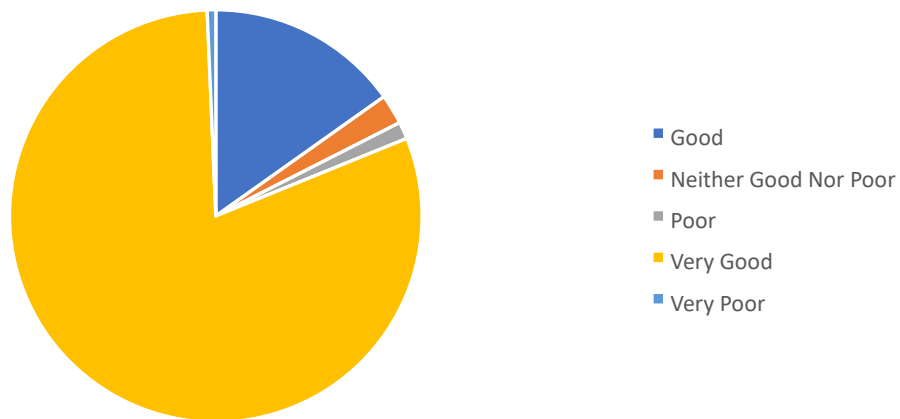


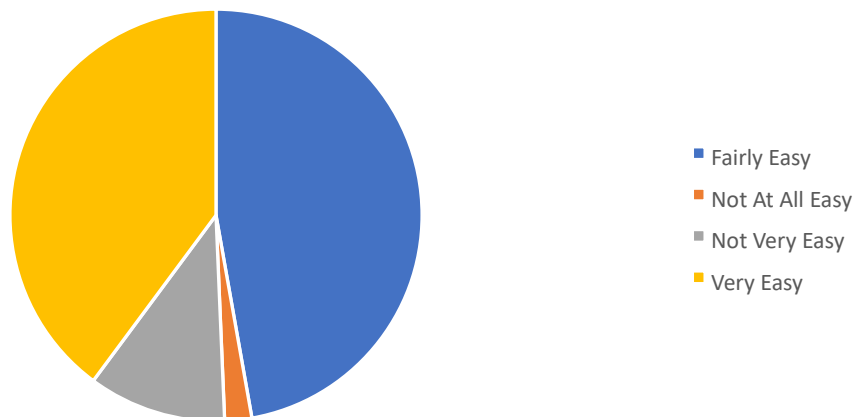
Which Practice are you registered with?

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

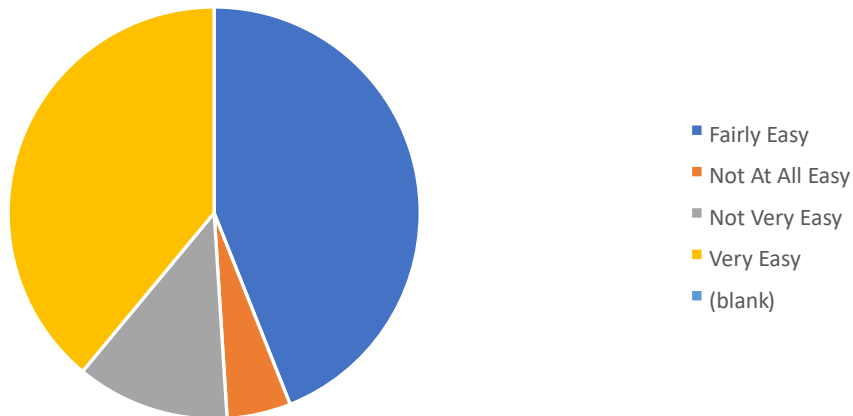
Overall, how was your experience of our service?	Count of Overall, how was your experience of our service?
Good	136
Neither Good Nor Poor	21
Poor	12
Very Good	721
Very Poor	6



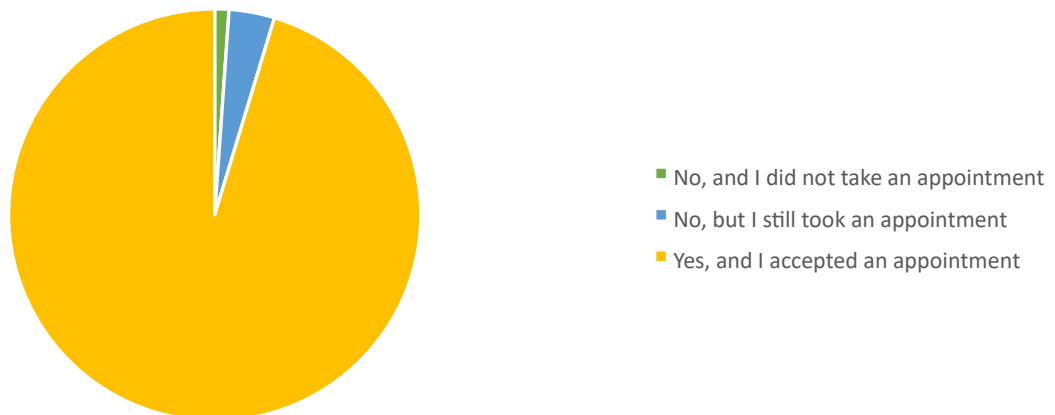
Generally, how easy or difficult is it to get through to someone at your GP practice on the phone?	Count of Generally, how easy or difficult is it to get through to someone at your GP practice on the phone?
Fairly Easy	423
Not At All Easy	19
Not Very Easy	97
Very Easy	357



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	351
Not At All Easy	40
Not Very Easy	96
Very Easy	311
(blank)	

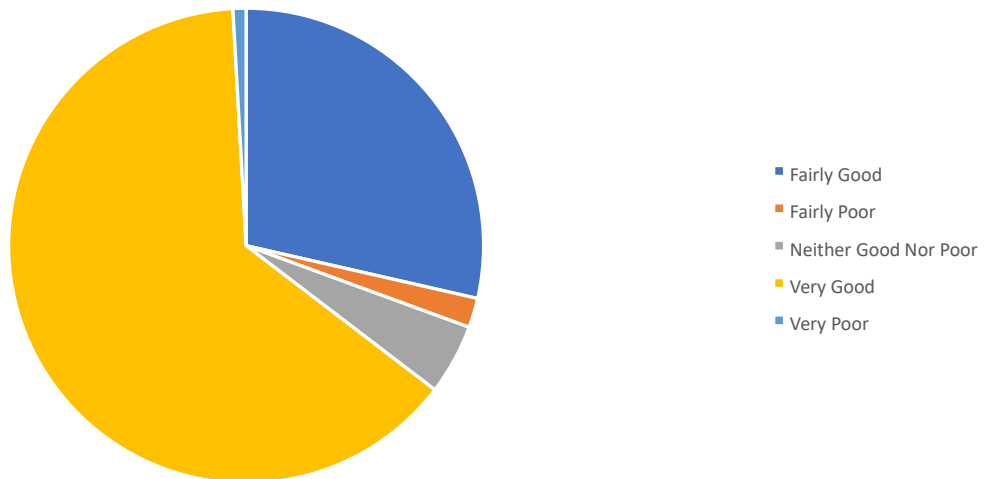


Were you satisfied with the appointment (or appointments) you were offered?	Count of Were you satisfied with the appointment (or appointments) you were offered?
No, and I did not take an appointment	10
No, but I still took an appointment	32
Yes, and I accepted an appointment	854

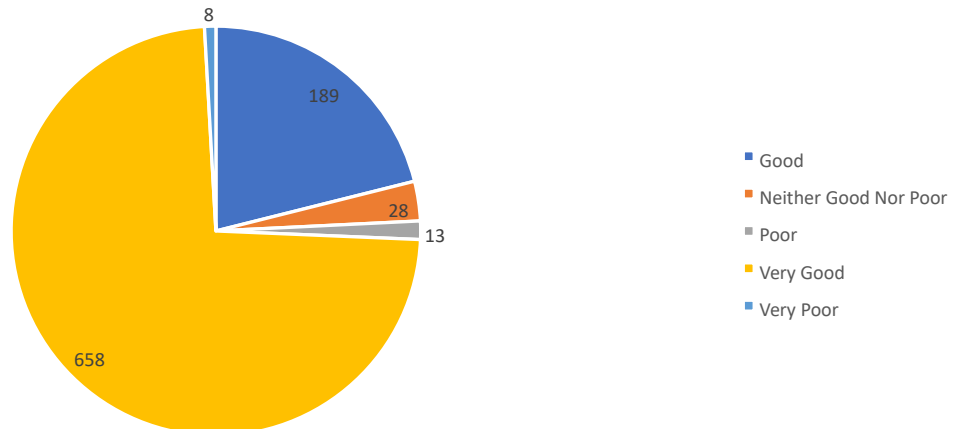


Overall, how would you describe your experience of making an appointment?	Count of Overall, how would you describe your experience of making an appointment?
Fairly Good	256
Fairly Poor	18
Neither Good Nor Poor	43

Very Good	571
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	189
Neither Good Nor Poor	28
Poor	13
Very Good	658
Very Poor	8



Is there anything, positive or negative, you would like to bring to our attention?
No
None
(blank)
No
Nothing
No
None
Very good
Excellent service as usual.
Positive
I've always managed to get an appointment when needed although my appointments are usually with the nurse .
Friendly staff
Car parking sometimes a problem
Despite the fact that it took a long time for the phone to be answered, I was very happy to be offered an appointment the same morning.
All positive and supportive. A pleasant experience altogether.
Wonderful nursing team
Thankyou to the Pharmacist, Excellent service
Very helpful staff. The GP was very good in dealing with my appointment. No negative issues whatsoever.
Everyone is always very helpful and pleasant
Friendly staff. No problem with appointments at all. Very helpful.
Great staff all round from receptionists Nurse's and Doctor's I couldn't ask for anything more thank you
Very good and helpful service provided by polite professionals thank you
Staff are brilliant and very courteous
the pharmacist is good at his job.

Dr C was excellent. I was able to book the appointment a week in advance which was perfect
Helpfully staff on reception
I have always been very impressed with the doctors and nurses we have seen, especially in relation to my children.
Just a long haiaitus for a call back
When ordering naproxen I amended my request to include opramezole, which I always received in combination. However, when I collected my prescription the second order had been ignored and I just received the naproxen. The second request, which explained I had processed the request too soon to include the opramezole was ignored. Therefore, was disappointed the amended order wasn't considered.

Is there anything, positive or negative, you would like to bring to our attention?
Maybe I haven't tried enough, but it is difficult to obtain a GP consultation. However, this is a general problem.
Very attentive to patient needs and great at follow ups after appointments.
Drs all very good. Last interaction with Dr B was very thorough and professional.
Everyone was very helpful
Attitude of some of the staff
The nurse I saw was quite abrasive. She makes me feel flustered and uncomfortable.
Easy to get appointment, take my requests into account eg appt on Wednesday please
The doctor was very helpful, and supportive.
Receptionist are quite rude/abrupt. Some nurses are the same. Doctors are usually pleasant and good to deal with. No one seems to have the time to actually hear what you're saying. Shame on them, they should remember some people aren't well and need a bit of patience
All the staff both medical and administrative are welcoming, friendly, knowledgeable and helpful
Not good when poorly and need to ring practice at 8.30 for an appointment and can't get through as lines busy. Then when do get through no appointments are left. Very stressful.
Having to listen to the almost 3 minute introduction when you phone for anything. It was OK when covid was virilant, but not nessesary now.
Perfect GP practice
The doctor I saw, Dr A was very helpful and very professional

Cannot get an answer on the phone to actually get an appointment it can take up to the full half hour They give you to speak to them if you are lucky I have on numerous occasions drove to the practice and waited for them to open at 8.30am
My doctors surgery is the best
Just bearpark do have alot of problems with phoneline, it's a pity there was only the 1 line as it us a popular practice, lovely staff and doctors and nurses
Thanks.i can't see weather outside from its waiting room.phine signals also don't work. Otherwise all good
A good positive approach to my issue ..
Question 4. My response: haven't tried. General overall opinion on the surgery: excellent, especially the team of nurses; they are superb. Very professional, proficient, kind, and personable.
The surgery is a credit to the NHS, I am always dealt with professionally and I am always treated with respect and my concerns always listened too, my child is seen promptly and as a family we are very grateful to this surgery and the staff that provide a great service from reception to all the Drs and Clinical Staff I have nothing but praise for this surgery.

Is there anything, positive or negative, you would like to bring to our attention?
Reception at affordable are very pleasant and helpful. In fact all the staff members are
Dunelm medical practice is a vast improvement on my previous medical practice
I saw Kerry the nurse she is always pleasant and has conversations with me. I spoke with H on reception again H is always pleasant and helpful, as are most of the receptionists at Bearpark.
The doctor was able to explain things to me about my upcoming course of treatment and advise me who to speak to for any extra information.
No always there to help.
Very attentive and reactive to any issue raised . Caring and understanding with no time pressure
Very nice staff and a fast efficient service
I have not used the website hence me not answering. It would be helpful if there was a map showing where the rooms are to stop people walking between the two sections of the practice in Framwellgate

I wish if there was a nurse in kids appointments to help the gp .. as my child kept crying and running away from the doctor I couldn't hold him well to let the gp check on him.. anything would help in kids appointments will make our experience better.. thanks for your efforts.
A lovely practice nice friendly staff
Excellent service throughout. Appt within 3 hrs. Request for chest xray was at hospital when I arrived an hour later and antibiotic prescription was at pharmacy on my way home . Plus professional thorough consultation with Dr W . First time I have made an appt at the surgery . Very impressed
Great practice and staff.
Car parking can be difficult
The only issue would possibly look at is when we have appointment with your GP and you need a follow up appointment it would be a lot easier if the gp had access to available appointments as it's not always easy to get a appointment once you've left the consulting room as sometimes happens the Dr would like to see you in 2 weeks or have bloods in 2 weeks and I know it means checking on line wich takes a little time but if those free appointments where in front of them you'd book your next appointment there and then and sometimes if there isn't any thing in 2 weeks when at reception it's a case of waiting the 2 weeks then ring ing daily until there's a appointment and if your a little older it's easy to lose track and we can even forget that 2 weeks is up and I worry that this is when important things can be easily over looked
Find it disappointing to wait so long for an appointment forcing me into ringing up 8.30 a m to get to see a doctor.
Quite often not enough doctors appointments
Efficient service

Is there anything, positive or negative, you would like to bring to our attention?
Always have excellent service . Hard to get through on the telephone. But once you do the reception staff are always very helpful and friendly.
Appointment was on time, GP very nice and very helpful
The staff are very lovely and very helpful
I think you're all brilliant

1. The phone appointment was 5 hours late. 2. The doctor asked why he was calling but the practice had initiated the appointment for reasons I still don't know. 3. The doctor had no idea what to say so then consulted my recent notes to see if he could glean any idea . 4. The doctor decided to stop iron tablets which is a foolish step because that was the start of problems last time. 5. He read from the notes that I had refused a colonoscopy which is untrue. I had in fact agreed with the hospital consultant that a colonoscopy would be unwise. 6. All in all a complete waste of time and NHS resources!
I was told I needed a medication review before further issue of medication; waited 2 weeks for the review and while the pharmacist was polite, professional etc. I did not see point: he asked me did I have any questions, discussed one of my meds but no review of the other 3. When I asked about them he said I was fine to continue. Seemed a bit pointless
The monologue at the beginning of the telephone call is dire and takes up quite a bit of time, especially after you have heard it for the millionth time !
Saw an excellent registrar who listen, was easy to speak with and who was thorough in examination.
Not really, suffice to say that I'm very happy with my experiences as a patient with your Practice.
Takes so long to get through in the morning. Long boring message have to listen to every time you ring. Don't really understand what the gp was going to do to help me and wasn't told timelines or anything. Feel like I wasn't taken seriously and I don't know what's being done to help me
Once again , I was able to obtain an appointment on the same day . The doctor was well informed of my previous medical history. Was very thorough in her examination, explained everything clearly and made arrangements for xrays. Could not have been better. Many thanks
Being able to book appointments online is amazing, this makes a big difference since getting through on the phone is difficult and confusing. Website could be clearer on the process for booking via phone or app.
Attentive and thorough doctors with a helpful and friendly admin team.
Impossible to get through on phone at 8.30 for an appointment.
Reception is always helpful especially C. It may be difficult to get through on the telephone but I'm always given an appointment, even offered cancellations.

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

Dunelm Medical Practice (Including Bearpark, Gilesgate Framwellgate Moor)

It would be great if it was possible to book non urgent appointments in advance instead of on the day. There are hardly any appointments that can be booked online and it's impossible to see a doctor of choice. This mean seeing a different doctor every time with loss of continuity of care as well as time wasted. Also it's very difficult for working people to plan their time if non-urgent appointments are not bookable in advance
I always get exceptional service from everyone that works there
Thank you
I don't use the website ever.
Nothing, Thankyou.
The long message at the start of the call.
Overall polite and helpful staff thank you
Staff was first class service
I don,t do websites.i have managed this because grandson has done it.i am too old and have eye disease.all staff and doctors are very good and helpful.the phone lines are busy and by the time you get through no appointments left.this time I managed a doctor's phone call and blood checks today.very good service.thank you
Not really 10 min delay but not a problem for me
Car parking can be a problem
Great service , Nurse Practitioner was very thorough.
Both the GP and the nurse were so good when I felt so poorly couldn't of asked for anymore.
Find the initial voice recording at start of my call too long and need to talk someone quicker. This recording is too long
We feel very privileged to have such excellent support from our GP team - they are marvellous.
Receptionists at framwellgate really helpful, always go the extra mile, all good staff
Extremely helpful reception staff and professional throughout

I would very much appreciate A eye to eye with my doctor To try and sort my medical history Lost or mislead What's left of my life could be so much easier Patient E
Very very helpful all receptionists.
Less errors!

Is there anything, positive or negative, you would like to bring to our attention?
Very nice team.
The ladies on reception also need some credit as they do a great job
I've no complaints with this surgery. Dr W is a lovely caring doctor and I feel well looked after. As with all the reception staff, nurses and doctors I've seen
Only negative is carparking but that's not the practices fault. Positives keep on being as friendly as you already are
I'm very grateful to have the doctors and staff at the Framwellgate Moor surgery. The service has always been excellent.
Pleased with a thorough explanation and further tests that are being processed. Dr very professional with a kind approach.
Problem not resolved
I received a letter inviting me to a follow up endoscopy, and a text from the gp informing me of an increase in medication...both a complete surprise to me. Unfortunately the letter explaining the reason for these two things has not yet arrived. However, after contacting the GP, the receptionist was able to read me the letter which relates to pre-cancerous findings further to biopsy, leaving me with several concerns and unanswered questions. I would have thought that a call from the GP might have been appropriate to accompany news of this kind.
None this time
Takes to long to reach by phone
I wish you could see your regular doctor when needed for ongoing treatment as it is easier to talk to them without having to explain it all over again to another doctor.

Had surgery and sutures taken out 10 days later, a few hours later the wound reopened. I have been to the urgent care at UHND where they have decided to leave it open with a dressing until the doctors reopens on Monday.
It's very hard to be able to get online appointments.
Dr very good excellent service
What great set staff to doctors, nurses and receptionist.
Spot on service thanks.
I need further blood test and think having to wait 2 weeks is way to long. Why can't doctors do it there and then.
Nothing ,Thank you.
I regularly have a good experience in the practice. All staff have been very professional and efficient. Thank you.
Concerned that the person I saw did not know my previous history
Dr JB is an excellent GP a great member of staff for the practice.
I felt the GP didn't understand my problem
Older people have not the competence or equipment to go online. The cost of such equipment and running costs are not within pensioners affordability.

Is there anything, positive or negative, you would like to bring to our attention?
I suffer with anxiety and find it hard to talk to people I don't know so I need to see the same doctor. I find it very hard to get an appointment unless the doctor books my follow up appointments herself.
Can't answer question 7. Does it include clinical experience or is it just administrative?
The doctor we saw was amazing he was so good with my daughter
Lisa the nurse I visited today to get my blood was wonderful, was worried due to resent experience of been hard to collect the blood Lisa was wonderful got it first time also advised about online account for viewing records. Thanks Lisa
The lady I saw was so good help me another name was K she made sure i understud everything x
How long it takes at 830am trying to make appointment you can ring about 25 or more before you get though. But sometimes you get though and go though the take at the beginning and then it cuts you of and have start all over again it can be very frustrating
Always very attentive to patient needs and eager to help with symptoms.

The full Dunelm practice have been an absolute godsend to me I've got not a bad word to say they staff are exceptional and practically saved my life
My 4 year old daughter was given a GP appointment as she needed glue on a cut to her earlobe. We arrived and were told they had run out of glue so we needed to go to hospital. We were told the hospital would be informed so she could be considered a "GP referral" but that did not happen so we had to wait longer as a result. She was there for over 4 hours, well past her bedtime and found the whole thing quite traumatic
The nurse was very friendly and put me at my ease and I barely felt the blood being taken. Xxx
Very welcoming at reception and as I'm not good with computers everything explained well
Nurses brilliant as always
The lack of a specified dr relationship, even when taking a particular booking date to meet the same dr on that day they are frequently not on the site
It's a great surgery. Lovely helpful staff and quite easy to get an appointment when needed.
Receptionist can't do enough to help lol
Yes, If the Dr or receptionist, say needs to see you it is on you to make an appointment and this could take days. The receptionist via the Dr should have a call time or appointment penned in for the patient.
Doctor rang me
I really struggle with anxiety and a huge fear of all things medical particularly blood tests. I have huge health worries because I'm not getting any medical help through my own fears. Tracey the nurse I saw on Tuesday morning actually listened to me and went above and beyond to make me feel listened to and I've got an appointment with her in two weeks time so I can finally after (years) get to the bottom of my health issues.
Everyone always friendly and always feel as if your not rushed lovely practice no complaints at all

Is there anything, positive or negative, you would like to bring to our attention?
The Appointment System is very poor. Having to phone up at 8.30 on the day which you wish to make an Appointment, hanging on the phone and redialling numerous times is not acceptable. I was told you can only make an Appointment for the day on which you phone. I had a non urgent condition, I would have thought it should be possible to phone anytime during the day and make an Appointment for such a condition say a week in advance. For more urgent Consultations perhaps several Appointments could be kept clear every day for people to phone in on the day for treatment of urgent conditions or if they require to be seen ASAP.

Dunelm Medical Practice (Including Bearpark, Gilesgate Framwellgate Moor)

The nurse K B was excellent. I had tried to email the practice to give feedback. She provided me with reassurance and had a lovely warm and professional manner. Thank you
I am extremely satisfied with my surgery
I spoke to a nurse and she was very thorough x
Making an appointment is not easy , I'm a new patient and could not get through in the phone after numerous attempts from 08.00 onward
Very efficient. I have always found the Dunelm Medical Practice team to be very kind, compassionate, and considerate. At this very difficult time they are providing a good service. Thank you.
Could stick to the same doctor
If I have requested ambulance for someone but do not meet criteria ,I think an appointment should be given mandatory at surgery
Not yet
The follow up text confirming it was a telephone appointment was good as I hadn't realised that when I made the booking.
Lovely caring doctor I seen today
Staff very helpful. Very
Staff very helpful and courteous.
Takes forever to get through and if after 8:45, can never get an appointment. I got one for my son yesterday, 14/06/24 but a few weeks ago my daughter had blood coming out of her ears and couldn't get an appointment, had to go to the walk in at the hospital and by then she was in severe pain and really poorly.
They are doing a great job,everyone there is so helpful
My recent visit with Nurse was good. Overall its difficult to ring on same day at certain time to make an appointment due to holding on for long.
Nothing to add Thanks.
The doctor was very thorough and helpful.
Receptionist are very friendly and all staff. Brilliant surgery. Very happy to be registered hear.
I had a telephone appointment booked at 11.20 a.m., I received two text reminders to state that I should be available between 10.30 and 12.30 however the call came after 1 p.m. surely a two hour window is a big enough time span.
Not easy keeping continuity with the same Doctor

Is there anything, positive or negative, you would like to bring to our attention?
None, keep up the good work
Disco lights and music and the odd lap dancer
Difficulty in obtaining appointments
I get immediate attention to the problem I am having..so it gets easy to recover from it.. Thank you so much for the support you provide.. It's really difficult to survive with pain.. You are doing great..
Pleased with attention given
Thanks for a very helpful and unrushed session with the GP
T T is a superb nurse
All the team are very helpful and friendly.
The service received was very efficient, but lacked empathy. Difficult to criticise, lacking felling. But today experience 16th May with reception and with B the nurse was exceptional and an experience to remember and to recall in many conversations in the future. Thank you.
After booking an appointment in one week, receptionist phoned to offer another one on the day after my first call
The reception staff are exceptionally helpful and "go the extra mile" to ensure patient care, complementing the most professional and attentive support administered by the medical clinicians (most recently Dr W). Keep up the great work you are doing for the community.
The ladies on reception also do a great job
A well run and efficient practice.
Very friendly and professional practitioner
Just a brilliant service
Bearpark is a lovely surgery. The staff are all very kind and helpful. Never had any complaints. Great practice.
On my last 2 appointments I've been seen by nurses K and R, both were absolutely brilliant.

I had a brilliant experience at my GP surgery . The entire system worked well and Dr O was excellent and very very professional . His approach clinically was very good and his line of treatment helped me heal well and I am back at work . Thank you and very grateful for your services.

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

As I have a recurring condition over a long period, I have lost count of how many different doctors I have spoken to. It would be beneficial for patients like me to perhaps have one or two Doctors nominated whom I could speak to, who would be familiar with my record. It has been very frustrating to have to repeat the whole story whilst not taking up too much of their time. This is not a complaint, but rather an observation . Thankyou.

As always a first class service from people who care.

Friendliness & courtesy from both Doctor & staff

Reception staff are always helpful but it would be better if you could make appointments in advance and also see a doctor of your preference.

Not really

Dr B was really good went out of her way to help me everything was OK at the end of the day but she was amazing

My doctor is very understanding and never annoyed with me. Always considerate and understanding. I genuinely feel shes concerned with my well being.

The practice gets better and better

A dynamic reception team, a team of reliable and professionally motivated doctors and on site nurses with an outstanding patient care initiative provide an exemplary level of healthcare.

Saw Doctor J b she is amazing. Such a great listener tries her best to help

I've been offered an appointment ever time I've asked, staff are polite and answered every question I have asked. Been dealt with professionally.

Very friendly and helpful staff

I always find when I enter the practice that everyone is courteous and respectful. Having Been registered at bearpark since 1946 I wouldn't want to change my current practice

Everything is very good .Thank you very much!

After a bad experience trying to book an online appointment I was offered a face to face appointment with GP registrar which turned out to be excellent. Very impressed and would like to see him again. Continuity of care is so important.

The GP phone consultation was excellent. The process of booking a time slot for my appointment was terrible- despite having a booked time I got called several hours earlier (which was not convenient) and then messaged to contact my surgery to rebook. I rebooked for a time convenient to me & got called several hours earlier again. Then got text messages reminding me about my appointment which I'd already had. Essentially why advertise appointment times if you can't honour them. It wasted the GPs time who tried me 3 times unsuccessfully. And was frustrating for me. And the receptionist could do with some customer service training- abrupt & rude - nothing difficult about answering a call with an introduction & courteous manner. Fortunately the GP was the opposite- polite, helpful & provided me with a sensible plan.

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

My family has been with the same practice for over 70 years and everyone at the practice especially Shirley the receptionist have been excellent. They totally looked after my sister when she had cancer and Shirley and the other receptionists went above and beyond to help the family cope at this distressing time.

Dr B and F the mental health professional have been a fantastic help to me. The advice and service I have received has been amazing. Thank you so much

Rang for telephone consult, just to request blood test for Hashimotos check, told to complete consult, which I did and that told to phone surgery for apptment. Bit long winded. Anyway I got a telephone call appointment that evening, so thank you very much.

Appointments never available for the working personphone line always busy when you ring then nothing available after that

Dr C was amazing so thorough! I was very impressed with the level of care I received and felt my problem was dealt with efficiently in a caring and understanding way

Receptionist extremely helpful and professional. Dr J was so very understanding explained everything regarding his decisions with ongoing treatment. Feel safe in his hands as have been very nervous. Thank you

It is very difficult to get an appointment with a particular gp eg if its someone that that you want to see because you know them and they you.

An excellent service provided by pleasant and helpful staff and fully professional medical staff. Thank you

I find this surgery Very good.

Thank you Dr O for your compassion, empathy and advice. I really felt heard and supported.

Dunelm Medical Practice (Including Bearpark, Gilesgate Framwellgate Moor)

Never have an issue arranging an appointment with the surgery, the receptionists are really friendly and helpful. The GP I saw wasn't a one I have seen before but he was very empathetic and listened to me.
Nurse practitioner is outstanding! Every time we have had an appointment with her she goes above and beyond with the kids and gets everything done! She never lets us leave unsatisfied with the appointment. My daughter can be very nervous and she was amazing with her!
Keep it up. Many Thanks
Dr O was fab!
Difficult, calling for appointments when your in full time employment (with nhs). Almost impossible to ring at 8-830, and wait in call queue.
Staff are very friendly and helpful wherever they can be.
Lovely nurse practitioner, felt more comfortable having a female medical professional.
Seen nurse very good
The receptionist staff were very kind and helpful

Is there anything, positive or negative, you would like to bring to our attention?
4 times I had to ring straight after each call. Went through the Drs speech. As soon as it went to be answered by the receptionist it was answered and immediately put down. Ending the call making me to phone so many times. It has happened before but only once. 3 times is not acceptable. Elaine Shirkey
New to surgery and still finding my feet. Overall, a good service and extremely pleased to get an appointment pretty quick. Friendly, polite and professional staff all round.
I have had to use my GP practice a lot this year and every experience has been a positive one, they make you feel at ease and explain everything to you in a way you understand.
Very good service from Gilesgate medical centre , all members of staff from receptionist , nursing staff and GP , I found to be excellent !
Overall service spot on.
Yes. Successive GPs have reacted disbelievingly to an account of my symptoms, it's been like talking to a brick wall. I've explained carefully, and with as much detail as I can, but they cannot or will not accept what I am telling them. It's very disconcerting, I suppose you could say I feel gaslit. I have no diagnosis and no prescription despite my problem being perfectly visible. Not a fun experience.
Nothing to add

Dunelm Medical Practice (Including Bearpark, Gilesgate Framwellgate Moor)

Being told need dentist after stating tried for months to no avail but still being told not sure what they expect when you can't get in one
Sometimes its hard to get through on the phone during peak times but overall I am satisfied with the service provided
Dr M A was very polite and friendly during my appointment. He listened attentively to what I had to say and talked through my issue with me clearly. I appreciated that very much.
All the reception desk ladies are lovely. They are really helpful and go out of their way to help.
It is the people that make the difference whatever the process.
I
I appreciated getting an initial appointment the same day and further appointments were made quickly. The doctor at Framwellgate and the nurse at Bearpark were both very friendly and professional, with reception staff at Framwellgate most helpful
How efficient and friendly everyone is
I got a telephone appointment with a doctor easily and he was to able to address my concerns. I was able to get a blood test the following day which is excellent service
Happy with Dr's appointments and awaiting future medical appointments for current health problem. I prefer to pop along to surgery if phone is constantly engaged.
Very pleased with the service
I have never had any problems with making appointments, excellent service everytime
The very good experience was because of Dr B taking the time to read my health information . He then contacted me to change a phone appointment to a face to face . I felt the appointment was very thorough - I didn't feel rushed & came away with a clear health plan going forward. Thank you Dr B!

Is there anything, positive or negative, you would like to bring to our attention?
I think Gilesgate Medical Practice is wonderful- receptionists, nurses and doctors. Always friendly and helpful; excellent care provided. Thank you.
Staff are friendly and helpful
good service
Face- to-face appointments are better for me as a foreigner.
Excellent Gp practice everyone very helpful and I feel very safe being in this practice they have always really helped me and reception staff are amazing thankyou

The appointment time was changed without checking with me .
Yes the repeat prescriptions not being taken over the phone now isn't good my partners disabled & can't drive & can't walk far if i take bad & need a repeat prescription she can't do anything
The seating in the waiting room is not very Suitable for disabled people Fortunately, I didn't have long to wait this time And was able to stand
Not everybody has access to the internet .
Appointment was offered as a telephone appointment and later changed to f2f. No one told me why surgery wanted to see me.
Was seen by Dr M A, cant remember his first name but he was really good. Thank you
When you ring it just says can't get through and hangs up when it's busy. Could amend telephone system so you get put into a queue position.
To be given some information around a further appointment date for the current health problem rather than not knowing when further medical intervention might happen.
Good listening skills
The last twice I have rang the practice no one answered the phone. This is the first time this has ever happened. The last 2 appointment confirmations I have received by text were totally wrong. The first confirmed a telephone appointment which should have been a face to face appointment at a specific time and the one I have just received confirms an appointment at 12pm when the receptionist rang earlier she gave me an appointment for 8.3am??
Thank you for your excellent service.
I met this GP for the first time (Dr.J). He was very thorough and I felt like he listened to my concerns and addressed them. The receptionists are always very polite and helpful. I find it easy to get an appointment if needed. The new telephone system (I know there will be teething issues) told me I was number 9 in the queue but then didn't update me with my queue position as it went down, I was just on hold until someone answered the call.
Don't know how to use website but overall the GPS are very help helpful
Really good service and happy with the outcome so far.
Is there anything, positive or negative, you would like to bring to our attention?
Brill practice been here years

Dunelm Medical Practice (Including Bearpark, Gilesgate Framwellgate Moor)

Wrong diagnoses or should I say the lack of it.
I've already answered this questionnaire, but I'll see it again. The chairs in the reception area are not good for disabled people. However I didn't have long to wait for my appointment so on this occasion it was okay.
Nothing to add, thank you.
All Dr's nurses and receptionists are excellent
GP spent a great deal of time with me over my health issue
My most recent appointment was made at your insistence, but the rude and condescending GP clearly assumed that I made the appointment. Rather than discuss my blood test results he asked the same question about my method of phlegm production. I still do not know much about my infection - strep-a, as I felt it more prudent to leave the room before I lost my temper.
Had a telephone call booked between 4-6 and never even got a phone call. Not good at all
Positive experience with C yesterday for my blood test. She made me feel comfortable & was efficient & friendly. Thank you C
Staff very helpful. Doctor very helpful and allowed time to inform and give positive advice. Thank you
The service is excellent but when trying to make appointments online many times the system does not work and does not allow me to book an appointment.
Love the new telephone system always friendly reception staff and dr bain is a lifeline
The pharmacist was excellent he sorted all my concerns instantly an excellent service and thank you so much
Nice friendly doc
Always very attentive to patient needs.
Overall the service at the GPS is excellent. The new nurse area is an added bonus, only thing is the waiting room is a little tight (but appreciate the overall space has been divided very good).
Although I am very glad you let me borrow a blood pressure machine, I feel you should have more than one extra large cuff to loan out. I am sure there are more than a few patients like me with chunky arms!
Limited parking
We have been at bearpark for 7 years. Everybody is friendly but professional and always put me at ease
Fantastic service

No
The nursing staff are first class.

Is there anything, positive or negative, you would like to bring to our attention?
The nurse practitioner was fantastic with E and made sure she was improving before we left. Really went out of her way throughout the appointment couldn't of asked for more.
Already good
My appointment was for 15:20 I was 10mins early so got straight in to see the nurse
Excellent service throughout
Q4 don't use website.
Great to get an appointment, the doctor was really helpful
Helen? Has always been very helpful. Always gone the extra mile to help me with an appointment at a convenient time. She's also returned a call with helpful information
Most helpful explained so I understood
The doctor explained my blood results and I left knowing understanding what it means
Staff are caring and helpful, always polite and try whenever possible to accommodate your needs. I have been with this surgery for 40 years, seen people come and go, but would never change...x
I was happy with full service
Excellent telephone consultation following xrays. The suggested next steps were very helpful and the doctor was informative, supportive and very pleasant. She asked appropriate questions and listened sensitively to my input. Many thanks
I think some double appointments should be available; this would help older people and those not so quick, those with more than one issue or with complex problems and would help alleviate some of the pressure on the GP's in those situations
No nothing
To book appointments online instead of having to ring up
The staff take time to listen to your situation and offer sensible solutions if there are any issues

Nurse appointment on time. Nurse caring & considerate. Explained what she was doing & after care. Told any concerns/problems to get in touch.
The appointment was made for following blood test results and was informative and helpful
GP -good one to one
Diabetic nurse was extremely helpful and informative
The appointment needed to be within a specific time frame due to it being for stitch removal however even though I booked it weoonin advance and as soon as I knew I needed it, it was impossible to get it at the time it was needed. This was a bit stressful and disappointing.

Is there anything, positive or negative, you would like to bring to our attention?
Unfortunately, my overall negative response hasn't got to do with the individuals, but with the whole system of rotating the professionals you see. Too many. In two years, I have never been seen by the same one. Not even a small pool of doctors. Every time a different one. That is bad. Really bad. To tell one's story again and again, to get to know the person in front of you and to disclose every time your most intimate and personal stuff is stressful, annoying and useless. I repeat, it's not the individual, but it is the system that i am criticising.
Seen within 45 minutes of phoning
Everything was good thanks
Hopefully the new phone system will make it easier to make contact, first thing in the morning.(Could sometimes take up to 20 attempts).
I dont use the internet so cant do things I have to do to order
I have so far always managed to get an appointment when I needed one either via the app or over the phone. Booking on the app is much easier at 8.30am when the phone lines are very busy.
It would be nice to be able to see the same doctor for follow ups once you have been diagnosed by them and have an ongoing problem.
I've heard some negative comments via other people, but I think everyone in the practice does their best to help and advise their patients. Personally I'm satisfied with the surgery at Gilesgate.
Very well looked after
Phone appointment was not on time was scheduled for morning didn't get contacted until the afternoon.
Everything was good
Once I get an appointment it's fine but getting a appointment by telephone or website is frustrating and off putting. Medical staff are excellent.
No

Dunelm Medical Practice (Including Bearpark, Gilesgate Framwellgate Moor)

It was a pleasant visit to see the nurse and very informative
I didnt not make a appointment . The doctor rang me
Very quick appointment (7days) for a yearly nhs check up.
Downside - no evening appointments for workers
Very good experience overall
Not easy to get an appointment with a Doctor of my choice.
Really happy with the new appointment system. Very happy we got to see dr W the best most caring doctor around!
Lovely nurse very helpful
Always pleasant when making appointments
The touch screen check in didn't work (again) and the receptionist was not at their desk, which would be fine, if I couldn't hear them chatting behind the wall...

Is there anything, positive or negative, you would like to bring to our attention?
Getting an appointment with a preferred gp / clinician is sometimes quite difficult
Claire is a lovely nurse very professional and caring
Tiny thing - the wording of the online appt was unclear so I had to call for clarification. Appt booked for 9.20 but the wording in the description included "8.30 face to face"
Exceptional service very happy with the whole practice. Very friendly and caring nurses, GPs and reception staff thank you
The receptionist was extremely warm and friendly which was a positive from other times I've been to the surgery
Q4 - my daughter does all the on line prescription requests etc.
Dr J B is excellent.
Prefer a specific Dr to follow treatment as opposed to various Drs
The doctor who dealt with my case was really lovely (Dr N) and made me feel really at ease. Huge thank you to her!!!
Very caring GP who went above and beyond to reassure me and arrange an emergency appointment at the local hospital
Overall a satisfactory practice
Not easy to get the doctor I would like to see

Dunelm Medical Practice (Including Bearpark, Gilesgate Framwellgate Moor)

Just one great practice
The doctor rang me so didnt make appointment
Nothing to add, Thank you.
Dr B really took time with me to discuss and explain what the best action to take would be. I really felt looked after and couldn't speak highly enough of service and support she has given.
Don't agree that I have to tell receptionist what is wrong with me and why I need to see doctor
You receive a txt message reminding you about an appointment which was never arranged in the first place
Nothing at all
Saw Tracey Thompson - excellent as usual
The whole experience was excellent. I have recently joined this practice as I was very disappointed with my previous one. I have to say the service, attitude of all the staff and the practice as a whole is a pleasure. I am so glad I changed
This service was extremely quick and efficient. Everyone that I came in contact with was both kind and helpful.