

Dates	Department	Rating	Response
01/03/2024	Phlebotomist	Very Good	Simple book-in process
01/03/2024	Phlebotomist	Very Good	Seen promptly and efficiently.
01/03/2024	Phlebotomist	Very Good	The receptionist was very patient with my questions, and answered clearly. I visited Bob to take blood samples, and found
01/03/2024	Phlebotomist	Very Good	Phlebotomist was a lovely man, very pleasant, who got my blood no bother
01/03/2024	Phlebotomist	Very Good	Taken on the time specified no questions asked.
01/03/2024	Phlebotomist	Good	No waiting time pleasant member of staff
01/03/2024	Phlebotomist	Very Good	As a devout ?needlephobic? Phlebotomist has a professional approach and a manner to put you at ease.
01/03/2024	NURSE CLINIC	Very Good	
05/03/2024	Session	Poor	I received a text message yesterday reminding me about my appointment however when I attended the surgery I was informed that all appointments had been cancelled and that a telephone consultation had been arranged. However by the time I arrived back
06/03/2024	Phlebotomist	Very Good	Easy to check in. Was seen on time. The phlebotomist came to the waiting room to collect me for the appointment. He was very friendly & put me at ease, but also very professional. The process of the blood test was quick & efficient. All good
06/03/2024	Phlebotomist	Very Good	Very happy with service
06/03/2024	Phlebotomist	Very Good	A prompt and efficient service.
06/03/2024	Phlebotomist	Very Good	Top class service
06/03/2024	Phlebotomist	Very Good	Very friendly man, made me feel at ease polite and chatty
06/03/2024	NURSE CLINIC	Very Good	The nurse I saw was really lovely, friendly and knowledgeable. She explained everything in detail, which made me feel much more reassured. Thank you.
07/03/2024	Phlebotomist	Very Good	Phlebotomist was excellent. He was very friendly and put me at ease whilst getting my bloods done.
07/03/2024	Phlebotomist	Good	On time very professional
07/03/2024	Phlebotomist	Very Good	I didn't have to wait to long to be called.
07/03/2024	Phlebotomist	Very Good	Received my appointment in a reasonable time. I attended said appointment, I was treated promptly, and professionally without any problems
07/03/2024	Phlebotomist	Very Good	The blood sample appointment was prompt, quick and friendly. I was advised to speak to the receptionist, who referred me to the pharmacist, so I had an examination and advice on my vertigo almost immediately.
07/03/2024	Phlebotomist	Very Good	Exelent service, spot on time. Entirely Satisfied.?
07/03/2024	Phlebotomist	Very Good	In for appointment on time, hassle free. Very efficient.
06/03/2024	Phlebotomist	Very Good	On time Pleasant
08/03/2024	Phlebotomist	Very Good	Receptionist very helpful dealing with my questions Also the gentleman taking my blood very helpful & also went through a few things for me.
08/03/2024	HCA	Very Good	Very quick, professional. Excellent service, always.
08/03/2024	Phlebotomist	Very Good	Appointment was on time. Friendly member of staff, professional.
08/03/2024	Phlebotomist	Good	Excellent service once I got into my appointment but I had to wait for 20 minutes
08/03/2024	HCA	Good	On time, very pleasant
08/03/2024	Phlebotomist	Very Good	Because it was very good, as usual
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08/03/2024	Phlebotomist	Very Good	Came to have bloods done, I was seen on time (or a little early) very pleasant guy took my blood and was done in no time.
08/03/2024	Phlebotomist	Very Good	
08/03/2024	NURSE CLINIC	Very Good	The nurse was so helpful
12/03/2024	Nurse Clinic	Very Good	Knowledgeable information and always on time and very pleasant and polite.
12/03/2024	Session	Very Good	Wonderful attentive and caring practitioners even with a patient who can be as difficult as me. What could a patient ask for.
13/03/2024	Phlebotomist	Very Good	Phlebotomist is friendly, approachable and good at what he does.
13/03/2024	Phlebotomist	Very Good	On time
13/03/2024	Phlebotomist	Very Good	Friendly and efficient staff.
13/03/2024	Phlebotomist	Very Good	Very friendly service
13/03/2024	Phlebotomist	Very Good	On time and pleasant as usual
13/03/2024	GP	Very Good	The doctor was lovely and very thorough.
13/03/2024	Phlebotomist	Very Good	Not too long to wait and I was dealt with pleasantly and efficiently.
14/03/2024	Phlebotomist	Very Good	Nurse was early doing my app .pleasure to talk too .put me at ease .
14/03/2024	Phlebotomist	Very Good	Was seen on time and doctor was professional and friendly.
14/03/2024	Phlebotomist	Very Good	I've always had excellent care from North House Surgery . All staff are very compassionate and helpful .
14/03/2024	Phlebotomist	Very Good	Always friendly and courteous staff
14/03/2024	Phlebotomist	Very Good	I have recently experienced Hypos (quite scary at first) the care, support and reassurance I received (tho mostly by phone) was second to none. Many thanks to the team at North House surgery.
14/03/2024	Phlebotomist	Very Good	Pleasant staff. Appointment in good time.
14/03/2024	SMEAR REMOTE BOOKING CLINIC	Very Good	The Practice Nurse was kind & reassuring. Also gave me great advice
07/03/2024	SMEAR REMOTE BOOKING CLINIC	Very Good	Made to feel at ease and the test was completed without difficulty
15/03/2024	Phlebotomist	Very Good	Blood test by phlebotomist on time and as always very polite and pleasant
15/03/2024	Phlebotomist	Very Good	The staff were very friendly
15/03/2024	Phlebotomist	Very Good	Phlebotomist , managed to take my blood with very little stress.
15/03/2024	Phlebotomist	Very Good	No problem getting an appointment. Friendly, helpful and professional staff.
19/03/2024	Session	Very Good	The appointment wasn't rushed felt listened to and agreed with treatment plan
20/03/2024	Baby Immunisation Clinic	Very Good	My problem was dealt with quickly and efficiently
20/03/2024	Baby Immunisation Clinic	Very Good	Both Nurses are just so lovely and caring. I was so chewed this morning but it hey both put me at ease. Thank you x
21/03/2024	Baby Immunisation Clinic	Very Good	
20/03/2024	PRACTICE NURSE	Very Good	Nice receptionist and doctors very helpful
21/03/2024	SMEAR REMOTE BOOKING CLINIC	Very Good	Really friendly polite and informative nurse made me feel at ease
21/03/2024	SMEAR REMOTE BOOKING CLINIC	Very Good	I had two appointments one for smear and another to have injection in my wrist and both were very efficient and professional
27/03/2024	PRACTICE NURSE	Very Good	Nurse very helpful caring and professional. I felt like I was listened to and given good advice.
27/03/2024	Baby Immunisation Clinic	Very Good	
27/03/2024	PRACTICE NURSE	Very Good	Nurse was on time very friendly and efficient

28/03/2024	SMEAR REMOTE BOOKING CLINIC	Good	The nurse was really friendly and explained things clearly to me. She made me feel at ease and chatted through out my visit.
28/03/2024	F&F Handwritten Card	Neither Good Nor Poor	Its the fact of not enough doctors and appointment system is no good at all.
28/03/2024	F&F Handwritten Card	Good	Not always easy to get a telephone appointment, long list of people waiting before you. BUT coming for the chance to get an appointment at 8am NOT AN OPTION EITHER. When you get an appointment, good service
28/03/2024	F&F Handwritten Card	Very Good	Friendly staff but appointment system needs to be better
28/03/2024	F&F Handwritten Card	Very Good	My husband and I have been very well cared for, for the past 19 years and feel fortunate to belong to North House Surgery. However, I feel I must put pen to paper as HCA actually went the extra mile with her help and advice.