

Dates	Department	Rating	Response
01/09/2023	HCA	Very Good	really nice pleasant nurse
01/09/2023	GP	Very Good	On time- straight to the point- explained things well- organising referrals
01/09/2023	HCA	Very Good	Nurse was efficient and got what she needed to do without any bother
01/09/2023	HCA	Very Good	Was dealt with very well
01/09/2023	GP	Very Good	My appointment was on time, Doctor very pleasant and efficient.
01/09/2023	GP	Very Good	The doctor listened to you and really tries to get to the bottom of your problem. A really caring doctor.
01/09/2023	HCA	Very Good	My nurse was lovely. Very chatty and reassuring and friendly. Very pleasant experience.
01/09/2023	Nurse Practitioner	Very Good	I managed to get an appointment the same day and the NP really listened to me and understood my situation. Very thankful to her.
01/09/2023	GP	Very Good	Excellent and professional service
01/09/2023	HCA	Good	The higher seats that used to be in reception have gone. !! I was 1 of the people that asked continually about getting higher chairs for disabled people. They disappeared and found their way into the nurses rooms. High seats needed pls.
01/09/2023	Nurse Practitioner	Good	I was seen to fairly quickly and got to know what they thought the problem was,
04/09/2023	HCA	Very Good	Friendly staff
04/09/2023	GP	Very Good	I was offered the type of appointment I requested and the Dr was quick to understand my difficulties and discuss approaches. He enabled me to find a way forward in making a phased return to work
04/09/2023	HCA	Very Good	Very good because HCA got my blood first time, and she was very polite.
04/09/2023	HCA	Very Good	
04/09/2023	HCA	Very Good	Efficient and understanding behaviour by professional staff
04/09/2023	NURSE CLINIC	Very Good	
04/09/2023	GP	Neither Good Nor Poor	If you get in to see the doctor at the arranged time of your appointment instead of waiting for another 20 mins when no body's was called in to see the doctor at all whilst I was checked in at 9:50
04/09/2023	HCA	Very Good	Didn't have to wait long and friendly, efficient service. Thank you to the nurse and thank goodness for the NHS!
04/09/2023	HCA	Very Good	Nurse was lovely with me very nice
04/09/2023	HCA	Very Good	All explained well. No long wait.
05/09/2023	HCA	Very Good	This is the first time I have been invited in for a health check. HCA explained fully what she was going to do and why in a very professional way.
05/09/2023	HCA	Very Good	The nurse who did my appointment was very friendly and reassuring about what she was going to do.
05/09/2023	HCA	Very Good	Very polite and do their job very well, thanks
04/09/2023	HCA	Very Good	Lovely friendly nurse
05/09/2023	HCA	Good	The nurse answered all my questions which some times doesn't happen
05/09/2023	HCA	Very Good	It's always a pleasure .. the staff are great
05/09/2023	GP	Very Good	Doctor good listener Asked questions that related to my age group Recommended what seemed the right treatment Looking forward to meet him when I have had my bloods taken
05/09/2023	HCA	Very Good	I was seen at the correct time. The nurse was friendly and did my blood pressure check in a professional way. She told me the result and she explained the reading to me
01/09/2023	GP	Very Good	The GP listened to me, understood why I was concerned and did his best to help. Gave me the option of getting in touch if meditation didn't have any effect.
04/09/2023	HCA	Very Good	Very knowledgeable, sociable and caring nurse who had excellent people skills. Made the health check a pleasure to attend. Fantastic service aimed at prevention rather than cure!
04/09/2023	HCA	Good	Appointment was on time and service delivered
05/09/2023	GP	Very Good	Dr was extremely thorough in his examination on Monday. He followed up, as he promised, with a phone call on Tuesday and explained what he has planned next. I couldn't fault him at all, not that I was looking for any!
05/09/2023	HCA	Very Good	I had an appointment at 3.50 and was seen soon after I sat down
04/09/2023	HCA	Very Good	On time and very pleasant nurse.
05/09/2023	HCA	Very Good	
06/09/2023	Baby Immunisation Clinic	Very Good	The nurse I saw was very professional & approachable
06/09/2023	Nurse Practitioner	Very Good	From phoning the surgery to visiting the surgery everyone was very helpful and the nurse practitioner Julie explained everything to me thank you
06/09/2023	Nurse Practitioner	Very Good	Prompt attentive and felt heard
06/09/2023	HCA	Very Good	Because nurse was kind and polite and helpful,,,
04/09/2023	HCA	Good	Seen very quickly
06/09/2023	HCA	Very Good	On time, nurse was very helpful, and considerate

06/09/2023	NURSE CLINIC	Very Good	Appt on time and nice staff
06/09/2023	HCA	Good	Nurse very pleasant and helpful
06/09/2023	HCA	Very Good	My appointment was on time the girls at the surgery are very helpful with me
06/09/2023	HCA	Very Good	I got seen on time and everything went very smooth.
07/09/2023	HCA	Good	Appt was delayed by 10 minutes, was given an explanation for tge reason why.
07/09/2023	HCA	Very Good	On time. The nurse was very nice
07/09/2023	HCA	Very Good	The nurse I met with this morning was very professional yet warm and listened well to me and provided good advice. Thank you
06/09/2023	HCA	Very Good	Appointment on time and quick
07/09/2023	NURSE CLINIC	Very Good	Nurse explained everything and a warm welcome
07/09/2023	HCA	Very Good	Ever thing done that I asked for.
07/09/2023	GP	Very Good	Doctor is so helpful only doctor I would see now for the last 4 months he been absolutely amazing always has time to help n listen
07/09/2023	HCA	Good	Nurse was friendly and helpful
07/09/2023	HCA	Good	
08/09/2023	GP	Very Good	I was seen near enough on time and seen by a very nice gp
08/09/2023	GP	Very Good	Appointment arranged really quickly
08/09/2023	HCA	Very Good	Appointment was on time. Staff were friendly and efficient. Very happy with North House Surgery.
08/09/2023	HCA	Good	Need a doctors appointment but told no pre bookable appointments left but nurse made me an appointment for her on the Friday now have to ring each morning and really difficult when working to get additional time off for 2 appointments separately
07/09/2023	GP	Very Good	Dr very good and very caring doctor.
08/09/2023	Nurse Practitioner	Very Good	Completed the form online, much more effective than the long holds on the phone line. Called first thing the next day and a same day appointment organised.
06/09/2023	GP	Good	Can't get appointment
07/09/2023	GP	Very Good	Professional service from Reception. Nurse and Doctor.
08/09/2023	HCA	Good	Nurse ok, waiting time , ok nurse polite
11/09/2023	GP	Very Good	dr was great always thourgh
11/09/2023	GP	Very Good	The doctor was brilliant checking me over and telling me exactly what the problem was. Thankyou.
11/09/2023	HCA	Good	On time pleasant an efficient no time wasted !
11/09/2023	GP	Good	
12/09/2023	HCA	Very Good	Fast and efficient, the nurse had a professional yet approachable manner
12/09/2023	HCA	Very Good	Treat with respect, sociality and helped to feel totally at ease. Is a really true nurse.
12/09/2023	GP	Very Good	The doctor was very thorough and listened to me. I did have to wait but that?s because he takes the time he needs.
12/09/2023	HCA	Very Good	Because the nurse was nice and everything went fine
12/09/2023	HCA	Very Good	Had 2 appointments today half hour apart Both nurses I saw very friendly and very efficient Well done
12/09/2023	HCA	Very Good	Got in almost on time and nurse was very good
12/09/2023	HCA	Very Good	They help me straight away when I asked for information
12/09/2023	HCA	Very Good	
12/09/2023	Nurse Practitioner	Very Good	Appointment available when needed. Receptionist and nurse professional and listened.
12/09/2023	HCA	Very Good	Did what i expected on time slick and tests made no fuss
11/09/2023	HCA	Very Good	Every one was polite and helpful. The receptionist was good and apologised for delay after dealing with an awkward complainant. Nurse was efficient and listened to me.
12/09/2023	GP	Very Good	Appointment on time. Very friendly doctor.
12/09/2023	HCA	Very Good	No waiting very helpful and efficient friendly
12/09/2023	HCA	Very Good	I like the new way ,doctor call back .Got an appointment same day
12/09/2023	Nurse Practitioner	Very Good	NP is amazing with getting us seen so quickly
13/09/2023	HCA	Very Good	I was in before time and she did all she had to do very quickly and efficiently
13/09/2023	HCA	Very Good	Seen on time by lovely lady who was pleasant and kind.
13/09/2023	HCA	Very Good	Fast ,smooth , the attending nurse was professional, friendly and straightforward which i found reassuring.

12/09/2023	NURSE CLINIC	Very Good	on time and very friendly nurse
13/09/2023	HCA	Very Good	No waiting and very efficient.
13/09/2023	HCA	Good	Staff are very helpful and friendly and make you feel at ease
13/09/2023	HCA	Very Good	Very pleasant nurse, explained what she was doing, put you at ease
13/09/2023	HCA	Very Good	I never waited long the nurse was very nice
13/09/2023	HCA	Very Good	Got an appointment straight away, Dr very clear on what was wrong, same day appointment for bloods and the nurse very good at doing this.
13/09/2023	HCA	Very Good	Lovely nurse, appointment on time and procedure done quickly but not rushed.
14/09/2023	NURSE CLINIC	Very Good	
13/09/2023	NURSE CLINIC	Very Good	Good service every time
14/09/2023	HCA	Good	
14/09/2023	GP	Very Good	Everything explained
14/09/2023	GP	Very Good	Got in to see Dr very quickly.
14/09/2023	HCA	Very Good	Appointment was on time and the lady was excellent ?
14/09/2023	HCA	Very Good	seen quickly
12/09/2023	Nurse Practitioner	Very Good	Quick appointment, efficient and effective response of appointment. Friendly professional manner
14/09/2023	HCA	Very Good	The nurse was excellent and I was in and out in minutes
05/09/2023	GP	Very Good	Excellent service from doctor
14/09/2023	HCA	Very Good	Found the nurse very friendly and helpful
14/09/2023	GP	Very Good	Friendly and efficient reception staff. Dr was warm, friendly and professional and fit me in at short notice for treatment which was very much appreciated.
15/09/2023	GP	Good	Test results discussed satisfactorily today
15/09/2023	HCA	Very Good	I was in and out of the doctors very fast and the nurse was very professional
15/09/2023	Nurse Practitioner	Very Good	NP is thorough and down to earth. Listening to what people say and responding sensibly. Today's follow up call was unexpected but amazing care
15/09/2023	HCA	Very Good	Really quick and nurse was very helpful.
15/09/2023	HCA	Very Good	The nurse that took my bloods was kind and approachable. She made me feel she had time to hear my health concerns and showed a genuine interest.
15/09/2023	GP	Very Good	He reassured me things were ok
15/09/2023	HCA	Very Good	No waiting to long and nurse was lovely.
13/09/2023	Baby Immunisation Clinic	Very Good	Minimum delay in the waiting room. Most important. Only one noisy child. Excellent consultation. I felt involved and an X-ray on my chest was arranged within 3 days.
14/09/2023	GP	Very Good	Doctor very polite and thorough Only problem I sat for 1 hour before seeing doctor
14/09/2023	GP	Very Good	I was able to see a doctor within 1 hour
15/09/2023	HCA	Good	
15/09/2023	Nurse Practitioner	Neither Good Nor Poor	Appointment was a waste of time as only dr can use cryo. The appointment should have been made with him and then someone else could have had this appointment.
15/09/2023	Nurse Practitioner	Very Good	Good nurse who explained things well.
15/09/2023	NURSE CLINIC	Very Good	Very professional, efficient service.
18/09/2023	Attached Staff	Very Good	Didn't wait long and physio very helpful
18/09/2023	HCA	Good	Seen in timely manner. Pleasant enough waiting area.
18/09/2023	HCA	Very Good	Appointment was on time and I was seen in a timely manner.
18/09/2023	Attached Staff	Very Good	My appointment was on time and I was given the advice I needed.
18/09/2023	HCA	Very Good	
18/09/2023	NURSE CLINIC	Very Good	
18/09/2023	HCA	Very Good	Service excellent
18/09/2023	Attached Staff	Very Poor	I waited all day for a call from the doctor and did not come. The receptionist tried to get me to go to a physio she arranged it anyway which I did not attend and then I got a txt pointing out the fact that a non attendance could have given to someone
18/09/2023	HCA	Very Good	The nurse was very pleasant and helpful
18/09/2023	HCA	Very Good	The nurse was brilliant I didn't feel a thing
18/09/2023	HCA	Very Good	Prompt, professional and friendly service ?
18/09/2023	HCA	Very Good	my appointment was professionally performed by a very pleasant lady.
18/09/2023	GP	Very Good	Phoned that morning got appointment for that day, Doctor dealt with issue straight away in professional manner and sent prescription straight away
19/09/2023	HCA	Good	
19/09/2023	GP	Very Good	Very helpful doctor
18/09/2023	HCA	Very Good	I saw a health care assistant she was very efficient and professional in her dealings with me and I found her to be a very pleasant person and a credit to the surgery
19/09/2023	HCA	Very Good	Seen on time by very pleasant and professional nurse. Follow on appointment just as pleasing with my nurse.

19/09/2023	HCA	Very Good	It was very prompt and and the nurse was very pleasant and helpful.
18/09/2023	HCA	Neither Good Nor Poor	Unable to book recommended appointment with physio
19/09/2023	HCA	Very Good	Nurse was lovely and friendly. Took my blood pressure, some blood and weight. Staff at reception also friendly
19/09/2023	HCA	Very Good	Nurse was very efficient and pleasant. I hav severe shaking in right hand when drinking. Need docs appointment.
18/09/2023	Attached Staff	Very Good	I was listened to. I was examined, given a clear explanation and advice. Thank you.
19/09/2023	Nurse Practitioner	Very Good	Staff friendly and helpful, running on time
14/09/2023	HCA	Good	
19/09/2023	HCA	Very Good	Quick efficient and friendly
19/09/2023	HCA	Very Good	Very friendly competent staff
19/09/2023	GP	Very Good	Dr was very patient, very friendly and welcoming. He took an interest in son's toys making him feel more at ease and content. He listened to my concerns and showed great empathy.
19/09/2023	Nurse Practitioner	Good	The nurse was very informative and put my mind at ease. I just don?t understand why I needed to have a telephone appointment knowing a face to face appointment would need to take place. That was two appointments that could have just one.
19/09/2023	Nurse Practitioner	Very Good	I got an appointment on the same day as my request to see a healthcare professional The healthcare professional listened to me explain my symptoms, was very understanding and prescribed medication which has already started to ease symptoms.
19/09/2023	HCA	Very Good	Polite staff and on time
19/09/2023	NURSE CLINIC	Very Good	
20/09/2023	GP	Very Good	
19/09/2023	HCA	Very Good	Pleasant staff
20/09/2023	HCA	Very Good	Appointment on time. Very pleasant nurse. All comfortable.
20/09/2023	GP	Very Good	I phoned at 8 this morning for a telephone call from Dr phoned me before 9 and said to come down I can't find anything but praise to say all at North House Surgery thank you all so much x
20/09/2023	HCA	Very Good	The people are nice and helpful
20/09/2023	NURSE CLINIC	Very Good	Nurse was very helpful and informative, very happy with our appointment today.
19/09/2023	NURSE CLINIC	Very Good	
20/09/2023	HCA	Very Good	The Health Care worker was friendly and put me at ease. She seemed genuinely interested in what I had to say. Best of all I didn't feel a thing when she took blood from me! ?
20/09/2023	HCA	Good	Dr was very nice but we didn?t get any real answers to problems ,waiting for a response from a heart specialist I think , said he would get back to us when they hear from them ,
20/09/2023	Baby Immunisation Clinic	Very Good	
20/09/2023	GP	Very Good	Looked after very well.
20/09/2023	NURSE CLINIC	Poor	Felt upset after my cervical screening appointment, Was in a lot of pain after and felt really sick nurse never warned me or recommended me to take pain relief afterwards, it?s was very rough experience and wasn?t done delicately or slowly.
20/09/2023	HCA	Very Good	Because the nurse was very helpful and officiant, friendly
20/09/2023	NURSE CLINIC	Very Good	We were looked at promptly and professionally and advised on further action to our situation
21/09/2023	HCA	Very Good	Friendly staff and very efficient
20/09/2023	GP	Very Good	
21/09/2023	HCA	Good	The nurse who I saw was lovely and also helpful
21/09/2023	GP	Very Good	
21/09/2023	GP	Very Good	The doctor I saw was very thorough and gave me clear explanations about my condition.
21/09/2023	NURSE CLINIC	Very Good	Seen on time. Very nice nurse, felt listened too, just all very professional
21/09/2023	GP	Very Good	Very quick to sort out an appointment
21/09/2023	HCA	Very Good	Feel very at ease with Julie really nice nurse
21/09/2023	HCA	Very Good	Every time the service outstanding
21/09/2023	HCA	Very Good	Appointment on time. Quick and efficient service from the HCA for a blood test. In and out the surgery in less than 10 minutes
21/09/2023	HCA	Very Good	Very friendly
20/09/2023	Nurse Practitioner	Very Good	Got an appointment same day, once in the surgery no waiting got seen straight away. Nurse listened to what I had to say, thoroughly examined me and explained everything. She was so friendly and put me at ease straight away.
21/09/2023	Attached Staff	Very Good	
19/09/2023	GP	Neither Good Nor Poor	Appointment was good but 30min wait

21/09/2023	HCA	Very Good	On Time friendly and efficient treatment from nurse and receptionist.....no complaints
21/09/2023	HCA	Very Good	Seen quickly. Nice, friendly staff.
21/09/2023	NURSE CLINIC	Very Good	Nurse made me feel at ease throughout the whole appointment talking me through everything that she was doing. Very friendly while being professional. Explained everything about the results process in terms that's easy to understand
22/09/2023	HCA	Very Good	The nurse I saw this morning for bloods was nice all the way through explaining everything as she went along
22/09/2023	GP	Neither Good Nor Poor	Appointment 9-45 didn't see doctor till 10-00
22/09/2023	GP	Very Good	I was listened to and treated with respect
22/09/2023	GP	Very Good	
22/09/2023	Nurse Practitioner	Very Good	Called at 930am, got appointment at 2.45pm, nurse practitioner called us in at exactly 2.45pm and we left with prescription by 2.53. Very nice very pleasant practitioner.
22/09/2023	GP	Very Good	Everyone at the surgery is excellent, I have no complaints whatsoever. As for Dr, he's a legend in his own lifetime. I've yet to hear a bad word spoken about him. He's brilliant. If only he was 25 years younger then retirement wouldn't be near.
12/09/2023	GP	Very Good	Very friendly and professional
15/09/2023	HCA	Very Good	I was seen within 5 minutes of my arrival. The nurse explained what would happen. Very pleasant
22/09/2023	HCA	Good	
22/09/2023	HCA	Very Good	Easy .pleasant
22/09/2023	Nurse Practitioner	Very Good	Excellent and pleasant nurse who knew her stuff
20/09/2023	GP	Very Good	Impressed with the doctor and the receptionist, very professional and pleasant.
25/09/2023	HCA	Don't Know	Didn't get an notification to say when my appointment was Have I missed it?
25/09/2023	HCA	Very Good	Nurse was very professional and patient. Really felt at ease.
25/09/2023	Attached Staff	Good	
25/09/2023	HCA	Very Good	the nurse I saw and doctor were very good at what they did for me
25/09/2023	HCA	Very Good	
25/09/2023	HCA	Very Good	My appointment was on time the nurse was polite and caring very good
25/09/2023	HCA	Very Good	
25/09/2023	GP	Very Good	The doctor treated me with a lot of kindness at a very difficult time
25/09/2023	NURSE CLINIC	Very Good	The nurse I seen was very nice
25/09/2023	HCA	Very Good	A quick and efficient service.
22/09/2023	HCA	Good	My appointment was to have a blood test this went well the lady who did this test was very peasant
25/09/2023	HCA	Very Good	
25/09/2023	GP	Good	No problem with Dr at all he reassured me, and advised me of the way forward by monitoring my bloods.
25/09/2023	Attached Staff	Very Good	Receptionist very helpful , appt on time , clinician very thorough
25/09/2023	NURSE CLINIC	Very Good	Nurse was amazing, was very nervous for my smear but she was lovely, made sure I was ok and got me some water.
26/09/2023	GP	Very Good	Never had any issues with the GP practice, was offered an appointment day earlier but was unable to attend and they where very accommodating
26/09/2023	Nurse Practitioner	Very Good	
26/09/2023	HCA	Very Good	No waiting to go in..very quickly seen
25/09/2023	GP	Very Good	Dr was superb. Can't speak highly enough of him
26/09/2023	HCA	Very Good	Did not have to wait long.
26/09/2023	GP	Very Good	I felt very poorly and I got an appointment for the same day which I was so grateful. Dr was very thorough and thoughtful, his bedside manor is superb
26/09/2023	Nurse Practitioner	Very Good	Needed antibiotics for tonsillitis, nurse practitioner already saw my daughters infected tonsils so gave myself and my husband prescription for it once we contracted it, without needing to have an appointment. Common sense and speedy service
26/09/2023	HCA	Very Good	
27/09/2023	NURSE CLINIC	Very Good	Doctors and nurses all brilliant. They make me feel that they care for their patients. Well done all.
27/09/2023	GP	Very Good	The doctor was very understanding
27/09/2023	HCA	Very Good	On time, friendly nurse and gave covid jab as there were some available on the day.
25/09/2023	HCA	Very Good	
27/09/2023	GP	Very Good	Appointment straight away. And got antibiotics
27/09/2023	GP	Very Good	Dr. Very efficient, kind and attentive to my queries
27/09/2023	HCA	Very Good	

25/09/2023	HCA	Very Good	
18/09/2023	HCA	Very Poor	blood results my lipids are high to book an appointment with the pharmacist which I did. I asked clearly is everything else is OK? And the lady said that is the only thing. Days later they ask me for more blood tests stressing me out more. No need
27/09/2023	Nurse Practitioner	Very Good	Never had a problem in 12 years since coming
27/09/2023	Nurse Practitioner	Good	Was able to get an appointment
27/09/2023	Nurse Practitioner	Very Good	Nurse was great and very helpful
28/09/2023	NURSE CLINIC	Very Good	The nurse was great, very thorough and friendly.
28/09/2023	HCA	Very Good	I was seen on time and treated with politeness and respect
28/09/2023	HCA	Good	
28/09/2023	HCA	Very Good	Appointment on time and out within five minutes. Brill?
26/09/2023	GP	Very Good	Dr. was brilliant with my daughter, dealt with the issue promptly and knew exactly what needed to be done
26/09/2023	GP	Very Good	Excellent swift responses from North House when my health scare started. All staff, from doctors, nurses to receptionists, treated me with professionalism and compassion. I felt in safe hands.
29/09/2023	GP	Very Good	Was given a call back and the Doctor accommodated the fact I had work and got me seen as soon as possible. Put my mind at rest by ensuring tests are arranged and examination.
29/09/2023	GP	Good	Doctor was very good but waited for days to get an appointment
29/09/2023	NURSE CLINIC	Very Good	Checked in and was seen within 15 minutes
29/09/2023	GP	Very Good	Very efficient and friendly doctor. Also got straight in for an appointment
29/09/2023	HCA	Very Good	Seen to quickly and everything needing doing was also done quicky
29/09/2023	HCA	Very Good	
26/09/2023	GP	Very Good	I spoke to the receptionist who was very polite and helpful. She got me booked into see Dr. I have very little wait at the before going into see the Dr. She was very reassuring, kind, friendly, helpful, listened and understanding.
19/09/2023	GP	Very Good	The whole thing was so well organised and very efficient.. Staff were friendly and helpful.
26/09/2023	GP	Very Good	Managed to get an appointment on the 2nd day of requiring one, the dr was very prompt in giving me a blood test and sending me for an x Ray.
22/09/2023	GP	Very Good	The GP was very thorough and is following up on a range of issues, leaving no stone unturned and connecting up the dots. I feel reassured and very well cared for.
26/09/2023	HCA	Very Good	I can always get a appointment
04/09/2023	HCA	Good	Doctor was fine and receptionists were fine it's the trying to get in to see someone and get an appointment that is the problem .
01/09/2023	HCA	Very Good	Recived good care when I attended my appointment