

| Dates | Site | Department | Rating | Response |
|------------|---------------------|--------------------------|-----------------------|--|
| 01/06/2023 | North House Surgery | GP | Very Good | I was seen quickly and treated with dignity and respect. |
| | | | Don't Know | Was waiting over 30 mins appointment was at 11:30 Still no further forward in loads of pain |
| 01/06/2023 | North House Surgery | GP | Very Good | |
| 01/06/2023 | North House Surgery | GP | Very Good | |
| 01/06/2023 | North House Surgery | HCA | Very Good | The nurse listened to how I was feeling. Talked me through the tests she was taking |
| 01/06/2023 | North House Surgery | Nurse Practitioner | Neither Good Nor Poor | The device once I managed to get an appointment was excellent but getting an appointment that is a different story |
| | | | Very Good | The nurse was very helpful put me to ease very pleasant . |
| 01/06/2023 | North House Surgery | NURSE CLINIC | Very Good | On arrival receptionist was welcoming too. I always get good help from the surgery. |
| 01/06/2023 | North House Surgery | Baby Immunisation Clinic | Very Good | Quick to get my bloods done, in and out in around 15 minutes with very polite staff! |
| 01/06/2023 | North House Surgery | HCA | Good | Because I was asked to attend review appointment |
| 01/06/2023 | North House Surgery | Baby Immunisation Clinic | Very Good | |
| 01/06/2023 | North House Surgery | Nurse Practitioner | Very Good | |
| 01/06/2023 | North House Surgery | GP | Very Good | The doctor is fab |
| 01/06/2023 | North House Surgery | Nurse Practitioner | Good | |
| 02/06/2023 | North House Surgery | HCA | Very Good | |
| 01/06/2023 | North House Surgery | GP | Very Good | They gave me a good check and helped her with no issues. |
| 02/06/2023 | North House Surgery | Nurse Practitioner | Very Good | Nurse Practitioner is a credit to the surgery her advice and compassion during an appointment always leaves me at ease |
| 02/06/2023 | North House Surgery | HCA | Very Good | Dealt with on time and further treatment to be arranged. |
| 02/06/2023 | North House Surgery | Nurse Practitioner | Very Good | I was checked thoroughly at his appointment and made to be at ease |
| 02/06/2023 | North House Surgery | NURSE CLINIC | Very Good | Put at ease, explained procedures and information about results and treatments |
| | | | Very Good | I was offered an appointment quickly, when it wasn't possible for me to attend the first appointment offered I was then offered a suitable alternative. When I attended my appointment I was dealt with kindly efficiently and given the treatment needed |
| 02/06/2023 | North House Surgery | Nurse Practitioner | Very Good | Put at ease explained what was going on very professional |
| 02/06/2023 | North House Surgery | HCA | Very Good | The doctor helped me with the problems I had and also eased my anxiety about it |
| 02/06/2023 | North House Surgery | GP | Very Good | Short wait and nurse very efficient |
| | | | Very Good | Got an appointment to see Nurse Practitioner later in the day. She dealt with me at the time and arranged for pills to be available at Crook Pharmacy. All very quick and easy. Thank you |
| 02/06/2023 | North House Surgery | Nurse Practitioner | Very Good | The nurse was very helpful on sorting out my bloodtests, something that has been needing doing for a long while. She was friendly and knowledgeable |
| 05/06/2023 | North House Surgery | HCA | Very Good | I was dealt with very quickly, the staff were all helpful and pleasant. |
| 05/06/2023 | North House Surgery | HCA | Very Good | Rang this morning physio at 10 Referred to GP surgery rang at 11:45 to give appointment date of 26 June long time to see the GP but today's service very good Thanks |
| 05/06/2023 | North House Surgery | Attached Staff | Good | Phone call system is inconvenient . Dr I saw was amazing |
| 05/06/2023 | North House Surgery | GP | Very Good | |
| 05/06/2023 | North House Surgery | HCA | Very Good | |
| 05/06/2023 | North House Surgery | GP | Very Good | The doctor took time to examine and explain my problem |
| | | | Very Good | Thorough examination of diabetic check up felt really happy with progress. The nurse was amazing and listened to me and we discussed a lot of things and due a follow up in 2 weeks time. |
| 05/06/2023 | North House Surgery | NURSE CLINIC | Very Good | So friendly |
| 05/06/2023 | North House Surgery | HCA | Very Good | |
| 05/06/2023 | North House Surgery | GP | Very Good | |
| 05/06/2023 | North House Surgery | HCA | Very Good | No problems , lovely nurse |

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|------------|---------------------|--------------------------|-----------|---|
| 05/06/2023 | North House Surgery | HCA | Very Good | The staff are polite, efficient and friendly. |
| 05/06/2023 | North House Surgery | HCA | Very Good | The nurse was very professional |
| 06/06/2023 | North House Surgery | HCA | Good | Friendly staff efficient service |
| 06/06/2023 | North House Surgery | GP | Very Good | |
| | | | Very Good | Fast friendly efficient nurse appointment with HCA, also spoke to the receptionist on my way out about a separate appointment issue and she was friendly and helpful |
| 06/06/2023 | North House Surgery | HCA | Very Good | Excellent quality |
| 06/06/2023 | North House Surgery | HCA | Good | Relatively on time but notes where not great for the bloods I needed. The nurse was extremely helpful and friendly. |
| 06/06/2023 | North House Surgery | HCA | Very Good | Because I was seen to on time and everything went smoothly. |
| | | | Very Good | HCA is always very friendly and welcoming. |
| | | | | She books in my next appointment, and makes sure I am feeling OK. |
| 06/06/2023 | North House Surgery | HCA | Very Good | Appointment was on time ,nurse was very nice and friendly, explained what she was doing . |
| 06/06/2023 | North House Surgery | NURSE CLINIC | Very Good | Very helpful staff from reception to nurse |
| 06/06/2023 | North House Surgery | HCA | Very Good | Got straight in and the doctor was very helpful |
| 06/06/2023 | North House Surgery | GP | Very Good | Nurse was very good and listened to me |
| 06/06/2023 | North House Surgery | HCA | Very Good | Nurse was very good and listened to me |
| 01/06/2023 | North House Surgery | GP | Good | Would have been very good if appointments ran more or less to the time not half an hour late |
| 06/06/2023 | North House Surgery | GP | Very Good | Down to how well I got treated on the phone |
| | | | Poor | Although the nurse who I saw was fantastic. When I need to make an appointment it is impossible, what I'm told is "to phone tomorrow," I would accept I might have wait days or a week if needed. It's a very poor system at that doctor's! |
| 06/06/2023 | North House Surgery | HCA | Very Good | Everything was great thanks, |
| 05/06/2023 | North House Surgery | HCA | Very Good | Great service |
| 06/06/2023 | North House Surgery | HCA | Very Good | |
| 06/06/2023 | North House Surgery | HCA | Good | |
| 06/06/2023 | North House Surgery | HCA | Very Good | My appointment was on time both the nurses I had to see were friendly and professional |
| 06/06/2023 | North House Surgery | HCA | Very Good | Went through the appointment with ease and everything was explained well. |
| 06/06/2023 | North House Surgery | HCA | Very Good | Doctors were very good trying to get my health issues sorted, and getting appointments at hospitals |
| 06/06/2023 | North House Surgery | HCA | Good | Had to wait longer than expected , but worth it. |
| 07/06/2023 | North House Surgery | HCA | Very Good | Both members of staff were caring and patient when carrying out the blood test with very difficult veins |
| 06/06/2023 | North House Surgery | GP | Good | Long wait but comfortable and appointment went well |
| 07/06/2023 | North House Surgery | HCA | Good | Friendly atmosphere, clean and tidy surgery, prompt and efficient service |
| 06/06/2023 | North House Surgery | GP | Very Good | Reception staff very understanding of my needs, and arranged an appointment with respect if my concerns. |
| 06/06/2023 | North House Surgery | HCA | Very Good | The nurse was very helpful, professional and knowledgeable |
| | | | Very Good | The doctor was very helpful put me at ease and explained everything that was going to happen and at the end she asked me if I had any questions |
| 07/06/2023 | North House Surgery | GP | Good | Nurse is always friendly & puts patients at ease |
| 07/06/2023 | North House Surgery | NURSE CLINIC | Very Good | The nurse I saw put me at ease straight away. Don't know her name but she was lovely and very professional. |
| 07/06/2023 | North House Surgery | HCA | Very Good | On time, nurse friendly |
| 07/06/2023 | North House Surgery | HCA | Very Good | I was only sat for 2 minutes which was really good |
| 07/06/2023 | North House Surgery | HCA | Very Good | On time. To the point and very helpful and efficient. Received similar treatment to private health care in my opinion . |
| 07/06/2023 | North House Surgery | GP | Very Good | Didn't have a long wait and the nurse practitioner was friendly and supportive |
| 06/06/2023 | North House Surgery | HCA | Very Good | Very polite staff, helpful when asked questions. Staff very professional and friendly. Busy waiting area however no significant delays to waiting for appointments. |
| 07/06/2023 | North House Surgery | Baby Immunisation Clinic | Good | Although I had to phone on two consecutive days to get an appointment, I was seen by a Dr and received the necessary help on the second day. |
| 02/06/2023 | North House Surgery | GP | Good | I got a face to face appointment with a GP , and not referred to the practice nurse |
| 05/06/2023 | North House Surgery | GP | Very Good | the consultation went very well, but I had problems getting a consultation. I called countless times, I also went to the reception, but I was told that I can only get it by phone. |
| 07/06/2023 | North House Surgery | GP | Very Good | |
| 08/06/2023 | North House Surgery | NURSE CLINIC | Very Good | |

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|------------|---------------------|--------------------|-----------|---|
| 08/06/2023 | North House Surgery | NURSE CLINIC | Good | |
| 08/06/2023 | North House Surgery | HCA | Very Good | Saw a lovely nurse she took the time to explain things and put me at ease. |
| 08/06/2023 | North House Surgery | GP | Very Good | |
| 08/06/2023 | North House Surgery | Attached Staff | Very Good | He was very understanding and helpful |
| 08/06/2023 | North House Surgery | Nurse Practitioner | Very Good | What a lovely helpful lady who genuinely cares, very happy with response time and treatment |
| 07/06/2023 | North House Surgery | HCA | Very Good | Very nice and she took her time |
| 08/06/2023 | North House Surgery | HCA | Very Good | The nurse was friendly and welcoming, she explained everything she was doing any why, she also gave some good advice. |
| 07/06/2023 | North House Surgery | HCA | Very Good | Telephone appointments with the doctor were informative and he quickly diagnosed my problem without any hesitation. |
| | | | Very Good | Always kind and helpful, always willing to listen and give good advice, even if you can't get into have an appointment getting to talk to gp on the phone can help a lot |
| 01/06/2023 | North House Surgery | GP | Very Good | The nurse I saw could get blood so called for the phlebotomy and he came straight I to help. Nothing g was a bother to him |
| 07/06/2023 | North House Surgery | NURSE CLINIC | Good | Not a long to wait to see nurse |
| 06/06/2023 | North House Surgery | HCA | Very Good | Crook drs are best around i have every confidence i all of them.lovely friendly helpfull receptionists too.cud do with the lower desk open for wheelchair users tho like myself |
| 08/06/2023 | North House Surgery | GP | Very Good | The doctor I saw was great very polite and friendly .I was seen very quickly and on time .A proper exam was carried out to my problem and I was happy that ever aspect was explored.. |
| 09/06/2023 | North House Surgery | GP | Very Good | |
| 09/06/2023 | North House Surgery | HCA | Very Good | All staff were friendly and helpful |
| 09/06/2023 | North House Surgery | NURSE CLINIC | Very Good | The nurse I saw today is excellent. Always very professional and helpful |
| 09/06/2023 | North House Surgery | NURSE CLINIC | Very Good | The nurse was very good at her job. Pleasant and genuinely cared. |
| 09/06/2023 | North House Surgery | HCA | Very Good | Prompt appointment and very helpful staff |
| 08/06/2023 | North House Surgery | GP | Very Good | Physio appointment went very well, listened to me and gave me exercises to help |
| 09/06/2023 | North House Surgery | Attached Staff | Very Good | |
| 09/06/2023 | North House Surgery | HCA | Very Good | Quick, friendly, no fuss. |
| 09/06/2023 | North House Surgery | HCA | Good | Satisfied by the service |
| 09/06/2023 | North House Surgery | GP | Very Good | My appointment was on time, then was dealt with, professionally, politely. Overall a good experience. |
| 09/06/2023 | North House Surgery | Phlebotomist | Very Good | Friendly approach. Punctual service. Clear communication. |
| 08/06/2023 | North House Surgery | Nurse Practitioner | Very Good | Very good service on my visit to North house surgery. Only waited a few minutes for the nurse to call me in. |
| 09/06/2023 | North House Surgery | HCA | Very Good | Nurse Practitioner was very helpful |
| 09/06/2023 | North House Surgery | Nurse Practitioner | Very Good | |
| 09/06/2023 | North House Surgery | HCA | Very Good | |
| 12/06/2023 | North House Surgery | HCA | Very Good | Because the experience was stress free and procedure explained. |
| 12/06/2023 | North House Surgery | HCA | Good | My appointment was on time, the nurse was very pleasant. |
| 12/06/2023 | North House Surgery | Attached Staff | Good | Great customer service on desk, appointment on time |
| | | | Good | Doctor was very good and very thorough. |
| | | | | Reception staff who made the appointment was not as she gave out incorrect clinical advice! The app resulted in us being referred to Durham Peads. |
| 12/06/2023 | North House Surgery | GP | Very Good | Always had good service from the nurse at the surgery The always look after me |
| 12/06/2023 | North House Surgery | HCA | Good | Was good to be able to discuss my blood pressure monitoring results |
| 12/06/2023 | North House Surgery | HCA | Very Good | I was seen promptly and my issues were dealt with very professionally. Thank you |
| 12/06/2023 | North House Surgery | GP | Very Good | Doctor was very good and very thorough |
| 12/06/2023 | North House Surgery | GP | Very Good | dr was a spot on doctor and highly knowledgeable. or which visit are you talking about? ? |
| 12/06/2023 | North House Surgery | Attached Staff | Very Good | my appointment was prompt and the nurse was friendly and put me at ease. |
| 12/06/2023 | North House Surgery | HCA | Very Poor | Waited 5month for scan hospital bed in living room cancellation after cancellation form James cooke partner know on sick through all the stress shocking nobody seems to care |
| 12/06/2023 | North House Surgery | GP | | |

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| 12/06/2023 | North House Surgery | HCA | Very Good | Best informative nurse I have ever been to there was no rush and she spent time explaining life style changes very pleased all round |
| 12/06/2023 | North House Surgery | NURSE CLINIC | Good | Happy with the treatment from the nurse but upset that my last blood test was lost. I have finished my course of antibiotics so will not find the cause of the problem. I felt so unwell and would like to know why. |
| 12/06/2023 | North House Surgery | HCA | Very Good | Didn't have to wait. I was dealt with swiftly and the nurse was courteous. |
| 12/06/2023 | North House Surgery | Attached Staff | Very Good | I was listened to .The physio was very professional and asked me to do various tasks with my arms to assess the situation. He then gave me exercises , explaining them very carefully for my arm and wrist. Told me to come back if the problem persisted. |
| 12/06/2023 | North House Surgery | HCA | Very Good | |
| 12/06/2023 | North House Surgery | HCA | Very Good | All staff are helpful and friendly from reception , nurse and Gp |
| 12/06/2023 | North House Surgery | HCA | Very Good | Nice nurse, appointment was quick but not rushed |
| 12/06/2023 | North House Surgery | HCA | Very Good | Treated by 2 lovely nurses and a trainee who took their time to explain my procedure |
| 12/06/2023 | North House Surgery | HCA | Very Good | Seen promptly. Polite friendly efficient nurse. |
| 12/06/2023 | North House Surgery | HCA | Good | I was seen quickly, listened to, and time was given over to 'connect the dots' to find out why I was unwell. Prompt action and investigation was taken. Staff were friendly and knowledgeable. The 8am scrum to get an appointment is a dreadful system! |
| 12/06/2023 | North House Surgery | HCA | Very Good | Appointment was comfortable nurse was lovely and Appointment ran on time. |
| 12/06/2023 | North House Surgery | HCA | Very Good | Barely had to wait surgery running well on time. Dr Neim is a very reassuring doctor, lovely man. |
| 09/06/2023 | North House Surgery | GP | Very Good | Quick treatment treat with empathy |
| 13/06/2023 | North House Surgery | HCA | Good | the doctor was exceptional in her care with my daughter. She has additional needs & she was treat with respect even though she is only 9, at each stage of her appointment she asked for consent to examine her. Excellent addition to Crook |
| 12/06/2023 | North House Surgery | GP | Very Good | I was seen on time and the practice nurse was very nice and helpful |
| 13/06/2023 | North House Surgery | HCA | Very Good | Very short wait. Nurse nice and pleasant |
| 13/06/2023 | North House Surgery | HCA | Very Good | Wasnt in long quick good service. |
| 07/06/2023 | North House Surgery | HCA | Very Good | I saw the nurse to have stitches removed was in on time and the nurse was efficient also friendly |
| 12/06/2023 | North House Surgery | HCA | Very Good | They are really helpful and very friendly when I visit for all my appointments. |
| 13/06/2023 | North House Surgery | HCA | Very Good | I have been coming to your surgery for many years and have always found the service and staff very good. |
| 13/06/2023 | North House Surgery | HCA | Very Good | |
| 12/06/2023 | North House Surgery | NURSE CLINIC | Very Good | Went quickly staff were great |
| 13/06/2023 | North House Surgery | HCA | Very Good | HCA was very helpful with my questions and she made me feel at ease thank you |
| 13/06/2023 | North House Surgery | HCA | Very Good | Appointment on time very professional and polite. Answering all questions I needed answers for. |
| 12/06/2023 | North House Surgery | HCA | Very Good | Went in promptly and the lady taking blood etc was very pleasant |
| 12/06/2023 | North House Surgery | HCA | Very Good | Excellent staff, put you at ease |
| 13/06/2023 | North House Surgery | HCA | Very Good | On time efficient nice nurse |
| 13/06/2023 | North House Surgery | HCA | Very Good | The nurse was very quick, efficient, informative and friendly. |
| 13/06/2023 | North House Surgery | HCA | Very Good | Appointment was nearly on time Doctor very understanding and pleasant to talk to |
| 14/06/2023 | North House Surgery | GP | Very Good | Swift appointment no messing about, the nurse who took my bloods was attentive and I didn't feel a thing |
| 14/06/2023 | North House Surgery | HCA | Very Good | My appointment was on time and the nurse was lovely, |
| 13/06/2023 | North House Surgery | HCA | Very Good | The nurse who saw me today was friendly and helpful. |
| 15/06/2023 | North House Surgery | HCA | Very Good | On time pleasant staff |
| 15/06/2023 | North House Surgery | HCA | Very Good | |
| 15/06/2023 | North House Surgery | GP | Very Good | Dr is a very nice doctor. Listened carefully to what I had to say and didn't rush me like some docs do. I was happy with the outcome of my appoint. Also, when I phoned the surgery to ask for an appoint. the receptionist was very friendly. |
| 15/06/2023 | North House Surgery | NURSE CLINIC | Very Good | Excellent service good communication and felt at ease. Nurse was very professional and caring. |
| 15/06/2023 | North House Surgery | Nurse Practitioner | Very Good | Very understanding and when their was an issue with medication was sorted out straight away |
| 09/06/2023 | North House Surgery | GP | Very Good | Doctor was very supportive of my concerns |

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| 15/06/2023 | North House Surgery | Nurse Practitioner | Very Good | I thought Nurse Practitioner was kind, listened and helped me get the treatment for my ear pain. |
| 15/06/2023 | North House Surgery | NURSE CLINIC | Poor | I was late for my appointment as my front door wouldn't lock. I was late by just over 5 minutes. I received a call from the nurse doing the appointment who thought it appropriate to tell me as I was minutes late, she would cancel it. I said no |
| 12/06/2023 | North House Surgery | HCA | Very Good | The doctor gave me a very detailed and lucid explanation of my recent hip X-ray. Follow-up blood test and scan have already been arranged. |
| 15/06/2023 | North House Surgery | NURSE CLINIC | Very Good | they call back when i'm first in line, always so nice and go above and beyond. |
| 15/06/2023 | North House Surgery | Nurse Practitioner | Very Good | The nurse was lovely with us listened, and has given us the correct meds straight away. Couldn't ask for a better service |
| 15/06/2023 | North House Surgery | HCA | Very Good | The nurse who took my bloods was really friendly |
| 15/06/2023 | North House Surgery | GP | Good | |
| 13/06/2023 | North House Surgery | HCA | Very Good | I was seen on time, greeted with courtesy and a smiling face. My treatment was explained, dealt with. No problems. |
| 15/06/2023 | North House Surgery | Nurse Practitioner | Good | Nurse Practitioner give me good look over and sorted me out with medication |
| 15/06/2023 | North House Surgery | Attached Staff | Very Good | excellent Physiotherapist, explained my exercises that I need to do with great knowledge and detail. |
| 16/06/2023 | North House Surgery | HCA | Very Good | Appointments on time Nurse very professional kind and informative, Great service. |
| 16/06/2023 | North House Surgery | GP | Very Good | Receptionist was lovely and the dr took plenty of time to talk through the issues |
| 16/06/2023 | North House Surgery | HCA | Very Good | Efficiency etc and she Willing to ask questions of ? |
| 16/06/2023 | North House Surgery | Nurse Practitioner | Good | Nurse practitioner was lovely and explained everything clearly. Trying to book the appointment was difficult. Phone at 8am and already 28 in the queue so on hold for ages. |
| 16/06/2023 | North House Surgery | HCA | Good | Very proficient |
| 16/06/2023 | North House Surgery | GP | Very Good | The doctor took time to listen to my problems and resolved a more than |
| 16/06/2023 | North House Surgery | GP | Very Good | |
| 16/06/2023 | North House Surgery | GP | Very Good | The care taken in examination and explanation of my condition by Dr was second to none. Very reassuring in possible outcomes, and the nursing staff that did the ECG was also very professional. |
| 16/06/2023 | North House Surgery | GP | Very Good | Regarding my recent appointments with doctors, thank them for their patience & understanding, made me feel at ease, many thanks |
| 09/06/2023 | North House Surgery | NURSE CLINIC | Very Good | Doctor was brilliant making me feel at ease and very thorough! |
| 16/06/2023 | North House Surgery | GP | Neither Good Nor Poor | Difficult to get through to reception ie 48 in queue at 0815 BUT did get a call back by 0915. However if I was working would not have been able to take the call |
| 15/06/2023 | North House Surgery | HCA | Very Good | I had a brief but very helpful conversation with Dr regarding an ongoing condition. Very pleased, thank you. |
| 15/06/2023 | North House Surgery | GP | Very Good | All done quickly and easy |
| 13/06/2023 | North House Surgery | HCA | Very Good | Very good service and staff |
| 16/06/2023 | North House Surgery | HCA | Very Good | On arrival i was 15 minutes early for my appointment and i was not expecting to be seen until the time, but i was pleasantly surprised to be called in early. |
| 16/06/2023 | North House Surgery | Nurse Practitioner | Very Good | Short waiting time. Excellent care by HCA. Thank you |
| 16/06/2023 | North House Surgery | HCA | Very Good | Appointment was early, well received and treated by both nurses. Very happy |
| 16/06/2023 | North House Surgery | HCA | Good | Waiting room awful. Doctor was great |
| 14/06/2023 | North House Surgery | GP | Very Good | As always welcoming and cheerful. And very efficient |
| 16/06/2023 | North House Surgery | HCA | Very Good | The nurse was very polite and answered all my questions |
| 16/06/2023 | North House Surgery | HCA | Very Good | HCA was very pleasant clear in what she had to do with me on this appointment |
| 16/06/2023 | North House Surgery | GP | Very Good | Listened to us Helped us Reassured us Talked with respect |
| 16/06/2023 | North House Surgery | GP | Very Good | Quick face to face appointment and nurse practitioner was understanding and helpful |
| 07/06/2023 | North House Surgery | Nurse Practitioner | Good | Waited out side for appointment goes in at 8 two people in front of me and still had to go back for 9.45 can't see why I could not see a doctor when I went in |
| 19/06/2023 | North House Surgery | GP | | |

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| 19/06/2023 | North House Surgery | GP | Very Good | Seen quickly lovely Dr explained everything felt at ease |
| | | | Very Good | The Dr. Was thorough ;sensitive to the need for privacy of patient;gave diagnosis and explanation and followed with decision on future treatment |
| 19/06/2023 | North House Surgery | GP | | |
| 19/06/2023 | North House Surgery | HCA | Very Good | |
| 19/06/2023 | North House Surgery | HCA | Very Good | Appointment on time and the trainee nurse professional and polite |
| 19/06/2023 | North House Surgery | HCA | Very Good | |
| 19/06/2023 | North House Surgery | Attached Staff | Very Good | Pleasant. Was interested in background of problem and gave good advice and exercises to do at home. |
| 16/06/2023 | North House Surgery | Nurse Practitioner | Very Good | |
| 19/06/2023 | North House Surgery | HCA | Very Good | |
| 05/06/2023 | North House Surgery | GP | Very Good | Professional help from reception polite and caring |
| 19/06/2023 | North House Surgery | HCA | Very Good | Nurse was very patient and gave advice in relation to my blood pressure readings |
| | | | Very Good | Luckily I don't have to attend the surgery very often but when I have everything has been fine, polite & friendly staff, all good. |
| 19/06/2023 | North House Surgery | HCA | | |
| | | | Very Good | Lovely young student nurse Explained everything and asked if each procedure of review was ok to do Put me at ease from the start |
| 20/06/2023 | North House Surgery | HCA | | |
| 19/06/2023 | North House Surgery | GP | Very Good | Because I always get in to see a doctor thank you ? |
| 20/06/2023 | North House Surgery | GP | Very Good | The doctor i seen was brilliant and she gave me advise and sent me for more tests |
| 20/06/2023 | North House Surgery | GP | Very Good | Very helpful and reassuring that I was getting a update on my recent tests |
| 20/06/2023 | North House Surgery | HCA | Very Good | Very impressed by the young trainee girl who did my heart scan and blood pressure |
| 19/06/2023 | North House Surgery | GP | Poor | Previously taken off tramadol.there was no offer of pain relief apart from morphein I have wanted to move docs for years but stupid rules mean I cant |
| | | | Very Good | Doctor was friendly whilst remaining professional which made me feel at ease. Although we initially went regarding a mole, dr ensured i was ok with recent tummy pain I had been having by a quick check to ease our minds. |
| 20/06/2023 | North House Surgery | GP | | |
| 20/06/2023 | North House Surgery | HCA | Very Good | I was in on time ? |
| 20/06/2023 | North House Surgery | Nurse Practitioner | Very Good | Great doctor was in and out with everything I needed for my daughter |
| | | | Poor | Patients should be able to ring and make appointments without having to wait for someone to ring , government guidelines says this |
| 20/06/2023 | North House Surgery | GP | | |
| 20/06/2023 | North House Surgery | NURSE CLINIC | very Good | |
| 06/06/2023 | North House Surgery | HCA | Good | I was starting to get extremely anxious but the nurse helped me keep calm throughb gwtting my bloods done. |
| 20/06/2023 | North House Surgery | HCA | Very Good | Extremely efficient only in a minute for blood sample |
| 20/06/2023 | North House Surgery | HCA | Very Poor | The receptionists are very rude I've had a problem with my prescription for last 3 month doctor's request to ask the receptionist to sort my prescription out they still haven't absolute joke really trying to get an appointment is also really bad |
| 20/06/2023 | North House Surgery | HCA | Very Poor | My bloods had been abnormal for a while got sepsis and was in hospital as a home care plan the hospital doctor wanted my medication continuing and the doctor I saw was very rude to my mother and I, I have no care in place and am very scared. |
| 21/06/2023 | North House Surgery | Baby Immunisation Clinic | Very Good | |
| | | | Very Good | My appointment was for a blood test. I found Student Nurse to be competent and gentle, barely felt a thing and I am very squeamish! |
| 21/06/2023 | North House Surgery | HCA | | |
| 21/06/2023 | North House Surgery | NURSE CLINIC | Very Good | The treatment was quick, the nurse was very pleasant. Thank you. |
| 21/06/2023 | North House Surgery | NURSE CLINIC | Very Good | Prompt appointment pleasant and professional receptionist and nurse |
| 21/06/2023 | North House Surgery | NURSE CLINIC | Very Good | Nurse pleasant and competent explaining procedure |
| 21/06/2023 | North House Surgery | HCA | Very Good | Always a good experience with your nurses |
| 21/06/2023 | North House Surgery | NURSE CLINIC | Very Good | Friendly nurses and on time |
| 21/06/2023 | North House Surgery | HCA | Very Good | The appointment was on time and the lady who took my bloods was really good! :) |
| 21/06/2023 | North House Surgery | HCA | Very Good | Excellent service |

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| 21/06/2023 | North House Surgery | HCA | Very Good | The appointment was kept and very prompt. The blood test was carried out professionally and in a very proficient manner |
| | | | Very Good | Very good service, as a first time mam it was quite daunting bringing my son for his first injections but right from the start, Dr was amazing and Nurse was brilliant with him whilst giving him his jabs. Thank you. |
| 21/06/2023 | North House Surgery | NURSE CLINIC | Very Good | A very professional and efficiently conduct meeting, which was most informative. |
| 22/06/2023 | North House Surgery | NURSE CLINIC | Very Good | Seen to on time and nurse had me back out in a few minutes. Brill ? |
| 22/06/2023 | North House Surgery | NURSE CLINIC | Very Good | Seen to on time and nurse had me back out in a few minutes. Brill ? |
| 21/06/2023 | North House Surgery | HCA | Very Good | No waiting.Friendly and efficient staff. |
| 19/06/2023 | North House Surgery | HCA | Very Good | Efficient and experienced nurse. |
| 19/06/2023 | North House Surgery | NURSE CLINIC | Neither Good Nor Poor | |
| 23/06/2023 | North House Surgery | HCA | Very Good | Arrived on time and didn?t have to wait long , nurse was very pleased too |
| 23/06/2023 | North House Surgery | HCA | Very Good | In and out in 5 minutes |
| 21/06/2023 | North House Surgery | NURSE CLINIC | Very Good | Nurse was very friendly |
| 22/06/2023 | North House Surgery | NURSE CLINIC | Very Good | Very efficient and the nurse was lovely |
| 21/06/2023 | North House Surgery | NURSE CLINIC | Very Good | |
| 23/06/2023 | North House Surgery | NURSE CLINIC | Very Good | Lovely staff, Kind and caring, I honestly couldn?t fault the GP, I personally have had no issues. |
| 06/06/2023 | North House Surgery | GP | Very Good | Friendly, welcoming, almost on time, |
| 20/06/2023 | North House Surgery | Nurse Practitioner | Very Good | All good from calling the surgery first thing in the morning and given an appointment for same day. My appointment was on time and the nurse practitioner I saw was very professional. Many thx x |
| 23/06/2023 | North House Surgery | HCA | Good | Receptionist went over and above for me |
| | | | Very Good | I have ALWAYS had a superb proactive service from all members of the surgery. Receptionists are knowledgable responsive and skilled assisting me. The systems are superb I always get triaged and I have always been treated promptly and appropriately . |
| 23/06/2023 | North House Surgery | NURSE CLINIC | Very Good | Nurse is always pleasant and professional |
| 22/06/2023 | North House Surgery | NURSE CLINIC | Very Good | My wife and I, visit the nursing staff and doctors regularly and find both caring and professional. |
| | | | Good | Unfortunately I missed my appointment. I accept it's my responsibility and in really sorry but I usually get a text confirmation and didn't this time. I do find that really helps when juggling a lot of things in life! |
| 26/06/2023 | North House Surgery | HCA | Very Good | All sorted with no delay. |
| 26/06/2023 | North House Surgery | HCA | Good | The nurse was very friendly and efficient. She would be very good at calming people who are nervous about some procedures |
| 23/06/2023 | North House Surgery | HCA | Very Good | Friendly staff |
| 26/06/2023 | North House Surgery | HCA | Very Good | Friendly staff |
| 26/06/2023 | North House Surgery | GP | Good | Doctor understanding and patient listened to wat i said i felt as if i was being a nuisance but he made me feel at ease |
| 26/06/2023 | North House Surgery | HCA | Very Good | I was treated very well nurse was very helpful and pleasant, overall a very pleasant experience, thank you for your service |
| | | | Good | Good after a lengthy wait for a return phone call appointment then getting through to the surgery at first to speak to the reception |
| 26/06/2023 | North House Surgery | GP | Very Good | Convenient appointment time. Reminder by text. Not kept waiting. Polite, friendly, professional staff. |
| 26/06/2023 | North House Surgery | HCA | Very Good | The nurse was friendly and efficient and answered my questions thoroughly. |
| 22/06/2023 | North House Surgery | Attached Staff | Good | |
| 26/06/2023 | North House Surgery | NURSE CLINIC | Very Good | Always pleasant staff and needs met |
| 26/06/2023 | North House Surgery | HCA | Very Good | Appointment was prompt Nurse was really pleasant and efficient explained everything to me . |
| 26/06/2023 | North House Surgery | HCA | Very Good | Excellent communication....everything explained logically..... |
| 26/06/2023 | North House Surgery | HCA | Good | |
| 27/06/2023 | North House Surgery | HCA | Very Good | Easy to log appointment, only waited five minutes |
| 27/06/2023 | North House Surgery | HCA | Very Good | Very efficient service |
| 26/06/2023 | North House Surgery | NURSE CLINIC | Very Good | The nurse we saw was lovely & very helpful |
| 27/06/2023 | North House Surgery | HCA | Very Good | Quick and efficient |
| 27/06/2023 | North House Surgery | HCA | Very Good | The appointment was roughly on time and professionally carried out by a polite and pleasant member of staff |
| 26/06/2023 | North House Surgery | HCA | Good | I was seen promptly |
| 27/06/2023 | North House Surgery | HCA | Very Good | Nurse, who was in last year of her training, was friendly and efficient |
| 27/06/2023 | North House Surgery | HCA | Very Good | Nurse was very helpful and polite she made me feel at ease about my blood pressure . |

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| 27/06/2023 | North House Surgery | HCA | Very Good | Kind efficient staff |
| 27/06/2023 | North House Surgery | HCA | Very Good | Appointments on time |
| 26/06/2023 | North House Surgery | HCA | Very Good | Really lovely member of staff, very professional, never seem to have any issues with the surgery |
| 26/06/2023 | North House Surgery | NURSE CLINIC | Good | |
| 26/06/2023 | North House Surgery | HCA | Very Good | HCA is one of the best at the practice, punctual, pleasant, and efficient |
| | | | Very Good | I was seen on time by a great healthcare professional, In and out in no time |
| 27/06/2023 | North House Surgery | HCA | Very Good | Appointment on time. Friendly efficient service from the nursing team. Even dealt with medical problem unrelated to the reason for my appointment. |
| 27/06/2023 | North House Surgery | HCA | Very Good | Very good at their jobs ? |
| 27/06/2023 | North House Surgery | HCA | Very Good | Arrived 5 minutes early and was called straight in, quick and friendly service |
| 28/06/2023 | North House Surgery | NURSE CLINIC | Good | Prompt and pleasant service. Customer care at its best. |
| | | | Very Poor | I was called in for an appointment regarding my diabetes. I'd only had a full review two weeks earlier. The receptionist could not find records of my bloods being taken. When I attended this morning, the nurse accessed this information immediately. |
| 28/06/2023 | North House Surgery | HCA | Very Good | Very straightforward process |
| 28/06/2023 | North House Surgery | HCA | Very Good | The person who dealt with me didn't keep me waiting and was efficient and pleasant in her manner. |
| 28/06/2023 | North House Surgery | HCA | Very Good | Only in the waiting room for a short time and the nurse was very professional ?. |
| 28/06/2023 | North House Surgery | NURSE CLINIC | Very Good | Nurse and receptionist were very helpful |
| 28/06/2023 | North House Surgery | HCA | Very Good | Always helpful at my surgery |
| 29/06/2023 | North House Surgery | NURSE CLINIC | Very Good | Didn't have to wait long for my appointment, staff was polite and willing to help |
| 29/06/2023 | North House Surgery | NURSE CLINIC | Very Good | Helpful and understanding |
| 26/06/2023 | North House Surgery | HCA | Very Good | On time friendly and quick |
| 29/06/2023 | North House Surgery | HCA | Very Good | It was quick and easy |
| | | | Very Good | The nurse administering the vaccines today was amazing. She was so child centred and warm it made the experience so smooth. Her engagement with our daughter was so lovely and helped to make what could be a scary experience, manageable. Thank you! |
| 29/06/2023 | North House Surgery | Baby Immunisation Clinic | Very Good | All went ok.. |
| 26/06/2023 | North House Surgery | HCA | | |
| 29/06/2023 | North House Surgery | HCA | Very Good | Very good |