

Friends and Family Comments

June 2018

How likely are you to recommend our GP practice to friends and family if they needed similar care or treatment?

Positive comments

"The staff are friendly, approachable and helpful. I have confidence in the Doctor's and include you in the decision making about your health."

"Everyone at Bearpark surgery was really helpful and caring. From reception staff, Nurse Ally and Nurse Practitioner Alison Barnett.."

"Great service".

"Can always get a appointment, plus friendly and helpful staff."

"We have had a lot of support from the practice and everyone is always caring, understanding and friendly. They always have time for us ."

"I get access to Doctors and Nurses easily and everybody is always friendly and helpful."

"Staff very helpful "

"Continued excellent care. Hear stories of elsewhere makes this practice seem well run. Great staff."

"Lovely practice."

Areas for development

"Difficult to get appointments, poor weekend opening times, never see same Doctor twice. Difficult to ring around work as phone is always engaged. Difficult to get appointments around work."

"The difficulty in always seeing the same doctor. If we could book ahead a few days to see the one all fait with things -need continuity."

