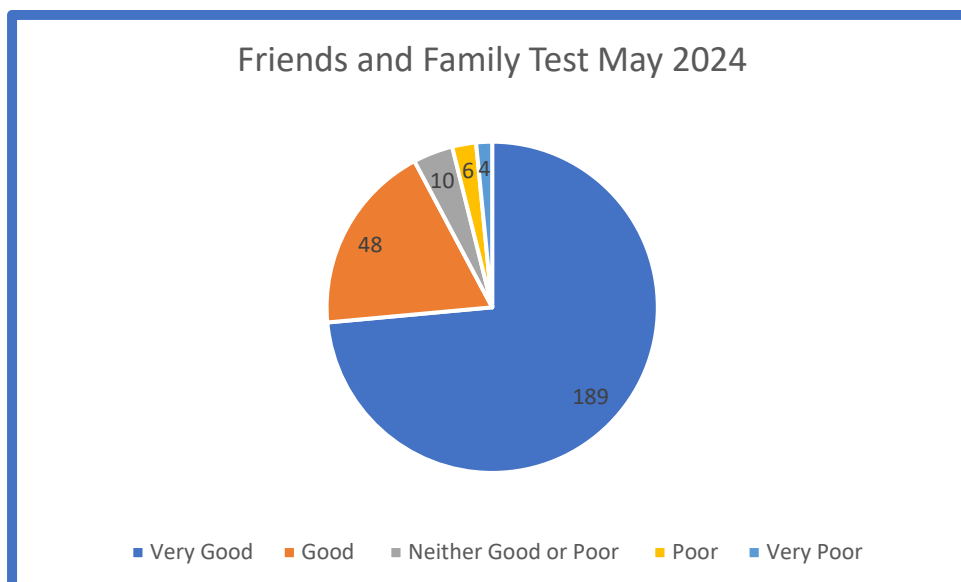


Peak and Dales Medical Partnership



92% of patients rated us as very good or good

What were we good at? A selection of comments

- All employees I have engaged with - whether at reception, nurse practitioners, doctors. I hope I have not missed anyone. The surgery is the best I've been with.
- knowing how to work with someone with a learning disability
- You are made to feel very welcome and put at ease
- 5 star treatment in every way
- Listened to and felt valued
- Excellent advice and care
- Friendly and efficient service.
- Called in the Tideswell Surgery and had several call backs re appointment staff extremely helpful and saw female doctor as requested.
- My appointment booked only 36 hrs before.
It was bang on time, Carol on reception did exactly as she said she would do (call me on the day to confirm my appointment) and Dr Adeney was very thorough and pleasant.
Good service from Tideswell 👍
- Dr Todd was very thorough while putting my husband and I completely at ease. His manner was friendly and we both enjoyed the occasional humour. His explanations were easily understood and in no way was he ever condescending.

What do we need to improve?

- Booked the appointment weeks ago and the person on the phone told me Tideswell when I asked which site. When I got there yesterday for my appointment i was told Bakewell and therefore couldn't get it done. I'd rearranged work meetings in advance to attend and it was a complete waste of time
- Extremely challenging process to get an appointment. Ringing repeatedly in the "appointment booking slot" of 8-10 am after being told to dial "999" if at death's door or try an optician if I'm phoning about my eyes was very frustrating.