

Friends and Family Comments

July 2019

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

Positive comments

"Appointments are available when needed. Staff are friendly, listen to your concerns and provide advice and medication when necessary. All the things you need from a GP service".

"Excellent, friendly and professional service from reception staff, nurses and GPs".

"Fantastic service as always".

"Fantastic staff".

"Dr was very good".

"Friendly reception staff".

"I have been with this practice since I was 16 years old, and have never contemplated moving. All the professionals I have dealt with have been considerate and helpful, and reception staff are marvellous too".

"Friendly team – reception, nurses and doctors. Always helpful and approachable. Can get appointments when needed – friends tell me how long they have to wait to see a doctor/nurse at their surgeries!"

"Everyone is helpful and professional".

"Professional service".

"Excellent GPs and support staff".

"I have no complaints about the service I receive".

"The staff have always been courteous and helpful. It has always been possible to book an appointment, albeit sometimes it is difficult to get through on the phone in the morning".

Areas for development

“Appointments are not available online so the online booking system is pointless. Patients have to telephone at 8:30 in the morning and cannot book an appointment ahead. Patients should be able to access appointments at any surgery rather than the one they are closest to. As a patient with chronic pain, it is not always possible to telephone at 8:30 when the line is constantly engaged, and it is difficult to explain this to staff. Bearpark at times have an unhelpful telephone manner, working with patients for patients is not happening”.

“Not a single appointment available to book online for the whole of July. Not easy to get appointments and often takes 20-30 minutes to get through on phones to book because everyone is trying. Staff are nice enough though”.