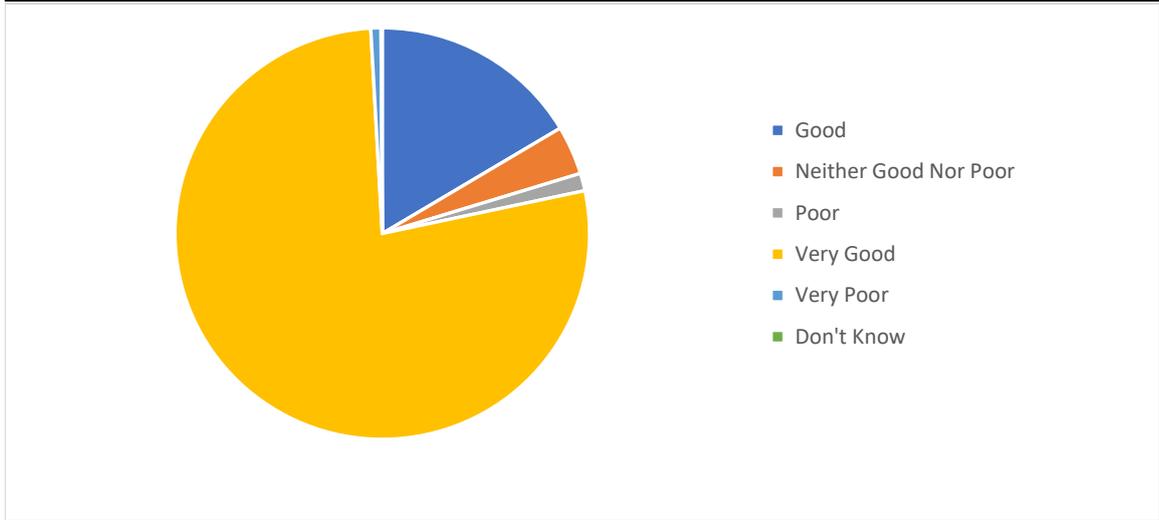


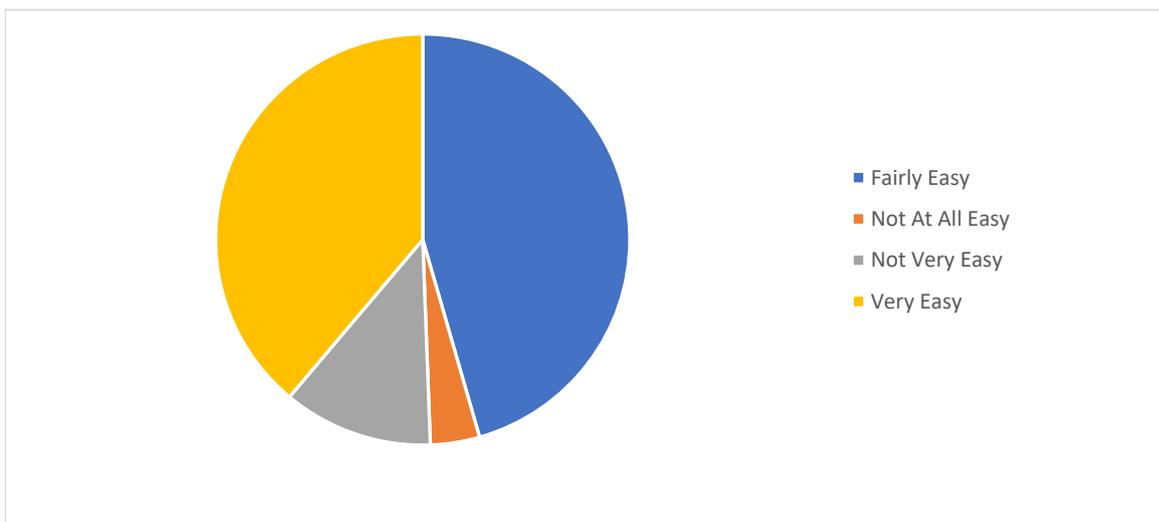
Which Practice are you registered with?

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

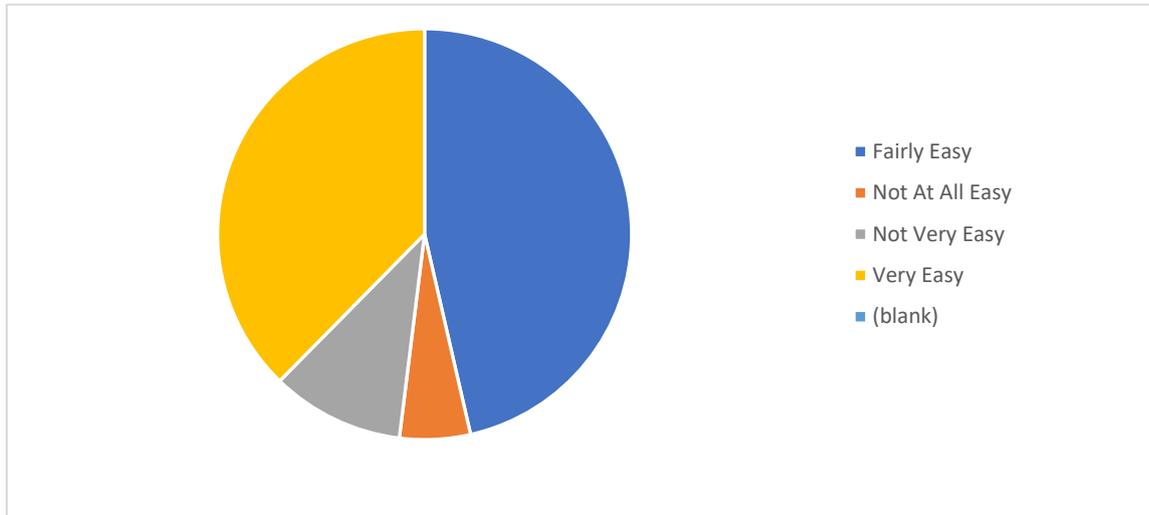
Overall, how was your experience of our service?	Count of Overall, how was your experience of our service?
Good	167
Neither Good Nor Poor	39
Poor	14
Very Good	787
Very Poor	8
Don't Know	1



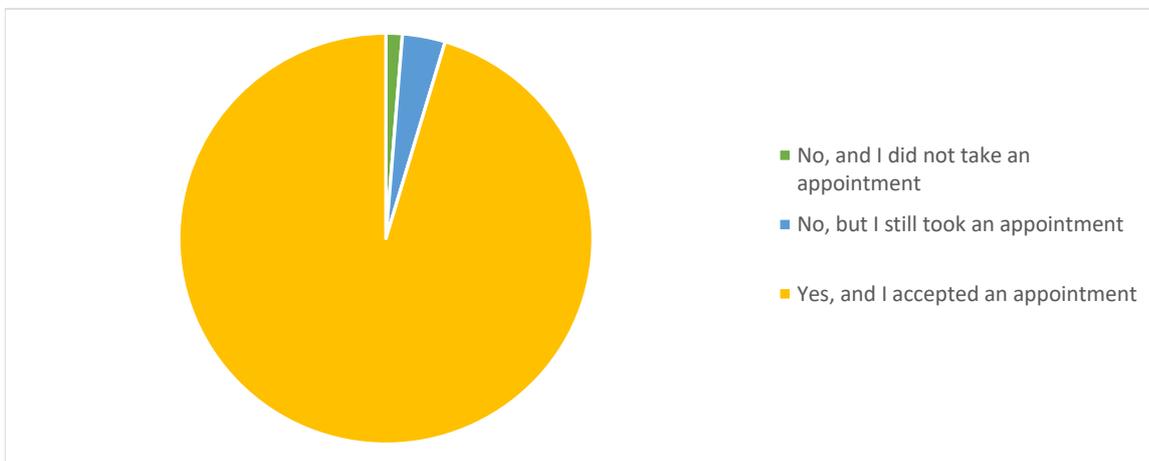
Generally, how easy or difficult is it to get through to someone at your GP practice on the phone?	Count of Generally, how easy or difficult is it to get through to someone at your GP practice on the phone?
Fairly Easy	463
Not At All Easy	39
Not Very Easy	119
Very Easy	395



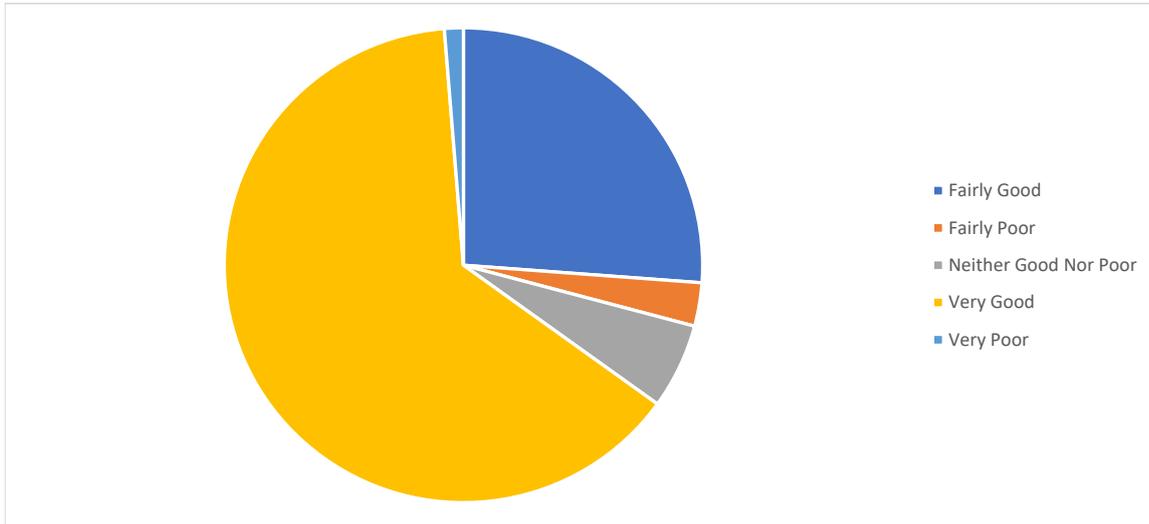
How easy is it to use your GP practice’s website to look for information or access services?	Count of How easy is it to use your GP practice’s website to look for information or access services?
Fairly Easy	429
Not At All Easy	51
Not Very Easy	96
Very Easy	348
(blank)	



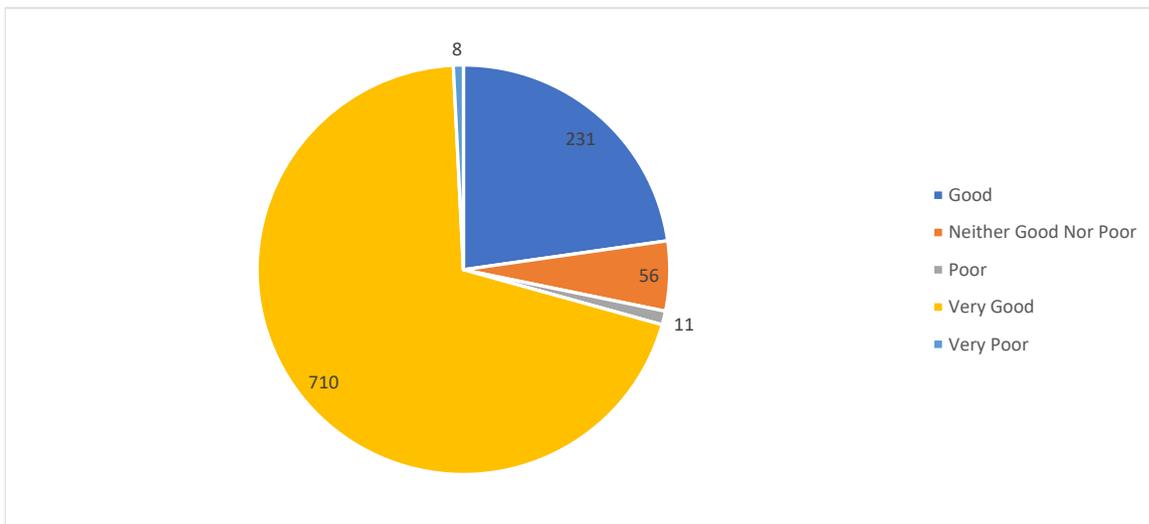
Were you satisfied with the appointment (or appointments) you were offered?	Count of Were you satisfied with the appointment (or appointments) you were offered?
No, and I did not take an appointment	13
No, but I still took an appointment	34
Yes, and I accepted an appointment	969



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	266
Fairly Poor	30
Neither Good Nor Poor	59
Very Good	648
Very Poor	13



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	231
Neither Good Nor Poor	56
Poor	11
Very Good	710
Very Poor	8



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

no

(blank)

No

Excellent

Excellent Service

All good

Positive

.

Difficult to answer as I have just moved to area.

Always friendly polite. The doctor was very professional and reassuring

I seemed to have to answer my own questions without having any medical knowledge or see what was going on internally

The appointment with the community pharmacist exceeded my expectations. No sense of being rushed and he was able to answer all my questions.

Have always been treated with kindness, efficiency and respect by everyone at my surgery and this is very much appreciated, thank you.

The whole experience was very positive. The Reception Team were first class, and the twenty-minute chat with my GP was very helpful.

Receptionist I spoke to was very helpful and she helped me log on to the online portal for easier appointment booking. I booked a telephone appointment which was helpful as I didn't need to see the doctor in person, so this arrangement meant I didn't need to take time off work. The doctor phoned during the window allotted and helpful answered my questions.

When I was feeling very poorly I was well looked after and future appointments were arranged to ensure that my recovery continues ... further tests have also been arranged which helps put my mind at rest. I have been given excellent care

It took me 22 times before I got through to make an appointment. Several times I got through to an answer machine and then got cut off

The surgery offers an amazing service from receptionists, nurses through to GP's. Can't be faulted.

The staff are always helpful and friendly

I am very satisfied with everything at the moment. Thank you.

You never see the same doctor twice. The turnover of staff is ridiculously high and very disconcerting.

SPLW is amazing x

I was asked in reception in front of other patients why I needed an appointment for the doctor it was bladder issue and didn't want the whole of reception and other patients knowing , in the end I just said female problem

Didn't like being asked in front of other patients stood at reception

My appointment was with a practice nurse Not too bad to get But been trying for over a week to get either phone or face to face with a doctor This seems almost impossible

No problem's

Keith the pharmacist was very helpful when I spoke to him regarding my medication.

Staff helpful and polite. Always try to help where they can.

Very pleasant staff and made to feel comfortable

It is not always easy to arrange an appointment with the doctor however the receptionists are usually very helpful especially with regards to my husband's needs.

Would just like to say not everyone uses a computer and a lot of the time your trying a long time to get through on phone when u do all appointments gone

All the staff are extremely helpful

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

GP had checked notes and was aware of situation. Involved me in decisions. Telephone appointment at my request

Waited 8 days to get appointment then at

1 clock called to bring my appointment forward to 2 clock instead off 3.10 had to come out off work early

my query wasnt urgent so in this case the experience was good. if i had been elderly or currently unwell it would have been terrifying. Having to either phone at 8.30 in the hope of getting an appointment, or in my case going on the app at 8.30 and finding only a few telephone appointments for the next 7 days

When you're advise by the hospital that you need a specific medication you do not then need to be fobbed off with other stuff because what you've been asked to get to help you is addictive. When you're not well or in pain you should not have to fight for what has been recommended by a medical doctor who has seen the pain you're in. So instead of gabapentin I have to put up with Ibuprofen gel, thanks

Had a telephon consutation appointment lade on like then asked to go for a face to face app

Excellent treatment by nurse as usual. Thanks

All fine currently

Overall experience excellent.

Good professional and caring consultation

Many thanks for your continuing excellent service.

I have been battling this surgery for many years. I have recently received a diagnosis of Hypermobile Ehlers Danlos Syndrome. I have been in alot of pain for a very long time. Doctors at this surgery have refused to treat me. Even after my diagnosis I am still waiting for them. I am in alot of pain 24/7 and I am very depressed. I wish one of them will do there job. I called the receptionist twice last week for an appointment but they wouldn't give me one. I am very tired of the way they treatme. Even now with my diagnosis from a specialist.

Everything is really good

Should be a private room for people to discuss private matters . Also not to be kept long when ringing at 8.30 and then het thru at 9 oclock

I find the appointment system very frustrating. The diabetes and asthma nurses are excellent

It is hard getting appointments when ringing the surgery . I came up to the surgery at 8.30 am to make my last appointment which I got at my preferred time .

Excellent same day appointment after an eConsult. Dr C was reassuring, thorough, and personable. She is an excellent role model for the NHS.

Very good.

Dr B is one of the best doctors I have seen at this surgery, she is kind and patient, nothing is too small an issue for her to deal with and I didn't feel rushed when seeing her. Thank you!

Always able to get an appointment and staff are always very friendly and professional.

A very good experience, staff very friendly and helpful

I saw the link worker who was excellent. She researched information for services to help me, fully listened to my needs and concerns and had follow up appointments. Refreshing to have someone follow up and be so empathetic

SPLW is amazing

Very friendly and professional

Very happy with the service

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

I am still waiting to speak to a doctor regarding my diagnosis. I have rang numerous times at 8.30 in the morning I have called and asked for an appointment next week they still say they have nothing. No-one has called me to discuss my ongoing problem. This has been the case for too long. I have been diagnosed with hypermobile danlos syndrome last week I'm in another of pain and distress. This has gone on for years. I wish to move surgery.

It would be good to be able to get an appointment with the doctor of choice

Everyone on the reception team are brilliant.

I really struggle to use the website to book an appointment in advance which means I can only get an on the day appointment if there's any free when I call.

All positive all staff are lovely and doctors I've dealt with, reception too a very helpful with, me and my sons
So very Good 10 star plus

The practice does a good job under challenging circumstances. All staff are polite and empathetic.

Friendly reception staff, however disappointing consultation with GP

Staff on the front desk are excellent and so was Michelle the doctor I saw.

Difficulty making appointments at times. I'm generally happy with the practice.

Every time I ring it take over 100 attempt to get through before someone answer's, my last appointment it took 175 attempts

Staff at the centre are always very helpful

Doctor very good

Lovely friendly reception and GP

The Care Coordinator is excellent and has lovely manner

the CC was very efficient and has a lovely manner.

Amazing staff from the reception to the Drs and nurses

Nothing to add

The practice seem to bend over backwards to help

When you want to book an appointment on line there is no appointments available

Don't know how to use a website

Exceptional service from all staff

Just as always my practice is brilliant , from receptionist, nurse , docto

The nurse was lovely, professional and I found her very helpful thank you

Doctor didn't send prescription over, after I went back to get it re sent only one lot of medication out of 2 got sent across. Not listening to how severe allergies are- continuously going round in circles no support

Following the chaos caused by lockdown it's a relief to get back to your high standards. Well done to you all.

Get rid of the long message at the start of the call

All the staff are helpful and friendly it is a very good and safe surgery if you have to attend

We have never been anything but very pleased with the service received until this past week. The doctor who spoke to us did not mention the fact that WE had to order the Injections for the District Nurse to deliver!! We only found this out when the Nurse arrived on Monday afternoon!!!

Neither my husband nor I have been able to register for the online service and we are not sure what benefits it gives

One receptionist was quite abrupt when asked a simple question

The footpath to the car park is very uneven I was scared of falling

Make website less cluttered

Your operatives are always friendly and efficient from reception to the doctors and all staff in between

The nurses I have seen have all been great, very friendly & put me at ease, I'm needle phobic.

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

Relationship between the surgery and pharmacy could be better

The experience lacks warmth, no personal touch

The GP made me feel relaxed and was very knowledgeable about my condition. She was quick to decide that I needed further investigations.

A fantastic service all round

Please offer pre booked appointments through reception, having to ring on a daily basis means you miss available appointments by the time you get through.

A personal issue although it might be across the board ... I asked for a 2 month prescription and thus initially was only given for statins then it didn't include a further tablet 490 mg was yes but 20 mg now- that's now been rectified but the whole prescription is at sixes and sevens(I have bp tablets) so I still need to get my prescriptions each month!!! I was hoping to avoid this !!!!!

In a positive note the staff (Dunelm drs) are usually cheery positive and helpful whenever I've been in contact with them

I did not try to make an appointment, so survey was not relevant to my contact today, which was in written form.

Dr was lovely and explained everything to me and made everything clear I'm just hoping the treatment works

I still haven't heard anything back from this gp service. I'm still waiting to talk to a doctor regarding my results. I feel I'm being ignored. Have a look at my results from the hospital I have been diagnosed. Why am I still waiting for any help from you. Susan McCarthy 06/11/1987

keep up the good work

Saw Dr B she a great doctor really listened. Wanted just say thanks

It seems that I can only ever see a registrar and they are always different so they don't know me and my ailments. But I can almost always get an appointment.

On this occasion every thing was fine but unfortunately this is not always the case

Very professional doctor

Having to make appointments on the day and not getting through on the telephone

I am very satisfied as my concerns are resolved to my satisfaction.

The website is very difficult to navigate for non IT literate users, as a pensioner it is much easier to queue (from 8.00am) on a morning to make an appointment.

The need to see a different professional for each ailment as a new patient. A simple introductory interview would be more efficient.

Signing in a bit of a problem

Everyone at the practice is always friendly, (from the Dr's and Nurses to the lovely receptionists) and very accomodating so I am able to get appointments, advice and treatment when needed. I am very happy with my Practice.

I can generally find an appointment using NHS app at 8.30am using phone. I can't access system1 on my old apple computer any more. The phone message when ringing surgery is quite long and perhaps no longer appropriate. Staff are always pleasant

Some confusion when logging in machine at Fram on arrival. Sat outside wrong room for 10mins to see practice nurse for duration of appointment. I should have been in building next door but wasn't aware of that. Practice nurse did see me. Thank you.

Overall a good service, but confidentiality could be improved. I've gone to Reception to enquire about sensitive test results and even though these were visible on the system the receptionist asked me loudly to specify what results I was referring to, in a room full of people waiting.

Very efficient ,competent and friendly.

None

I have always had a good rapport with the surgery and the staff have always tried to be accommodating!

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

It was a pleasure to be in consultation with 2 students as well as Dr W.

Your reception staff are so friendly and helpful on the phone and in person makes a stressful time so much easier to cope with

It's always excellent service from this practice

As always very good treatment by nursing and reception staff. Thank you

Finding the e consult form can be a bit tricky in the website. I would have thought the practice would want to encourage this more so maybe making the e consult on the opening page etc. My appointment was great, got it really quickly and Dr W was great and got my prescription the same day. A great experience. Thank you

Staff always very helpful and professional. Friendly but efficient.

Very responsive professional and well run service

Excellent Service and nurse Thompson was very good in explaining what I needed to know.

Excellent from start to finish - thanks.

Always excellent service from my doctors.

I tell everyone about it...

Sadly they don't give good feedback about theirs.....

Sometimes you can phone numerous times from 0830hrs and never get an appointment

I had a finger infection, and I need antibiotic cream. I think this servís should be contracted out to chimist I have been a patient all my life and have (apart from when epidemic was happening) have always been happy with the reception, doctors and treatment.

Excellent reception staff and clinicians

Very happy with the service

Very good treatment by nurse. Receptionist friendly

All lovely, friendly and helpful

I am very happy with the Dunelm team they are always helpful. Unfortunately due to my physiology the nurse struggled to get any blood from me today.

The automatic telephone message says if appointment not an emergency, please call after 10am, by 10am you have absolutely no chance what so ever of getting an appointment wether a phone or face to face appointment

I do not like the way you have to call in the morning to try and get an appointment. That is a ridiculous way to handle a doctor's office.

Excellent service by Doctor and Reception

Website need more options to give for an appointment

Would prefer a wider range of appointments bookable in advance. Preferably online.

Very good doctors, appointments available when needed

Thank you for your continued care.

The Practice Nurse K was amazing. She took the time to listen & made the experience more bearable because she was so patient & empathetic. She was knowledgeable & explained everything well.

Reception staff are really nice

Very friendly and professional staff and service. Thank you.

I now book any appointments via the website are NHS direct as found I can communicate quicker and get a call back by my GP.

The nurse (I think she was called K) was so friendly and nice. She really put me at ease for an appointment which is not the most pleasant of experiences!

All appointments had gone and I find it difficult to get these normally. The receptionist at Bearpark took my details and rang me when there was a cancellation. I really appreciated this

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

I have always had a great rapport with the reception staff and over the last year, due to a technical issue with my records, I have had to speak with management they have all been lovely and explained everything in detail. I see the nurses more than GP's and each nurse is warm, welcoming and explains every detail. All in all a really fab team at Bearpark Surgery.

I have fill this in as this my daughter's appointment. I phoned up for advice, got offered an appointment, treatment given on site and all within approximately 90 minutes of the call. Your receptionists are great too! Thank you to you all for assisting my daughter.

Helpful staff.

I always find all the people who answer the phone to be helpful, kind and knowledgeable. Thank you all for your care.

After 9 call attempts, I finally got through and was offered a phone appointment option which was better for me because of mobility issues and balance problems, but no one called in the two hour slot I was given. I then had to chase up with reception who said the doctors had been too busy with face to face appointments. I queried why phone appointments were therefore offered at all if the service could not be provided. I requested a rescheduled appointment the next day but was told I would have to go through the whole 8.30 rigmarole call again. The system is not working!!

The lack of continuity with clinicians.

Girls on reception desk very friendly and efficient, always willing to help. Doctor explained all that they were doing while being examined.

It is very hard to get through to someone on the phone in the morning, to book an appointment. The line is always busy, so you have to ring repeatedly to get and answer before all appointments are taken. The website could also use another design to make it clearer and easier to use.

I would like to be able to have an annual check with a G.P for medications I take this doesn't seem to be available at my practice

I have never used the online booking, I prefer to speak to people.

Staff try to be as helpful as possible.

Na

It was only a blood test I had done,the appointment was easy to get,and when at the surgery I more or let went in on time,no problems at all.thank you

Friendly helpful staff

The doctor I spoke to was very efficient and the medication that was subscribed was spot on and feeling much better

Thanks

Always get through either on the phone or online just need to be patient at busy times !

My recent experience exceeded my expectations. All members of the Dunelm team were polite, helpful and very professional as is always the case. I would also like to take this opportunity to praise the practice in respect of every aspect of my mum's care and treatment including the administrative aspects (mum recently transferred in to the practice from outside of area). I have already fedback this praise both face to face with staff and via telephone conversations/consultations but wanted to reiterate it via this survey. Thanks to all - keep up the great work!

Can never get appointment always have to phone or turn up in day then when do get appointment never on time. Last appointment was 45 minutes late

The doctor was very helpful and sent me loads of information on line about my condition

The ladies on reception do a great job and are always very helpful and polite

Very good

Dr C is so thorough and fully explained the referral process. Thanks to her.

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

I was asked to call the surgery blood results, and informed that the doctor had asked me to make a routine face to face appointment in the next week or so. But there are no appointments available. Options are to call at 8.30 which is supposed to be emergencies on the day and very inconvenient as I'm at work and don't have the luxury of spending time redialing in. I will have to try e consult.

Nurse team is very good

No there is nothing negative

Have recently found it difficult to get repeat prescription for medication discussed with GP and sanctioned. I have either not had medication prescribed or only one of two sent to pharmacist
I've had to telephone reception every time with last 4 requests.

This is for MST morphine 5 mg tabs /1or 2 tabs bd

And Oromorph 10mg/5ml up to TDS

Inconsistency doesn't help me to maintain a pain free or reduced pain existence

Very accommodating and professional staff , feel well looked after both my husband and I.

I like the way nothing is to much trouble for them to sort out

Haven't used the Website yet but now I know that there is one it will be helpful in the future....

Thank u

I seen a doctor today with my daughter after an accident in school witch was a call to the surgery and got me in 45 minutes later to get her checked over witch is brilliant doctor checked her over and was very helpful, yesterday I seen a nurse who was amazing explain something that no one has ever bothered to explain to me both brilliant thank you

Appreciate your efforts to provide a good service in challenging times. Xx

Great GPs generally but it's really important to keep seeing the same GP throughout and this often isn't possible .

Took a couple of phone calls as telephone consultations were not done as said they had phoned but no missed call on my phone Dr thought it might be the signal
it was sorted eventually and Doctor was very caring and understanding and sorted out my issue after talking to me and asking questions.

Bearpark surgery is amazing they do what ever that can to help and support you the receptionists are great too they go over and beyond

Making appointments by phone, easier to see receptionist by calling into doctors.

Last prescription put in,1thing missing,wasn't sent to chemist so had to go all weekend without that medication

Not being able to book an appointment via the website instead of having to phone for one on the day.

I have found this practice to very helpful regarding my diabetes than the last practise I was with recently
Very respectful and explained everything so I understood

Phones

People my age find it difficult to use

Text or phone directly ok

Not really I'm well satisfied....

All the staff are very helpful and friendly

Very very good practice.

I always seem to see a nurse never a doctor and no feedback is given so never any further forward x

The doctor, I think his name was Dr ME but I'm unsure, was absolutely wonderful with my son who really struggles with doctors appointments. He was patient and engaged with my little boy and managed to get him to communicate back to him which is something that does not come easy to him. Thank you.

Not really, thank you

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

Didn't know about the website...

Was running late to my appointment, tried to get in touch for an hour. I have 44 calls to the GP in my call log that didn't go through. Receptionist was extremely rude when I did arrive.

I have always had a good experience at the Framwellgate Moor surgery

Very happy with the way everything went.

All staff are nice n friendly. Dr B is the new dr nickoladas

No everything was very good

Always excellent service.

I was unable to add a further blood test to the tests that were being taken by the nurse at this appt, as the gp had not requested it. As this would mean I would need a further gp appt followed by another nurse appt, this is not efficient use of appointments when they are in such demand. I don't believe that requesting a B12 test, which would be appropriate to the symptoms I'm suffering, is an unreasonable request

Not a practice specific issue but the 08:30 appointment making arrangements are frustrating and I am always concerned that what may be a relatively minor issue on my part may be preventing someone with a more major issue getting through. I have never failed to be impressed by the attitude and consideration shown by all staff of the practice.

This appointment did not need to take place, the letter I received advised I needed a review, so I booked and attended the appointment with nurse only to be told that I'd already had the review and bloods taken in January 2024

Very nice nurses, got blood at the first attempt this time.

Easy to get in touch with a medical professional

I had to call 78 times before I got through.

It's very difficult when you have a complex medical condition to constantly meet different doctors who do not have an understanding of a situation. It must be hard on them too. When I am asked what to focus on it becomes potentially dangerous not to treat the whole person and the range of their symptoms. It increases anxiety about seeing doctors as you do not feel heard and you find out that there is information from scans they have not shared with you or acted on.

I spoke to 2 doctors yesterday & they were both very helpful. The doctor I spoke to in the afternoon had researched my condition beforehand & was very positive about a plan going forward. It gave me a lot of hope!

The surgery is great, Dr J is attentive and knowledgible about my circumstances. One of the reception team, who is younger, is very efficient but she does come across as being in a rush& not calm. Could be nerves or overcompensating. I would suggest for her own health and wellbeing & the impression that she gives to patients...to have some impression management training. The impression the reception team gives to patients/customers, is so important to any business.

Appointments with asthma nurse not easy to get immediately or choice of time

It would be good to be able to actually make an appointment on or in advance of the day of contacting the surgery instead of being told try again in the morning.

Appointment 20 mins late yet I was 10 mins early felt rushed in and out in 5 mins self check in not working took 50 attempts to get through on phone to make Appointment

As I say every time, it's impossible to get through on the phone at 8.30am to get on the day appt. Always engaged & by the time you do get through the appts are usually gone. This procedure really is not fair

Lovely and helpful GP

Easy to get same day appointment by queing outside on morning

Always lovely nurses and doctors that care and give you time

I tend to use the online appointment system as this is easier for me.

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

It is difficult to make a face to face appointment with a doctor and ended up with a phone appointment with a nurse. However she could not answer some of my questions but did manage to rectify my problem with my repeat prescriptions

Always impressed by how friendly and helpful all the staff are

Doctor we saw was very easy to talk to and dealt with baby in a lovely way

All is good at the medical practise I can't complain

Two appointment reminders via email. Turned up for first and no record of appointment despite email from the practice to confirm. Second appointment was incorrectly scheduled. Prescription issued to Chemist by practice but never notified this had happened and only told when visiting the nurse. My experience has been a lack of co-ordination and appears disorganised

It's a great surgery with great staff

Bev n sue r brilliant

All staff were super friendly to me & I have no complaints, and the speed of an appointment tremendous. The questions from the GP however were confusing though. I am unclear if intended as helpful or otherwise, but came across as if leading for unknown reasons (e.g. was I a time waster, looking for a specific outcome rather than professional medical advice/diagnosis).

Always going receptionists very helpful, usually have appointments same day or following day or a helpful phone call

Just the accessibility of gp's for face to face appointments

Dr W- great doctor

Nurses are really nice

I think all staff at Dunelm MP are professional and thoughtful in their dealing with patients. My family and I have been registered there for almost nine years and have had overall a very good experience. Thank you

No thanks. Happy and satisfied.

If the receptionist rings you to make an appointment with the GP to discuss your results the receptionist should be able to book an appointment then, not telling you to look on line at a later date.

I raised it with the (very nice and not to blame) pharmacist that I raise issues with my health that feel much more prohibitive to me than the things the practice are so focused on. Things I ask about are neglected. It's incredibly frustrating.

The machine, in the Nurses' section of the building, doesn't work when checking in!

All staff courteous and helpful 🙌

Receptionist need to be more friendly and helpful

Was not aware of my problem but I was very pleased I came to see the doctor and she was very thorough and positive.

No thanks

Excellent service.

very pleased with service received. Thanks.

Remove that long screen as receptionist cannot hear me well, I have to put my mouth in the gap to speak

Very easy to make appointment on app.

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

Reception staffs knowledge of what lithium patients require is non existent. Bloods must be taken in therapeutic range. 12 hours after dosage. I'm always offered appointment for afternoons. Lithium medication is taken on a night. Therefore correct time for bloods is on morning between 9am a 10am, otherwise accurate lab readings won't be obtained.

Also staff have no knowledge of protocols etc.

I shouldn't have to be explaining myself to staff constantly. When I tell staff I require ECG test as part of my mandatory NHS monitoring and my consultant has requested it, I shouldn't be told a GP needs to authorise it and I'll have to wait.

Reception staff and nurses are very good and always try and help and work around you for appointments, problems are there is just not enough appointments,

If you ring up at 08.30 it is constantly engaged and when you do get through all appointments are gone, unless you go to the surgery at 08.30 when it opens and are the first through the door you are not getting an appointment that day, then you try and make an appointment for later in the week and you just get told ring on the day, it's pointless needs to be addressed.

Sort out the phones constantly being cut off

How helpful from the receptionist to the nurse that I saw she was excellent thanks to everyone

Dr Y was attentive and caring, her communication was excellent and

I felt she listened to me throughout the consultation

Thank you for your care and compassion

Excellent service and help from everyone, no negative experiences, thank you.

Nope, all good.

Getting the appointment was straightforward. However for the first time ever at this practice, the doctor I saw made it clear I was taking up too much of his time and I felt bad for bringing my concerns to him. Next time I will be checking who is on duty and asking to see another GP.

Could do better a lot better

I saw the nurse T and she is so lovely!

Got same day appointment and Doctor C was as always excellent

It would be helpful to all if more practitioners therefore more appointments were available.

My log ins for the online account do not work. I have checked the details are definitely correct, but to no avail. When clicking the link to reset password, this also does not work. I had to use my partner's account to book the time slot, and add into the notes that the appointment was actually for myself. Luckily, somebody had read the notes and changed the appointment to my name with no quibbles.

I keep having issues with the SystemOnline site, especially in terms of ordering prescriptions. On several occasions I have gone to the pharmacy to pick up, only to be told that nothing was ever received from the GP. Twice, this has caused me to be unable to receive an injection at the booked appointment because the prescription was lost or the medication was unavailable. I can't fault the Framwellgate reception team or nurses as they're always lovely, understanding and helpful but it's really frustrating for this to keep happening.

I chose to use system online to make appointments. It's very convenient and easy to use. Staff are always helpful in the surgery. I only attended to review my prescription and felt guilty taking an appointment. The dr I saw was pleasant but difficult to understand. I know he's from the Sudan and on rotation. I'm a confident person and was happy to get him to repeat himself but I think some older patients would struggle. Thought it was right to mention.

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

When the surgery contacted me to make an appointment it obviously causes concern but to only be offered an appointment over 2 weeks later seemed very strange. I think appointments of this kind should be offered within days not weeks or an explanation provided as to why the tests are needed as no one could give me this information until my appointment. The service once in the surgery is fantastic and I really appreciate all everyone does from reception staff through the then doctors and nurses.

I have always found the practice to be very efficient. Reception staff very professional and helpful.

All the staff are lovely 😊

Friendly, helpful, clear appointment. Staff are excellent, thank you

My English not well , i need face to face to see Dr. or Nurse

It is virtually impossible to get through on the telephone

Receptionist helpful. Got phone call with Dr the next day. The Dr listened and referred me where I needed to go, and I've already got an apptment through in twelve weeks time. Thank you.

I couldn't get an appointment initially but was phoned and asked if I could come to another appointment that had been cancelled, I said yes. The receptionist was very helpful

I don't use the website

I find it's easier to go to the surgery for it opening in the morning if you want an appointment because it's very seldom you get an appointment over the phone and the amount of times you have got to try to get through is ridiculous I know they are busy but surely there must be a better solution to the problem thank you

All staff to date have been absolutely superb - friendly and attentive and I have been really impressed with the service and level of care offered by the practice. However, I am sad to have to say that demeanour of the nurse that took my bloods on 12 March was unpleasant and unfriendly. I was late to the appointment for which I apologise and had rung to say I would be and told I could still attend. The nurse spent the entire appointment chastising me for being late and said she now only had 1 min to take my bloods. She made me feel terrible. I mention this as I worry of the impact on someone elderly, vulnerable, frightened of their medical health or lonely. I just wish to reiterate how impressed I have been with every other member of staff I have had contact with at the practice - they all appear to work well as a team and be happy in their roles - thank you.

The nurse I saw was very helpful and supportive

The difficulty in getting an appointment and the restrictive duration of appointment time "I can only deal with one ailment...you need another appointment if there is more than one problem" This not what you want to hear after 3 weeks waiting to get through and having to make 30 telephone calls in 10 minutes to get an appointment, it has not helped alleviate my anxieties at all... probably made them worse if anything. SURGERY NEEDS TO ABLE TO MAKE APPOINTMENTS TO SEE DOCTORS EASIER AND CATER FOR THE NON-APP GENERATION MORE.

My wife and I moved to Durham in October 21, joined the surgery on recommendation from local people and have been very, very happy with everything the surgery provides. Shortly after our move to Durham, I had a heart attack and later required a referral to a Consultant Endocrinologist. The surgery and all of its staff have been amazing in supporting me with my health issues, either with face to face appts or telephone etc. Even the review with the pharmacist is arranged and using text reminders is so helpful when I work full time.

Dunelm is a first rate, high quality surgery, my wife and I couldn't be happier with everything.

I need more allowance made for Arriva preferring to offer a crap service.

Exalent throughout

Always an excellent service

To be able to get through to make a appointment within 2 not 15 times like Monday

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

I think on morning when trying to make appointment you can call about 20to 30 times before you get someone I think you need more lines and people on also sometimes you go though the doctors per call and then get cut off

Dr B is an excellent GP and a credit to the practice

No all good service

Feedback after tests today was excellent. However receiving a phone message from administrator that the GP says no further action is very frustrating when, whilst the tests indicate no problem, I still have the same symptoms. I feel follow up should be more proactive.

The negative side I stand at the door for 8 30 for a appointment because i don't use the Internet and the phone is a waste of time.

At a previous appointment on 11 March the doctor said I should have blood tests and an urgent Ultrasound, with a follow-up appointment to discuss blood test results. Blood test results indicated I needed follow up tests. I could not book an appointment with the same doctor to discuss these results as the practice system does not allow pre-booked appointments on days after Bank Holidays. My health issues are not trivial and are giving me significant concern. It is now over a week since my first appointment to discuss my concerns. I will not now see the doctor who asked for the blood tests and ultrasound until after 2 April - and even then I will need to ring for an appointment without any certainty of being seen. This will be 22 days since my first appointment, which I do not think is acceptable. I would be grateful for a response to those concerns

Website rotating panels mean you click twice to get anywhere

C the receptionist at bearpark doctors is fab, she is so friendly and goes out of her way to make sure you can get an appointment

Excellent experience

Neither good or bad.... Bit of wasted journey

What a fantastic and friendly nurse i had on my visit

I booked via the NHS app. Would like option to see the same GP every time in order to manage long term conditions.

It feels like they have been very proactive compared to previous doctor surgeries I have been with.

Over all satisfied with the Doctors and Nurses who have been interacted while dealing with them.

Thank you.

Everyone helpful staff excellent thanks 😊

Wish they could offer from midnight appointments again.

Happy with the service. The doctor I saw was very thorough and I felt listened to

Very professional but also extremely approachable and supportive.

Everything was very well.

The appointment making process is a disaster. Trying to and being forced to call at 8:30am really doesn't work, especially those who don't have a mobile phone. How come dentists seem to manage bookings months into the future for non-urgent check ups but here even the next week is fully booked within minutes.

Excellent service from start to finish. The patients are very lucky to be registered with this practice. Can't speak too highly of them.

It's the 92 times u ring on a morning to get an appointment annoys

Wonderful surgery at bearpark, great staff, nurses and doctors

Excellent staff at Gilesgate, reception staff always helpful.

I prefer to see the same doctor rather than keep going back over my health problems, so I'll ring and ask when this dr is in and then I can't make an appointment. Apparently you can't book an appointment in advance but I've been in the waiting room when a call has come through and the receptionist has said, I'm sorry that Dr isn't in till ? can I book you in for that day. I wonder why one patient can book an appointment in advance and others can't.

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

I don't know how to improve it but the 08:30 phone appointment booking system is a pain - I believe this is a common feature of all GP practices. My contact with all staff at the practice has been nothing but positive.

Very impressed by the Dr that I saw who took pictures to add to the referral to speed things up and clarify. He also explained issues very clearly

Appointment made without telling me when or that it would be by telephone

All staff at Gilesgate Medical Centre are very professional and helpful along with the doctors to

Difficult getting an appointment with a named Doctor

Excellent Practice, good service, always

Pleasant interaction with helpful staff. Pleased with the general service from support staff and GP's.

Through wrongful advice I am now unable to have my shingles vaccination for another 5 years. Also through neglect of reviewing my coeliac disease I find myself diagnosed with osteoporosis

It took me 132 calls to get through and I was cut off once. Can you make more appointments available online or let us know when they become available

Make website less clunky

Don't like having to explain to receptionist why I need to see doctor

Very difficult trying to get through on the phone on a morning

Yes I've had no problems when needing to use the surgery

The nurse carrying out routine health review was almost an automaton, with no interaction and a perfunctory manner carrying out my review. Thankfully I had no unresolved health concerns.

Shame because the practice in general is fantastic. Great staff usually.

I was given an evening appointment at Belmont and the GP was helpful, kind and caring

Very helpful staff throughout the practice

Negative: GP or Practice Pharmacist making a treatment judgement on a condition through a telephone consultation when they have no prior knowledge of you personally.

Positive: I find the service at the Practice excellent you deal direct with a GP who knows you, particularly in a face to face appointment, subsequently followed via telephone consultation if necessary.

In general I rate this Practice very good and caring.

Very good service offered by all staff

Always more than happy with the caring attitude and service of this practice

I've not seen a doctor for years and you hear a lot of bad things about how GP's service has declined but I can't fault it to date.

A lot depends on who you get to speak to. One receptionist at Framwellgate Moor can be uncooperative and difficult to deal with. But overall, I am happy with the service I receive.

It should be easier to book non urgent appointments ahead so that you don't have to ring on the day which should be for urgent appointments.

The phone line at 830 just seems unable to cope - mixture of engaged and "this person's phone is unavailable" making it much more a lottery than a queue. I remembered about the website though and got an appointment that way.

As a teacher it is difficult to make appointments, but the surgery were fantastic and solved the issue. Thank you for such excellent service.

New section of building used for nurses appointments is not very accessible - couldn't get pram inside. If there is another entrance then this needs to be made clear or patient should be informed when booking appointment.

DR B was excellent: easy to talk to, thorough, very knowledgeable and efficient.

Supply of Ozempic pen not available

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

Been with the practice since I was born and now 61 so that shows you how much care they give

I did not appreciate the receptionist asking what the reason people were there for in front of everyone else. This is not displaying confidentiality and all they have to ask is does the patient need face to face or phone call. I did not like to hear other people's ailments or allow them to hear mine as it's not a private area. I saw how uncomfortable others were having to tell the receptionist their ailments.

Resent appointment was easy to obtain as I have just had hip surgery. Normally ringing for appointment I find it difficult nearly always takes a couple of days before I get an appointment. Often not given a resident doctor, sadly I don't know any doctors and they don't know me. No personal touch

Your doctors and staff are very friendly and make you feel at ease. Nothing is too much trouble. Thank you. This is a very good surgery, from reception, to doctors, nurses and all who work there

Would it make sense that, when contacted for a diabetic review, it should suggest that the patient might want to pick up a urine sample bottle so that this could be presented at the bloods appointment.

My problem is that you can't always see the doctor or speak to the doctor of

My problem is that you can't always see the doctor or speak to the doctor of my choice. The doctor who has been involved with my case.

I was sitting in surgery they never put me down as I was at my appointment and the doctor rang my daughter wanting to know where I was and I'm in the waiting room not good

It's very hard to get an appointment and to see a GP face to face

Never had a problem! Very helpful professional staff, very friendly

Call too busy a for first few minutes from 8.30 but very easy after that.

I have always had excellent service from Dunelm Medical Practice. I firmly believe if you are courteous then people are happy to help you!

Sorry can't use a website don't know how

Doctor Jones is always very empathic willing to listen and explains about treatment options/ medication.

Reception - I've only ever found the reception team to be friendly & efficient at the Gilesgate site. They are professional at all times, but really seem to care.

The nurse that looked after me recently, for my cervical screening, made me feel relaxed. She couldn't have been more professional and made the whole situation less frightening with her friendly manner.

Occasional frustration at available appointments. Request to date of appointment.

I thought that Dr A was very professional, and took time to understand my problem.

The staff are friendly and helpful.

We need a better response service when making 08.30 calls for same-day attention.

The nurse I saw I had never met. She didn't introduce herself, and was incredibly formal throughout. Whenever I asked a question, or tried to confirm something, it felt like I was interrupting or getting in the way. Not how I expect to be treated when I have a long term chronic disease!

Went for blood test 22 3 24 nurse gave up after one attempt to get blood then gave up, and told me wait until 26th to have it done, not very happy as I am bad walking and at almost 80 years old find it difficult, other than that experience I've always been happy with service

The information provided was really good as I have been diagnosed as type 2 diabetic for years but didn't know the facts provided. Very good support.

Both GP and reception staff very helpful and pleasant.

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

Good service all around.

I've always found the Dunelm practice to be brilliant, all members are fantastic and I'm very happy to be a patient of theirs

On the first 2 occasions I tried to make an appointment both times when being told that a receptionist would answer the telephone made a dreadful noise and I didn't get through meaning another wait to get through to make an appointment. I think this needs some attention.

Excellent service as usual.

I think it's shocking the way some of your receptionist speak to you also i don't think it's right that you have to tell them what's wrong with you

The appointment system needs improving , ringing 40/50 times is not acceptable.

Helpfulness of staff.

Staff always pleasant

No just keep on what your doing

New Entry to various areas is confusing especially for the elderly.

Need a better way to book an appointment than ringing at half eight

If doctor asks me to make another appointment why is it difficult

Nurse on Monday 25th at Gilesgate was lovely

Very friendly

I had to wait an extra 30 minutes past my appointment time. But I suppose some times it can't be helped. Apart from that it's a very good practice thanks

Lack of parking at Framwelgate

Can't always get an appointment when I need one

It's lovely that everyone I interact with at the Practice is always so cheerful. 😊

Everything positive about the practice.

I had a consultation over the phone with the practice pharmacist and found him very helpful warm and thorough . So yes a very positive experience.

Very pleased. The only slight negative was the GP I saw Dr Andrew Oliver is not mentioned on the website as one of the GP's - so is he new or a locum? I'd like a bit more clarity on that (he was very professional and I'd like to see him more regularly if he's part of the staff).

Every thing posiive throughout excellent

Excellent service to date from all staff at Framwellgate Surgery especially Dr. Christina

Very kind and caring approach by GP. Thorough, patient-focussed consultation. Swift follow up of stated actions. Helpful advice given. Thank you to Dr Jordi 😊

I was offered this appointment by the practice

Negative , The boring information you have to go through once you are connected to the surgery , especially if you use the surgery often

Doctor rang me and asked to attend, he was very good, an excellent service

When need a particular Dr it's hard to get an appointment with that person.

I was informed i would see a paramedic doctor? But was not informed they would not be able to check previous blood results, and speak about my appointment at hospital for scan, so appointment was a waste of my and that persons time, however at an appointment prior to tuesdays i was informed from doctor seen that i would be spoken to face to face regarding my ongoing issues and blood results, on monday i was offered an over the phone appointment, so im finding this is causing additional unacceptable stress because theres no consistency within the practice.

I have no negatives and always been happy with the service

Nurse Rebecca is an absolute huge asset.

Saw nurse yesterday and she was lovely

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

Staff always polite and very helpful

It took 65 attempts to get through on the phone for a same day appointment as there was none showing online.

normally by this point the appointments have all gone but I was lucky to get one.

update will made upon receive letter from hospital (e.g from surgery or admitted as in patient)and review directly so that medication cannot be delayed

The GP was excellent. Knowledgeable, patient and dealt with all my concerns in a clear and professional way, prescribing appropriate medicine. Very impressive.

Very hard to get through by phone

All fine.

For results eh blood tests were sent with a link in text form

Please email rather than text results, thank you

Girls on reception could not be more helpful always are

Very thorough,informative and reassuring.

I can usually get an appointment with a go on the same day I need one

I've been under Dunelm Medical Practice a long time and apart from trying to make an appointment to see a doctor, I have always received the best possible care. I think they should bring back being able to book appointments via their App as it was much easier then. I rang 131 times before I got through yesterday!!

There is a good range of support and services available. I feel fortunate to be registered here.

All very good

I wish I could access Dr B easier as she is so familiar with my problems but it's so hard to get appointments with her

This was an appointment made for me so I could have a telephone conversation regarding my recent be operation.

As a nation we don't compliment enough, and Dunelm practice and its staff certainly deserve to be complimented. Fab service

No privacy either at the reception desk or the gp nurses rooms you can hear everything while waiting for your appointment

TV was put in for that reason years ago but only use the radio

So you can hear everyone's buissness no privacy

Good good, excellent

The individual whom I saw at my appointment was very friendly and very professional.

I'm to old to use the website.

Efficient, friendly and positive experience.

Nothing negative. My little nurse is brilliant. Thank you

Walk to surgery at 8-30 am appointment same day

Very friendly and professional

Very positive appointment yesterday, friendly and thorough.

Everything positive, doctors , nurses ,receptionists are so good to me especially my nurse Tracy she's so helpful , thank you Tracy, Phyllis boyes

Every member of the practice has always been unfailingly kind and helpful. I have nothing but praise for all of them

Very professional and friendly

I have always been offered an appointment that works around my busy work schedule. Nothing is a problem for the ladies on the Reception. The nurses and GPs at the Gilesgate Practice are fabulous and always ensure myself and daughter get the help we need when required.

Very efficient and on time

All the staff are very friendly and very helpful to help me with what I need

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

The reception staff at Framwellgate moor are always so helpful and professional. Dr C was amazing with my little girl and very reassuring. Overall very good experience!

Very pleasant staff

N/A

A really proactive surgery (Framwellgate moor)

Everyone seems to work so well together thus creating a lovely smooth flow.

Getting through on phone at 8.30 am for an appointment that day is difficult but if you persevere, you can usually get one. Non urgent appointments are weeks ahead which is not good.

All staff of all grades that I have dealt with have been pleasant and helpful.

I went to have my psa bloods done the nurse was not sure about that as I told her I have had my prostate taken out and I get it done every 3/4 months she seemed very vague about that but I think it was a long day for her and she could not be that bothered And told me everybody was asking for psa tests and it's only cause I was already done on urology I could have it done not that impressed with lady that much

As a patriot of my country, I have and would like to exercise my right of choice to choose my own Doctor and not have one appointed to me by management of any form.

I have come to distrust the NHS and everyone that works for it.

Always received excellent treatment and nurse has been amazing with help during my cancer problems.

Thank you x

Brilliant nurse, Thanks