

Dates	Department	Rating
04/05/2023	GP	Very Good
04/05/2023	GP	Very Good
04/05/2023	GP	Very Good
04/05/2023	NURSE CLINIC	Very Good
04/05/2023	GP	Very Good
04/05/2023	Baby Immunisation Clinic	Very Good
04/05/2023	HCA	Very Good
05/05/2023	HCA	Very Good
04/05/2023	HCA	Very Good
05/05/2023	HCA	Very Good
04/05/2023	GP	Very Good
05/05/2023	HCA	Very Good
05/05/2023	GP	Very Good
05/05/2023	Nurse Practitioner	Very Good
05/05/2023	GP	Very Good
05/05/2023	HCA	Very Good
05/05/2023	HCA	Very Good
05/05/2023	NURSE CLINIC	Very Good
05/05/2023	Nurse Practitioner	Very Good
05/05/2023	HCA	Very Good
05/05/2023	GP	Very Good
05/05/2023	GP	Very Good
05/05/2023	GP	Very Good
05/05/2023	NURSE CLINIC	Very Good
05/05/2023	HCA	Very Good
05/05/2023	GP	Very Good
05/05/2023	HCA	Very Good
09/05/2023	HCA	Very Good

09/05/2023	HCA	Very Good
10/05/2023	Baby Immunisation Clinic	Very Good
10/05/2023	NURSE CLINIC	Very Good
10/05/2023	GP	Very Good
10/05/2023	HCA	Very Good
10/05/2023	NURSE CLINIC	Very Good
10/05/2023	HCA	Very Good
10/05/2023	HCA	Very Good
11/05/2023	GP	Very Good
11/05/2023	HCA	Very Good
11/05/2023	NURSE CLINIC	Very Good
11/05/2023	NURSE CLINIC	Very Good
11/05/2023	HCA	Very Good

11/05/2023	Attached Staff	Very Good
11/05/2023	NURSE CLINIC	Very Good
11/05/2023	Attached Staff	Very Good
09/05/2023	HCA	Very Good
11/05/2023	HCA	Very Good
10/05/2023	NURSE CLINIC	Very Good
11/05/2023	Baby Immunisation Clinic	Very Good
11/05/2023	Baby Immunisation Clinic	Very Good
11/05/2023	HCA	Very Good
11/05/2023	HCA	Very Good
11/05/2023	HCA	Very Good
12/05/2023	HCA	Very Good
11/05/2023	Attached Staff	Very Good
12/05/2023	HCA	Very Good
12/05/2023	HCA	Very Good
11/05/2023	Attached Staff	Very Good
12/05/2023	HCA	Very Good
12/05/2023	HCA	Very Good
05/05/2023	HCA	Very Good
12/05/2023	HCA	Very Good
12/05/2023	NURSE CLINIC	Very Good
12/05/2023	HCA	Very Good
12/05/2023	HCA	Very Good
12/05/2023	HCA	Very Good
11/05/2023	HCA	Very Good
12/05/2023	GP	Very Good
05/05/2023	HCA	Very Good
12/05/2023	HCA	Very Good

04/05/2023	HCA	Very Good
04/05/2023	GP	Very Good
12/05/2023	HCA	Very Good
09/05/2023	HCA	Very Good
31/05/2023	GP	Very Good
31/05/2023	GP	Very Good
31/05/2023	NURSE CLINIC	Very Good
04/05/2023	NURSE CLINIC	Good
05/05/2023	GP	Good
05/05/2023	HCA	Good
05/05/2023	GP	Good
05/05/2023	HCA	Good
09/05/2023	HCA	Good
09/05/2023	HCA	Good
09/05/2023	NURSE CLINIC	Good
10/05/2023	NURSE CLINIC	Good
11/05/2023	Attached Staff	Good
11/05/2023	NURSE CLINIC	Good
11/05/2023	NURSE CLINIC	Good
11/05/2023	HCA	Good
10/05/2023	NURSE CLINIC	Good
11/05/2023	HCA	Good
10/05/2023	HCA	Good
04/05/2023	NURSE CLINIC	Good
04/05/2023	GP	Good
12/05/2023	NURSE CLINIC	Good
09/05/2023	HCA	Poor
05/05/2023	GP	Very Poor
09/05/2023	HCA	Don't Know

12/05/2023	HCA	Don't Know
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<u>Response</u>
The doctor was really lovely and took lots of time to discuss things with me. Very pleased with my visit.
Doctor was very helpful and listened to me and I felt very comfortable talking to him
The staff are friendly and helpful, it's the waiting but i don't mind if you want to be seen. The doctors and nurses are doing a good job.The practice covers a large area.
Nothing negative about my visit, Nurse very pleasant and attentive. 10/10 !
Dr very professional and explained everything
Always receive really good service, medical advice & treatment.
I had appointment with the nurse for blood tests and my veins are very poor, the lovely lady put me at ease and hit the jackpot vein first time.
Pleasant staff, dealt with in a timely manner
Excellent pleasant staff no waiting time
Dr was very attentive and very thorough and made me feel at ease as he did the week before. An extremely pleasant and genuine gentleman.
On time and very friendly
Prompt appointment and excellent service.
I was treat with efficiency and courtesy
After receiving a telephone call from the doctor I was given a appointment the same day and was informed of the treatment I required and when it was scheduled First class
The staff are friendly and make you at ease.
Because I was pleased with the way I was dealt with.
Because you asked me
Really explained everything fully put me at complete ease and very friendly.
The Doctor was very helpful and listened to my problems and gave me advice on diet and things to avoid eating and drinking moving forward
Receptionist very polite, waiting time wasn't to long . Dr very professional and helpfull.
The nurse was lovely, explained everything and answered all of my questions. She made me feel at ease, everything you would want a nurse to be.
Staff always friendly and informative 10/10 thank you
Prompt & efficient. Treated well in all respects.
I attended for blood tests. I was seen at the appointed time. The nurse was very pleasant & very efficient. I have poor veins in my arm. Sometimes more than one attempt is needed to extract blood. The nurse hit it right first time.
My appointment was on time and my procedre was carried out caring and professional by a competent nurse

Seen on time by a very pleasant nurse, who dealt very efficiently with the blood test
Friendly
Appointment was no time. The nurse I saw was friendly. She carried out the checks I needed doing explaining things as she did them.
Seen very quickly. Just a routine blood test.
Always on time
Excellent service
I was straight in and out on time.
Was my first time going to the doctors for a diabetic check up
Appointment was on time, the nurse was friendly and professional.
From booking to arriving receptionist was fab.
Time waited when arrived very quick and feedback from dr easy to understand. Follow up appointments x ray and bloods timely. Feedback from dr within 24 hrs.
Staff always polite.
Quick appointment and lovely nurse
I gave this answer because I couldn't fault the service I received
Quick and great response
Staff always willing to help and dr is a brilliant dr and he always listens
Got in to see my GP straight away no hesitation
Nurses are polite & helpful
The nurse was reassuring and very caring. There was a new birthday system which she explained did blood tests and BP and said if there was anything wrong they would be back in touch.
Thank you to all at North House Surgery
Friendly, on time. I appreciate your new efforts all round makes one feel cared for !
Pleasant staff
Was happy with consolation
Really nice nurse
On time
Quick/ friendly service
The nurse explained the reason for my visit and what was being checked in my blood test and urine sample.

Very satisfied with the consultation
Nurse explained everything in relation to my appointment . Them told me when results would come to my house .
Explained everything about my pain and what was going to happen
Always friendly and helpful to help people ? ?
Everything was straight forward went without any problems
Very professional and very happy with the ear syringe
April answered all my queries honestly and gave good advice
My son was having his pre school jabs and the nurse took the time to get to know what he likes (Spider-Man) she told him she gave him spidey powers in his injection, which he has been so happy with and told everyone he now has spidey powers.
Health practitioner was very nice and helpful
The Nurse was very pleasant and gentle
Very pleasant and accommodating
No problems were great
Very informative regarding my ailment excellent bedside manners .
Nurse was very nice appointment was on time . Explained everything to me as I had some questions.
Appointment was on time and the nurse that saw me took time with me and was very polite and very friendly
Iv had a frozen shoulder for months and been through a lot of pain my physio appointment went great and now I?m getting the help I need thank you .
Appt on time . Very professional
The nurse I saw was excellent! It is difficult to get any blood out of me, first go, did it!! She was so gentle and reassuring. A lovely lady. It was certainly worth the wait, I could see how busy you were, so no qualms about that.
Appointment on time and very courteous
Was very help full and efficient and explained and on time
Appointment on time professional and efficient
Excellent meeting with nurse. Explained everything.
Nurse was very nice. Very helpful when I asked about something other than what my appointment was for
Very helpful and all explanations give to my questions. Professional approach, with a smile.
Efficient and friendly service and appointment happened more or less on time
The Dr was fantastic he was lovely,very professional
Was seen very quickly and the nurse was so lovely and booked an appointment in for me with the physio therapist
Pleasant receptionist and nurse who explains what I asked

I have not had a problem with the surgery. Everyone is helpful and polite.
The appointment was as scheduled, the nurse was very approachable and efficient.
Helpful advice and all done with friendly and polite attitude.
I found the doctor to be on the ball and made me feel i meant something and just not a next please move along.
The nurse was very friendly and nice personality.
Wait time slightly longer than anticipated.
Consultation was good
No problems
Only waited a few minutes got in to see nurse five minutes and back out no problem
Health check should include more questions and also include mental health and age appropriate questions. Was too quick. But the nurse was lovely and great at her job.
It was no different to any other visit. Also the issue was not being resolved then yet I'm still struggling to breathe
Waited 15 minutes after appointment time
Helpful advice given
Was a quick appointment. Friendly lady.
Appointment was on time. Nurse polite and helpful.
I attended for my appointment at the time stated and was seen to within 10 minutes by the nurse.
Everything went as planned.
Asked from NHS website.
I couldn't rate the reception staff, doctors and nurses more they are all genuinely lovely people who show empathy and kindness. My only issue was waiting times for appointments and not actually ever seeing the doctor face to face.
got cancelled
Waited over three weeks just for a phone appointment. Not even with my own doctor. Who then said I need to see you. Doctors need to get back to seeing patients face to face and stop using covid as an excuse. Unacceptable!
The appointment was cancelled on the visit.

I had to cancel the appointment as I have covid