

Dates	Department	Rating	Response
05/01/2024	HCA	Very Good	On time. Professional friendly nurse
08/01/2024	HCA	Very Good	Friendly and professional staff.
08/01/2024	GP	Very Good	Doctor actually listened to me and she was very thorough
08/01/2024	HCA	Very Good	
08/01/2024	HCA	Very Good	Nurse told me exactly what she was going to do and afterwards answered questions I asked happy with everything
05/01/2024	HCA	Good	The nurse I saw was very caring and got me a doctor to check my blood pressure as was so high
08/01/2024	HCA	Very Good	I was seen quickly
08/01/2024	Session	Very Good	Information given very good
08/01/2024	Attached Staff	Very Good	
08/01/2024	HCA	Very Good	Saw the medical practitioner on time without any delay
08/01/2024	HCA	Very Good	Very friendly staff and professional's,efficient service!!
08/01/2024	HCA	Very Good	Polite,efficient and pleasant.Thank you for your services.
08/01/2024	HCA	Very Good	Very efficient, no waiting
05/01/2024	HCA	Good	Its very hard to get a appointment ,i had to get in the car and come up to the surgery at 8am then go back up for my appointment, its no good ringing by the time you get though there r no appointments left its a nightmare
08/01/2024	HCA	Very Good	
08/01/2024	HCA	Very Good	Blood tests
08/01/2024	HCA	Very Good	Because you all look after me 100%
08/01/2024	NURSE CLINIC	Very Good	hekpuk
05/01/2024	HCA	Good	Did not have to wait too long
08/01/2024	HCA	Good	
08/01/2024	HCA	Very Good	On time and the nurse was very helpful
08/01/2024	HCA	Poor	Was supposed to be a diabetic review.Went I got there was only booked in for a 10 minutes blood test instead of a half an hour so have to go back next week.
08/01/2024	GP	Very Good	Very helpful at reception. GP was very professional and pleasant.
08/01/2024	HCA	Very Good	From making the appointment to having the injection went very smoothly
08/01/2024	GP	Very Good	Doctor I saw went above and beyond. Such a lovely lady
08/01/2024	HCA	Very Good	I didn't have to wait very long and the nurse was very efficient and friendly and took time to explain about the vaccine
08/01/2024	HCA	Very Good	Nurse was friendly spent time answering my questions was not rushed
08/01/2024	HCA	Very Good	My appointment was on time and everything was explained clearly to me.
08/01/2024	HCA	Very Good	All staff I encountered was professional and helpful. The surgery was clean and tidy and had informative information sign posted.
08/01/2024	HCA	Very Good	Because the nurse was polite and on time
08/01/2024	GP	Very Good	I used call back facility and was rang back within 20mins, receptionist friendly and helpful. I got appointment that morning, saw doctor that was very helpful and listened to my concerns. Outcome was prescription to help with ailments
08/01/2024	HCA	Very Good	Quick clean professional
08/01/2024	HCA	Very Good	Prompt, professional and very swift without being rushed. Excellent service.
08/01/2024	HCA	Very Good	Relevant questions asked by nurse before shingles vaccine was administered. Appointment was on time.
08/01/2024	HCA	Very Good	I was seen on time with no issues
08/01/2024	HCA	Very Good	Appointment on time. Nurse was quick, efficient and friendly.
08/01/2024	HCA	Poor	Using the NHS app I cancelled this appointment assuming the app would be linked to the surgery. Obviously not because I received a condescending text complaint about me not attending. Even worse is the fact this is now recorded on my NHS record.
08/01/2024	HCA	Very Good	Everyone was pleasant and helpful
08/01/2024	HCA	Very Good	Called through on time and was advised of the vaccine I would be getting.
08/01/2024	HCA	Very Good	
10/01/2024	GP	Poor	Had a telephone appointment and no one called me
10/01/2024	GP	Very Poor	My call was for 10 am. I received a nhs message to attend the surgery, which I did.

10/01/2024	Baby Immunisation Clinic	Very Good	I put a lot of value in face to face appointments
10/01/2024	Baby Immunisation Clinic	Very Good	Nurse was excellent as always
10/01/2024	GP	Very Poor	I had an appointment over the phone. The appointment was booked in for Wednesday the 10th or January at 11:15. I didn't receive a phone call till 1:45pm
10/01/2024	Baby Immunisation Clinic	Very Good	Great service by the diabetic nurse. Explained everything, and I can call her anytime and she will get back to me.
08/01/2024	HCA	Very Good	Very short wait to see the nurse. She was extremely helpful and pleasant! Well done Crook doctors and nurses!! ??
11/01/2024	Attached Staff	Very Good	Nice pleasant chap gave good advice
11/01/2024	Baby Immunisation Clinic	Very Good	Because the lady I see actually care?s fantastic
08/01/2024	HCA	Neither Good Nor Poor	
11/01/2024	Attached Staff	Very Good	Very quick appointment for physio actually next day
15/01/2024	Attached Staff	Very Good	Listened to what I was saying and give helpful advise
15/01/2024	Attached Staff	very	Quick appointment, seen quickly. Very helpful.
16/01/2024	Diabetic Clinic	Very Good	The doctor listened to me and explored ways to help, with me. He was polite and explained his responses. I came away feeling more positive and relaxed about my condition and a follow up appointment.
15/01/2024	Attached Staff	Good	Because I?m happy with what happened at the appointment
16/01/2024	Diabetic Clinic	Very Good	The Doctor I spoke to was very helpful ?
16/01/2024	Diabetic Clinic	Very Good	
17/01/2024	Baby Immunisation Clinic	Very Good	
17/01/2024	Phlebotomist	Very Good	Very prompt, efficient and pleasant. Answered my question thoroughly.
17/01/2024	GP	Very Good	Good service
17/01/2024	Baby Immunisation Clinic	Very Good	Nurse was very helpful and friendly as always reassured about vaccine and follow on care
17/01/2024	Phlebotomist	Very Good	Just good service
17/01/2024	GP	Very Good	Doctor was clear about my ailment
17/01/2024	Phlebotomist	Very Good	
17/01/2024	GP	Very Good	Actually managed to get an appointment & see a Dr face to face! He was very friendly & helpful.
17/01/2024	HCA	Very Good	Always is good at this surgery
18/01/2024	Phlebotomist	Very Good	Got straight in Sunderland aff very friendly and efficient
18/01/2024	Session	Good	Progress with my appointment gave clarity of services available by the surgery. I was treated humanly and with respect.
18/01/2024	Session	Very Good	She was very helpful and I did not have to wait long to see her
18/01/2024	Phlebotomist	Very Good	I was put at ease. The phlebotomist was personable and efficient. A trainee was in attendance and that was no problem whatever.
18/01/2024	Phlebotomist	Very Good	Didn't have to wait too long and Phlebotomist was very friendly
18/01/2024	HCA	Very Good	They were very calm and very helpful
18/01/2024	Phlebotomist	Very Good	There for bloods , I have very temperamental veins. It was painless and straightforward procedure.
18/01/2024	Phlebotomist	Very Good	Very friendly staff.
18/01/2024	Phlebotomist	Very Good	Speed,competence,politeness
18/01/2024	Phlebotomist	Very Good	Friendly
18/01/2024	Phlebotomist	Very Good	Very efficient and friendly, a pleasant experience even though I came for a blood test!
17/01/2024	GP	Very Good	It was relatively wasy to make the appointment and every one was very friendly
18/01/2024	Phlebotomist	Good	Phlebotomist was brilliant with my daughter put her at ease had bloods taken for 2ndtime Made her laugh& was quick with no fuss made such a difference thank you! Would have given very good answer but doctors hadn't ordered cream needed as promised
19/01/2024	Phlebotomist	Very Good	Staff very friendly, & explained treatment
19/01/2024	Phlebotomist	Very Good	No waiting. Polite and helpful receptionist, Bob the phlebotomist was his usual helpful cheery self. Nothing not to like.
17/01/2024	Phlebotomist	Very Good	Friendly efficient staff , who know what they are doing and put you at ease.
18/01/2024	Phlebotomist	Very Good	
18/01/2024	Attached Staff	Very Good	The physiotherapist was very helpful and explained about injections for various types of arthritis and will contact Dr to see if both my knees qualify and get back to me.

22/01/2024	Attached Staff	Very Good	Attentive, considered and very informative
18/01/2024	Session	Very Good	Very helpful
22/01/2024	Attached Staff	Very Good	The physiotherapist I saw today was truly professional and friendly. The treatment and advice given was the best
19/01/2024	SMEAR REMOTE BOOKING CLINIC	Very Good	Nurse went see very clear on why I was there n maded me feel at ease
22/01/2024	HCA	Very Good	
24/01/2024	Baby Immunisation Clinic	Very Good	Professional nurse who explained fully what was going to be done and provided lots of reassurance to myself and son, made the process very smooth thank you!
24/01/2024	GP	Very Poor	His appointment via telephone never happened as scheduled. No reason why or even been told it was cancelled just no call at 9.30 as scheduled
24/01/2024	Phlebotomist	Very Good	Appointment was 9-40 was in and seen and back out by 9-30 staff very friendly
24/01/2024	GP	Very Poor	Wasn't contacted regarding my Asthma review which was scheduled for 10.15am today.
24/01/2024	Phlebotomist	Very Good	Excellent, quick service and seen on time very efficient
24/01/2024	Phlebotomist	Very Good	Welcoming ,Friendly and professional. Thank you
24/01/2024	GP	Good	Was seen on time
24/01/2024	GP	Very Good	I was very pleased with the receptionist who I spoke to and with the doctor who I saw
24/01/2024	Phlebotomist	Very Good	As usual, excellent help & service. I'm always happy attending appointments. I receive kind & caring support.
24/01/2024	Phlebotomist	Very Good	Appointment on time, polite staff.
24/01/2024	Phlebotomist	Very Good	Didn't have to wait for long, straight in and back out.
24/01/2024	GP	Good	Arrived early and got in within a few minutes of been seated ,
24/01/2024	Phlebotomist	Very Good	Only had blood taken but friendly helpful staff and on time for my appointment
24/01/2024	Phlebotomist	Very Good	In on time
25/01/2024	Attached Staff	Very Good	Any questions I had were were clearly dealt with, no other issues.
25/01/2024	Phlebotomist	Good	Everything was OK when we sorted what bloods were required many thanks
18/01/2024	Attached Staff	Good	
24/01/2024	GP	Very Good	Good service fast and efficient
25/01/2024	Session	Very Good	Very helpful, I don't feel like I can talk to anyone but she made me feel very comfortable even though I got quite upset talking. I feel like there is light at the end of the tunnel.?
25/01/2024	Attached Staff	Very Good	
25/01/2024	Session	Very Good	I've been desperate for actual practical professional support and after speaking to the health professional I don't feel as isolated alone and rudderless.
25/01/2024	Phlebotomist	Very Good	Appointment at 2 had blood taken 5 minutes later the phlebotmist took my blood sample painless and very quick so was out of the surgery in no time brilliant.
24/01/2024	Phlebotomist	Very Good	Not long to wait for my appointment, training girl was lovely.
25/01/2024	Baby Immunisation Clinic	Very Good	Attended for blood test, Nurse took it quickly and without fuss and cleared up some queries I had about my medical records.
25/01/2024	Baby Immunisation Clinic	Very Good	Nurse was very kind and gentle whilst giving him his vaccines
25/01/2024	Attached Staff	Very Good	I had physio today and young man explained everything he was doing .lovely personality
25/01/2024	Phlebotomist	Good	
25/01/2024	Baby Immunisation Clinic	Very Good	Nurse was very nice and helpful
25/01/2024	Phlebotomist	Very Good	Phlebotomist is so nice and always reassuring
25/01/2024	Phlebotomist	Very Good	All staff very friendly and helpful.
26/01/2024	Phlebotomist	Very Good	Very efficient and professional . Courteous and polite .
26/01/2024	Phlebotomist	Very Good	Only Had blood test done but Phlebotomist was very polite and friendly
26/01/2024	Phlebotomist	Very Good	
26/01/2024	Phlebotomist		I was seen promptly, communicated with effectively and made to feel at ease. The blood test I was there for was carried out efficiently.
26/01/2024	Phlebotomist	Very Good	
26/01/2024	Phlebotomist	Very Good	Phlebotomist was friendly, chatty and made me feel at ease.

26/01/2024	Phlebotomist	Very Good	Got in to see the nurse with in two minutes asked about something else and got someone to come in and look at it very quickly thanks very good. Service excellent
26/01/2024	Phlebotomist	Very Good	All good.
25/01/2024	Phlebotomist	Very Good	Very efficient and professional from the doctor in a relaxed manner.
26/01/2024	SMEAR REMOTE BOOKING CLINIC	Good	Good information and made me feel comfortable.
29/01/2024	HCA	Very Good	Today's visit to North House surgery was excellent ?
22/01/2024	Attached Staff	Very Good	The physiotherapist was very thorough and attentive throughout my appointment, and explained everything well. I did not feel the appointment was rushed, and therefore I was able to ask questions, all of which weren't answered satisfactorily.
29/01/2024	Attached Staff	Very Good	Physiotherapist very helpful, informative and excellent manner.
29/01/2024	Attached Staff	Very Good	Person centred care was good
29/01/2024	Attached Staff	Good	
29/01/2024	Attached Staff	Very Good	Fast to the point service
26/01/2024	Phlebotomist	Very Good	Friendly helpful staff accommodate quickly to problem nothing negative to say about NHS service so thank you
26/01/2024	Phlebotomist	Very Good	
31/01/2024	Baby Immunisation Clinic	Very Good	Very kind and empathetic with my foster son for his 16 week jabs
31/01/2024	Phlebotomist	Very Good	Quick service. Nice people at surgery. No problems
31/01/2024	Phlebotomist	Very Good	
31/01/2024	Phlebotomist	Very Good	The nurse was very efficient and pleasant. I did not have to wait long
31/01/2024	Phlebotomist	Very Good	I was suffering from severe back ache and the assistance given to enable me to have bloods taken was first class
31/01/2024	Phlebotomist	Very Good	Appt. bang on time.
31/01/2024	GP	Very Good	Was seen very quickly for ongoing knee problem, doctor very helpful and understanding for my needs
25/01/2024	Phlebotomist	Very Good	They are very helpful and understanding of my medical issues.
17/01/2024	GP	Good	
31/01/2024		Poor	
31/01/2024		Very Good	Good service received by myself and partner either in person or on phone. Reception and medical staff all helpful and explain things well
31/01/2024		Very Good	Saw new FCP in room 6 today. Very thorough and helpful, thank you.
31/01/2024		Good	Where have the higher armed chairs gone from the reception area? People with back problems struggle to get down and up from the seats that are there at the moment
31/01/2024		Good	Mostly good but room for improvement. Can be difficult at times to get to see GP when required resulting in using 111 at times who then send you to A&E when not required. Telephone waiting queue cuts off when there are people already waiting for appointments.
31/01/2024		Very Poor	
31/01/2024		Very Poor	I can never get a face to face appointment with a doctor
31/01/2024		Very Poor	The appointment system is a joke, not enough doctors
31/01/2024		Very Poor	Its impossible to make an appointment to see a doctor