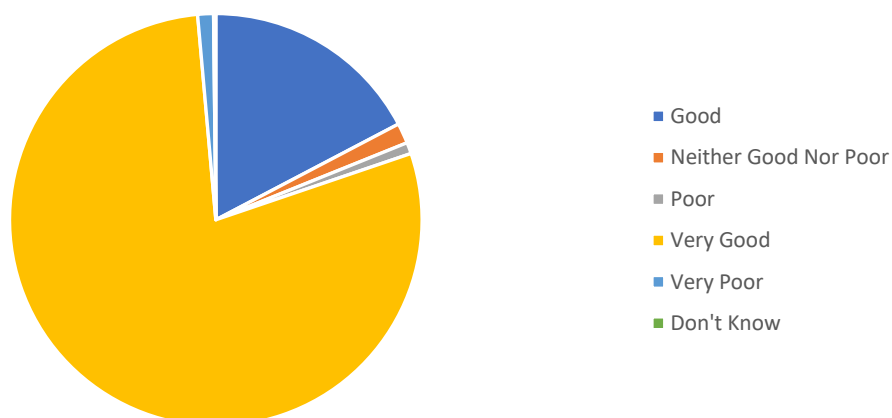


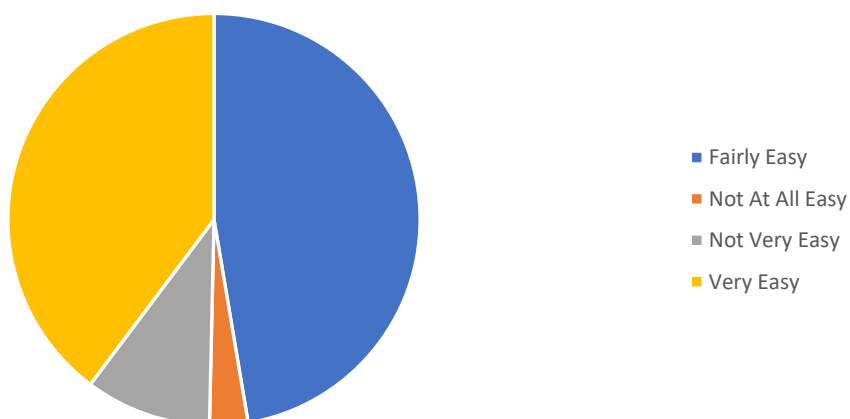
Which Practice are you registered with?

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

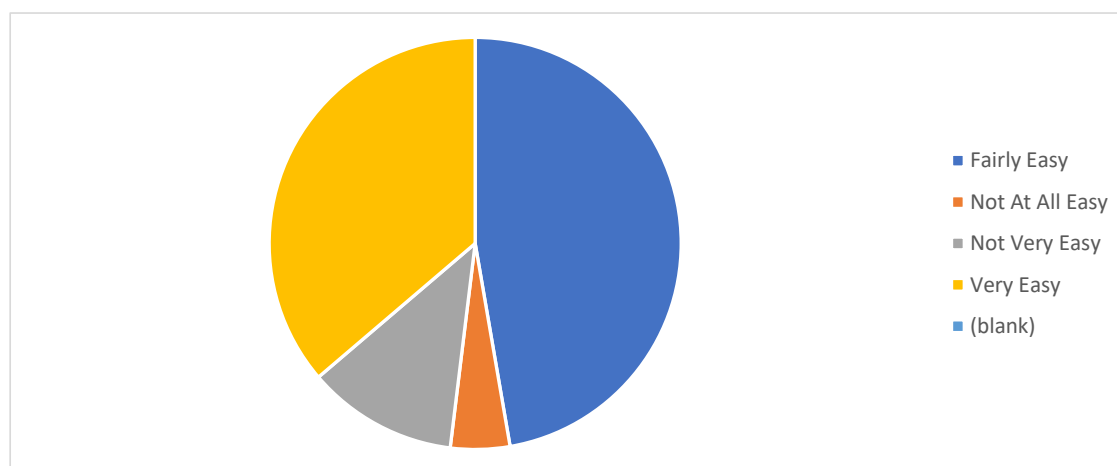
Overall, how was your experience of our service?	Count of Overall, how was your experience of our service?
Good	98
Neither Good Nor Poor	9
Poor	5
Very Good	446
Very Poor	7
Don't Know	1



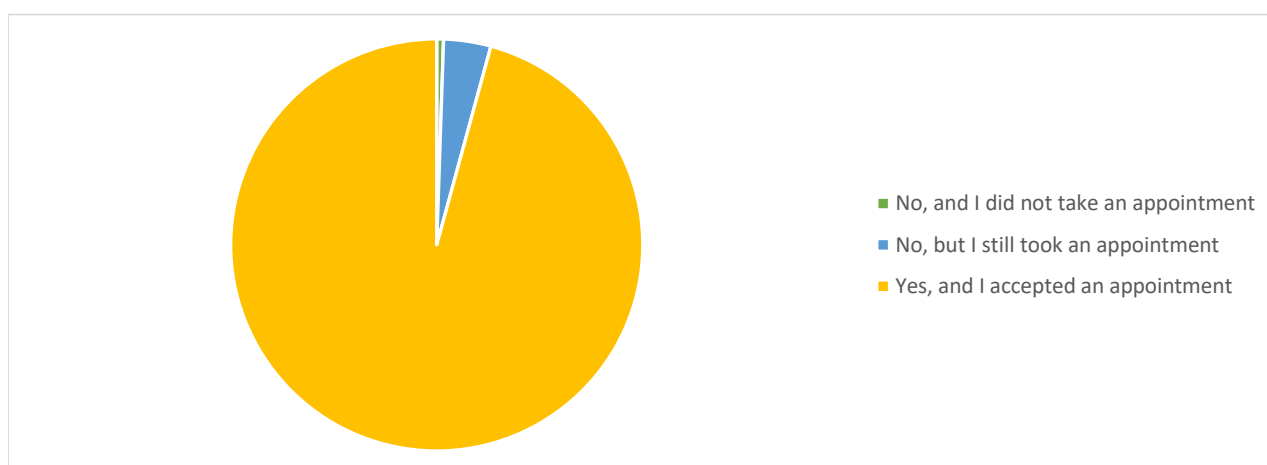
Generally, how easy or difficult is it to get through to someone at your GP practice on the phone?	Count of Generally, how easy or difficult is it to get through to someone at your GP practice on the phone?
Fairly Easy	268
Not At All Easy	17
Not Very Easy	56
Very Easy	225



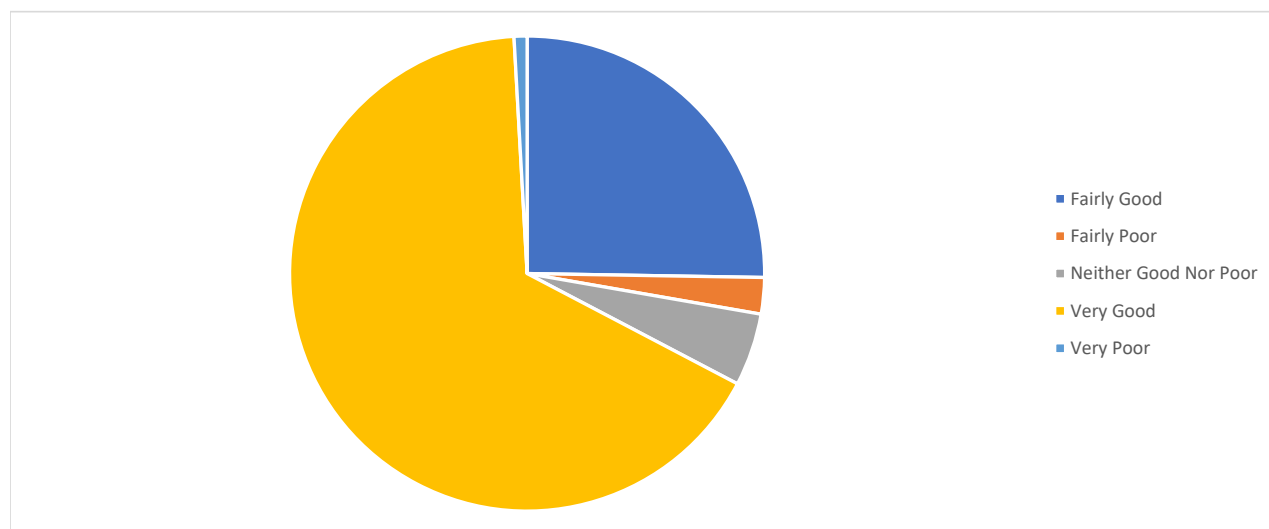
How easy is it to use your GP practice's website to look for information or access services?	Count of How easy is it to use your GP practice's website to look for information or access services?
Fairly Easy	244
Not At All Easy	24
Not Very Easy	61
Very Easy	187
(blank)	



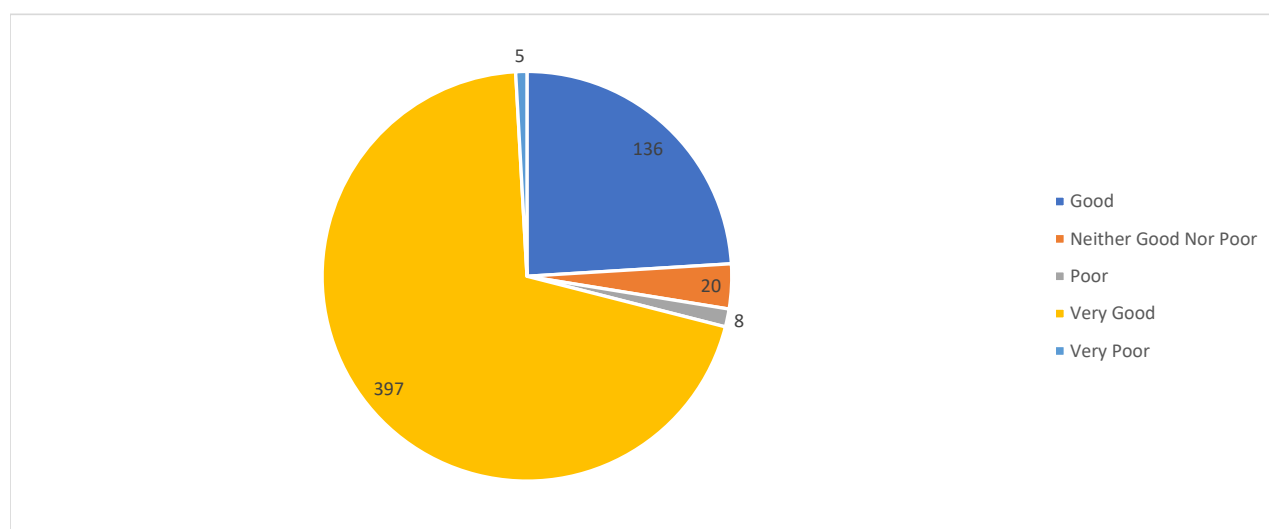
Were you satisfied with the appointment (or appointments) you were offered?	Count of Were you satisfied with the appointment (or appointments) you were offered?
No, and I did not take an appointment	3
No, but I still took an appointment	21
Yes, and I accepted an appointment	542



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	143
Fairly Poor	14
Neither Good Nor Poor	28
Very Good	376
Very Poor	5



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	136
Neither Good Nor Poor	20
Poor	8
Very Good	397
Very Poor	5



Is there anything, positive or negative, you would like to bring to our attention?
N/A
No
None
(blank)
No
None
Nothing
All good
Friendly staff
The new nurse lead section at Framwellgate Surgery is a much needed improvement.
My recent doctors appointment was fantastic, the doctor was thorough and helpful. However my blood tests at my nurses appointment were lost or damaged and recently my daughter had to go for 3 sets of bloods before any made it back to her so I feel there is a problem with the delivery of blood tests.
The nurses at the practice are magnificent and I trust them fully with my life. Brilliant, brilliant people. The doctors??? Not always so good, depends who you get to see.
Phone is always answered politely and efficiently and a good listening ear to try to help. Thank you to everyone.
Need to work on flu jabs also other injections
The nursing staff were very kind and supportive. Looked after me after I had been passed over by the doctor. The doctor had no bedside manners and asked me what I wanted her to do. I felt like a burden to her. When another doctor was asked to assist with my care he was very caring and showed real concern.
All staff I encountered were very friendly and helpful.
Dr Jan spent time listening to my health issue and advised on how we can investigate the matter further. He gave thorough advice.
The surgery/reception is published as open from 8.30am but I've regularly found it's on answering machine until 8.45, which is 15 mins of re-ringing just to ensure an appointment and if have to drive to work at that point that's impossible. On Monday I even got connected and then someone hung up so I had to go through the whole thing again! As such patients are rarely in tiptop condition this extra obstacle can be distressing.
There is a poster in reception advertising online appointment bookings but I've never found a free appointment to book and the e-consult facility is confusing too. I don't mind gadgets and yet it was frustrating, so I can't imagine how it would feel for technophobes. Perhaps the staff could practise using as a patient and improve the guidance?
I think I experienced unnecessary soreness/ulceration because a previous female doctor asked for 3 days of cellotape test/samples, ouch, and then the hospital rejected them anyway and wanted one stool sample. I was told the surgery would be open to receive the sample until 6pm but the courier collected at 4pm and so then I was told I may need to do another if it were compromised, prolonging the pain and delay of treatment.
HOWEVER, this recent appointment was excellent. I would have preferred a female Dr but chose Dr Jann anyway for his experience and reputation. And I wasn't disappointed. He listened really carefully, jumped to no conclusions and the treatment is now working after 4 months of others experimenting.
It would be nice for your female patients (ie 50%) if the medics would understand more about peri/menopause symptoms, treatments etc rather than needing to look it up online or assume other causes first. It's a common condition after all. Davina McCall's Menopausal book gave me the confidence to ask for what I needed but I wouldn't have put 2+2 together otherwise. I'd highly recommend it for cpd!
Thank you to Dr Jann for his time and expertise.
All ok
No not really.
The only difficulty is trying to make an appointment between 8.30 and 9 am usually have to call back 20 or more times.
I was seen by a nurse for my appointment - she was very nice and made me feel very comfortable within my time at the surgery
I feel there should be a of choice of face to face appointments I. I've been dealing with the surgery for nearly 6 months and in that time I've seen one doctor. For many residents phone calls from a doctor are difficult. They need go speak face to face with a doctor to be able to take in what's being said to them. How do you diagnose a health condition without seeing the patient?
As always excellent practice
Friendly staff which always good!
Friendly staff
From DH1 1lp to bearpark for bloody test is not ideal.
I was surprised when I tried to book online I couldn't book because I already had an appointment booked which was the flu vaccination
Receptionists need to take proper due care and attention when checking a patient request, generally they can be very understanding but general checking on information, in my most recent visit caused yet more undue stress and unnecessary further visits due to blatantly not listening to or checking correctly While I understand we are all human and I am 1st to admit I'm awful at retaining information for .ore than 30seconds but I feel in this tole it is vital to listen and double, treble check if necessary and not to assume based on past visits and repeated requests made that this one will be the same !!! I'd prefer to finish on a better note as they have also many times been very patient and understanding in the past and also go above and beyond sometimes to help so for that thank you
Also the doctor I spoke to yesterday was very nice as well and managed to explain fully to me the importance of something, and also in a way I was able to understand previous Dr's (within that very surgery) have failed to do so again I am grestfull
Overall depends who you speak to in my opinion so more consistency is definitely needed and for that reason to be honest if I wasn't so riddled with anxiety at times I'm barely able to even make it there, I would have changed surgeries years ago !
Trying to book an appointment after seeing a doctor for two weeks time and then having to ring on that day for 30 minutes trying to get thru to be told they've all gone
Very friendly and helpful
I have always received excellent service from Dunelm Medical Practice. I know a couple of the staff one that used to work for me, I am always courteous to them and in return they are to me!

Is there anything, positive or negative, you would like to bring to our attention?
everything was perfect
Excellent service. They even rang me as they had a cancellation
Everything is all good
Practice were very good with my husband at the beginning of the year
They where very helpful .
All the staff are very helpful
I'm recently married so took my marriage certificate to change my name. They did it so quickly the nurse I was seeing called for me in my new name! Also, I'm disabled so a receptionist opened the ramped access back door for me- thank you! Mrs Clare Humphrey
Very kind caring staff in all departments
I was asked to complete a form to submit my blood pressure readings. Unable to complete as it is in PDF form. Have completed a form in the past with no trouble, perhaps needs to be looked into. Otherwise ok with the service I receive.
I needed a further blood test the following week but couldn't get an appointment
I would love to see pictures of GPS either in surgery or on website. I like to have some idea of who I'm speaking to since I have yet to see them.
On one occasion I was told there were no appointments to see a nurse for over 2 weeks at Framwellgate Moor. I called Bear Park who told me there were plenty of free appointment slots at Framwellgate Moor. I called back and was offered an appointment within 4 days. No explanation was offered as to why I had been misinformed, nor why it fell to me to discover this
Time it takes to get through by phone on a morning
The practice is terrific from receptionist to GP's. They are courteous, helpful and human. Appointments are not easy to get online but that's the only minus. Feel very fortunate to be with the practice.
I'm a little uneasy about giving my name, and date of birth at the reception counter now because since Covid the reception area in most medical facilities has become 'more public' . There is now a glass screen separating me from the receptionist. I have to use a louder voice , in effect telling the other patients who I am and my age. I feel these are personal details which I should have the choice over sharing with strangers.
Not
Everyone very good
The staff at Bearpark surgery are all extremely professional and helpful.
When you get through to reception they are very polite and helpful. But it is getting through to speak to a reception as I start work at 4.30 on a morning and on shop floor some times it is hard to get through to them.may be look at were you could improve.
I have always managed to get appointments to suit my availability.
If needed to I have been able to cancel and reschedule an appointment.
Unfortunately yesterday I missed my first nurses appointment due to being ill with covid.
The professionalism of your staff at Dunelm Medical Practice is absolutely shocking. After a massively traumatic experience recently in the surgery, I am filled with anxiety and dread at the thought of having to go back. A complaint has been raised regarding the issues. Also, for a GP to tell me to send my 4 year old daughter to sit with the reception staff, who are strangers and I don't know, while we spoke about my sons milk allergy is one of the most shocking things I've ever heard from a professional.
There was a receptionist that I observed whilst waiting and would like to point out how good she was. May have been called Debbie (dark hair on duty 25/9 in the morning at Fram). She was very polite, friendly and professional. When a gentleman with an accent came in she came into the waiting room to speak to him so that there wasn't the screen barrier. Best customer service I have seen for a while and s good example of what we need in the NHS.
I have not had any problems with making an appointment on the days I have telephoned.
Always a pleasant experience at reception. The staff are very helpful
Not everyone has callback , ring 5
Lisa, the nurse I saw, was lovely and friendly.
Best GP interaction in many years. Dr Christina actually listened and genuinely wanted to help. She was a real doctor, who actively works professionally and with respect for patients. I wish more gps were like her.
The nurse was fabulous - she explained everything very clearly and with diagrams of the ear that made it interesting and easy for my son to understand what was wrong and how the medication would help. Lovely lady, very caring.
Very happy with my experience
I am 85 years old and I find checking websites difficult, so if I can I avoid them.
From the receptionist s to the doctors and the nurse I see for my copd I rate them excellent nothing is never a problem they are so friendly and helpful
The girls always do their best for everyone
It's bad that I can't make advance appointments
All good stuff
Good local practice with easy access
The friendliness and helpfulness of the staff at Gilesgate but I wish they had more telephone lines available and staff operating them when trying to book appointments on a morning. As well as longer opening hours in weekdays and weekends. As sometimes it's difficult to get to the out of hours practices for patients without transport.
Nurses are all very pleasant and kind
Excellent support from practice nurse
Staff are very pleasant and eager to help.
Need more daily appointments having to ring at 8.30 is difficult for sum people
I think I'm very lucky to be registered with Dunelm Medical Practice. It is always easy to get an appointment and the staff are friendly and welcoming.
Receptionist rang and arranged my blood test
Just a 'Thank you !' .
I use online services where I can - there are terms used which I do not understand e.g, embargoed, postponed. I realise the service is for the use of medical professionals but maybe an 'idiot's guide' or lower level online service would help for client use.
No everyone always as polite & helpful as they can be
The GP Sophia seen at framwellgate Moor was absolutely amazing! So friendly and great with Sophia. Thankyou so much
Only trying to get a appointment by phone
My daughters deal with the on line / website
Reduce the length of the opening message when we phone in

Is there anything, positive or negative, you would like to bring to our attention?
No all excellent service
Unable to book nurse appointment online.
It would help if on confirmations of appointments by SMS you would include the name of the doctor I was to see . This would help improve the image of modern General Practice, which was become somewhat impersonal at my own GP surgery over recent years.
When I went for my appointment they didn't even no what I was there for the nurse from my last appointment didn't leave any information for the nurse to look at
Staff are pleasant and helpful.
I would like an appointment with a practice doctor on some occasions!
No continuity four different doctors and you have to go through the problem with each one
There was no information on my records on what I was seeing the nurse for and the computer for the check in was not working.
Don't have many appointments as I haven't needed to try in the morning recently but I've not experienced any problems. Everyone very helpful.
The staff are excellent doctors and reception team
Dunholme Practice is lovely especially those in reception Helen and Chloe very helpful .And the doctors best doctors Surgery for us as a family thanks for all your hard work
The nurses are brilliant. However I find the Dr's are somewhat " indifferent " to what the patient is telling them or what the patient is going thru re pain or pain related stress. You never see the same Dr twice (due to rotation) so there is no bond between Dr and patient.
Sue on reception is just fabulous, understanding and always helpful. The nurse I saw was kind, caring, took time to explain and listen and was very informative
The lady yesterday that was doing my bloods was very abrupt not a good bedside manner
Brilliant nurses. Absolutely wonderful people.
ALL FANTASTIC SERVICE
THANKS
No very happy
Our staff at our gp are great
Absolutely brilliant service I am very impressed with the service
No great surgery well run.
All staff were helpful and professional
I had a very good experience, was treat very well.
I found the staff very helpful and I'm satisfied with the service I've received so far.
Most staff are welcoming, helpful and efficient. Occasionally though, being hard of hearing, I struggle to catch what some clinicians are saying whilst speaking to them on the phone.
Nothing negative. All positive.
Always very helpful and friendly and the nurse was excellent
I'm 85 years old and I do not use websites.
Very happy with service, reception staff are always very helpful and kind. Please thank them
The nurses are brilliant, the receptionist aren't always the most helpful and often talk over you on the phone while you are trying to explain something to them (not all of them) it's often quite difficult to get an appointment but I understand that you are very busy but if you work and can't take your mobile trying to get an appointment on the day is a nightmare so often my condition worsens and I end needing more treatment than I should but like I said once you actually get an appointment the Dr's and nurses are great!
Very pleasant staff all round
Surgery were great, Dr I saw for the first appointment put me at ease and the nurse taking my bloods was absolutely lovely as well. Great team!
Dr Beso was extremely professional and attentive. I am very grateful
An appointment with the nurse was easy to arrange and the appointment was fine.
It is confusing as to what you can ask pharmacist for i.e. repeat prescriptions and what you need to get an appointment for.
I was late for my appointment due to traffic but they still managed to see me. I am very grateful.
More appointment choice when booking in advance
No thank you
I was offered a sooner appointment at a different Surgery to the one I am registered and was happy to travel :)
The team at the reception are always nice and kind, and we respect how much work they put in!
From Mohammed Ennaceur (:
Phones always engaged when calling for an appointment from 8.30am till approximately 10.30 and when finally get through there's no appointments available over 154 calls a day trying to get appointment
My family have been with this medical practice for more than 60 years and we all have been treat very well. Shirley and Jill 2 of the receptionists have gone over and beyond to be helpful and are a credit to the practice. They r both friendly, knowledgeable and show empathy towards patients. Thankyou for all Yr help and service .
Ensure your check in technology is working efficiently. My situation on the day could have been resolved at the time.
Your new staff are very pleasant
I find reception staff very easy to approach and as helpful as they can be within their limits However I find privacy at the reception almost nonexistent Practice nursing staff and Doctors work very hard within their limits but I find sometimes vague in their reasons for blood tests etc which leaves patients second guessing and worrying
Keep up the good work it is much appreciated
I think my surgery is excellent. I always get an appointment when needed and staff/professionals are always polite and respectful
The girls on the desk are always attentive and always exhaust all avenues to assist..keep up the great work.
Over all very good
Thank you
I just would like to say thank you to call in the Practice.
Your all doing a great job, we could not be better looked after. Special shout out for receptionist and call takers, I know they get a lot of flak, nod deserved, people are just not as respectful as they used to be
Just like to say that the help I got from the pharmacy was excellent , he explained everything no rush to get me out of the door , can't speak highly enough of him
After a difficult situation earlier in the year staff at the surgery were brilliant cannot thank them enough for how they all used there skills
35 minutes running late

Is there anything, positive or negative, you would like to bring to our attention?
Do not use practice website
Definitely a very good practice, I would recommend them to anyone who is looking for a GP service.
Lovely employees but can never get appointments as I am at work all week during opening hours.
Dr Cook is always excellent
been seeing the pharmacist and found him very helpful.
Staff always helpful
Never can get through to the reception desk once I phoned 31 times then no appointments my last time was 11 times then I did get appointment everyone does say about how hard it is hard to get through and then no appointments left it is so hard when u have to go to work ok when u don't working have more time to go to doctors so I do think it is very hard to get appointment to suite u
I didn't telephone and I don't have a computer so I was a walk-in. I was dealt with efficiently and put on waiting list.
Just to be able to book a appointment instead of having to ring on the day to get one
Never seem to see the same doctor
Dreaded smear Nurse excellent
Great surgery, great doctors, fabulous service
Getting an appointment is not easy even taking to a Doctor is not good your Nurses are very good never seen one of the practice Doctors for a long time x
Sometimes communication is lacking. I was asked to make an appointment recently to discuss x-ray results, and the doctor had no idea why I was there. It can be difficult to get through on the phone at 8.30 but I usually manage.
Can't always get to see a doctor face to face but happy with the practice and all the staff
It is very difficult to see specific GP's.
I have never encountered a problem with the framwellgate moor dunelm practice
It's just so hard on a morning to get an answer to phoning when you want to make an appointment
Staff are fantastic!
They made me feel at ease even though I was really nervous before hand.
I always find all the staff at the surgery very friendly and helpful.
During the day it's fairly easy trying to get through by phone. But ringing up at 8.30 to make an appointment is a nightmare. Constantly, ring up engaged put the phone down. Ring up engaged, put the phone down. I repeated this process for half an hour one morning. Surely a queueing system telling you were you are in the queue would be better than the system in place at the moment!
The Girls at Dunelm Gilesgate are amazing
Always full of busy but always there to help.
Between bearpark and fram sites , i have been with the surgery since my mum used to take me to Dr Wilson when i was a little girl. Im now 58! I wouldnt choose another doctors as have always received excellent & friendly service from reception through to the doctors all of whom are great & have supported me through my various ailments over the years. When i bring mum to her appointments - who doesnt really follow a conversation .. the patience & understanding shown towards her is heart warming. Just keep doing what you do so well!!!
The staff want out of their way to be very helpful and understanding
After a fall injury asked Dr for physio but was told I didn't need it . 3 "urgent referrals later " as first two were never sent from practice still no scan or treatment I went private and needed surgery to fix a problem that had been ongoing for 9 months
Excellent
Everyone is very friendly and helpful from the girls maning the phones to the nurses and GPS. Thanks everyone!
I have already fed back that the recorded message when you get first get through on the phone needs revising. It's a seemingly trivial thing, but as a patient, at present it is irritating.
Give them all a medal 🏆 for the way they get involved with problems and solve them
Great practice with friendly staff with the exception of Santhi Bethapudi who is rude and apathetic.
Getting to see a Practice Doctors is not good it is locams all the time they are all ok but a practice Doctor now and a gain would be nice x
Nothing at all problematic about my last appointment. It is difficult to arrange an appointment at 8.30 when the phone lines open. Don't seem to be able to book an appointment then have to try again next day. Haven't used GP website.
I would like to say thanks alot for the lovely nursees who works their. So kind and friendly.
Just wish I could get my results quicker...
Dr Baines is very good and great to have her at Dunelm Medical Practice.
Staff are lovely and go out of thier way to help.
Yes I don't appreciate the receptionist screaming in the waiting room while I was waiting for a nurse app I had booked in She screamed down from her desk have you booked in this is not acceptable she should have come down and ask politely
I feel well looked after, I am new to the surgery and everyone is very nice and helpful
Getting a appointment can sometimes be tricky but overall everything else is good
Unless you are able to access the website to book appointments it can be difficult as you can't always get booked in by phone
All good news
Prescription service poor. Putting Prescriptions in on line or paper copy then going to the chemist several days later and not been processed. This has not only happened to myself but also family
Great Receptionist.
I would like to see my doctors to go back to having a family were you the gp know all about you so you don't have to repeat yourself with every new doctor
Great staff and fantastic doctors all the doctors nurses and staff are always helpful
Was at surgery for a blood test .
All the nurses that have ever done my bloods have always been very friendly and professional.
Great kind and patient staff, from reception, nurses and doctors. Very friendly surgery.

Is there anything, positive or negative, you would like to bring to our attention?
Staff are polite and friendly.
Non urgent appointments cannot be booked in advance, and ringing constantly from 8.30am until an eventual reply, is not convenient while at work.
Everyone is helpful and kind
No everything is fine
Not really everything satisfaction
Compared with my (40 years) experience of another medical Practice in Durham , Dunelm Is the gold standard !
A very friendly courteous and dedicated team working there best and doing great work Thank you to each and every one of them.
All the staff are friendly and helpful
Would prefer not to have to explain reason for my visit to a receptionist
Very friendly helpful staff
The experience was very good. The nurse who dealt with me was very able. In carrying out her task.
Friendly staff who put me at ease.
Very difficult to get an appointment
I'm more than satisfied with the service the practice provides.
No.
Reception staff need to lower their voices when talking on the phone they are loud and people are able to pick up confidential details
I was satisfied with the help from my local surgery . Thanks
Communication always pleasant
Very pleasant staff
Positivity breaks down at the reception desk. When you can get to the practitioners nurses / doctors the service is top notch.
Iv got a crawling baby. The carpets are a bit grubby. His knees and socks were black after 5 to 10 minutes
Chris. Prescription get missed from time to time, but otherwise very happy.
i feel at bearpark , and gilesgate where i have had to go a couple of times for appointment availability, they always try to get me what i need, will ring up if an appointment comes available etc, and are very nice with it. the care from the doctors and nurses is also excellent.
Yes during my previous consultation I wasn't happy with the way i was spoken to by the consultant. I will be making a complaint. Also the standards and atmosphere of the GP practice and the attitude of the staff on reception has improved greatly over the past few years so whatever is being done that side is working.
Very pleasant staff.
I'm very happy with everything at the moment.
All the staff are good but seem to have a heavy workload. It is extremely difficult to get an appointment. Going to queue from 7.45am approx is the best way to get an appointment, though not always with the doctor who is dealing with one's current health issues. Queuing is not good if a person has mobility problems or an infection etc.
If I'm asked about my experience yesterday it was not good. That is, however, the first time I've encountered that. The practice, doctors and nurses have always been excellent since I've been a patient here. The issue yesterday came down to me being led to believe I was there for a certain blood test that would be fairly routine, only to be told it was for something that frankly caused me immediate concern and since some anxiety. I had to push too hard to actually have exactly what was being tested for explained. Either the nurse was too busy or decided I didn't need to concern myself. Had I been correctly informed two weeks earlier this wouldn't have arisen but I'm now very anxious, even today, as I've been given no information. I've resolved to call the doctor after this test result is back to discuss this with them. Notwithstanding this I cannot stress enough how professional the practice and people have always been and I will regard this incident as a one off.
I always find staff helpful and polite
The reinstatement of the online appointments would be good so you can choose a suitable time and choose which doctor you can see
Practice nurse was excellent put me at my ease and was very professional.
The doctor was 30minutes late for our appointment and when we said can you check this extra thing she said I cant we have limited time even though she was late.
My wife and I moved to Durham 2 years ago and have been very impressed with the professionalism and support from all staff at the surgery. Everyone is very helpful.
I am in my late 80s - my daughter deals with all the on line processes ie requesting repeat prescriptions.
They always try to get you to see a doctor in person and the doctors always listen to your concerns. They offer a good service from the experience I have with them.
Staff are always friendly and supportive.
I was very impressed with how quick I could get an appointment , and also found the doctor to be extremely helpful.
I have always been really pleased when I had to use the surgery
Receptionists always very pleasant and helpful.
The doctor wasn't very good at English so both of us were confused by the time the appointment was finished. Very frustrating...
Make more appointments available !
Dunelm GP surgery has provided excellent service sincerely registered with them 2 years ago. Never had service like this previously
Receptionists very helpful
Gp running behind by half an hour, lack of parking
For standard screening and routine appointments service is very good, getting an appointment for an illness (on the day)is much more difficult
I saw Dr Jenny Bains and she was wonderful. The nature of my appointment was quite personal and she completely put me at my ease. She was excellent
Please keep the reception as it is. It's much better for patients to make contact with a person than some unreliable piece of machinery.
Thank you.
Friendly and efficient staff at all times.

Is there anything, positive or negative, you would like to bring to our attention?
The appointment booking needs to reflect people who work and can't ring at 830 or stand outside to get an appointment it's also not easy for the elderly to gain access.
Nurses are very very supportive.
Also when you have had major surgery or illness you should be able to book an appointment to see the same doctor to ensure consistency.
The long message at the start before you can speak to a receptionist.
I would like to complain about making an appointment. I can only make it in the afternoon. If I need to see the Dr that's nigh on impossible.
Saw the pharmlisist and he was very helpful
Dr thoroughly examined listerned .very efficient
Nurses at the practice are friendly and helpful
Always pleased to be able to get an appointment when need.
Family have has 2 cases recently with reception staff incorrectly advising on test results.
It would be helpful to be able to do the change of address form online.
Linda smith
The nurse's appointment I had at Bearpark was fine, on time and service good (not my usual practice). However I find it extremely frustrating that when I ask to make a pre-bookable appointment for a long term issue, I am not allowed to do so over the phone. I am immediately directed to online booking. Even though I was on the phone after receiving a text messsge about a nurse's appointment, I was then told I couldn't make one there and then for a doctor! Ludicrous.
I've been to the surgery more than usual lately and the staff have all been brilliant and went out of their way to help.
I saw Doctor Baines and she was a breath of fresh air. Really welcoming & friendly. She listened to everything I said & didn't dismiss my concerns. I felt well looked after.
Appointment sevice could b alot better
It's difficult to phone early for an appointment.
Too many patients registered, waiting times for an appointment are ridiculous. Receptionists are at times rude
The Clinician, Chantelle, (?), was very friendly, knowledgeable and helpful.
It was the first face to face appointment since covid and it was lovely as phone appointments can be difficult when working in a school as I only have certain times when I am not in class and getting phone calls through lessons are awkward and have to be not taken even when times are given when I am free to take calls.
The doctor I spoke with was really east to talk to and was absolutley lovely. She was Michelle
Absolutely spot on. rang at 11am for an appointment and was offered 16:10 same day.
No I was happy with the surgery.
Thanks
I had a nurse appointment, she was excellent but the reception room had no natural light, and it must be really hard on staff to be working in a very claustrophobic environment; as it is a separate unit why are they not issued with safety alarms?