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'YOU SAID WE DID'

October 2024

The feedback we receive from patients, visitors, staff, and members of the public is analysed to help us understand what we do well and where we can improve.

We are always keen to improve the services that we provide. We have given some examples below of the feedback we have received throughout the month of October and how it has been used to prompt any changes.

You Said.....

- Brilliant service, well organised, very efficient & professional
- Person centred care.
- Patient uses a mobility scooter. It was made easier by being able to use the room close to the front door.
- Staff are happy and friendly.
- I felt listened to.
- Always very helpful and friendly.
- Long waiting times.
- More higher chairs needed for disabled patients.
- Duplicate entries in medical records.
- Trying to see a GP, face to face, is impossible.
- Waited for a call that never arrived.

We Did.....

- Passed on all the very positive comments/feedback to the team.
- Unfortunately, on rare occasions, a health professional can run late. There is always a genuine reason for this, and we thank you for your patience.
- We do have higher chairs in the waiting area; however, we will review the number of these available and provide some more if required.
- We offer telephone and face to face appointments with GPs and other health care professionals. If a telephone appointment is made, and the healthcare professional decides they need to see a patient, a face-to-face appointment will be made.
- We would also encourage anyone who experiences issues, that they would like addressed, to contact our practice manager and then each case can be looked at on an individual basis. The Friends And Family Feedback that we receive monthly is anonymous which makes it difficult to address individual comments.

We share all your feedback with the practice team to ensure that any learning/training needs are addressed and to also send our appreciation to the team for their hard work and dedication.

We would also like to acknowledge and thank our patients for the 826 responses that rated the practice as being 'very good' or 'good' in the month of October.

Please Note: The practice patient survey results from July 2023, and the action plan developed from this, are also available to view on our website.