

Dates	Department	Rating	Response
02/04/2024	HCA	Very Good	Staff was very good kind and friendly and very professional thank you 10/10
02/04/2024	HCA	Very Good	
02/04/2024	HCA	Very Good	Very polite and helpful
02/04/2024	HCA	Very Good	A yearly check up bloods done ,only had a 5 minute wait
02/04/2024	HCA	Very Good	Practitioner was very polite and professional
03/04/2024	Phlebotomist	Neither Good Nor Poor	I requested a full health check as haven't been feeling particularly well for quite sometime. However even though I requested a full health check I was only given a blood test for diabetes and a blood test for cholesterol. Nothing else
03/04/2024	Phlebotomist	Good	Good friendly service
03/04/2024	Baby Immunisation Clinic	Good	Informative and helpful
03/04/2024	Session	Good	
03/04/2024	Phlebotomist	Neither Good Nor Poor	Everything was fine today & I would have put "very good" but, thinking of the service as a whole, I had to remind the surgery that I needed a follow-up test when they should have been reminding me.
03/04/2024	GP	Very Good	Great service very profes
03/04/2024	Phlebotomist	Good	The service provider was running late.
02/04/2024	HCA	Very Good	On time and a pleasant nurse knew what she was doing. The blood was taken without much of a problem. Listen to what I had say about medication and ordered a PSA test as not heard about hospital appointment for some time about prostrate.
03/04/2024	Phlebotomist	Very Good	Everything went smoothly. Very friendly professional nurse.
03/04/2024	Baby Immunisation Clinic	Good	
03/04/2024	GP	Very Good	Fantastic care from both the GP and practice nurse
04/04/2024	Phlebotomist	Very Good	There was no waiting time seen promptly on time was a pleasant experience
04/04/2024	Phlebotomist	Very Good	Phlebotomist is a lovely man. Very good at his job. Never felt the needle at all.
03/04/2024	GP	Very Good	GP very good and no waiting times today
03/04/2024	GP	Very Good	Great service
03/04/2024	Baby Immunisation Clinic	Very Good	GP was very thorough with me
03/04/2024	Phlebotomist	Good	Very pleasant manner and efficient
03/04/2024	Phlebotomist	Very Good	Very pleasant receptionist when booking appointment. Blood test carried out in a professional and caring manner.
04/04/2024	HCA	Very Good	Was a really friendly member of the nursing team who I saw today, did everything she had to in a professional manner, also dealt with a lovely receptionist on the front desk who helped me with a couple of queries
04/04/2024	Phlebotomist	Very Good	lovely people who were very helpful and kind.
04/04/2024	HCA	Very Good	Seen on time by nurse who is not only very pleasant but managed to find a vein first time while taking bloods - not easy with my veins! Very happy with the overall service I receive from the practice including ongoing support from GP
05/04/2024	HCA	Very Good	Great communication thank you

05/04/2024	Phlebotomist	Very Good	Great service
05/04/2024	Phlebotomist	Very Good	On time and nurse was friendly and professional
05/04/2024	HCA	Very Good	Very caring and helpful
05/04/2024	Phlebotomist	Very Good	spot on time
05/04/2024	HCA	Very Good	All ways helpful
05/04/2024	Phlebotomist	Very Good	I was very nervous and Phlebotomist was great. Thanks
05/04/2024	HCA	Very Good	The nurse was very understanding and took time to explain things and also encourage me to carry on to improve my health and lifestyle
05/04/2024	HCA	Very Good	Very efficient and knowledgeable
05/04/2024	HCA	Very Good	Seen on time and the nurse was very helpful and polite and took the time to explain things A+
03/04/2024	Baby Immunisation Clinic	Very Good	Very helpful nurse
05/04/2024	Phlebotomist	Very Good	The phlebotomist was really good, didn't feel a thing
04/04/2024	Phlebotomist	Very Good	Great service and short waiting time
05/04/2024	NURSE CLINIC	Very Good	
08/04/2024	HCA	Good	Nurse was great, wait time was good but it always far to difficult to get an appointment
08/04/2024	HCA	Very Good	Prompt. Relaxed. Informative.
08/04/2024	HCA	Good	Nurse was professional and amicable
05/04/2024	HCA	Very Good	Always good visits.. well organised
08/04/2024	NURSE CLINIC	Very Good	On time very professional and informative
08/04/2024	HCA	Very Good	My appointment was on time, the person I saw was excellent, very friendly and put me at ease straight away.
08/04/2024	HCA	Very Good	Lovely manner and extremely helpful
04/04/2024	HCA	Very Good	Prompt service and polite staff
09/04/2024	HCA	Very Good	The surgery telephoned me twice to cancel my appointment and I missed the calls,I was then sent a text to explain the nurse was sick.I telephoned the surgery and rearranged another appointment,so no problem.
09/04/2024	HCA	Very Good	Annual health check arranged via text message, with reminders, followed by friendly, efficient care by highly professional staff. Thank you.
10/04/2024	PRACTICE NURSE	Very Good	Very polite, understanding and professional. Felt like the doctor cared which is more than I get from alot of other doctors at North house.
10/04/2024	Phlebotomist	Good	
10/04/2024	HCA	Good	Nurse was very nice and wasted no time
10/04/2024	Phlebotomist	Very Good	Because it was very good
10/04/2024	Phlebotomist	Very Good	
10/04/2024	Phlebotomist	Very Good	Had my bloods done and a gentleman who did them and was very nice made you feel at easy
10/04/2024	Phlebotomist	Very Good	Got blood tests and felt at ease and very helpful
10/04/2024	Phlebotomist	Very Good	Staff are always helpful and when I see the nurses they are always friendly and helpful. Never gave to wait too long for my appointment.
08/04/2024	NURSE CLINIC	Very Good	Appointment was on time and nurse was helpful and informative

10/04/2024	Phlebotomist	Very Good	Always good service
10/04/2024	Diabetic Clinic	Very Good	Needed to discuss medication and future use and was very reassured and guided to changes which were required.
10/04/2024	PRACTICE NURSE	Very Good	Thorough examination by trainee nurse practitioner who explained everything and reasons behind her decision
11/04/2024	Phlebotomist	Very Good	Very good nurse made me feel at ease at this worrying time.
11/04/2024	Phlebotomist	Very Good	
11/04/2024	Phlebotomist	Good	Blood test appointment . Got in at my time, in and out. Very satisfied
11/04/2024	Phlebotomist	Good	I didn?t have to wait too long to be seen. My appointment with Bob who took my blood, went very well . Thank you.
10/04/2024	Diabetic Clinic	Very Good	Feel as though after struggling a long time with insulin we might be getting there ?hopefully on the correct insulin.
11/04/2024	Phlebotomist	Very Good	Everything fine ? appt on time ?.
11/04/2024	Phlebotomist	Very Good	Appointment on time, pleasant staff, no problems.
11/04/2024	Phlebotomist	Very Good	I had my bloods taken by a lovely gentleman who was both friendly and welcoming.
11/04/2024	Phlebotomist	Very Good	The service today was good.
11/04/2024	Phlebotomist	Very Good	Easy check in. Called for my appointment within a couple of minutes of due time. Good interaction with technician who professionally performed duties.
11/04/2024	Phlebotomist	Very Good	Friendly staff and very helpful
12/04/2024	Phlebotomist	Very Good	Quick to get an appointment.
12/04/2024	HCA	Very Good	I was seen quickly
11/04/2024	Phlebotomist	Very Good	Seen on time and phlebotomist was very friendly and efficient.
11/04/2024	Phlebotomist	Very Good	Appointment was on time staff were friendly and reassuring
09/04/2024	HCA	Very Good	
11/04/2024	Baby Immunisation Clinic	Very Good	Great staff
12/04/2024	HCA	Very Good	
12/04/2024	HCA	Very Good	Friendly, helpful and professional staff. On time appointment
15/04/2024	HCA	Very Good	I find all staff at surgery are really nice and easy to approach. My appointment this morning was with nurse a blood test was taken. Also attending the surgery to see Doctor or Nurses are for my benefit I appreciate that .
12/04/2024	NURSE CLINIC	Good	Nurse was polite
12/04/2024	HCA	Poor	I thought I was going to see a doctor
12/04/2024	NURSE CLINIC	Very Good	Seen quickly and did what was required
15/04/2024	HCA	Very Good	Good service well received with no delays
04/04/2024	Phlebotomist	Good	
16/04/2024	HCA	Very Good	Friendly staff in and out quickly no waiting
16/04/2024	Session	Very Good	The lady I spoke to was prompt, polite and professional. She makes you feel at ease and it's clear she knows her job.
16/04/2024	HCA	Very Good	Immediate appointment

16/04/2024	HCA	Very Good	Seen on time. Friendly approach to the work. Efficient in carrying out the work. It is a pleasure to be treated by this surgery.
16/04/2024	HCA	Good	Was seen in timely manner
16/04/2024	HCA	Very Good	Nurses very professional
16/04/2024	HCA	Very Good	
16/04/2024	HCA	Very Good	GP is an excellent doctor very helpful and took the time to help me
16/04/2024	NURSE CLINIC	Very Good	Very good told me every they where doing when doing op and removing stitches
17/04/2024	Phlebotomist	Very Good	Appointment on time. Friendly and very professional Male nurse and the injection didn't hurt !!
17/04/2024	Phlebotomist	Very Good	Great service
17/04/2024	Phlebotomist	Very Good	Seen on time
17/04/2024	Phlebotomist	Very Good	
11/04/2024	Baby Immunisation Clinic	Very Good	Friendly attentive
17/04/2024	Phlebotomist	Very Good	Didn't wait long and clinician was friendly and professional
18/04/2024	Phlebotomist	Very Good	I was seen at correct appointment tome so was in and out no problem . Thank you.
17/04/2024	Phlebotomist	Very Good	Always get a good level of support.
18/04/2024	Phlebotomist	Very Good	Phlebotomist was amazing taking my blood today
18/04/2024	Phlebotomist	Very Good	Very friendly and efficient service
18/04/2024	HCA	Very Good	Very good so polite and professional and caring
18/04/2024	Phlebotomist	Very Good	Went like clockwork.
18/04/2024	Phlebotomist	Very Good	I always receive attentive care within your practice.
18/04/2024	Phlebotomist	Very Good	Got nearly straight in seen to and back out
18/04/2024	Phlebotomist	Very Good	Nice friendly staff.
18/04/2024	Phlebotomist	Good	Good service just had to wait a little longer than I would have liked.
18/04/2024	Phlebotomist	Very Good	Appointment was on time, the health care professional was polite and explained everything to my satisfaction. He
18/04/2024	Phlebotomist	Very Good	
18/04/2024	HCA	Good	Receptionist was very helpful
18/04/2024	HCA	Good	The nurse I saw was lovely and the receptionist was very pleasant
18/04/2024	Baby Immunisation Clinic	Very Good	The service was excellent
18/04/2024	Phlebotomist	Very Good	Was seen slightly before my appointment time, the nurse was friendly & pleasant, hardly felt needle while he took my blood sample & was in & out within 10 minutes.
18/04/2024	Phlebotomist	Very Good	Very friendly nurses
19/04/2024	Phlebotomist	Very Good	Truly professional service at all levels.
19/04/2024	HCA	Very Good	Both the doctor and the nurse were extremely pleasant, thorough, conscientious and efficient. Thank God for thee NHS and it?s workers.
18/04/2024	HCA	Very Good	The nurse who saw me was lovely, she put me at ease & answered all my questions.
17/04/2024	Phlebotomist	Very Good	The appointment was spot on time and the staff were very efficient and friendly .
19/04/2024	NURSE CLINIC	Very Good	On arrival I only waited 3 minutes or so before I was called staff were great
19/04/2024	NURSE CLINIC	Very Good	On time. Lovely friendly professional staff
19/04/2024	NURSE CLINIC	Very Good	Good service from the nurse who dealt with me.

22/04/2024	HCA	Very Good	Appointment on time
22/04/2024	HCA	Very Good	Pleasant and comprehensive service
22/04/2024	HCA	Very Good	
19/04/2024	NURSE CLINIC	Very Good	Had treatment from very helpful nurse & treat very kindly
19/04/2024	NURSE CLINIC	Very Good	Efficient friendly service.
22/04/2024	HCA	Very Good	The 2 nurses were very pleasant and efficient
17/04/2024	Phlebotomist	Very Good	
23/04/2024	Covid Vaccination	Very Good	Very prompt and friendly.
23/04/2024	Covid Vaccination	Good	No waiting, straight in to see the nurse re covid vac. Nurse very friendly.
22/04/2024	NURSE CLINIC	Very Good	I?m happy
23/04/2024	Covid Vaccination	Very Good	So friendly and supportive
23/04/2024	Covid Vaccination	Good	Appointment before time, speedy in and out, staff attitude excellent and professional
23/04/2024	Covid Vaccination	Very Good	Very punctual appointment and pleasant staff who were very nice
23/04/2024	Covid Vaccination	Very Good	It was on time and I was offered the utmost courtesy.
23/04/2024	Covid Vaccination	Very Good	A painless and very quick experience.
23/04/2024	Covid Vaccination	Very Good	Very efficient staff.
23/04/2024	Covid Vaccination	Very Good	Didn?t have to wait long and the nurses were very professional.
23/04/2024	Covid Vaccination	Very Good	I was treated very well and given some treatment and very good advice thank you very much.
23/04/2024	Covid Vaccination	Very Good	Two very pleasant ladies. A credit to the practice. Very professional.
23/04/2024	Covid Vaccination	Very Good	A very efficient and speedy appointment. Thank you.
23/04/2024	Covid Vaccination	Very Good	Went for covid jab we were early but got seen to straight away no problems at all
23/04/2024	Covid Vaccination	Very Good	I was early for Covid jab nurse saw to me straight away very pleased with everything thank you
23/04/2024	Covid Vaccination	Good	
23/04/2024	Covid Vaccination	Very Good	Didn't feel injection
23/04/2024	Covid Vaccination	Very Good	Staff were very helpful and pleasant
23/04/2024	Covid Vaccination	Very Good	Arrived early for my appointment to enable to park easily. Waited just a couple of minutes and was called through to
22/04/2024	NURSE CLINIC	Very Good	Only went for a routine injection and asked about leg where the nurse promptly cleaned and dressed it 100 out 100 really nice and well mannered thanks
23/04/2024	HCA	Very Good	
23/04/2024	Covid Vaccination	Very Good	Very efficient on time no waiting.
23/04/2024	Covid Vaccination	Good	My last appointment was for a covid injection which was carried out efficiently. Prior to
24/04/2024	HCA	Very Good	Appt was bang on time!
24/04/2024	PRACTICE NURSE	Good	
24/04/2024	HCA	Very Good	Clean happy staff, in and out Bob on
24/04/2024	HCA	Very Good	Nurse pleasant and very efficient no waiting time got straight in on time
24/04/2024	Phlebotomist	Good	
24/04/2024	HCA	Poor	This appointment was a review of my health supposedly. The person noted that I had had a blood test done as part of my diabetic review in February so didn't take blood. Took my blood pressure asked my height and weight and that was it. Very disappoin

24/04/2024	PRACTICE NURSE	Very Good	Very good examination and assessment
24/04/2024	Phlebotomist	Very Good	Was on time, very pleasant as usual
24/04/2024	PRACTICE NURSE	Good	Got an appointment today so was pleased
24/04/2024	Phlebotomist	Very Good	Polite and friendly
23/04/2024	HCA	Neither Good Nor Poor	Felt invisible, no bedside manner
24/04/2024	GP	Good	Good but I?d of liked to get checked properly it was mostly about my baby when I needed to be checked too.
24/04/2024	GP	Neither Good Nor Poor	His first injections
25/04/2024	Phlebotomist	Very Good	Short wait to be seen, Bob was a friendly pleasant nurse
25/04/2024	Phlebotomist	Very Good	I was seen on time, very easy taking blood 1st attempt. Receptionist very helpful and looked how she could help my queries.
24/04/2024	Phlebotomist	Very Good	
25/04/2024	Phlebotomist	Very Good	Was so responsible service
24/04/2024	Phlebotomist	Very Good	On time, friendly, and helpful
25/04/2024	Phlebotomist	Very Good	My appointment was bang on time, very polite and knowledgeable staff, A*
25/04/2024	Phlebotomist	Very Good	Appointment only a few minutes late and a few minutes later I was finished. No problems.
25/04/2024	Phlebotomist	Very Good	
25/04/2024	Phlebotomist	Very Good	Very professional service
25/04/2024	Phlebotomist	Very Good	The wait time was short and the man who did my bloods was so friendly and lovely!
26/04/2024	Covid Vaccination	Very Good	Very pleasant and efficient
26/04/2024	Covid Vaccination	Very Good	
26/04/2024	Covid Vaccination	Very Good	I waited a little past my appointment time but overall it was fine
26/04/2024	Covid Vaccination	Very Good	Everything went as planned. Appointment was on time and staff were pleasant and efficient
26/04/2024	Covid Vaccination	Very Good	In and out.very friendly
26/04/2024	Phlebotomist	Very Good	Because Phlebotomist made me feel very relaxed and he talked to me while he took my bloods. And that helped to take my mind off having my blood taken and when I said I came out in a rash off the plaster he put cotton wool and tape which was very kind of him
26/04/2024	Phlebotomist	Very Good	Phlebotomist is very polite puts you at ease brilliant nurse.On time and quick.
26/04/2024	Covid Vaccination	Very Good	We always get great service at North house surgery. The Doctors, Nurses & reception staff are so kind & good at their job.
26/04/2024	Covid Vaccination	Good	Staff were pleasant and helpful. Covid injections were busy, but not on time. Didn't wait too long though about 20 minutes.
26/04/2024	Covid Vaccination	Very Good	
26/04/2024	Covid Vaccination	Very Good	Service wa excellent and I was welcomed by Louise and her colleague. Job done, great!
26/04/2024	Covid Vaccination	Very Good	
26/04/2024	Covid Vaccination	Very Good	Appt on time. Staff very friendly.
26/04/2024	Covid Vaccination	Very Good	Speedy and well organised booster vaccine session.
26/04/2024	HCA	Very Good	Very efficient nurse and at the time give

26/04/2024	Covid Vaccination	Very Good	Friendly efficient service
16/04/2024	HCA	Very Good	Appointment on time, friendly nurse, everything done very efficiently
26/04/2024	Covid Vaccination	Very Good	No problems everything went fine
26/04/2024	NURSE CLINIC	Very Good	
26/04/2024	NURSE CLINIC	Very Good	Very pleasant nurse..appointment was speedy and officiant.
29/04/2024	HCA	Very Good	On time appointment...easy to register my attendance....professional nurse during my appointment...listened and acted upon my concerns/issues....polite receptionist who booked a future appointment
29/04/2024	HCA	Very Good	Listened to me and was very considered
29/04/2024	HCA	Neither Good Nor Poor	The appointment was carried out in a very clinical manner.
29/04/2024	HCA	Neither Good Nor Poor	I thought the well-being clinic would include questions and answers from both the nurse and the patient! However it purely consisted of the patient bloods and blood pressure!
25/04/2024	Phlebotomist	Very Good	
29/04/2024	NURSE CLINIC	Very Good	The person who seen me was very friendly and patient and told me when I'm next due my appointment for me to have my next b12 injection, I always get good service at my doctors.
29/04/2024	NURSE CLINIC	Very Good	Didn't have to wait long ans the staff were very pleasant and professional
29/04/2024	NURSE CLINIC	Good	Experience was good overall, appointment on time and nurse friendly. At my last appointment I was able to book my next injection appointment while I was there. This time I was told that this was no longer an option but was something I found very usef
30/04/2024	HCA	Very Good	Got straight in and nurse was very pleasant
29/04/2024	HCA	Good	
30/04/2024	Session	Very Good	
30/04/2024	Covid Vaccination	Very Good	Very pleased to see a GP so quickly.
30/04/2024	Covid Vaccination	Very Good	
30/04/2024	Covid Vaccination	Very Good	Very quick and easy jab pleasant nurse
30/04/2024	Covid Vaccination	Very Good	No waiting. Nurse pleasant.
30/04/2024	HCA	Very Good	Quick and efficient appointment
30/04/2024	HCA	Very Good	Seen early, nurse very friendly easy to talk too and very professional. Good experience all round.
30/04/2024	Covid Vaccination	Very Good	Appointment on time.
30/04/2024	Covid Vaccination	Very Good	Appointment on time.
30/04/2024	Covid Vaccination	Very Good	I arrived early for my appointment but was seen immediately so left the building before my scheduled time
30/04/2024	Covid Vaccination	Very Good	Nurse knows me well and we got in early.
30/04/2024	Session	Very Good	I say very good because exceptional wasn't an option
30/04/2024	Covid Vaccination	Very Good	Service was prompt. First 9.35, second 10.30. Second one was brought forward which made it much more convenient.
30/04/2024	Covid Vaccination	Very Good	On time,pleasant

30/04/2024	Covid Vaccination	Very Good	All staff and nurses efficient kind and helpful and patient, no waiting around. Good to have Covid top up. Thank you all very much.
30/04/2024	Nurse Practitioner	Good	Nurse practitioner was helpful and efficient
30/04/2024	Covid Vaccination	Very Good	Staff were and pleasant and professional.
30/04/2024	Covid Vaccination	Very Good	Seen to very quickly and efficiently
30/04/2024	Covid Vaccination	Very Good	Seen to quickly and efficiently
30/04/2024	HCA	Neither Good Nor Poor	I had to ask questions, no information was forthcoming from practitioner, they didn't even introduce themselves.
30/04/2024	HCA	Very Good	
30/04/2024	HCA	Very Good	
26/04/2024	Covid Vaccination	Very Good	Everything was fine
29/04/2024	HCA	Very Good	
26/04/2024	Covid Vaccination	Very Good	On time.
26/04/2024	Phlebotomist	Very Good	Checked in very easily, didn't wait long. Friendly staff.
29/04/2024	HCA	Very Good	Person centered care
19/04/2024	GP	Very Good	
30/04/2024	Session	Very Good	GP is always thorough and I feel I am in capable hands.
23/04/2024	HCA	Good	GP made sure every test possible was done and in an extremely fast window of time. Very thorough and attentive.