

Dates	Department	Rating	Response
18/07/2023	HCA	Very Good	Because so far I have never had a poor experience at north house surgery keep up the brilliant work.
19/07/2023	NURSE CLINIC	Very Good	
18/07/2023	GP	Good	The Doctor was very good & understand that situation I am in after been admitted at the stroke unit at Durham on 24Jun & would get in touch with Durham about the MRI I am supposed to have she was very kind ,caring DB
19/07/2023	GP	Very Good	The gp was really good with my medical
19/07/2023	GP	Very Good	
19/07/2023	Nurse Practitioner	Very Good	I got my medication what I asked for of the doctors
19/07/2023	Nurse Practitioner	Good	Saw the nurse practitioner she was so nice hopefully feeling well soon
19/07/2023	HCA	Very Good	Seen by a friendly member of staff and cared for with dignity and respect
19/07/2023	GP	Good	
19/07/2023	HCA	Neither Good Nor Poor	Went for blood test nurse couldn't get blood out tried both arms had to stop her as she was moving needle round inside arm then told me I would have to come back . I refused said wanted it done today as won't be coming back a male nurse got blood first go
19/07/2023	HCA	Good	It was good.
18/07/2023	NURSE CLINIC	Very Good	Lovely staff and made me feel at ease .Appointment ran to time.
20/07/2023	HCA	Very Good	Very professional.Made to feel totally at ease.
20/07/2023	NURSE CLINIC	Very Good	Reception staff very helpful and informative. Nurses very courteous, informative and professional. Appointment also conducted on time.
20/07/2023	HCA	Very Good	Very pleasant and prompt
20/07/2023	HCA	Very Good	NURSE.WAS.REALLY.GOOD
20/07/2023	Attached Staff	Good	The Doctor gave me time,n explained everything so I could understand, and I didn't feel rushed ,I found it very helpful
20/07/2023	HCA	Good	Staff were very helpful, didn't have to wait long for my appointment, nurse was friendly and helpful.
20/07/2023	HCA	Very Good	Appointment was on time. Nurse explained what the appointment was for.
20/07/2023	HCA	Very Good	The nurse was lovely did her job efficiently and had the patience to listen to me
20/07/2023	Nurse Practitioner	Very Good	Was given good advice discussed in detail my problem and the nurse practitioner gave me excellent help and information she had looked at my medical notes and understood my situation....very helpful
20/07/2023	HCA	Very Good	Quite happy to be seen by a trainee, she may have been overwhelmed by my charm and good looks. Super attentive and explained what she intended to do.
20/07/2023	Baby Immunisation Clinic	Very Good	
20/07/2023	Nurse Practitioner	Very Good	Clinician was very professional and pleasant and dealt with my problem
21/07/2023	HCA	Very Good	Friendly staff, on time appointment.
21/07/2023	HCA	Very Good	Friendly.
21/07/2023	GP	Very Good	I find all staff first class would recommend this surgery to anyone
21/07/2023	HCA	Good	Nurse was very efficient and very friendly .
21/07/2023	HCA	Very Good	Quick and helpful response to my query
21/07/2023	HCA	Very Good	Not long to wait for an appointment then it was carried out, on time, with a very friendly and professional nurse.
20/07/2023	HCA	Very Good	Nurse was really nice made you feel at ease
21/07/2023	HCA	Poor	This appointment should have been earlier but receptionist didn't think it important.
20/07/2023	HCA	Very Good	Good service.
20/07/2023	Attached Staff	Very Good	Physio was very thorough with his checks and explained everything well. Gave me some exercises to do over a few weeks and return if no improvement. Well satisfied.
21/07/2023	HCA	Very Good	
21/07/2023	HCA	Very Good	Appointment on time,friendly efficient service.
21/07/2023	HCA	Very Good	
21/07/2023	HCA	Very Good	The lady who took my blood was pleasant, very helpful and after that a Dr heard me chatting about something I needed checking on my scalp he saw me straight away ,which was I extremely grateful for and again his very pleasant and nice to deal with.
21/07/2023	HCA	Very Good	Always manage to get appointment and certainly well looked after,you are all doing a very good job well done.
21/07/2023	Nurse Practitioner	Very Good	on time, very informative and helpful
24/07/2023	GP	Very Good	I was seeing to straight away
24/07/2023	HCA	Very Good	Straight forward, on time, treated with kindness and friendly.
24/07/2023	HCA	Good	Nurse very helpful, the receptionist helped with advice about getting a doctor appointment the middle of next month, due to no appointment available
24/07/2023	GP	Very Good	Thank you exland service Thanks regards
24/07/2023	GP	Very Good	I really can't thank the doctor enough for the care and compassion not to mention empathy he shows. This doctor really is amazing.
24/07/2023	HCA	Very Good	The staff and healthcare professionals I met were kind, reassuring and professional throughout my visit.
24/07/2023	GP	Good	Caring and efficient doctor and receptionist
25/07/2023	HCA	Very Good	Was in on time, nurse was very pleasant
25/07/2023	HCA	Very Good	Friendly , answered my questions and gave me a clear understanding of why I needed blood test
24/07/2023	HCA	Very Good	Was very happy with my consultation with the nurse
25/07/2023	HCA	Very Good	The appointment was very efficient
25/07/2023	HCA	Good	I had a 20 minute appointment but 10 minutes of that was in the waiting room and 10 minutes for the appointment.
25/07/2023	NURSE CLINIC	Very Good	The nurse was very friendly, made me feel at ease and very knowledgeable.
25/07/2023	HCA	Good	Very helpful lady only marred by my hearing problems
			Nurse was very efficient and made me feel at ease. A very good service.
25/07/2023	HCA	Very Good	
			Appointment time reminder.
25/07/2023	HCA	Very Good	Appointment time kept to on attendance.
20/07/2023	NURSE CLINIC	Very Good	Efficient treatment and very prompt resulting attention.
			I was seen very quickly and the doctor sorted out my injury
			Very prompt appointment time
			Very friendly and professional appointment
			Clean and tidy environment
25/07/2023	NURSE CLINIC	Very Good	Excellent privacy.
25/07/2023	HCA	Very Good	Even though I was late for my appointment the staff managed to fit me in.
26/07/2023	HCA	Very Good	The nurse who took my blood samples was very good and chatty. And made me feel at ease.
25/07/2023	GP	Very Good	Very informative and very quick to assess my situation
26/07/2023	GP	Very Good	From phone call to appointment service was fast efficient from the doctor and could not ask for any more. Well done.
25/07/2023	GP	Very Good	
26/07/2023	GP	Very Good	Good service
26/07/2023	NURSE CLINIC	Very Good	I always find the patient care excellent at North house surgery and the staff and doctors are so helpful
26/07/2023	NURSE CLINIC	Very Good	Only waited a short while, the nurse was lovely and took blood really well. Thank you

26/07/2023	HCA	Very Good	I have been a pt at the surgery for a few years but very rarely need to attend luckily. I had heard some bad reports about the surgery.
26/07/2023	GP	Very Good	I had an appt for nhs health check the HCA was very friendly and informative and made me feel at ease. Thanks
26/07/2023	GP	Very Good	Struggled to hear GP over phone so was seen face to face in surgery instead.
26/07/2023	NURSE CLINIC	Very Good	Seen on time. The doctor was very good and patient with baby. Also the nurse was good with injections and gave advice re aftercare
26/07/2023	NURSE CLINIC	Very Good	Doctor and nurse were both lovely and provided the best service
27/07/2023	HCA	Very Good	Got straight in on appointment time
27/07/2023	GP	Very Good	Very helpful
27/07/2023	GP	Very Good	Was seen straight away
27/07/2023	HCA	Good	It took a long time to get an appointment but when I did everything went well
27/07/2023	GP	Very Good	Dr was lovely and really helpful.
26/07/2023	GP	Very Good	Doctor was very thorough, took time to listen to me. Organised blood tests straight away so I didn't need to make another appointment. Messaged me the next day with results of the blood test so I was reassured.
27/07/2023	GP	Very Good	Good service
27/07/2023	HCA	Very Good	Appointment on time
27/07/2023	HCA	Very Good	Student nurse excellent & appointment on time
27/07/2023	HCA	Very Good	Nurse was very friendly and caring. Appointment was on time.
27/07/2023	NURSE CLINIC	Very Good	Treated with respect and dignity. Nurse and student were informative and supportive.
27/07/2023	HCA	Very Good	The GP identified the problem with my heel and advise me to rest it for 2 weeks. He also prescribed anti inflammatory cream and as a result it is much better.
27/07/2023	HCA	Very Good	No appointments on the day I called, dr called me and made an appointment for the following day the doctor has been very responsive after explaining my symptoms. Following my original appointment I have been back for bloods & ECG, no complaints
27/07/2023	GP	Very Good	Responsive, informative and organised a quick referral
27/07/2023	HCA	Good	I had a blood test and she got the blood first time (a rare occasion) she listened and used a butterfly cannula, the only cannula they can use to get blood. The nurse was polite and was calm, helped with my nerves.
26/07/2023	HCA	Very Good	
28/07/2023	HCA	Very Good	The HCA was very friendly and very professional. Made me feel at ease.
28/07/2023	HCA	Very Good	On time. Efficient test.
28/07/2023	HCA	Neither Good Nor Poor	My appointment was cancelled because nurse rang in poorly? another app made for next Wednesday.
28/07/2023	HCA	Very Good	
27/07/2023	Baby Immunisation Clinic	Very Good	very good service and staff treats very friendly thank you
26/07/2023	GP	Neither Good Nor Poor	The doctor took blood and is referring me for a scan but I felt rushed, I don't think I even sat down. He didn't listen to how I'm feeling. I was worried about was a thickening under my arm and he examined me, stood up without me removing my top!
28/07/2023	HCA	Very Good	All explained clearly as to what I could expect
28/07/2023	HCA	Very Good	Great service, my first appointment at the surgery and the HCA put me at ease
25/07/2023	GP	Very Good	The doctor finally diagnosed whats been happening but me at ease and is going to follow up on me until it is solved.
31/07/2023	HCA	Very Good	Nurse was prompt and professional
31/07/2023	HCA	Very Good	Promptly seen, nurse very friendly and put me at ease.
31/07/2023	HCA	Very Good	Friendly nurse and in straight away no wait x
31/07/2023	HCA	Very Good	Staff where polite, friendly and efficient.
31/07/2023	HCA	Very Good	Because it's true
31/07/2023	HCA	Very Good	On time very pleasant and friendly nurse.
31/07/2023	HCA	Very Good	Lovely caring nurse
31/07/2023	HCA	Good	Quite a delay this morning but the nurse I saw, Jayne, was lovely. Lovely with my young son who had to come with me.
31/07/2023	HCA	Very Good	Nurse very professional offered some good advice
31/07/2023	HCA	Very Good	I went in for my appointment on time, and the nurse I saw was very nice and put me at ease.
31/07/2023	HCA	Good	I was seen on time but the nurse was confused by what she was expected to do. She asked me if I was on a clinical trial? I think because my review was funded by AstraZeneca which confused me as well.
31/07/2023	HCA	Good	Kind caring
31/07/2023	NURSE CLINIC	Very Good	
31/07/2023	HCA	Very Good	Prompt and professional service
31/07/2023	HCA	Very Good	Excellent service from
31/07/2023	NURSE CLINIC	Very Good	Reception and the doctor was so lovely x
31/07/2023	HCA	Very Good	Staff prompt and really helpful
31/07/2023	Attached Staff	Very Good	Cracking service! Had an appointment with the Physio at 1pm and bloods at 2.10. However, when I clocked in the nurse offered to do my bloods there and then, which saved me either a journey home and back again or a long wait. Many thanks.
31/07/2023	HCA	Very Good	Young lady was pleasant and efficient
31/07/2023	Attached Staff	Neither Good Nor Poor	I felt that the physiotherapist thought the reason for my visit was to get a referral to a consultant for a knee replacement and this was not the case.
31/07/2023	HCA	Very Good	Appointment was on time
31/07/2023	NURSE CLINIC	Very Good	Nurse was lovely
31/07/2023	HCA	Very Good	Polite and friendly and answered all of my questions
31/07/2023	NURSE CLINIC	Very Good	Appointment running on time. Helpful receptionist and nurse was very informative and helpful
24/07/2023	Attached Staff	Very Good	
27/07/2023	NURSE CLINIC	Very Good	I got a cancellation on the Tues for the Thursday to see the nurse. I had a small operation the Sunday before so when I saw the nurse she booked me appointments for every two days between the surgery and bishop Auckland hospital so I was happy
21/07/2023	GP	Very Good	
31/07/2023	HCA	Very Good	On time, pleasant nurse
28/07/2023	HCA	Very Good	