over the weekend if we needed to access care for Lucas.
Dr A was very professional and caring
Diabetic nurse TT very good at her job and made me very relaxed and safe
With my latest issue I have never seen the same doctor twice but I'm grateful for getting prompt appointments and all the doctors have been good. The last doctor I saw was very thorough, friendly and polite. A great asset to the practice.
Receptionist should not be asking what your problem is. that should be between you and your Doctor
Dr C was a pleasure to deal with, telephonically.
I felt the hp I saw was actually listening to me.
Very informative
Advised unable to assist rang 111, received excellent help & support
Depending on which receptionist deal with, on this occasion dealt with B who is always pleasure to deal with
My appointment was at 9.10, I arrived at 9.05 and I wasn't seen until after 9.35. I understand someone was squeezed in ahead of me due to an urgent need, but it was disappointing to leave my baby waiting over half an hour to be seen.
The nurse team are the best part of bearpark surgery. Doctors are hit and miss. They either take you seriously and take action, or the total opposite. Receptionists are also hit n miss but improving recently.
I'm always satisfied with my visits to see Dr or a telephone appointment.
Now unable to book appointments online
I have been a patient here for 5 years and I have never had any issues and always manage to get an appointment. From the girls on reception through to the doctors and nurses, I have never received anything other than fabulous care. Thank you.

Seen a very lovely nurse super kind and nice
Always very helpful & professional
Dunelm doctors surgery is the very best ever all the staff are amazing, brilliant
Happy
Very prompt service
I am grateful for the disc to monitor blood sugar. But it is useless sitting in it's box instead of on my arm. I have asked for help but unless I can crawl my way into a barely accessible surgery, help is not available. Is a home visit a thing of the past now? I'm still waiting for the district nurse to come and give me my COVID and flu jabs from August last year. It seems even the people who are supposed to make home visits don't anymore. There is nothing to recommend being 92.

Is there anything, positive or negative, you would like to bring to our attention?
Friendly staff, clean surgery throughout
All good many (1)
Excellent attentive health professionals providing a holistic and caring service.
Up to now I have been very impressed with the surgery but this time it was very difficult to book an appointment and I didn't feel staff were very helpful. I felt quite tearful when I left and as it was a female issue it was quite hard to discuss anyway. As I say all my previous appointments have been easy to book and the staff have been very helpful.
I discussed with K, TNA, that I have recently started on the Second Nature program after blood test indicated a sugar level of 42 which just nudges me into the pre-diabetic range. I opted to follow the program on the app rather than attend face to face meetings. I'm finding it very helpful with lots of daily information to follow on the app. I received a set of Bluetooth scales to weight myself and a lovely book with lots of tasty recipes. These were delivered the day after I signed up for the program. I have already lost 5lbs which is a good start. I intend to carry on and make this a lifestyle choice rather than a quick fix ! Thank you for recommending this to me, I appreciate it.
Call back was very quick after eConsult. Many thanks
T the nurse was excellent she is a credit to the practice she is always cheerful and informative and never rushes you out
Staff are amazing
Excellent GP
Instructions given were a bit confused, reception had to check with Doctor. Later that day Doctor rang me at home to complete consultation.
It is becoming increasingly difficult to navigate the options for GP services. Is booking an appointment through a surgery portal or the NHS portal. All of the reset info sent to me for the online services appear to have no relevance to the app. I pity someone who I completely out of their depth with IT if I can't even fathom it.
I do not use the website because I'm 86 yes old and I find it difficult, so it really is no good to me.
I spoke to P the surgery Pharmacist excellent service all points explained clearly and all my questions answered. Also had a phone call from the reception to sort appointments out
Found out more information that I've never had
I have been with this practice for decades and I feel that if all practices operated at this level not many patients would have cause to complain about GP standards of care.
Dr J did a follow up telephone call after my appointment to let me know he had contacted the hospital and that they would be sending out an appointment letter. He advised me he had sent another prescription through to the chemist as I would need to take an inhaler. Fabulous service all round. Thank you
Lack of face to face that's if your lucky enough to get past reception

I dont know apps so i just ring when awake ...thank you..
Always a positive experience.
Positive. Receptions staff, C and H very polite and helpful. Also the nurse K was excellent.
Have had good experiences with the (female) Drs I have seen over the last 18months or so. 🇧🇪
Initial reaction a good prompt service.
All staff are brilliant
Dunelm Doctors Surgery is absolutely fantastic fabulous all the staff are lovely
The help and care I receive is fantastic. Nothing is a problem for any of the staff. There should be an excellent button on this servay.
A little disappointed that i turned up for bloods to be told not necessary as performed a few weeks earlier. The time taken to attend could have been spent elsewhere. The nurse apologetic and friendly and believe not her mistake.
I was happy with my experience
Polite, helpful staff.
The nurse we saw was fantastic. She made my son's immunisations as quick and stress free as possible for us all.
J the nurse practitioner was very helpful.
The doctor i saw was lovely kind and caring

Is there anything, positive or negative, you would like to bring to our attention?
Thank you.
Excellent service. Keen it up
Dr JB was extremely helpful and a pleasure to deal with
Excellent service as always
Saw Dr SB, he was rude and dismissive but did reluctantly request the information I asked for. Glad of the outcome but felt poorly mentally for hours as a result of his demeanor.
All very helpful.
Never no problems with this surgery very good c
I had my 4 year old daughter in for an appointment and the doctor we saw was absolutely lovely with her
I neither use the phone or website to make an appointment I live close enough to call in before 9a.m.
I'm very satisfied with this practice.
Much easier to make an appointment now phone lines not jammed at 8.30 on a morning.
Thorough examples nation by doctor
Doctors and staff at this surgery are very caring and helpful.
Most people my age are not very good with phones Like me Emails websites whatever double dutch to most Should be taken into account Age

Almost impossible to get a face to face appointment with an actual doctor.
Reception staff very polite and helpful, overall excellent service
Everyone is always pleasant and helpful
The doctor was extremely helpful, and arranged a follow-up appointment.
When requesting to see a particular doctor, this request should at least be acknowledged
Nurse R was excellent and very professional and friendly.
I appreciate the queue system update. Still boggles my mind how it's already queued before 830 (I. E. 829). Grateful for an appointment as 7 in the queue, and for the subsequent referral I needed.
I prefer having a " family Doctor "
Nurse great taking blood
Mixed messages regarding medication
I have severe memory problems so can't use the internet
It is getting easier to get treatment which is a bonus but A and E is a nightmare a lot of people are there that could be treated at doctors instead of people who need urgent attention having to sit in pain waiting
Dr Abdelaziz was great. He was conscientious, listened to and acknowledged my concerns graciously and reassured me with a very caring and thorough approach. He was a breath of fresh air.
Dr W is really good
I'm always impressed with the service offered
New telephone system phoning once then been told where you are in queue much better than having to keep ringing many times before getting through.
I always get appointments whenever needed and the GPs are always very kind and supportive
Brilliant availability and booked on the NHS app with no problems.
I cannot praise Dr JB enough
I can't praise Dr JB she's the most caring Doctor I have ever had

Is there anything, positive or negative, you would like to bring to our attention?
No wouldn't change anything
Feedbacks especially after blood tests.
Most times you are left in the dark and have to chase your results.
The only time they respond promptly is if something is abnormal, but pts needs a feedback no matter the outcome of tests run
New telephone system is an improvement. As ever, staff were caring and considerate.
I only ever see a nurse and I feel like I am never get the help I need or the information for my problems. I get blood taken and perception given.
The best surgery I have been with. Reception staff and doctors very competent and friendly. There was only one doctor I have seen that I felt was quite dismissive. Other than that, all is great.
Very professional
New electronic check in was very easy and straight forward and helpful
Very helpful and polite

Staff are courteous and are efficient.
All positive so far. All communication has been successful, polite and caring.
No everything was spot on
In this case you gave me an appointment for something other than the review I was expecting so I was surprised.
Goo
I always can get an emergency appointment by phoning early in the morning. That's great. However, routine and follow up appointments are usually unavailable and I have been directed to e consult and online services which don't seem appropriate.
All the doctors have seen have been very nice but it's always someone different. I feel that each time my ailment is viewed in isolation rather than part of a bigger picture, taking into account other things that have gone on. Even follow up appointment are with someone different. Lots of repetition and explaining needed again.
Staff are always helpful and friendly
Fantastic service from the nurses 🙌
I don't have Web site
Reception staff are always helpful. Doctors and practice nurses are knowledge and professional.
Always satisfied with service received
All staff are always helpful any time you go i would never change my doctors
All the staff were very helpful and caring. it was very much appreciated 😊 thank you.
I need to go back for another appointment with the nurse as after 3 attempts to get a blood sample we gave up. So now have another appointment for bloods again. I'm finding it difficult to get an appointment for the doctor.
Please update prescription repeats more frequently as mine are awaiting practice review for over a month
When a patients requests an appt with their GP they should be consulted before the receptionist sees fit to change it to a pharmacist appt
No .. can't fault the service or the staff & I do most of prescriptions online BUT it's almost impossible to find an appointment online !!! meaning I have to phone early when this slot is for urgent cases ? my case becomes urgent if I have no joy finding an appointment 14 days in advance see the quandary?
Need MRI on my back asap
A telephone appointment was arranged by the nurse. I didn't actually speak to anyone so I don't know whether I actually fulfilled what was asked
Website needs to be completely looked at as I struggled to navigate around it to try and find how to book online and gave up after 5 minutes, this makes me think that the older generation such as my father in his 90's will have absolutely no chance of using it.
I felt the nurse I saw, had no idea why I was there or of my medical history.
The only positive thing is the new system tells you how many in the queue, you then know you will definitely be waiting 45 minutes.
I was concerned about a health problem. There were no appointments left but they took my name and rang me with an appointment same day.
Make it easier to book appointments online.
1st class service from the nurse called H and Dr SB at framwellgate surgery

Is there anything, positive or negative, you would like to bring to our attention?
Staff are always very helpful and try to accommodate the needs of the patients.
Nothing, Thank you.
Very kind with words and explained what next steps are, which is reassuring

Very quick and efficient
Getting an appointment to see a Dr can be really frustrating...sometimes we ring on 2 different phones starting at 8:0 and by the time we are lucky enough to get through all the appointments are gone. It's also difficult to secure an appointment in advance
The nurse I had an appointment with was very good, explained a lot to me, lovely manner and friendly
This was my first in person appointment since 2022 / 2023 and I have to say when calling up for the appointment it was a pleasant surprise that I could book one in advance considering it was nothing urgent. I was happy to wait because previously this was not something I could do Upon entering the surgery. I wasn't aware myself that I had to go to the nurses unit however I was politely informed by the receptionist who was more than happy to guide me there.
The service I received from the nurse was a lovely experience and one of the best nurse experiences I've had in a very long time. They were polite, friendly welcoming, not judgemental and I genuinely felt listened to. Overall, a very pleasant experience and service.
Take too long to get through on phone took 14 phone calls one morning
Very helpful practice
Easy to book an appointment through the internet
Feel lucky to be a patient at Gilesgate Practice.
More face to face appointments needed
I had problems understanding the doctor and he struggled to understand me.
Thank you for being there and keep up the wonderful service you are providing.
The experience of the appointment was excellent. No wait time, dr was attentive and explained next steps clearly.
Reception polite and helpful, all doctors I've seen are helpful . Only negative is with an ongoing problem would be good to see same doctor .
Service was good. Thank you
I found the pharmacist very helpful and attentive during my appointment.
I saw the nurse, even though I had the first appointment at 8.30, she was late calling me in. Some if the questions asked I didn't understand the difference between the answer options. When I asked what the difference was she just repeated the same answers in a louder voice seemingly getting annoyed with me. She was very abrupt and not approachable. Every member of staff I have encountered before at the practice has been lovely and friendly, and made you feel relaxed, although not this nurse
Q4. Just to clarify my daughter does the online repeat prescription requests for me.
Point 4 - our daughter does the online enquiries ie repeat prescription requests.
Staff very friendly and it's easy to get through to make an appointment very happy with the service.
Unfortunately I don't have the knowledge to use the internet so I find using the internet for websites etc difficult.
The system they have works very well
I used nhs app to make appointment which was fine, but because the doctor consulted another I was sent a second text message and survey about an appointment which didn't exist and phoned because I was confused and concerned that I had erroneously booked a second appointment.
Very approachable and listening with real concern then setting an achievable goal
It's very good
Great staff and doctors, you are helped and supported
Everything good
It would be very helpful to have more continuity of care by seeing the same GP instead of seeing someone different and unfamiliar with the history each time.

Is there anything, positive or negative, you would like to bring to our attention?
I feel like our appointment the doctor we seen was 'by the book' there's no real sense of knowing your GP or them knowing patients anymore. Took a lot for my son to pluck up The courage to go and we felt fobbed off with a 'procedure'
The HCA C is very helpful, .friendly and efficient . A most Caring person.
The actual appointment in terms of the timeliness, nurse practitioner and outcome was excellent. Making the appointment was frustrating and difficult.
I had a health check and K the nurse was absolutely brilliant went through everything in a very excellent manner, receptionist were friendly and helpful
This time the doctor was wonderful. Very thorough and kind. And got an xray straight away after months of waiting. Thank you very much
Not impressed by the bright orange gel nails worn by the 2nd lady who attempted to do a blood test (the nurse I was booked with was unsuccessful twice)
Unfortunately this time around I was not impressed with nurse attitude a bit short maybe Monday blues or injured foot, when I asked a couple of questions I was shut down abruptly!
Much prefer the que system for answering calls. Dr A was really professional and helpful
Excellent staff
I would like to be able to book an appointment in advance as it isn't always easy to get time off when you have to ring on the day.
Great service for 60 yrs I have been with them
The staff are very welcoming and helpful
I was getting a phone call from the doctor the other day but they phoned my partners phone instead & she was not in the house so would u please phone the landline instead cause I don't have a phone any more thank you
I totally Disagree with having to explain to receptionist why I need to see a Doctor. They don't need to know the reason why
Keep up tye good work and positivism
Sometimes the online service yoy centre order medication aa just asks you questions early on a morning
Stay positive and professional.
The lady doctor I have seen for the last two visits is amazing! A breath of fresh air. I can't believe a doctor actually listens, has respect for patients, believes in the patients life experience of said condition, takes action, no mind games or delay, is empathic, clear communicator. I am very sad that she won't be at the surgery after February. She is the only doctor I trust. Receptionists are also improving, smiling now, actually helpful and I don't fear them as much.
Keep up the good work
Polite friendly helpful staff
No comment.
Just the new phone system having an issue not doing a call back, but called back next day and got appointment
The receptionists at Gilesgate are very helpful.
We can always get a doctors appointment when necessary.
Yes the receptionist at Bearpark was brilliant, I called very late not feeling very well and she got me a phone appointment with the Doctor at very short notice.
my clinician was late even though there were no other clients. the lady did not tell me her name nor her role. I did not know who she was when she attempted to take my bloods, so I'm not sure if she is qualified to do so, as after she washed her hands she went back to using computer, touching the mouse and keyboard and then proceeded to taking bloods without washing hands. she poked me with a needle 3 times, could not take any blood and offered to rebook appointment. I believe there were few breaches of practice
No not really
Never been to bear park practice very impressed ,staff were fantastic

So far in life I have enjoyed good health and therefore have not had to visit the surgery very often but when I have needed the help afforded by the Dunelm Practice I have been very satisfied with it. Thank you.
The Centre appears to operate more for the benefit of the Centre rather than the patient. Much time could be saved if one could see a GP rather than go on a circuitous route for diagnosis/inspection.
The only thing I can say is that it's not easy to get to talk to the doctor I would like to
K was great. Very professional and caring, easy to talk to.
I rang for an appointment at 8:40, I had an appointment at 10, referred and had an X-ray at UHND, script was with the pharmacy and I was home and logged on for work by 11am. Excellent service!

Is there anything, positive or negative, you would like to bring to our attention?
Dr SBe was excellent! Outstanding asset to Dunelm GP Practice. Sincerely appreciated.
Distant consultants taking priority over excellent GPs - very frustrating!
It's so difficult to get an appointment, however once in to see the Doctor I found him very attentive and supportive.
I was given a tel consultation appt between 3.50 and 5.50pm. I, therefore felt free to go out that morning. However, the Dr rang me on my landline and mobile in the morning and frustratingly I missed his calls. He left a text message, so I didn't get the chance to discuss things with a Dr.
Difficult to get through on phone and when did, told no appointments. Keep being referred to online to make appointments but there aren't any available.
No problem
K who I spoke to is so lovely, she's a real credit to the practice. What I really lovely lady your lucky to have her there.
Dr JB is an excellent GP
Very happy with recent conversation with Doctor OP.
Just one thing, if we are late for our appointment we would be turned away, I was there 5 minutes early, only to be sat for 15 minutes after my appointment time.
My telephone appointment was with the Keith, the pharmacist. He explained everything about a new medication very well and answered all questions about the pros and cons of starting it. A positive experience. Thank you.
I am happy with the service provided. Thank you.
Very efficient and professional
E consult is very useful.
The Doctors are helpful and kind
Well
Very polite and helpful in all aspects
R is brilliant!
All staff showed warmhearted kindness.
Lovely nurses
Be more positive & action issues in accordance with the needs of the situation mainly on your administration side of the practice
Doctor came out with me to ask young girl to book an appointment for three weeks, the girl said we can't book three weeks in advance even though it was the doctor asking. Sue told her to book the appointment. I thought if the doctor requested the appointment then it should not be questioned. Doctor was very supportive. Thank you

Would be nice to have continuity of care at times with same dr/nurse
Framwellgate Moor - The entrance to the nurses section of the building is quite difficult to use with a pram. The step and door lip are quite high making it difficult to get into or out of the building. Service from the nurse was great however.

Is there anything, positive or negative, you would like to bring to our attention?
I honestly can't express how good this practice is, the service is awesome and I can usually get an appointment within days if not the same same day, I wish all practices were the same, as my mother waits weeks sometimes for appointments
All good.
Doctors are great
Staff very polite and friendly. Service is very good
The doctor OP assured me me so much such a lovely caring helpful lady .
Framwellgate moor reception staff are always helpful and polite, seeing a friendly face on arrival makes visits to the doctors a much nicer experience.
Very proficient, professional and helpful. Many thanks.
Dr KC is so lovely. A brilliant GP Thank you to the team at Dunelm
Been with the practice since I was Born and have always had the best care
Nurse at Fram very nice and professional but the room she was using was very small and cluttered
I find the nurses and doctors i saw very thorough, calm, clear and friendly. Superb! Thank you!
As I can only come for blood tests or other non urgent appointments after 4:45pm, it is challenging to get an appointment. Due to my work rules I cannot phone after 8:35, which adds to the challenge of getting a doctor appointment, the phone is engaged or appointments gone by my lunch break. The online system doesn't work on my iPad and rarely has appointments I can attend. However i totally understand that my case was non urgent and caring professions are pushed to the limit.
Excellent service, never had any problems
I eventually got an appointment which I made online, as had tried on and off over the course of 3 weeks to get one over by phone. The surgery itself is very good, staff are professional, and very helpful, its just the systems now in place to allow you to actually see someone that let it down.
The doctors have been really good with me I cannot fault them at all
Dunelm Doctors is fantastic it's the best doctors surgery in Framwellgate moor and all the staff are brilliant
Just a shame it seems to take a couple of weeks before you can get an appointment unless it's deemed urgent.
Staff at Framwellgate Moor Surgery are really great!!!!
Nurse who completed my appointment was very welcoming, comforting throughout the appointment and informative. Could not compliment her enough.

When I call in the morning I can get a same day appointment but if I call in the afternoon I can't get an appointment at all. Why is this? I don't mind if the appointment is next week or anything, I just don't have time to book appointments in the morning so then I never get any appointments. Otherwise my practice is great.
Keep up the good work
Excellent care
I went for bloods etc. and as always, the staff are very friendly and helpful. The Nurse was accompanied by a trainee Nurse who was very friendly and keen to learn her chosen profession. I wish her well and as with all of the staff.
No, so far so good
Just to be treated by a local GP and not to be referred to the next village. Thankyou. Kind regards.
The asthma nurse has been thorough on all my appointments and although on this occasion my asthma was not the problem, she was still very attentive and thorough.

Is there anything, positive or negative, you would like to bring to our attention?
My GP was exceptional. She listened and gave me great confidence that she understood and appreciated my problem. I was extremely pleased with my treatment and the 'outcome'.
Pharmacist very clear and precise
I asked for an appointment to review my pill. I explained what I would like to explore, some symptoms. Your staff member who carried out a health check with me (quite unprofessionally) booked me a telephone appointment with the nurse. I received a call from the nurse called C and explained to her my health concerns associated with my pill. This was second member of staff I repeated what the problem is. She told me that she can't help me today and offered to book another appointment. I find such a waste of my time, NHS time and public resources. So I now have a third person that I will be discussing the same issue.
GP practice has been improved a lot.. It's better than before now..I really appreciate the hard work of GP.. Thank you very much for your support.. Keep up the good work
Being an older person on line is not easy for me
I have always had a good experience staff very friendly and helpful
I am definitely one of those patients who has white coat syndrome but when I have an appointment with Tracey the nurse she always makes me feel at ease. Zoe the student Nurse who was in my appointment was also very good at putting me at ease.
Dr SBe is an exceptional GP. He is credit to the practice.
From my point of view my doctors are excellent and have never let me down
No, I am very very satisfied with my GP practice.
At times communication over mobile if incoming using headphones causes echo's this can cause misunderstanding!
Sometimes part of my prescription has not gone to chemist I have to ring you back then go to chemist again apart from that I find your practice very good
Recent changes to telephone system have made contact with the surgery much better and less stressful.
Everyone from the receptionists ,nurses and Doctors, pharmacist have always gone over and above to ensure I receive a good continuity of care. A very good practice, with a warm welcome either by phone or face to face.
Sometimes it is very difficult to see a preferred gp as no appointments
The doctor was kind, patient and very accommodating. We are grateful to have such compassionate and thorough care.
It would be good to be able to book appointments a few days ahead. Being a full time clinician myself, it is difficult to only be able to book on the day. That's the reason I've often left things longer than I should have or not contacted the GP at all.

It would be great if I could make an appointment on an online system instead of making a phone call.
Your reception staff listen to the patient and they never judge .Some doctors don't listen to us .Take time to listen .I only come to you when I am desperate and I have tried things over the counter first . I am always so grateful to your receptionist as they have sorted my appointments out my medication etc yes your going say that's there job . They go above and beyond there job ethics to help people with difficulties. I can only talk about one doctor who has treated me like this and it's Dr HC . It says something when your reception get more praise than the people who know my complex medical needs .
Once again I've got to mention the ladies on reception they don't have an easy job but are always happy and polite well done girls
I tend to use the online services to order repeat prescriptions and to make appointments. My children (aged 12 & 15) have been taken off my online account because "they are old enough to make there own appointments. This maybe so in hindsight but the main reason why I use online for appointments is because phoning the surgery at 8.30 isn't a good time for our household to access our telephones.
Once again, all my concerns were dealt with thoroughly and professionally.
Good to have options regarding ways ti engage with doctors given the demand
Dr. HC is a fantastic GP - empathetic and a good listening ear, she responds sincerely and takes action as and when necessary
Main problem is telephone appointments managed to get one on line this time.
I object to having to tell the receptionist why I need to see the Dr. It is private and I should not have to tell this in front of other people in the waiting room. The Doctor was not interested in the fact that I had other health problems and I felt that she just wanted me out of the door.
All fine currently
The staff at the practice are always very helpful and always help to get appointments that suit myself and my working hours. A really good service
Good

Is there anything, positive or negative, you would like to bring to our attention?
Excellent care and time taken at appointment with Dr Baines xx
No I have no problem getting into the surgery or an appointment
Staff are always helpful & pleasant
Recent appointment was for bloods however needs to be repeated as test unuseable
Very friendly staff members and very effective visit, much shorter then expected
Excellent service provided, every interaction I have had has been really positive thank you
The new phone system is easier, sitting a Que instead of having to ring 99+ times.
Easy to make an appointment online. GP and receptionist very helpful. I was happy with the outcome of the appointment and was offered another follow up.
A walk in appointment service would be great
I didn't not answer question 4 as I don't use the website. I find trying to use it very frustrating.
Excellent Dr and great care given that day. 10/10
Staff are very good,
Does that attend to us on phone are really doing well they should keep it up.
You sometimes can ring up to 30 /40 times on a morning to be told try again tomorrow
Seen the nurse to get bloods done she was very nice and talkative

Just everything was very very good
The nurse team are faultless. Very competent, friendly, helpful and patient. I talk a lot, they are polite about it.
Reception has improved and phone system is better. nursing staff are excellent
Dr SBe is brilliant gp and B and S are brill receptionists
Not enough appointments go online.
Don't have very much time to discuss what you need. So a lot does not get done
Reception and medical staff are always friendly and helpful.
I don't really use your website, I use the NHS App.
First class thank you
Great staff they really care about sorting problems out for you
Too hard to book a non emergency appointment. Phone calls come at random time
No
The problem with getting online could be the fault of my old mobile Iphone
Reply to Q re website access which I Used to have before NHS interfered with their own site which requires my permission to sell my info - company owned by Tory donor of £20million since receiving Contract paid for by me The Tax Payer - it is disgraceful!
I'm always a bit apprehensive about going to see a doctor (I don't go that go that often I'm pleased to say) but the efficiency of your staff and the professionalism of the doctor made it a much more relaxed experience than I was expecting. Thank you for that.
The nurse I had an apt with this Morning 26th at 9.10am was really lovely - lovely manner and very friendly
No Change
It took several weeks to make an appointment. It is not made for the elderly to access
Excellent Dr a big help
Overall a good practice.
Need face to face contact with GP
Please offer more appointments available to make online rather than queue to make a telephone appointment at 8.30am. There should be more of an equal choice for both.

Is there anything, positive or negative, you would like to bring to our attention?
It's very easy and good
Some times it can be difficult to make an appointment when working full time. Getting through at 8.30 can be a nightmare
I can always get in to see my GP or if I'm not able to get there I can get a home visit I've known these Dr's all my life they know my family and are very courteous pleasant polite an all round great experience
Always s very helpful and kind .
Re online - problem could be my old phone! First time in my life I Ever has huge black&blue arm after blood taken - usually get a pink dot and nothing more.

Doctor was very helpful pleased with all
Friendly helpful staff.
Dunelm Doctors Surgery is the very best in Framwellgate moor staff are caring fabulous fantastic
Very accommodating and professional staff, go that extra mile to help.
K continues to be kind and supportive as I recover my health.
I always find the staff to be very helpful and they provide a good service
Always a very polite and personal experience with GPs.
Everyone was very helpful
This is the second survey in two days following two visits. These should be time restricted to ever six months
Always friendly reception and Dr's are all really nice , lovely clean comfortable surgery
All very Good but sometimes hard to get to see a Doctor
Nothing to add
Dr JB is an exceptional GP. She takes the time to listen.
Received text message at 11.14 on 26th June advising of telephone consultation between 10.45 and 12.45 on same day (26th June. Received no call or further info?
The staff always very helpful and friendly on the phone and in person at my surgery Gilesgate Medical Practice.
All is  keep up the good work and thanks.
The prompt referral to hospital, and subsequent emergency operation, undoubtedly saved my life. Unbounded thanks to Dr Besos for his prompt intervention.
The staff are always ready to help!
Best blood taking ever not bruised (bruise easy as get older in our family) needle marks even closed up. And HCA said she'd do a dip test to see if I had UTI on top as had developed symptoms after booking in. Very impressed.
Surgery is accessible and you can usually get same day appt which seems unusual according to other people at other surgeries. NHS should use their model as a template. Been with them for years. Excellent practice
Rang at 8.50 to make an appointment told there were no afternoon appointments. Unsure if this was due to doctor strikes or afternoon appointments weren't an option on this day
Everyone from the Dr to the reception staff were very helpful, informative and friendly. Thank you to all.
Saw Doctor who asked good questions organised tests and X-rays same day Nurses good too
Reception Desk is very good.
Problem with phone number was resolved as my records had not been updated. Appointment was made by dropping in on the practice. Staff where excellent and helpful
Very satisfied with my GP Practice
I have never used the website so I couldn't say. Overall I am satisfied with this set of appointments
There seems to be a lack of communication at times. Having just been i now have to go back to have the test I thought I was going to have on my previous visit
The pharmacist telephone consultation I had was fantastic. He was very easy to converse with & gave me loads of information & provided a good plan for my medication review. However I had to wait about 3 weeks for this appointment which I would have liked sooner & to be able to book via the NHS app.
Sometimes prescription orders are not sent to the pharmacy on time which means that we almost run out of medication. With a husband who needs medication to keep him stable this can sometimes be a problem and a worry.

Is there anything, positive or negative, you would like to bring to our attention?
The nurse I saw was 1st class and put me at ease through out my appointment a credit to your surgery
Dr KC was extremely caring and professional.She correctly diagnosed my condition and referred me to the appropriate hospital for emergency treatment. I am extremely grateful for the help she provided as it resulted in solving my issue and providing me with peace of mind. Thank you so much Dunelm medical practice.
Dunelm practice have always been very helpful and they treat you with great care and put you at ease.
My partner and I have both seen L a few times now when we've been in for blood tests. She's so lovely, really chatty but professional and just puts you at ease straight away. She's a real credit to the team.
Excellent appointment felt listened too and helped with my medical issues
I am having biweekly monitoring bloods taken and can easily get appointments when required and the staff and nurses are very efficient and friendly.
Reception staff lovely and helpful, thank you
I'm happy with the Dr as she is taking my condition forward and I thought it was a good plan.
Great service and very friendly
The nurse was great really put me at ease and very personable.
Everyone is very friendly and helpful at the surgery. Thank you
It would be good to make online appointment booking process simpler.
Very nice and warm nurse
The staff at the practice do a fantastic job
Was fortunate got to see nurse and doctor same day Doctor was above and beyond and was appreciated