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'YOU SAID WE DID'

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The feedback we receive from patients, visitors, staff, and members of the public is analysed to help us understand what we do well and where we can improve.

We are always keen to improve the services that we provide. We have given some examples below of the feedback we have received throughout the month of March and how it has been used to prompt any changes.

You Said.....

- Appointments cancelled.
- Not enough doctors and appointment system is no good at all.

We Did.....

- Inevitably we experience staff absence which can result in some appointments being cancelled and re-arranged. This happens very rarely, and we do apologise for these occasions.
- Our team consist of many different health professionals including GPs, GP Trainees, Nurse Practitioners, Practice Nurses, Health Care Assistants, Phlebotomists, First Contact Physios, Pharmacists, Mental Health Nurses, Social Prescribers, Health & Wellbeing Coaches, etc., who all work very hard to meet the demand on the practice. We currently have a plan in place to introduce GP and Nurse Practitioner pre-bookable appointments in the very near future.

We share all your feedback with the practice team to ensure that any learning/training needs are addressed and to also send our appreciation to the team for their hard work and dedication.

We would also like to acknowledge and thank our patients for the 67 responses that rated the practice as being 'very good' or 'good' in the month of March.

Please Note: The practice patient survey results from July 2023, and the action plan developed from this, are also available to view on our website.