

Friends and Family Comments



JUNE 2017

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

Positive comments

Reception staff are polite. Appointments prompt same day with GP. Dr Welsh is excellent, helpful, kind and understanding.

A good service

Trust my GPs implicitly

Always get a good service

Pleasant receptionists and doctors are thorough and take time to listen.

Always helpful and usually manage to get an appointment.

Always helpful staff.

The doctors have never let me down.

Because I feel some doctors listen to you and not talk over me and they treat me fair.

I have never had any issues with my visits.

I have had many years of bad experiences as being a young(ish) patient with many chronic health conditions. Previous GP surgeries have had me in tears, due to not listening or taking my ill health seriously. NOW at Bearpark I am being taken seriously, listened to and my health has stabilised, especially my asthma which was ignored for many years. Bearpark doctors have helped me breathe well again. I have my life back!

I told the doctor what was wrong and he dealt with it very quickly and properly.

Good customer service. Friendly staff.

Opportunities for Improvement

I find that some (not necessarily all) of the reception staff at Bearpark surgery could do with training in customer care. I feel like they have not got the time to speak and that their minds are usually somewhere else. I understand they are busy but it's their job to deal with patients and a little smile and politeness doesn't cost anything. They make me feel like they haven't got time to answer my questions and as if the questions I am actually asking are silly ones.