

Practice details

Dunelm Medical Practice

Kelvin House, 1-2 Victor Terrace,
Bearpark, DH7 7DG

A83030 Practice code

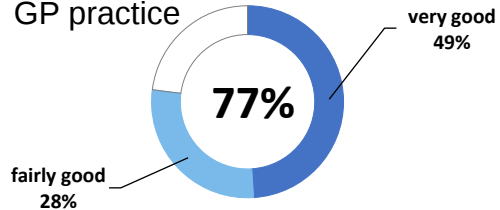
345 surveys sent out

91 surveys sent back

26% completion rate

Overall experience

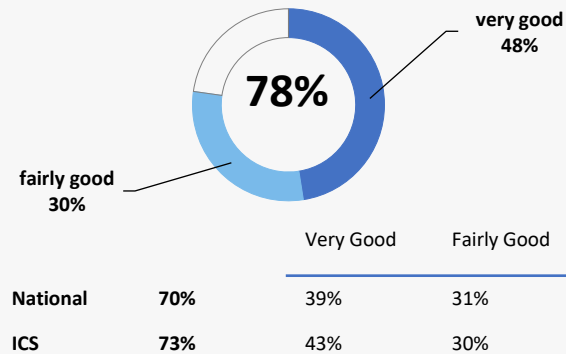
Good overall experience of this GP practice



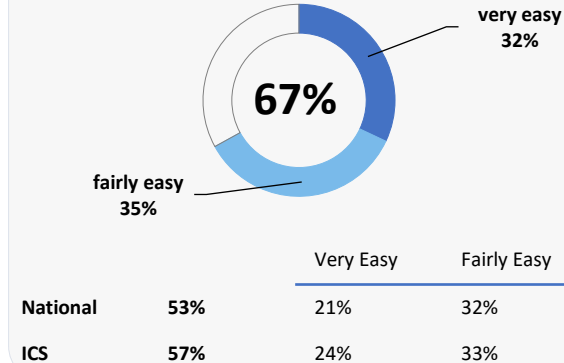
		Very Good	Fairly Good
National	75%	44%	31%
ICS	79%	49%	30%

Accessing the practice

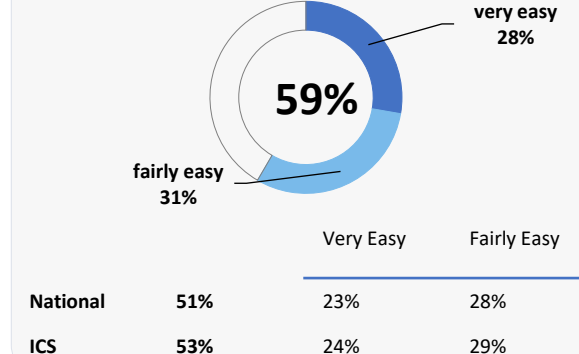
Good overall experience of contacting this GP practice



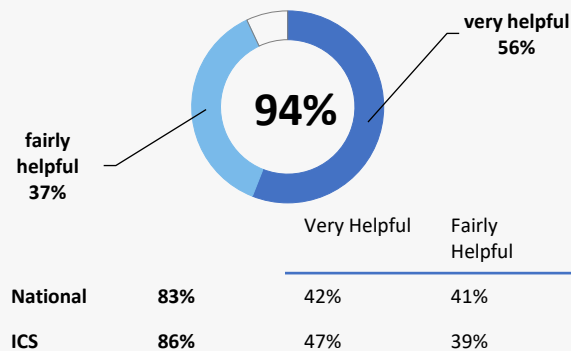
Easy to contact this GP practice on the phone



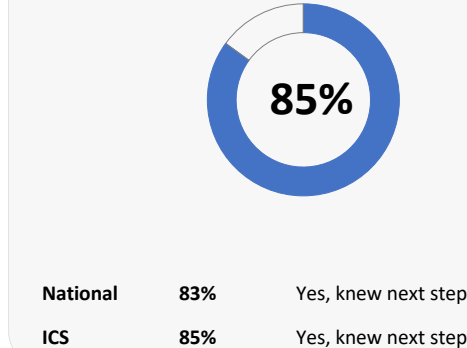
Easy to contact this GP practice using their website



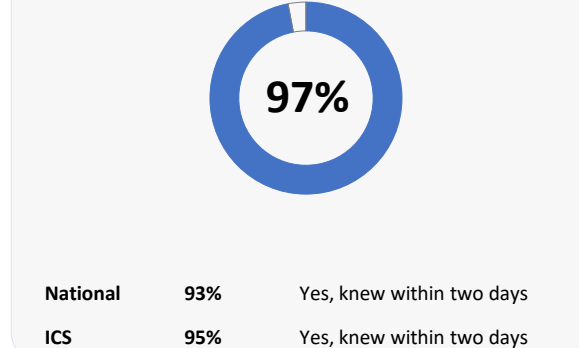
Helpfulness of reception and administrative team at this practice



Knew what the next step would be after contacting this GP practice



Knew what the next step would be within two days of contacting this GP practice



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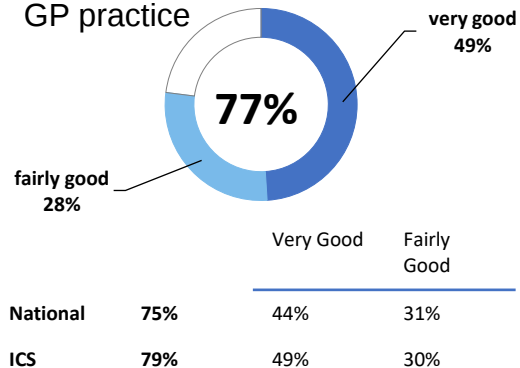
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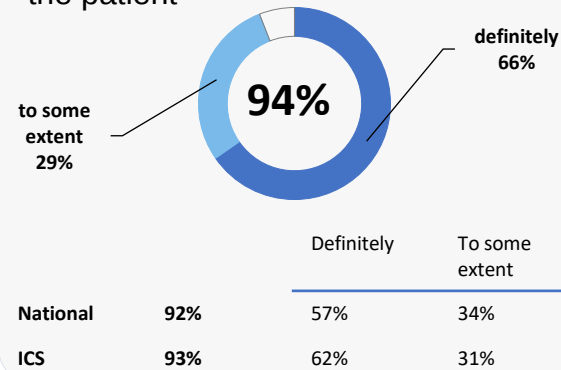
Overall experience

Good overall experience of this
GP practice

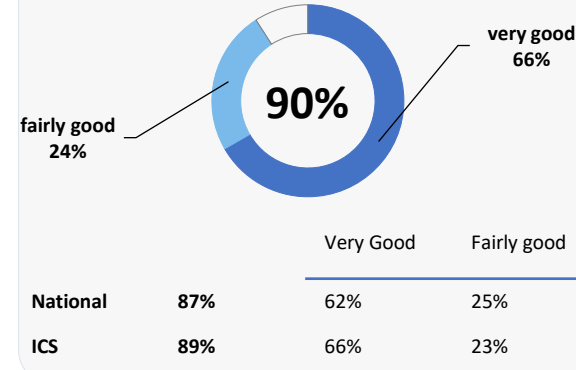


Experience at last appointment

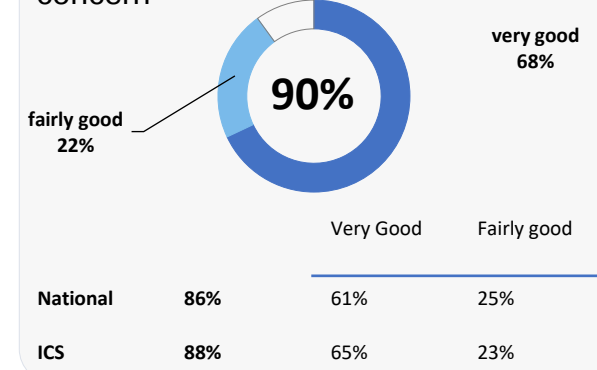
The healthcare professional had all the information they needed about the patient



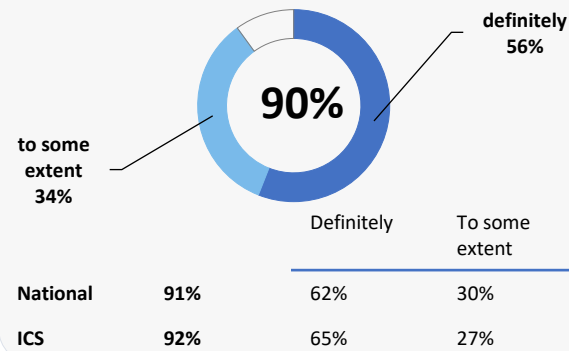
The healthcare professional was good at listening to the patient



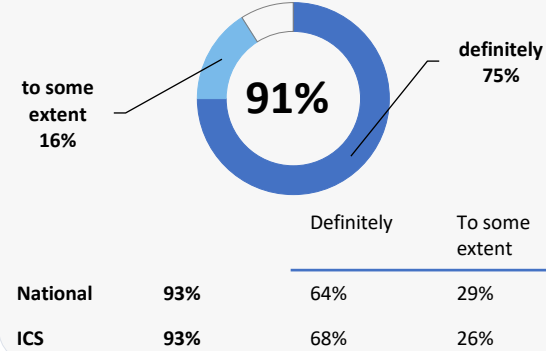
The healthcare professional was good at treating the patient with care and concern



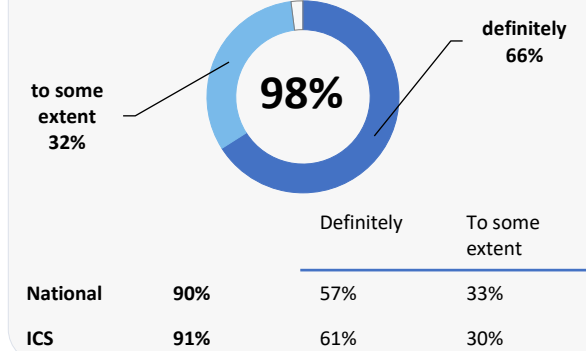
The patient was involved as much as they wanted to be in decisions about their care and treatment



The patient had confidence and trust in the healthcare professional they saw or spoke to



The patient's needs were met



Comparisons with National results or those of the ICS (Integrated Care System) are indicative only, and may not be statistically significant.