

Dates	Department	Rating	Response
01/05/2024	Baby Immunisation Clinic	Very Good	
01/05/2024	Phlebotomist	Very Good	Always good never had any problems with North House Surgery.
01/05/2024	HCA	Very Good	painless blood taking
01/05/2024	Phlebotomist	Very Good	Phlebotomist was pleasant and professional ,plus I have no bruise after him taking blood from my arm.
01/05/2024	GP	Very Good	Didn't have to wait long and very body very helpful and friendly
01/05/2024	HCA	Good	Waiting time was less than expected staff was polite and efficient
01/05/2024	NURSE CLINIC	Very Good	Easy to book appointment and it was on time
02/05/2024	HCA	Very Good	All seen quick and extra appointment needed was seen pretty quick after nurse checked
02/05/2024	Phlebotomist	Very Good	Very friendly and efficient service
02/05/2024	HCA	Very Good	Positive friendly felt listened too all good
02/05/2024	Covid Vaccination	Very Good	Excellent practice and very professional and friendly!
02/05/2024	Covid Vaccination	Very Good	The nurse was very amicable and the needle didn't hurt a bit.
01/05/2024	NURSE CLINIC	Very Good	The nurse did a theror job
02/05/2024	Baby Immunisation Clinic	Good	Spoke with nurse and she answered my questions.
02/05/2024	Covid Vaccination	Very Good	Very polite and friendly service
02/05/2024	Covid Vaccination	Very Good	Everything was satisfactory
02/05/2024	Covid Vaccination	Very Good	Because the service was very good and proficient
02/05/2024	Covid Vaccination	Very Good	Didn't have to wait long. Nurses very pleasant and efficient. We weren't with them long at all.
02/05/2024	Covid Vaccination	Very Good	The nurse was very quick efficient and friendly
03/05/2024	HCA	Very Good	because the nurse was really understanding and helpful thanks
03/05/2024	HCA	Very Good	
03/05/2024	HCA	Very Good	Very friendly. Explained everything as it was being done.
03/05/2024	Covid Vaccination	Very Good	A very professional quick and friendly service
03/05/2024	HCA	Very Good	
03/05/2024	Covid Vaccination	Very Good	The nurse was very pleasant and helpful. I forgot to ask why i didn't have a card this time saying which one i had.
03/05/2024	Covid Vaccination	Very Good	Over the last few years I have had 2 serious illnesses and I when I am in contact with the surgery everyone is very helpful and I feel looked after. Today I had my Covid booster and everyone was friendly and pleasant. Thank you.
02/05/2024	Covid Vaccination	Very Good	Short and sharp and painful!
02/05/2024	Covid Vaccination	Very Good	On time abe efficient
02/05/2024	Covid Vaccination	Good	
03/05/2024	NURSE CLINIC	Very Good	
03/05/2024	Covid Vaccination	Very Good	Very efficient.Appointment on time.Lovely staff.Thank you.
03/05/2024	NURSE CLINIC	Very Good	Hi I was realy impressed I was seen on time and was very impressed what I had done and Doctor was excellent
03/05/2024	Covid Vaccination	Very Good	Very satisfied,Very efficient.Very nice staff,very helpful.Thank you.
03/05/2024	Covid Vaccination	Very Good	Prompt and friendly

03/05/2024	Covid Vaccination	Very Good	Not long to wait. Staff all friendly. I was deal with by explanation and was asked questions about my health and wellbeing.
02/05/2024	HCA	Very Good	Exceptional care and service throughout.
03/05/2024	NURSE CLINIC	Very Good	Nurse was on time and was polite and friendly ensuring I was alright during appointment
03/05/2024	Covid Vaccination	Very Good	
07/05/2024	HCA	Very Good	Was seen as soon as I arrived.
07/05/2024	NURSE CLINIC	Very Good	Appt on time. Pleasant efficient nurse. Very helpful.
07/05/2024	Covid Vaccination	Good	Experience was good. No real concerns.
07/05/2024	Covid Vaccination	Very Good	No wait in and out in 7min
07/05/2024	Covid Vaccination	Very Good	On time. Proffesional
03/05/2024	Covid Vaccination	Very Good	Quick service and friendly staff. What more can I say?
01/05/2024	Baby Immunisation Clinic	Very Good	Overall great service treat with care
07/05/2024	Covid Vaccination	Very Good	Very professional. Friendly and efficient.
07/05/2024	Covid Vaccination	Very Good	Prompt appointment and pleasant staff
07/05/2024	Covid Vaccination	Very Good	Very friendly people quick and efficient
07/05/2024	HCA	Good	Appointment was timely. Staff were pleasant.
08/05/2024	Baby Immunisation Clinic	Very Good	Very thorough,
08/05/2024	HCA	Very Good	Friendly efficient service.
07/05/2024	Covid Vaccination	Very Good	In and out in 5minutes and very nice people, put my wife and I at rest
08/05/2024	Phlebotomist	Very Good	
08/05/2024	Baby Immunisation Clinic	Very Good	Appointment early nurse very professional and friendly.
08/05/2024	Phlebotomist	Very Good	Phlebotomy guy is always friendly
07/05/2024	Covid Vaccination	Very Good	Good service and no waiting
08/05/2024	Baby Immunisation Clinic	Very Good	
07/05/2024	Covid Vaccination	Very Good	In for Covid vaccination. Didn't have to wait long and nurse very competent
08/05/2024	HCA	Very Good	Quickly seen.
08/05/2024	HCA	Good	I was asked to come in for an "annual review". I had no idea what that meant. I thought it might have been a discussion of my medical past and/ or current issues,concerns etc. It turned to be a blood test and blood pressure check. Anticlimax .
08/05/2024	Phlebotomist	Very Good	The man taking my bloods made me feel very comfortable and very polite got my bloods straight away witch can be difficult and got me in early fab
09/05/2024	HCA	Very Good	I love the nhs app
07/05/2024	Covid Vaccination	Very Good	Quick appointment very caring
09/05/2024	Phlebotomist	Neither Good Nor Poor	I've no way of judging the quality.
09/05/2024	HCA	Very Good	Although I felt it was a wasted appointment as I have regular checks I was seen on time an alltogether reasonable appointment
09/05/2024	Phlebotomist	Very Good	The appointment went off without any bother
09/05/2024	HCA	Very Good	Very professional, and caring!!
09/05/2024	Phlebotomist	Very Good	Excellent service

10/05/2024	Covid Vaccination	Very Good	
10/05/2024	HCA	Very Good	Prompt, efficient service at reception despite the lengthy queue (self service check-in screen wasn't working).
10/05/2024	Phlebotomist	Good	Lovely male nurse took blood ,was friendly and took my mind off getting blood taken.
10/05/2024	Covid Vaccination	Good	The appointment was only 5 minutes late and the staff were efficient and quick at administrating the covid injection
10/05/2024	HCA	Very Good	Everyone was very polite and listened to my concerns etc. My query was dealt with promptly and thoroughly
08/05/2024	PRACTICE NURSE	Good	That doctor's was all ok, but the prescription that was sent over to chemist, was a long wait,and when I got home I found.y blood pressure tablets instead of the nasal spray, which my had to pick up the afterwards
10/05/2024	Covid Vaccination	Very Good	Wonderful staff and very professional
09/05/2024	Phlebotomist	Very Good	Seen very quickly and very friendly staff
10/05/2024	Covid Vaccination	Good	
10/05/2024	HCA	Very Good	Quick and efficient service . Nurse pleasant and friendly answered all my questions
10/05/2024	Covid Vaccination	Very Good	
10/05/2024	Covid Vaccination	Very Good	Seen on time, lovely staff. Always friendly.
10/05/2024	Covid Vaccination	Very Good	I came for a COVID vaccination and was in and out in no time with the minimum of fuss.
07/05/2024	Covid Vaccination	Very Good	
10/05/2024	Covid Vaccination	Good	Problem had no treatment but staff very understand and rebook later date
10/05/2024	Covid Vaccination	Very Good	Fast service and very pleasant nurse. Many thanks
10/05/2024	Covid Vaccination	Very Good	It was very good
10/05/2024	Covid Vaccination	Very Good	Very professional'pleasent app was on time lovely people
10/05/2024	Phlebotomist	Good	Seen fairly quickly. Staff professional.
10/05/2024	Nurse Practitioner	Very Good	Nurse practitioner was very understanding and took the time to answer all my questions. Explained all other treatments that might be available if needed
10/05/2024	HCA	Very Good	I was treated with respect told everything that would happen and informed what would happen next
10/05/2024	Covid Vaccination	Very Good	As always the staff were helpful, very pleasant and didn?t keep me waiting.
08/05/2024	Phlebotomist	Very Good	I did not have to wait long to be seen.
10/05/2024	Covid Vaccination	Very Good	Appointment was on time
10/05/2024	Covid Vaccination	Very Good	On time , thorough and very professional
13/05/2024	HCA	Very Good	
08/05/2024	Baby Immunisation Clinic	Very Good	Everyone was pleasant I didn't have to wait.
13/05/2024	HCA	Good	
13/05/2024	HCA	Very Good	Alough my appointment was not on time, I appreciate how busy the staff work , and some people need more time
14/05/2024	HCA	Very Good	The nurse was caring and chatty and i felt at ease getting bloods done. Didn't realise till I got home that she forgot to weigh me maybe as we were talking but would of liked to see if my weight was ok
14/05/2024	HCA	Very Good	The member of staff was kind and pleasant in her duties. I came away having felt a warmth of nurse/patient
07/05/2024	Covid Vaccination	Very Good	It?s correct

14/05/2024	HCA	Very Good	
14/05/2024	HCA	Very Good	Efficient /helpful/ friendly humour etc
14/05/2024	HCA	Very Good	Seen quickly and professionally
14/05/2024	HCA	Very Good	Came in logged in .I was only sat a couple of minutes and then was seen by the nurse. Fast and polite. Thank you.
15/05/2024	Phlebotomist	Very Good	Very good, fast and efficient service!
15/05/2024	Phlebotomist	Very Good	Very helpful at the surgery
15/05/2024	Phlebotomist	Very Good	The nurse was very friendly and professional
15/05/2024	Phlebotomist	Very Good	Bob the blood is very professional. It was a very painless experience.
16/05/2024	Phlebotomist	Very Good	On time spot on
15/05/2024	NURSE CLINIC	Very Good	
16/05/2024	Phlebotomist	Very Good	Love the guy who takes the blood samples. Very nice man always has time to put you at ease ,
16/05/2024	HCA	Very Poor	I had a health check in September ,I received an invite to make an appointment for an annual health check which I did , today I was informed that I wasn't eligible but I was due an asthma check ??I am going away for 3 months this weekend
16/05/2024	Baby Immunisation Clinic	Very Good	Appointment was on time and the nurse was very nice
17/05/2024	HCA	Very Good	Because I am being honest. She was very polite.
17/05/2024	HCA	Very Good	My appointment was spot on time, the lady who attended to me listened to my concerns and answered all of my questions.
17/05/2024	Phlebotomist	Very Good	The person taking my blood was very friendly and professional and made me feel at ease .
17/05/2024	HCA	Very Good	Appointment on time and nurses very helpful.
17/05/2024	Phlebotomist	Very Good	Appointment was on time. Clinician was friendly and efficient.
17/05/2024	HCA	Very Good	
17/05/2024	Phlebotomist	Good	The bloke was nice who took me blood
17/05/2024	HCA	Very Good	Always good never had a problem thanks
17/05/2024	HCA	Very Good	Appointment was on time and nurse was very pleasant
17/05/2024	HCA	Very Good	Very pleasant ? not long to wait. In and out quite quick. Very pleasant nurse. ?
17/05/2024	HCA	Very Good	Nurse was very efficient and friendly.
15/05/2024	NURSE CLINIC	Very Good	Quick and efficient service. Every conversation and interaction I have had with staff has been nothing but brilliant. Fabulous staff and service nothing but praise
10/05/2024	Covid Vaccination	Very Good	Prompt appointment received and promptly seen in surgery.
17/05/2024	Phlebotomist	Very Good	listened, understood and helped. It has been a frustrating time where I felt my problems were associated to my age and no one was interested in any follow-up. This time I actually felt someone was interested and I cannot thank you enough
20/05/2024	HCA	Good	No complaints
20/05/2024	HCA	Very Good	Very nice lady
20/05/2024	HCA	Very Good	Was seen quickly and and efficiently
16/05/2024	HCA	Very Good	Appointment on time, nurse was friendly, efficient and helpful. Any questions I had were answered. Good experience

20/05/2024	HCA	Very Good	Nurse was very professional and helpful. Couldn't have asked for anything better. Thorough and efficient.
20/05/2024	HCA	Very Good	
17/05/2024	SMEAR REMOTE BOOKING CLINIC	Good	Nurse was lovely and very helpful.
21/05/2024	HCA	Very Good	The nurse that I saw was very pleasant and helpful with my enquiries also talking me through various things
21/05/2024	HCA	Very Good	Always happy with the service I get from staff n nurses. Very professional.
21/05/2024	HCA	Very Good	No waiting about and the nurse was very good and friendly
21/05/2024	HCA	Very Good	Quick and efficient nurse very pleasant
17/05/2024	HCA	Good	
21/05/2024	HCA	Very Good	Didn't have to wait to long to get seen by the nurse
21/05/2024	HCA	Very Good	In and out quickly
21/05/2024	HCA	Very Good	Efficient and speedy courteous service. Thank you
21/05/2024	HCA	Very Poor	Half an hour on phone just about to give up then some one answered!!
21/05/2024	HCA	Very Good	Everything went well no problems or delays
21/05/2024	HCA	Very Good	I've always found HCA very approachable and easy to talk too. She booked me in for a follow-up appointment re bp too.
21/05/2024	HCA	Very Good	My appointment was on time and the nurse was very professional explaining everything polite
22/05/2024	Baby Immunisation Clinic	Very Good	very welcoming and lovely staff
22/05/2024	PRACTICE NURSE	Very Good	A pleasure to be a patient always treated in a caring manner
22/05/2024	PRACTICE NURSE	Very Good	Nurse was very lovely and understanding. She listened to me and reassured me. Probably one of the best people I've seen in the surgery (alongside GP).
22/05/2024	PRACTICE NURSE	Good	Had to wait around 20 mins before been seen even though had appt.
21/05/2024	HCA	Very Good	
22/05/2024	Phlebotomist	Very Good	Pleasant staff quick service
22/05/2024	Phlebotomist	Very Good	In and out in no time
22/05/2024	Phlebotomist	Very Good	Very professional. Very polite everyone in the surgery don't get the credit the deserve. There do a very good job
22/05/2024	Phlebotomist	Very Good	Like the app staff were friendly
22/05/2024	Phlebotomist	Very Good	I feel I have been dealt with quickly by all concerned at North House
22/05/2024	Phlebotomist	Very Good	Dear Sir/madam,
23/05/2024	Phlebotomist	Very Good	Phlebotomist was very friendly and polite had time to talk to you .
23/05/2024	Phlebotomist	Very Good	I was treated with a professional and caring manner , thanks
23/05/2024	HCA	Good	Not too long to wait. Lovely staff.
23/05/2024	Phlebotomist	Very Good	Treated with respect
22/05/2024	PRACTICE NURSE	Very Good	Was dealt with promptly and very professionally
23/05/2024	HCA	Good	Prompt service, pleasant staff.
23/05/2024	Phlebotomist	Very Good	Service is good and staff are very friendly. Always efficient
23/05/2024	Baby Immunisation Clinic	Very Good	Short wait time, friendly and informative

23/05/2024	Baby Immunisation Clinic	Very Good	Nurse was very friendly
21/05/2024	HCA	Good	Very attentive doctor and nurses too xxxx
23/05/2024	Baby Immunisation Clinic	Very Good	The nurse was friendly and explained what I needed to do clearly
24/05/2024	HCA	Very Good	On time, efficient and polite
24/05/2024	HCA	Very Good	HCA was great and got me sorted straight away.
24/05/2024	HCA	Very Good	The NHS is a fantastic system for sure, and the general UK population should never forget that we all have a health
24/05/2024	Covid Vaccination	Very Good	great staff
24/05/2024	Covid Vaccination	Very Good	The nurse was very helpful and pleasant
23/05/2024	Phlebotomist	Very Good	Appointment on time and dealt with courteously and efficiently
24/05/2024	Covid Vaccination	Good	Efficient friendly nurse dealt with me promptly
24/05/2024	Covid Vaccination	Very Good	
22/05/2024	Phlebotomist	Very Good	
24/05/2024	Covid Vaccination	Very Good	Appointment on time.Nurse friendly and reassuring.
23/05/2024	Phlebotomist	Very Good	Was dealt with in timely manner and staff were very friendly and professional
16/05/2024	HCA	Very Good	Very good service from everyone involved
28/05/2024	HCA	Very Good	Lovely chatty nurse and student quick professional help
28/05/2024	HCA	Very Good	On time. Friendly and efficient service.
28/05/2024	HCA	Very Good	The trainee and the nurse were very friendly, put me at ease and took all the bloods, blood pressure and the other things they did professionally
28/05/2024	HCA	Very Good	Efficient and pleasant.
28/05/2024	HCA	Very Good	.
29/05/2024	Baby Immunisation Clinic	Very Good	Great and friendly service
29/05/2024	Phlebotomist	Very Good	I was see on time and the male nurse was really friendly and helpful.
29/05/2024	Phlebotomist	Very Good	Because the blood test I received from the phlebotomist was caring and he talked about my high cholesterol. And my liver test which I should received the results back soon. All been well I can start medication to help with my high cholesterol Hopefully.
29/05/2024	Phlebotomist	Very Good	Got what I needed friendly man
29/05/2024	Phlebotomist	Very Good	
29/05/2024	PRACTICE NURSE	Very Good	
29/05/2024	Phlebotomist	Very Good	Appointment was on time and put me at ease while having bloods taken
29/05/2024	Phlebotomist	Good	
29/05/2024	Phlebotomist	Good	The GP was fine.
29/05/2024	GP	Very Good	This was an 8 week check. On arriving reception staff was friendly and answered any queries I (mam) had. GP and nurse were both friendly, thorough and baby smiled her whole way through the appointment.
29/05/2024	GP	Very Good	Excellent communication, thorough appointment and update from Dr and Nurse.
29/05/2024	GP	Very Good	Doctor was friendly and helpful

29/05/2024	GP	Very Good	GP removed veruccas that have been there a long time and he had a nice nature with the children explaining after care etc
30/05/2024	Phlebotomist	Very Good	Didn't have to wait
30/05/2024	Phlebotomist	Very Good	Didn't have to wait past appointment time . Staff professional and courteous.
30/05/2024	Phlebotomist	Very Good	Everything ran smoothly
30/05/2024	Baby Immunisation Clinic	Very Good	Pleasant staff and nice to talk to
30/05/2024	Phlebotomist	Very Good	Polite efficient
29/05/2024	Phlebotomist	Very Good	On time and very pleasant thank you
30/05/2024	Phlebotomist	Very Good	Screen stated how long I would wait. Phlebotomist is always friendly and is very good. Receptionist was helpful
30/05/2024	Phlebotomist	Very Good	Set at ease with the good conversation
31/05/2024	HCA	Very Good	Because very helpful .
31/05/2024	Phlebotomist	Very Good	The service was first class. Giving multiple blood samples is not something I would relish but the appointment was carried out perfectly.
29/05/2024	NURSE CLINIC	Very Good	Crook GP,s have always provided good service and advice.nurses and reception staff are 1st class
31/05/2024	HCA	Very Good	
31/05/2024	HCA	Very Good	Was seen within 10 mins.....incredible staff nurse explained everything we were doing ...eg blood pressure.....taking blood.....urine sample....weight.....excellent setup
31/05/2024	Phlebotomist	Very Good	the blood man is very good!
31/05/2024	HCA	Very Good	Seen on time and everything was ok
31/05/2024	GP	Very Good	DR W is the best dr in the surgery he has the time to listen to you
31/05/2024	HCA	Very Good	Excellent service as always
31/05/2024	HCA	Very Good	Seen on time , very efficient and friendly service
31/05/2024	HCA	Very Good	Appointment took place on time. The nurse that took my blood was very helpful and answered my questions and put me very much at ease.
31/05/2024	HCA	Very Good	
30/05/2024	HCA	Neither Good Nor Poor	Considering I was in for what I was told was a health check . I was in consulting room at the most 4 mins.
23/05/2024	Phlebotomist	Very Good	
20/05/2024	HCA	Very Good	Everything was spot on.staff very professional.no complaints.
01/05/2024	PRACTICE NURSE	Very Good	The staff are helpful and make it a relaxed atmosphere
24/05/2024	Covid Vaccination	Very Good	After quite a few years not having a named GP who knows my history I saw gp for the first time last year and he has been exceptional He took the time to read my notes properly and made sure he understood my cancer diagnosis.
31/05/2024	HCA	Very Poor	I visited the doctors due to a high temperature and bad stomach after eating unpasteurised cheese in Poland. It took nearly 3 weeks to get me in for blood tests which is very poor! I should of had the blood tests sooner to check for infection
30/05/2024	Phlebotomist	Very Good	I felt the doctor was interested, listened and treat my symptoms appropreety.
30/05/2024	HCA	Very Good	The nurse I saw was absolutely brilliant and really put me at ease
30/05/2024		Very Good	Nice Person

30/05/2024		Good	Once you get in to see doctor/nurse the service is excellent. The problem is accessing an appointment
30/05/2024		Poor	Wish to change surgeries
30/05/2024		Very Poor	
30/05/2024		Very Good	I would like to thank you all for how good you have been, thank you to the girls, phlebotomist and GP
30/05/2024		Very Good	All medical staff have been wonderful during my medical enquiries
30/05/2024		Neither Good Nor Poor	Recent visit better but still have problem making appointment. Staff not very helpful when you phone in. But, I have recently seen the practice nurse and she is very helpful and approachable. The new nurse is also very pleasant, helpful and professional