

Friends and Family Comments

April

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

Positive comments

'Great response and friendly staff'

'We found all the staff at Framwellgate Moor surgery very friendly, helpful and professional, both to us and our young daughter.'

'On my last few visits to the surgery with both the doctors and nurses I felt listened to, validated and given the appropriate treatment and advice. Very satisfied with the service...'

'Good, friendly service.'

'Always able to get an appointment. Online service is very useful to me due to work restrictions. Friendly and approachable.'

'Accessible for appointments. Emergency appointments available. Plenty of doctors available. Appropriate referrals to other AHP's or Consultants.'

'I like both doctors and the staff, both very friendly.'

'GPs and staff extremely helpful.'

'Feel comfortable at this practice.'

'Friendly staff and relaxed atmosphere.'

'The reception are always so helpful and the doctors and nurses too and so approachable. I have been under a few surgeries in the past, and I was with this surgery years ago too. I am so pleased my family and I were able to come back to the surgery again when we moved back to Durham city a couple of years ago. I consider this to be the best surgery for sure, for me and my family.'

Areas for development

'Too hard to get an appointment with the same GP. Why can't you book on the day appointments online? This would be easier than trying to get through on the phone which is sometimes impossible.'

'A very good GP practice apart from the appointment system. I appreciate the system for same day appointments, but when you try to make a general appointment you have to wait weeks for one.'