

Dates	Department	Rating	Response
01/08/2023	HCA	Very Good	Very prompt and friendly hca who dealt with me
01/08/2023	HCA	Very Good	
01/08/2023	HCA	Very Good	Appointment was on time and completed quickly/proficiently. Friendly staff, so all good.
01/08/2023	HCA	Very Good	No delay good service
01/08/2023	HCA	Very Good	Appointment on time and very efficient.
01/08/2023	HCA	Very Good	Very efficient booking in system and didn't wait long for nurse to do bloods also receptionist helpful when booking physiotherapist appointment
01/08/2023	HCA	Very Good	
01/08/2023	HCA	Very Good	Appt on time, very pleasant nurse.
01/08/2023	HCA	Very Good	I was seen at the appointed time. The practitioner was very pleasant and I was dealt with efficiently.
01/08/2023	HCA	Good	On time and friendly
01/08/2023	Nurse Practitioner	Very Good	NP is so knowledgeable but also engages common sense and doesn't use medical jargon or appear to work the appointment from a script or tick box exercise. I can see she deals with every one individually with care and compassion
01/08/2023	HCA	Very Good	The Lady doing the ECG was helpful, friendly and good at her job
01/08/2023	HCA	Very Good	
02/08/2023	HCA	Very Good	No waiting time. Pleasant staff. Easy procedure. Fully informed at all points
02/08/2023	NURSE CLINIC	Very Good	The appointment was at the appointed time and the nurse was very helpful and gentle during the medical check-up. Thank you!
02/08/2023	HCA	Very Good	Always efficient, helpful and understanding on any occasion I have attended
02/08/2023	HCA	Very Good	My appointment was 10.40 and I was called at 10.39
02/08/2023	NURSE CLINIC	Very Good	Nice friendly nurse,, very professional and explained everything well. Thank you
02/08/2023	HCA	Very Good	Very good and friendly I felt very much at ease
02/08/2023	HCA	Very Good	Everyone was very helpful
02/08/2023	NURSE CLINIC	Very Good	Very helpful with information I asked and friendly
02/08/2023	NURSE CLINIC	Very Good	I cancelled the appointment as the issue I had was resolved and it would have freed up the very busy appointments for someone else
01/08/2023	HCA	Very Good	No waiting and great nurse
01/08/2023	NURSE CLINIC	Very Good	Nurse was friendly, well informed able to answer all my questions, she took the time to properly appraise my clinical notes to understand my previous history
02/08/2023	HCA	Very Good	Easy to make appt. Seen on time. Efficient and professional consult.
02/08/2023	HCA	Neither Good Nor Poor	It was as expected
02/08/2023	HCA	Good	Thought the service by the staff and nurse was quick, efficient and friendly.
03/08/2023	GP	Very Good	Appointment on time And very professional GP. Follow up phone calls for future appointment done by mid day.
03/08/2023	HCA	Very Good	The nurse was very professional and friendly
03/08/2023	NURSE CLINIC	Poor	I understand that there's strikes going on but still, I was on time for my appointment and the nurse for 10 minutes late. Then I couldn't continue with my appointment despite my proof that I'd attended the prior appointment in a different location.
03/08/2023	NURSE CLINIC	Very Good	Well manners staff ! Recently I got a new nurse looking after all my current medical issues. She is very knowledgeable and absolutely a professional benchmark. A very well done to the training management Thank you all for taking care of me.
03/08/2023	NURSE CLINIC	Very Good	I felt 100% comfortable
03/08/2023	HCA	Very Good	
03/08/2023	HCA	Very Good	I was seen on time and the nurse was very efficient.
02/08/2023	HCA	Very Good	Was well looked after no complaints receptionist s do a good job at a difficult time great dr polite and caring nurses good and friendly no complaints off this patient
08/08/2023	Nurse Practitioner	Very Good	Rang late afternoon in pain did not expect to get an appointment with nurse. However I did and I was seen on time and was quickly passed to another nurse for bloods to be taken in time for the collection. Prescription available immediately at chemist

09/08/2023	GP	Very Good	The Doctor visited was very thorough, understanding and had a great rapport with the children during the consultation.
09/08/2023	HCA	Very Good	The HCA I received my treatment from was very professional I was treat with dignity and respect
09/08/2023	HCA	Neither Good Nor Poor	It seemed the would of rather been somewhere else.
09/08/2023	HCA	Very Good	Timely. Service was professional and friendly.
09/08/2023	GP	Very Good	Doctor explained my diagnosis throughly and was happy to hear all my concerns.
08/08/2023	Nurse Practitioner	Very Good	
09/08/2023	NURSE CLINIC	Very Good	Nurse was really great, confident, friendly and empathetic. Thorough and informative.
09/08/2023	GP	Very Good	I was able to use call back to get an appointment the same day. The doctor dealt with my enquiry and made a follow up appointment.
08/08/2023	GP	Good	Longer wait than expected but apparently there were problems with the phone system. Doctor I saw very understanding and efficient, easily understood
09/08/2023	HCA	Very Good	Appointment on time and treatment very efficient
09/08/2023	Nurse Practitioner	Very Good	
09/08/2023	GP	Very Good	Dr was very good listened to what I was saying then acted very quickly very professional all staff very helpful and professional ie reception nurse etc
09/08/2023	HCA	Very Good	She was great told me everything she was doing or needed to do thank you
09/08/2023	HCA	Very Good	
10/08/2023	HCA	Very Good	quick and easy appointment
09/08/2023	GP	Very Good	The doctor listened to me .. lv had asthma all my life and I know my body, I know when I have an infection , she listened to what I had to say and did my observations and agreed .. sometime the doctors don?t listen .. it was a lovely experience..
10/08/2023	HCA	Good	Had a 20 minute wait past my appointment time & the check in screen indicated room 21 for my appointment. I think it was actually room 16. Couldn?t fault the nurse. She?s was very professional & helpful so 10/10 for her.
10/08/2023	GP	Good	Apart from the long wait, it was finally good to see the doctor face to face, hopefully we can get some problems answered soon and hopefully get better
10/08/2023	Nurse Practitioner	Very Good	Kind and understanding nurse. Just wanted the best for me. Dare I say it, an enjoyable visit!
10/08/2023	GP	Very Good	Because the surgery has always been very efficient in my experience
10/08/2023	NURSE CLINIC	Very Good	In before my appointment time, polite, friendly and efficient Thank you
09/08/2023	NURSE CLINIC	Good	Lovely nurse
10/08/2023	GP	Neither Good Nor Poor	My appointment was for 10-15 ,I was still sat waiting till 11-30.
10/08/2023	HCA	Very Good	The nurse was very professional she got my blood sample very easy when people have had problems getting blood from me before.
10/08/2023	HCA	Very Good	Receptionist, I think was so pleasant and professional credit to the NHS
10/08/2023	Phlebotomist	Good	Phlebotomist was very helpful and respectful.
09/08/2023	Nurse Practitioner	Very Good	Person centred care
10/08/2023	HCA	Very Good	I've not been able to get an appointment for 3 years and I was just happy to be seen. I was listened to when I described symptoms.
10/08/2023	HCA	Very Good	Not long to wait. Nurse friendly very relaxed and orderly no complaints
10/08/2023	Nurse Practitioner	Very Good	I give this answer on behalf of my 8 year old daughter. As I rang the doctors and I received appointment that day, (which is very unusual) nurse that we seen was lovely so I had no complaints
11/08/2023	HCA	Very Good	Was in and out No problem
11/08/2023	HCA	Very Good	Appointment given at short notice and nurse was excellent
11/08/2023	HCA	Very Good	Nurse was very professional in doing her job , Also contact with the patient was spot on .
02/08/2023	NURSE CLINIC	Neither Good Nor Poor	Didn't have long wait, appointment on time. Nurse ok, but very to the point. Didn't want to converse, just wanted quick question answers.
10/08/2023	Nurse Practitioner	Very Good	In and out very professional. Thank you
11/08/2023	Nurse Practitioner	Very Good	I was seen quickly, NP was very respectful and kind. Very informative and supportive
10/08/2023	HCA	Good	Appointment on time with a quick and professional assessment.

11/08/2023	NURSE CLINIC	Very Good	The nurse was kind, knowledgeable and friendly.
11/08/2023	GP	Very Good	Thorough down to earth response from start to finish by all concerned. Was happy with the final outcome.
14/08/2023	HCA	Very Good	Got to see nurses straight way normally you can't get an appointment or even a phone call for days
14/08/2023	HCA	Very Good	Straight in on time.
14/08/2023	HCA	Very Good	I was seen to by the nurse on time had not long to wait which was good
14/08/2023	HCA	Good	
14/08/2023	GP	Neither Good Nor Poor	
08/08/2023	HCA	Good	K always tuink the staff and the doctors are brilliant. But ive been trying to have a chat or an email some concerns but dont want to waste an appointment that someone may need if its nothing.
14/08/2023	HCA	Good	She was a new nurse
14/08/2023	HCA	Very Good	Explained everything I needed to know & listened to me
14/08/2023	Attached Staff	Very Good	Had an appointment with the physiotherapist, regarding arthritis in both knees. My appointment lasted one hour and physio did a 1st class job of informing me of the diagnosis of my problem, I was given advice about my options. Thank you
15/08/2023	HCA	Very Good	The service I got was very good.
14/08/2023	GP	Very Good	Staff were both friendly, helpful and diligent, and the doctor very professional.
09/08/2023	HCA	Neither Good Nor Poor	As I hadn't received notification of the appointment until a text the night before I couldn't make the appointment so I phoned to cancel. This is the first time the postal system has let me down through non delivery.
15/08/2023	HCA	Very Good	No waiting, appointment was on time. Nurse did an excellent job taking my blood first attempt
15/08/2023	HCA	Very Good	The nurse was efficient and pleasant.
15/08/2023	NURSE CLINIC	Very Good	In right on tome and out within five minutes, great efficient service
15/08/2023	HCA	Very Good	I only waited 2 minutes for my appointment. The Nurse was wonderful. I always feel looked after at North House Surgery. Thank you.
15/08/2023	HCA	Very Good	In and out at the appointed time.
15/08/2023	GP	Good	Didn't have to wait to long also doctor very understanding and listened to what I had to say and explained what was the way forward
15/08/2023	GP	Good	Getting an appointment is an absolute lottery! It?s like a game show where first to press the button wins! The appointment itself was excellent. A very helpful doctor dealt with my appointment politely and informatively.
15/08/2023	HCA	Very Good	Very pleasant staff. On time with appointment
15/08/2023	HCA	Very Good	Totally different professional experience at all points of contact in comparison to my previous GP practice.
15/08/2023	HCA	Very Good	Appointment on time and nurse very polite and good service
15/08/2023	GP	Very Good	Great response despite telephone system not working. Appointment was on time lovely doctor loved the fact she asked me what I was expecting from my appointment at the end to ensure my needs were met - refreshing and progressive approach. Excellent
15/08/2023	GP	Neither Good Nor Poor	Once I'd checked my self in automatically. Sat and waited
15/08/2023	HCA	Very Good	Appointment was on time No waiting Nurse was nice and informative
15/08/2023	HCA	Very Good	Always helpful and friendly
16/08/2023	GP	Very Good	Husband was at surgery at 8am to make appt. Saw Dr 9.15. She ordered urine test to be done straight away and also blood test. Good service. Also it was good to see the lower reception window available as I use a wchair.
16/08/2023	GP	Neither Good Nor Poor	Had to wait 45 minutes after my appointment time
16/08/2023	HCA	Very Good	Very efficient and polite
16/08/2023	Baby Immunisation Clinic	Very Good	The lady who did injections was very professional and friendly. Great experience with children.
14/08/2023	GP	Very Good	I was dealt with quickly and thoroughly examined and referred to hospital. Very caring
03/08/2023	Attached Staff	Very Good	Good service, very helpful
17/08/2023	GP	Very Good	Been seen by Doctor he made me feel at ease and I felt in good hands, he listened all my requests

17/08/2023	HCA	Good	All went well, time for appointment correct
17/08/2023	HCA	Very Good	
17/08/2023	HCA	Very Good	Was seen within a few minutes of my appointment. Surgery was bright and clean.
17/08/2023	HCA	Very Good	Brilliant put me at ease straight away
17/08/2023	HCA	Very Good	the nurse I had my appointment with was very good , and got me a second appointment later today for something I needed checking
17/08/2023	GP	Very Good	Because you dealt with my. appointment very quickly. Many many thanks. Over the moon.?
17/08/2023	HCA	Very Good	Very professional
17/08/2023	Attached Staff	Very Good	Excellent advice
17/08/2023	Attached Staff	Good	Appointment slightly late,liked audio as well as visual when appointment came on the screen. The receptionist was lovely,but I think it?s not a private enough area as I could hear all.
09/08/2023	NURSE CLINIC	Very Poor	17 th august feed back while have appointment another nurse opening door to say goodbye very unprofessional while seeing a patient, then the nurse didn?t really know what to do waste of my time and there?s
17/08/2023	Attached Staff	Good	Good advice,knowledgeable and reassuring
16/08/2023	GP	Very Good	Responded really quickly to a potential emergency
17/08/2023	GP	Very Good	
17/08/2023	GP	Very Good	Dr very good. Friendly, approachable and helpful.
18/08/2023	GP	Very Good	Dr was very good and discussed the issues in detail. A further appointment has been made for 2 weeks to check up. Only down side is the availability of appointments and getting to see a doctor.
18/08/2023	HCA	Very Good	The surgery, in my experience, is always very friendly and efficient. It is a tribute to the professionalism of its staff that I have always found them to be calm, patient and reassuring despite the great pressures they must often be working under.
17/08/2023	GP	Very Good	The receptionist was very helpful and I was given an appointment the same day at a convenient time for me after work. Dr was very pleasant and thorough and the prescription he gave me helped my symptoms with a blood test to follow.
18/08/2023	GP	Very Good	A little wait to see doctor but once in doctor very helpful
18/08/2023	GP	Very Good	Dr. very helpful and explained problem fully
18/08/2023	HCA	Very Good	Appointment on time, blood tests out quickly and efficiently ?
18/08/2023	GP	Good	I had to wait approx 20 - 25 min which is unusual.
17/08/2023	HCA	Very Good	No problem on time
17/08/2023	HCA	Very Good	Great staff and always efficient
18/08/2023	HCA	Very Good	Appt was on time BP and blood sample taken quickly and competently
18/08/2023	HCA	Very Good	Very helpful nurse
18/08/2023	NURSE CLINIC	Very Good	Check in was good, not too long to wait to see the nurse, then the overall screening experience was made much easier with the nurse, who explained everything before the procedure, and made the entire thing relaxed, whilst maintaining my dignity
18/08/2023	GP	Good	Managed to get an appointment and was seen on time also the doctor listened to me and explained my problem
18/08/2023	GP	Very Good	Doctor was very polite and attentive having not seen him before
17/08/2023	HCA	Very Good	It was just for blood test and it went well as allways and the nurses are always very nice Thank you
11/08/2023	GP	Very Good	Everything was very professional.
21/08/2023	HCA	Very Good	Very professional
21/08/2023	HCA	Very Good	The Nurse was very helpful in answering the questions I asked her and about the results when they come back
21/08/2023	HCA	Very Good	Always pleasant makes you feel comfortable
21/08/2023	HCA	Very Good	
21/08/2023	GP	Good	Because that was what I though appropriate.
21/08/2023	HCA	Very Good	Seen bang on time for both appointments..
21/08/2023	NURSE CLINIC	Very Good	My appointment was with the nurse. I always try to arrange "giving blood sessions" with her as she is friendly, very efficient and painless
21/08/2023	NURSE CLINIC	Good	Rang back as arranged-helpful advice given
21/08/2023	GP	Very Good	Doctor was very caring, listened well and explained what she was doing and why she was prescribing the medication

21/08/2023	HCA	Good	Arrived a little early didn't wait long before I was seen. Health care assistant was pleasant. Communication is key in a health care setting
17/08/2023	HCA	Very Good	Excellent
22/08/2023	GP	Very Good	I got an appointment on the morning of the day I wanted. Very impressed by Dr.
21/08/2023	GP	Very Good	From receptionist to Dr straightforward appointment very good treatment
21/08/2023	GP	Good	Doctor was efficient & personable. I haven't graded 'very good' because I should ideally have been told to provide a urine sample when I made the appointment. As this didn't happen, I had to do it at the surgery.
22/08/2023	GP	Very Good	Dr always has time to listen to you and explains everything to you wonderful Dr
22/08/2023	GP	Very Good	I rang at 8am, I was 7th in the queue, got an appointment at 8.05 with the doctor I requested for 10.45. Excellent service!
21/08/2023	HCA	Very Good	Well looked after
22/08/2023	GP	Very Good	I am currently happy and sefty with the doctors well done ?
22/08/2023	HCA	Very Good	On time with no problems,friendly nurse all good
21/08/2023	GP	Very Good	My appointment on the 21st Aug and previously, a telephone appointment on 31st July , we're both handled exceptionally. Both Dr and receptionist on reception went above and beyond on the 31st July to ensure I was seen promptly and diagnosed in Durham
21/08/2023	HCA	Very Good	The nurse was very nice, personable and put me at ease.
21/08/2023	NURSE CLINIC	Very Good	Nurse is very professional kind and caring. As my child has autism learning difficulties and epilepsy it is very important that the health professional understands the situation. Nurse is excellent.
22/08/2023	HCA	Very Good	The time suited me and the appointment was on time
22/08/2023	HCA	Good	The nurse talked threw what was happening.
22/08/2023	Nurse Practitioner	Very Good	The appointment and service offered was very productive
22/08/2023	GP	Very Good	Because I have always been treated well and have no problems with staff or doctors
21/08/2023	HCA	Very Good	Apart from the long wait on the telephone it went very well the only problem I had was hearing the doctor's questions as my hearing is not good. Hope that helps.
22/08/2023	HCA	Very Good	
22/08/2023	GP	Very Good	Dr was very helpful and explained what is causing the issue.reception staff are very helpful also.
23/08/2023	Nurse Practitioner	Very Good	Always get a timely response and everyone is so helpful
23/08/2023	HCA	Very Good	I was seen on the appointed time
23/08/2023	Nurse Practitioner	Very Good	Speedy response from initial call, seen by Nurse Practitioner within 2 hrs , meds prescribed and first dose taken within 2.5 hrs. Very efficient, caring and knowledgeable practitioner.
23/08/2023	HCA	Very Good	Everything happened on time and the nurse was very friendly.
23/08/2023	NURSE CLINIC	Very Good	No waiting very efficient
23/08/2023	HCA	Good	Got seen to on time
23/08/2023	NURSE CLINIC	Neither Good Nor Poor	It was very evident that different sectors of the practice need to communicate better to avoid unnecessary and expensive duplication of tests and doctors time
24/08/2023	HCA	Very Good	Welcoming appointment. Nurse was friendly and professional.
24/08/2023	HCA	Very Good	The nurse explained what she was doing and why. Blood pressure, bloods and wee sample required for annual MOT.
24/08/2023	HCA	Very Good	Nurse was very competent,helpful and pleasant
23/08/2023	HCA	Very Good	
23/08/2023	GP	Neither Good Nor Poor	For a working person its a nitemare to get an appointment and be told I have to phone to make a second appointment while iam already there is madness
23/08/2023	NURSE CLINIC	Very Good	Nurse was polite and very thorough. Thanks.
24/08/2023	NURSE CLINIC	Very Poor	I genuinely missed my appointment for injections by half an hour. I turned up and receptionist said "you've missed your appointment so you have to rebook it. " she didn't even check with the nurse to see if they could have fitted me in.
24/08/2023	HCA	Very Good	Very friendly and efficient service from your health care assistant and was even seen before my appointment time.
24/08/2023	NURSE CLINIC	Good	Clean, tidy environment, efficient receptionist, appointment mainly on time and very pleasant nurse.
24/08/2023	Nurse Practitioner	Good	
24/08/2023	NURSE CLINIC	Very Good	Nurse was very nice and efficient and made me feel at ease.
10/08/2023	GP	Very Good	My appointment was on time very polite and professional.

24/08/2023	HCA	Very Good	Pleasant nurse good service thank you
24/08/2023	HCA	Very Good	Didnt have to wait long, nurse was lovely and kept me at ease
24/08/2023	GP	Good	Receptionist was helpful and Dr was very good.
25/08/2023	HCA	Very Good	
			Looked after really well and very thoroughly examined
25/08/2023	GP	Very Good	
25/08/2023	GP	Very Poor	The doctor I saw was not any good so I felt it was a total waste of time
25/08/2023	GP	Very Good	It was not rushed and I felt able to have a good discussion about mg issues.
25/08/2023	HCA	Very Good	Very pleasant nurse,easy questions, comfortable meeting.
24/08/2023	HCA	Very Good	
25/08/2023	HCA	Very Good	Phoned up, got a same day appointment. Appointment resulted in blood test being booked. I am terrified of blood tests, and was extremely emotional, however the HCA was absolutely amazing and talked to me and reassured me.
23/08/2023	GP	Very Good	Doctor did really good examination and explained everything. And isrefer
24/08/2023	HCA	Good	
09/08/2023	NURSE CLINIC	Very Good	
25/08/2023	GP	Poor	I wanted over an hour for my appointment. I didn't get seen til 535 for my 430 appointment! To then be told if its still bothering me come back. I've waited 3 weeks of it bothering to make an initial appointment so it's not like I've not waited.
25/08/2023	Nurse Practitioner	Very Good	My appointment was on time and that is how it should be
25/08/2023	GP	Very Good	Because Dr was very caring,helpful and listened, didn't feel as though I was being fobbed off or ushered out, and appreciated him making the appointment himself for my return visit.
11/08/2023	Nurse Practitioner	Very Good	The two receptionists on the desk were helpful and friendly and chatty. The nurse was gentle and efficient
22/08/2023	GP	Very Good	I got an appointment with the Dr on the day that I rang
29/08/2023	HCA	Good	Nurse was very friendly and didn't have to wait long for my appointment the receptionist was friendly
29/08/2023	HCA	Very Good	Nurse was very able and treated me v well, explained everything as she went along. Reception staff were very helpful and going out of their way
29/08/2023	Nurse Practitioner	Very Good	Nice pleasant doctor
29/08/2023	Nurse Practitioner	Good	Waiting time to speak to receptionists could be improved. However the ring back service is very good
29/08/2023	HCA	Very Good	Nurse was very nice and happy to answer any questions I had.
25/08/2023	HCA	Very Good	
29/08/2023	HCA	Very Good	Was easy booking in and was not waiting long before my appointment
29/08/2023	HCA	Very Good	Didn't have very long to called to be seen. The nurse was very nice.
29/08/2023	HCA	Very Good	Only waited about 5 minutes to see nurse. Very friendly and helpful.
30/08/2023	HCA	Very Good	The nurse help me with my query thanks
30/08/2023	HCA	Very Good	The staff and nurse were very pleasant and helpful both provided an excellent service Thank you ?
30/08/2023	HCA	Good	That's how I felt it was.
30/08/2023	GP	Very Good	Went to the reception and a appointment was scheduled for the first available date
30/08/2023	Nurse Practitioner	Very Good	
30/08/2023	NURSE CLINIC	Good	Very helpful and answered my questions
30/08/2023	HCA	Very Good	Prompt appointment. All queries answered. Polite and friendly nurse. Very happy patient. Thank you North House Surgery !
31/08/2023	GP	Very Good	Dr is a wonderful doctor, he genuinely makes you feel at ease and explains everything to you in layman?s terms. I used the econsult service and received a call back from the surgery to ring and make an appointment the following day.
31/08/2023	NURSE CLINIC	Very Good	The nurse was friendly and made me feel at ease.
29/08/2023	GP	Very Good	Appointment on the day requested. Lovely doctor

31/08/2023	Nurse Practitioner	Very Good	Friendly professional service
31/08/2023	GP	Very Good	Very happy with the service I received today
			Health care review appointment Very helpful
31/08/2023	HCA	Very Good	
29/08/2023	GP	Very Good	Because the doctors are very efficient