

Dates	Department	Rating	Response
01/02/2024	Attached Staff	Neither Good Nor Poor	Personally time wasted on an appointment that needed X-ray before seeing a physio
01/02/2024	Attached Staff	Very Good	Thankyou Very helpful and reassuring
01/02/2024	Phlebotomist	Very Good	Everything was handled professionally and caring. Patient and understanding. Thank you so much.
01/02/2024	Attached Staff	Very Good	Always a good team and friendly - always manage to get an appointment
01/02/2024	Phlebotomist	Very Good	Found nurse very efficient. He made me feel very confident and at ease as I am needle phobic.
01/02/2024	Phlebotomist	Very Good	Because the appointment time was perfect
01/02/2024	Session	Very Good	It was changed to a call appointment at my request which they accommodated and the mental health nurse I spoke to was gentle, knowledgeable and kind. Hang on to her!!
01/02/2024	Phlebotomist	Very Good	A ppointment on time did not have to wait
01/02/2024	Phlebotomist	Very Good	Was easy to log in for my appointment, the staff are very friendly and was not waiting long and the nurse was efficient and thorough
01/02/2024	Session	Good	Don't say you can't take repeats over the phone, the people you make suffer are the elderly yet I know for a fact you can do it. Stupidest policy ever
01/02/2024	Phlebotomist	Very Good	My appointment was on time. The clinician was excellent
01/02/2024	Attached Staff	Very Good	I got my appointment within two days of informing the receptionist of my issue. The physio I seen today was very informative and gave me lots of advice on how to manage my pain and exercises to complete. Thank you
01/02/2024	Phlebotomist	Very Good	Appointment was on time
01/02/2024	Session	Very Good	
02/02/2024	GP	Very Good	Excellent service, and follow ups.
02/02/2024	HCA	Neither Good Nor Poor	Appointment cancelled
01/02/2024	Session	Very Good	CPN made me feel at ease. Allowed me time to talk at my own pace. Offered lots of support and places to go next while I?m waiting for the right support. Great service.
01/02/2024	Phlebotomist	Very Good	Prompt, professional, clear, kind, supportive
02/02/2024	Phlebotomist	Very Good	Very friendly and professional
02/02/2024	SMEAR REMOTE BOOKING CLINIC	Very Good	
02/02/2024	HCA	Neither Good Nor Poor	Blood test appointment was cancelled and I had to rearrange.
06/02/2024	Diabetic Clinic	Very Good	A very nice phone appointment, good outcome, thank you
07/02/2024	HCA	Very Good	Very informative about my treatment.The care Carried out in a kind and professional manner
08/02/2024	SMEAR REMOTE BOOKING CLINIC	Very Good	Very quick in and out nice friendly nurse.
08/02/2024	Session	Very Good	Lovely lady listened and answered all my question
08/02/2024	Baby Immunisation Clinic	Very Good	The appointment went well,Nice staffs and excellent communication.
14/02/2024	Phlebotomist	Very Good	Easy check in. Clinician greeted me in reception. Friendly chat on way to consulting room making me feel relaxed. Full explanation of planned procedure and opportunity to ask question. Never felt rushed. A very pleasant and satisfactory experience.
14/02/2024	Baby Immunisation Clinic	Very Good	The nurse was very kind,careful, and caring while she was treating me.

14/02/2024	Phlebotomist	Very Good	Stuff very very helpful
14/02/2024	Phlebotomist	Very Good	On time.
14/02/2024	Phlebotomist	Very Good	The man that did bloods was so friendly . Sorry I've forgotten his name. Was pleasure talking to him.
14/02/2024	Phlebotomist	Very Good	Didn't have to wait long to be seen. Person who was taking blood samples was friendly and efficient.
14/02/2024	Phlebotomist	Very Good	Although I was a bit late ( bus time ) I was seen promptly by friendly and efficient staff.
14/02/2024	Phlebotomist	Very Good	Had bloods taken no problem at all by very polite staff member. He did apologise for my wait, these things happen, not a problem.
14/02/2024	Phlebotomist	Very Good	Quick response on phone back appointment same day Judith very pleasant and friendly
15/02/2024	Phlebotomist	Good	Appt on time , all went to plan.
15/02/2024	Phlebotomist	Good	Appointments are never on time. I do understand why but more staff are needed.
15/02/2024	Phlebotomist	Very Good	Provided the service required
14/02/2024	Diabetic Clinic	Very Good	Professional, caring, put you completely at ease.
15/02/2024	Baby Immunisation Clinic	Very Good	Very helpful x attentive. Explained everything in detail x listened
15/02/2024	Phlebotomist	Very Good	the staff are always very friendly and will do everything in there power to help you
16/02/2024	Phlebotomist	Very Good	Excellent treatment by a friendly professional person.
16/02/2024	Phlebotomist	Very Good	Always very friendly and helpful
16/02/2024	NURSE CLINIC	Very Good	Very professional and kind
16/02/2024	Phlebotomist	Very Good	Quick and helpful.
15/02/2024	Phlebotomist	Very Good	Didn't wait long, clinician was friendly
16/02/2024	Phlebotomist	Very Good	Very polite and professional and made me feel at total ease. Lovely experience
16/02/2024	Phlebotomist	Very Poor	My appointment was at 11 am and I got reminder on NHSApp at 1pm
16/02/2024	NURSE CLINIC	Very Good	Very attentive, patient and informative.
16/02/2024	Phlebotomist	Very Good	You asked
15/02/2024	Phlebotomist	Very Good	
16/02/2024	NURSE CLINIC	Very Good	The nurse I saw had only been at the surgery since Oct. She was very professional and thorough. Made sure I was happy and felt comfortable during my examination.I believe she will have an excellent future ahead of her and is an asset to the surgery.
21/02/2024	Phlebotomist	Very Good	I always have a prompt and efficient appointment with Robert , I can ask questions and have a general chat so in effect I never feel the needle .Excellent customer service
21/02/2024	Phlebotomist	Very Good	Phlebotomist is a very efficient man, he is polite, friendly and always gets the job done.
21/02/2024	Phlebotomist	Very Good	Polite, efficient, on time
21/02/2024	Phlebotomist	Very Good	Blood sample taken professionally
16/02/2024	NURSE CLINIC	Good	
21/02/2024	Phlebotomist	Very Good	Best experience of blood taking ever
21/02/2024	NURSE CLINIC	Very Good	I was in pain, I asked for stitch to removed to ease the pain, nurse removed stitch. Pain improved.
21/02/2024	Phlebotomist	Very Good	In on time. Pleasant staff
21/02/2024	NURSE CLINIC	Poor	Delayed by 20 minutes and nurse confused as to what my appointment was for.
22/02/2024	Phlebotomist	Very Good	
22/02/2024	Phlebotomist	Very Good	Prompt and efficient.

22/02/2024	Phlebotomist	Very Good	Phlebotomist very good person makes you feel relaxed
22/02/2024	Phlebotomist	Very Good	Called in on time for appointment and friendly staff member.
22/02/2024	Phlebotomist	Very Good	Professional healthcare staff, friendly reception team! 10/10
22/02/2024	Phlebotomist	Very Good	Appointment nearly righ on time always good service at North House surgery
21/02/2024	Phlebotomist	Very Good	Phlebotomist is brilliant at taking good samples?.no bruising or discomfort at all
22/02/2024	Phlebotomist	Very Good	Quick and professional
21/02/2024	Phlebotomist	Very Good	Got done what needed doing without any problems.
22/02/2024	Phlebotomist	Very Good	
23/02/2024	Phlebotomist	Very Good	Appointment offered worked perfect for me, on time and quick.
22/02/2024	Phlebotomist	Very Good	
23/02/2024	Phlebotomist	Very Good	Appointment on time
23/02/2024	Phlebotomist	Very Good	DIDNT HAVE LONG TO WAIT BLOODS TAKEN WITHOUT FEELING ANYTHING AND NO VISABLE MARK WHERE TAKEN VERY SATISFACTORY
23/02/2024	Phlebotomist	Very Good	Very caring and personable staff member when having bloods taken. Receptionist pleasant and helpful too.
23/02/2024	Phlebotomist	Very Good	I gave the answer because I was very happy with the treatment i got
23/02/2024	Phlebotomist	Very Good	Didn't wait long before I was called in for my bloods to be taken. The phlebotomist very chatty and welcoming. Overall a gd experience.
21/02/2024	Phlebotomist	Very Good	Kind, friendly, professional, wasn't rushed out.
22/02/2024	Phlebotomist	Very Good	Very professional approach initially by thereceptionist on duty and by the phlebotomist taking the blood sample.
16/02/2024	NURSE CLINIC	Very Good	My appointment was moved and then reset following a systems fail that made me miss the earlier appointment the appointment was honoured with no fuss well done
26/02/2024	NURSE CLINIC	Good	Appointment on time
28/02/2024	Baby Immunisation Clinic	Very Good	Every time I ring the surgery the receptionists are so very helpful and polite. Never have any trouble getting through. Call back is an excellent service. Thank you
28/02/2024	Phlebotomist	Very Good	All done on time and lovely and friendly all done in notime ,great service
28/02/2024	Phlebotomist	Very Good	On time
28/02/2024	Phlebotomist	Very Good	I was made to feel so relaxed
28/02/2024	Phlebotomist	Very Good	Was put at ease as soon as my name was called
16/02/2024	Phlebotomist	Very Good	Dr very helpful
28/02/2024	Phlebotomist	Very Good	Everything went smooth without any big delays.
28/02/2024	Phlebotomist	Very Good	Only moved to the area October and have been delighted with the response from all staff that I have delt with,always friendly
28/02/2024	Phlebotomist	Very Good	Quick professional service phlebotomist was great
28/02/2024	GP	Good	

29/02/2024	SMEAR REMOTE BOOKING CLINIC	Good	My appointment was for 8am. The self service check-in was out of order. I queued for the receptionist to check me in which took approximately 15 minutes. It was 8.20 when the nurse called me. The nurse was professional and friendly.
29/02/2024	Phlebotomist	Very Good	Appointment on time ,Bob very pleasant and professional.
29/02/2024	Phlebotomist	Very Good	Always excellent in this surgery
29/02/2024	Phlebotomist	Very Good	Receptionist very helpful and young man who takes blood is so friendly and so gentle.
29/02/2024	Phlebotomist	Very Good	Because it was true,
29/02/2024	Phlebotomist	Very Good	Prompt appointment and caring nurse
29/02/2024	Phlebotomist	Very Good	Very quick Very professional Very friendly  Thank you
29/02/2024	Phlebotomist	Very Good	You were efficient on time and pleasant thank you.
29/02/2024	Phlebotomist	Very Good	Very quick appointment and good communication
29/02/2024		Very Good	Great Surgery. Friendly Staff
29/02/2024		Very Good	The receptionists do their very best everytime to get us an appointment with a Gp or Nurse. They are always understanding and sympathetic. The medics, especially Dr Naeem, Dr Wood and Dr Kumar are always willing to listen, help and support, thank you.