

Dates	Department	Rating	Response
03/06/2024	HCA	Very Good	In cared for and out
03/06/2024	GP	Very Poor	Arrived early for my appointment, only to be told I didn't have an appointment! Showed my text message with date and time, and the response was the lady on reception said she didn't know where the text had come from! Had to take time from work! Poor
03/06/2024	NURSE CLINIC	Good	I was offered a same day appointment due to a cancellation
04/06/2024	GP	Very Good	Cant complain about the service I think its very good staff are really helpful can't ask any more ?
04/06/2024	GP	Very Good	The doctor listened to my
04/06/2024	HCA	Very Good	I logged in my details and no sooner sat down in the surgery when my name was called, this being 5 minutes earlier than the time given, also my review was undertaken smoothly by the HCA, all good, thank you
04/06/2024	HCA	Very Good	As it was a pre booked appointment everything was efficient and nurse was very nice and thorough, totally different to trying to get an appointment when your not well and phone for appointment on the day and never successful
04/06/2024	Session	Very Good	
04/06/2024	Session	Very Good	Physio is a excellent at her job caring reassuring
04/06/2024	HCA	Very Good	My appointment ran on time.
04/06/2024	HCA	Very Good	Thanks Professional, patient and understanding
04/06/2024	HCA	Good	
04/06/2024	Nurse Practitioner	Very Good	Always patient and reassuring in her approach She listens and gives the correct approach to treatment taking into account worries and concerns
05/06/2024	HCA	Very Good	
05/06/2024	HCA	Very Good	Very quick COVID jab
05/06/2024	HCA	Very Good	Pleasant nurse put you at ease
05/06/2024	PRACTICE NURSE	Very Good	
05/06/2024	HCA	Very Good	Pleasant and nurse put you at ease
05/06/2024	Phlebotomist	Very Good	Only waited for five minutes and staff are wonderful
05/06/2024	Phlebotomist	Very Good	Dr was pleasant and through
05/06/2024	HCA	Very Good	My appointment was on time, I was in and out very quickly, and the staff was very pleasant.
05/06/2024	PRACTICE NURSE	Very Good	Polite receptionist, appointment available at a suitable time. Lovely nurse practitioner, who listened, checked my problem and offered up advice, give treatment and advised what to do if the outcome not as expected
05/06/2024	Phlebotomist	Very Good	Prompt pleasant and informative
05/06/2024	HCA	Very Good	On time and no problems. Pleasant staff
05/06/2024	HCA	Very Good	Professional personnel
05/06/2024	Phlebotomist	Very Good	Friendly, timely and professional
05/06/2024	HCA	Good	Lovely nurse sorry forgotten her name. Very professional and a bit of fun. Xx
05/06/2024	HCA	Very Good	Was seen on time . The nurse was very pleasant , she gave me a tissue for my dripping nose , which was nice .

05/06/2024	Phlebotomist	Very Good	I was seen within a reasonable time of my appointment. The doctor listened carefully and explained a number of options. I was happy with our decision as to how to proceed
05/06/2024	GP	Very Good	
05/06/2024	GP	Very Good	
05/06/2024	Phlebotomist	Very Good	Excellent service, very professional
06/06/2024	HCA	Very Good	Prompt timing and nurse was excellent
05/06/2024	HCA	Very Good	The nurse explained everything she was doing
05/06/2024	HCA	Very Good	I had know problem at all with all the staff and the nurses with my appointment thank you so much xx
06/06/2024	Phlebotomist	Good	
06/06/2024	Phlebotomist	Very Good	Had blood samples taken efficiently by a pleasant friendly member of staff with no waiting time
05/06/2024	HCA	Very Good	On time. Super nurse.
06/06/2024	Phlebotomist	Very Good	Phlebotomist is patient and understanding and takes time. Grateful for his help.
06/06/2024	HCA	Very Good	Went to see the physio this morning put me at my ease and explained my problem. And is sorting for me.
05/06/2024	Phlebotomist	Very Good	Appointment was booked no problem through the receptionist and GP.
06/06/2024	Phlebotomist	Very Good	Always polite, helpful and very efficient. Have been a patient
06/06/2024	Phlebotomist	Very Good	Had blood taken and it only taken him 1 attempt not 3 or 4 like it dose for the nurses wich is better as I get stressed thankyou
06/06/2024	Phlebotomist	Very Good	Very thorough. Long Time taken on my last 3 visits. Explained everything they were doing. Very impressed.
06/06/2024	Phlebotomist	Very Good	Very prompt and totally professional in keeping with my previous experiences at North House surgery
06/06/2024	Phlebotomist	Very Good	Friendly service
06/06/2024	Phlebotomist	Very Good	Was seen on time reception team were really friendly & helpful
06/06/2024	SMEAR REMOTE BOOKING CLINIC	Very Good	The nurse I saw was chatty and personable and put me at ease
06/06/2024	Baby Immunisation Clinic	Very Good	Always a pleasure having an appointment. Friendly, professional and always on time. Thank you.
06/06/2024	Phlebotomist	Good	The nurse who took my bloods was really good
06/06/2024	Baby Immunisation Clinic	Very Good	Clear instruction, felt supported listened to. Making good improvement. Everything explained clearly and reassure if any concerns to get in touch.
07/06/2024	GP	Very Good	The doctor was very thorough and checked everything. She was fantastic and explained everything she was doing and asked if it was okay to do what she did. She checked daughter over fully and was very kind and amazing at her job
07/06/2024	HCA	Very Good	
05/06/2024	HCA	Very Good	No problems, very efficient
05/06/2024	HCA	Very Good	Appointment was on time and nurse was very efficient
07/06/2024	GP	Very Good	So caring and explaining what was wrong and what can be done, and giving me good advice
07/06/2024	Phlebotomist	Very Good	The nurse that did bloods was so kind and caring
07/06/2024	GP	Very Good	The doctor i spoke to was brilliant very very helpful
06/06/2024	Phlebotomist	Very Good	Exelent verry happy thank you .
05/06/2024	HCA	Very Good	The doctor I seen was very well spoken listen to everything I had to say x
06/06/2024	Phlebotomist	Good	I got a good service on this visit
07/06/2024	HCA	Very Good	Appointment kept to stated time and nurse was professional and courteous
06/06/2024	Phlebotomist	Very Good	Excellent
07/06/2024	NURSE CLINIC	Very Good	Pleasant staff

10/06/2024	HCA	Very Good	On time for appointment
10/06/2024	HCA	Very Good	Nurse was very helpful
10/06/2024	HCA	Very Good	Booked in sat just 5 minutes nurse came had my bloods taken and blood pressure taken all done in very little time, Had a question for the diabetic nurse and was seen straight away thanks
10/06/2024	Covid Vaccination	Very Good	appointment on time and the nurse was very considerate and caring.
10/06/2024	HCA	Very Good	Went in early, very quick giving blood etc and out again within 10 minutes.
10/06/2024	Covid Vaccination	Very Good	Had my covid injection. Lady was very helpful in finding out when my husband was due for his injection
10/06/2024	Covid Vaccination	Very Good	No waiting and very helpful xx
10/06/2024	Covid Vaccination	Very Good	Quick and friendly.
11/06/2024	HCA	Very Good	Prompt service good staff ?
11/06/2024	Nurse Practitioner	Very Good	Prompt, polite response by a knowledgeable efficient healthcare professional
11/06/2024	HCA	Good	On time
10/06/2024	HCA	Very Good	Friendly and efficient
11/06/2024	HCA	Very Good	First class friendly staff made me feel welcome very easy to talk to
11/06/2024	GP	Very Good	The fact that Dr was friendly , listened without being judgmental & gave me options as to my treatment made me feel that I mattered
12/06/2024	Nurse Practitioner	Very Good	NP was understanding and responsive as always. Made me feel listened to and understood. She was pro active and helpful.
07/06/2024	HCA	Good	
12/06/2024	Phlebotomist	Very Good	
12/06/2024	Phlebotomist	Very Good	Cheerful and welcoming bloke took my blood. In and out in 5 mins. Excellent
12/06/2024	HCA	Very Good	
12/06/2024	Phlebotomist	Very Good	Got seen straight away on time and by a very polite and well mannered gentleman
12/06/2024	HCA	Very Good	Very friendly and helpful staff.
12/06/2024	Phlebotomist	Very Good	Appointment was on time, pleasant phlebotomist very professional. Appointment arranged around my schedule, could not have gone better.
12/06/2024	HCA	Very Good	
12/06/2024	PRACTICE NURSE	Very Good	Appointment on time, Practice Nurse pleasant and methodical
12/06/2024	Phlebotomist	Very Good	
12/06/2024	GP	Very Good	
10/06/2024	Covid Vaccination	Very Good	Nurse was very efficient and professional. Treatment was given with care and attention.
12/06/2024	HCA	Very Good	Nurse very pleasant and understanding
11/06/2024	HCA	Very Good	
13/06/2024	Phlebotomist	Very Good	
13/06/2024	Phlebotomist	Very Good	Treat with respect and very friendly
13/06/2024	Phlebotomist	Very Good	
13/06/2024	HCA	Very Good	
13/06/2024	Baby Immunisation Clinic	Very Good	No waiting my appointment was on time and I was very happy with the help and advice i received.
12/06/2024	PRACTICE NURSE	Very Good	Lovely nurse and on time
13/06/2024	Phlebotomist	Very Good	Not long to wait in waiting room, very pleasant man who took my blood test
13/06/2024	Phlebotomist	Very Good	Very good service

13/06/2024	GP	Very Good	
14/06/2024	GP	Very Good	The doctor was very patient with me
14/06/2024	GP	Very Poor	My telephone appointment was at 9.10 and I'm still waiting now at 11.15 absolutely ridiculous
14/06/2024	Phlebotomist	Very Good	Nurse was pleasant, and very professional.
14/06/2024	Phlebotomist	Very Good	Always so friendly and waiting times are brilliant
14/06/2024	HCA	Very Good	Apptment on time very friendly staff
14/06/2024	Phlebotomist	Very Good	Friendly professional and explained clearly what was to be done
14/06/2024	HCA	Very Good	Very friendly and helpful
13/06/2024	Attached Staff	Very Good	Given professional advice
13/06/2024	Phlebotomist	Very Good	The nurse was lovely and really quick
13/06/2024	Phlebotomist	Very Good	Seen on time. Staff friendly and supportive.
07/06/2024	HCA	Very Good	
14/06/2024	Phlebotomist	Very Good	Every thing went well
17/06/2024	HCA	Very Good	Because everything was on time quick and appeared satisfactory
17/06/2024	HCA	Very Good	The nurse was patient with me and said i could return in 6 weeks to be weighed because i had put on weight - which is what i will do, thank you
17/06/2024	GP	Very Good	I had asked for a call back from GP he rang spoke to me he made appt to see him 2hours later saw him and was satisfied with outcome
17/06/2024	HCA	Very Good	Appointment was proactively booked by the surgery, there was no wait time and the practitioner was very approachable, couldn't have asked for a better experience
17/06/2024	GP	Neither Good Nor Poor	Didn't explain why I could be experiencing symptoms
17/06/2024	GP	Very Good	Dr is a lovley was very honest with me and showed he had a duty of care which I feel he cares about his patients hevwas honest and very straight to the point he's a nice man.
17/06/2024	GP	Very Good	Very help
18/06/2024	Session	Very Good	The practitioner was considerate and patient and offered sound advice. I felt listened to and comfortable discussing my concerns. She was positive and I felt offered a person centered approach. Much appreciated thanks
05/06/2024	HCA	Very Good	On time, polite, pleasant
18/06/2024	HCA	Very Good	Nurse was very nice.
18/06/2024	Session	Very Good	
18/06/2024	HCA	Very Good	I was seen exactly on time and everything was explained to me.
18/06/2024	HCA	Poor	I was booked in for the wrong appointment when I clarified with the reception staff what was requested from the doctor. This was quickly corrected by the nurse I saw so thank you to her
19/06/2024	HCA	Very Good	Only went to have a monitor fitted. On time.
19/06/2024	PRACTICE NURSE	Very Good	She was very helpful
19/06/2024	Nurse Practitioner	Very Good	I had 2 appointments booked 20mins apart with 2 different people they made it into 1 consultation seeing both at the same time. Both were very helpful understanding and efficient. NP in particular she is a credit to your team.
19/06/2024	PRACTICE NURSE	Very Poor	Prescribed antibiotics but because of limitations of GPs was told could not be prescribed till the following day.
19/06/2024	Nurse Practitioner	Very Good	Got appointment no problem for my grandchild. Very reassuring experience. Health practitioner very professional as usual.

19/06/2024	Nurse Practitioner	Very Good	Reception lady very helpful got me in same day lady i saw was brilliant thanks
20/06/2024	Baby Immunisation Clinic	Very Good	The nurse was willing to listen to what I had
19/06/2024	PRACTICE NURSE	Very Good	I was very happy with the nurse and the outcome
20/06/2024	SMEAR REMOTE BOOKING CLINIC	Very Good	The Nurse gave me information and went through everything very thoroughly. Thank you
20/06/2024	Baby Immunisation Clinic	Very Good	
20/06/2024	Baby Immunisation Clinic	Very Good	The nurse who took my stitches out was very caring polite and always asking me if I was okay. Very good service
13/06/2024	Phlebotomist	Very Poor	Seen by what I am sure a very competent doctor but whom needs training in emotional intelligence. Would welcome a call from practice manager.
20/06/2024	Nurse Practitioner	Good	I was seen at my appointment time and was listened to by the nurse practitioner who examined me and is arranging a scan
20/06/2024	GP	Very Good	First class service every time. No complaints.
24/06/2024	HCA	Very Good	Seen before appointment time, in and out fast with great service and professionalism.
24/06/2024	HCA	Very Good	The service I received from the nurses today was brilliant .But I also have a slight caveat i e the surgery. I left hospital last week, and I'm worried about my condition and I've been asking to speak to a Dr with no luck , v disappointed with this.
25/06/2024	HCA	Very Good	Very Pleasant and helpful staff
25/06/2024	HCA	Very Good	The nurse was very good and explained everything perfectly
25/06/2024	Session	Very Good	I am so pleased with the service that I received she listened to my needs and was very kind, caring and understanding.
25/06/2024	HCA	Very Good	The nurse I saw was very welcoming and engaging, nothing was a problem to her. She gave sound advice and shared experiences. She is a credit to the practice.
25/06/2024	HCA	Very Poor	I was asked to make app because I turned 53 in May I was under the impression it was for a full health check.. no was just for bloods thyroid and kidney.. I explained to the nurse I haven?t been feeling too good the last few months she just said wait
26/06/2024	Baby Immunisation Clinic	Very Good	
26/06/2024	PRACTICE NURSE	Very Good	Waiting time was very quick and the dr was very thorough and informative
25/06/2024	HCA	Very Good	Helpful appt
12/06/2024	HCA	Very Good	Every time I attend the surgery I am made to feel that I am the most important patient in the land. Honestly. Thank you and God bless you all.
30/06/2024		Very Good	Because you help people feel better
30/06/2024		Very Good	You are an excellent surgery. I have no issues with any of you, including receptionists.