

Friends and Family Results October 2024

Dates	Department	Rating	Response
01/10/2024	Nurse Practitioner	Very Good	
01/10/2024	Session	Very Good	
01/10/2024	Attached Staff	Very Good	Brilliant service
01/10/2024	GP	Very Good	
01/10/2024	HCA	Very Good	
01/10/2024	HCA	Very Good	
01/10/2024	Nurse Practitioner	Very Good	Listened and I felt I could talk to Julie. But too be honest I always gave a good experience with the surgery. Thank you
01/10/2024	Flu Clinic	Very Good	
01/10/2024	Attached Staff	Good	My appointment ran 45 minutes late and there really should be more higher chairs for disabled people to sit on.
01/10/2024	HCA	Very Good	
02/10/2024	HCA	Very Good	Seen very quickly. Practitioner had excellent communication skills was empathetic and compassionate
02/10/2024	HCA	Good	No complaints but waited 15-20
01/10/2024	Nurse Practitioner	Very Good	
01/10/2024	Flu Clinic	Good	
02/10/2024	Phlebotomist	Very Good	Signed in, sat down, phlebotomist came through bloods taken no problem.
02/10/2024	HCA	Very Good	Polite and efficient
02/10/2024	HCA	Good	The nurses ARE trying their VERY BEST to HELP ME .
02/10/2024	Phlebotomist	Very Good	Appointment was on time no waiting
02/10/2024	Phlebotomist	Very Good	The wait to be seen was only a couple of minutes. The nurse was professional and friendly. He took my blood for testing whilst we chatted, it was over and finished quickly. Certainly not as worrying as I had thought it might be.
02/10/2024	Diabetic Clinic	Very Good	Seems to me that all the staff are trying to help me get the best results regarding my diabetes feel I am in safe hands
02/10/2024	HCA	Neither Good Nor Poor	
02/10/2024	Diabetic Clinic	Very Good	They were very helpful regarding my condition and understood my concerns.
02/10/2024	HCA	Good	Small delay in appointment. Review was informative.
02/10/2024	Phlebotomist	Very Good	Person centred care
02/10/2024	HCA	Very Good	very helpful and caring.
02/10/2024	HCA	Very Good	Lots of time for me, patient and sympathetic
02/10/2024	Phlebotomist	Very Good	Phlebotomist always polite, knowledgeable, patient, caring, and efficient.
03/10/2024	HCA	Very Good	
02/10/2024	HCA	Very Good	Was very good
02/10/2024	HCA	Very Good	Nurse was very friendly & sympathetic.
02/10/2024	Nurse Practitioner	Very Good	I like seeing the nurse she's to the point and relaxed with me. Also we were late cause sometimes I can't get my daughter out of the house in time as she's four and they let us come in still which was lovely of them
02/10/2024	Phlebotomist	Very Good	The man who took my bloods was really nice. I was my first time getting them taken and he made me feel very comfortable
02/10/2024	Phlebotomist	Very Good	Polite staff seen on time couldn't ask for more.
03/10/2024	Phlebotomist	Very Good	Seen on time and nurse was efficient and pleasant.

02/10/2024	HCA	Very Good	Appointment was on time, nurse was very polite and professional , I actually left feeling happier, which not many people would say after leaving a doctor's surgery ?
02/10/2024	HCA	Very Good	Was near enough on time . Friendly nurse . Explained things . Listened to what i had to say
03/10/2024	Phlebotomist	Very Good	
02/10/2024	Phlebotomist	Very Good	Very friendly and professional
03/10/2024	PRACTICE NURSE	Very Good	
02/10/2024	Phlebotomist	Good	Didn't have to Waite long to be seen
03/10/2024	PRACTICE NURSE	Very Good	The lady healthcare professional I saw was very courteous, polite and carried out a thorough examination in relation to my symptoms. She listened, gave sound advice and prescribed appropriate medication to treat my symptoms.
03/10/2024	PRACTICE NURSE	Very Good	Not sure of the name of nurse practioner. She was very thorough+helpful. Thanks
03/10/2024	Attached Staff	Very Good	Explained my problem and after been examined was referred for further appointment
03/10/2024	Phlebotomist	Very Good	Appointment was early. Clinician was polite and explained what he was performing. Made you welcome and relaxed
03/10/2024	Phlebotomist	Very Good	No problems
03/10/2024	Phlebotomist	Very Good	Didn't wait long and was treat with respect. Everything explained in full.
02/10/2024	HCA	Very Good	No time Present nurse
03/10/2024	Attached Staff	Very Good	
03/10/2024	Phlebotomist	Very Good	
03/10/2024	Baby Immunisation Clinic	Very Good	Friendly staff and on time appointment.
01/10/2024	Flu Clinic	Very Good	
04/10/2024	GP	Good	GP was sweet and attentive, i felt like i was believed and taken seriously.
04/10/2024	NURSE CLINIC	Very Good	Quick , courteous service
04/10/2024	GP	Good	Appointment on time, receptionists are always helpful
05/10/2024	Flu Clinic	Very Good	Well organised system
05/10/2024	Flu Clinic	Very Good	Well organised throughout
05/10/2024	Flu Clinic	Very Good	Very Quick & polite
05/10/2024	Flu Clinic	Very Good	Everything went very smoothly, First Class
05/10/2024	Flu Clinic	Very Good	Quick and very well organised, no waiting, staff really pleasant and helpful
05/10/2024	Flu Clinic	Very Good	No waiting, got the jabs straight away, bish, bash, bosh, job done. Thank you for being so efficient.
05/10/2024	Flu Clinic	Very Good	Straight in and out
05/10/2024	Flu Clinic	Very Good	Straight forward, no waiting, on time
05/10/2024	Flu Clinic	Very Good	The vaccine didn't hurt at all and the staff were extremely efficient quick and friendly
05/10/2024	Flu Clinic	Very Good	Always well organised and very helpful and friendly staff, brilliant.
05/10/2024	Flu Clinic	Very Good	Staff very professional and efficient
05/10/2024	Flu Clinic	Very Good	Straight in injections done with competence and everything explained well
05/10/2024	Flu Clinic	Very Good	Very efficient and quick in and out in 5 minutes
05/10/2024	Flu Clinic	Very Good	Straight in, great care. Injections completed and out, excellant.
05/10/2024	Flu Clinic	Very Good	
05/10/2024	Flu Clinic	Very Good	Everything was run professionally and very smooth
05/10/2024	Flu Clinic	Very Good	Just an excellent service.
05/10/2024	Flu Clinic	Very Good	Very well organised , and very pleasant staff ?

05/10/2024	Flu Clinic	Very Good	All staff directed you to your appropriate place, very professional, pleasant and helpful. Appointment on time. I would recommend this service for all vaccinations
05/10/2024	Flu Clinic	Very Good	Very efficient process.
05/10/2024	Flu Clinic	Very Good	Everything was so well organised and there was plenty of staff to keep everyone moving.
05/10/2024	Flu Clinic	Very Good	Greeted appropriately and directed to the correct room for the injections. Waiting time was approx 1 min - excellent system from start to finish, well done.
05/10/2024	Flu Clinic	Very Good	Very efficient
05/10/2024	Flu Clinic	Very Good	We were dealt with very quickly hardly felt the injections.
05/10/2024	Flu Clinic	Very Good	I was very happy with the service at North House surgery today
05/10/2024	Flu Clinic	Very Good	On time. Very speedy.
05/10/2024	Flu Clinic	Very Good	No waiting, straight in, and straight out.
05/10/2024	Flu Clinic	Very Good	I was in and out in about 5 minutes.
05/10/2024	Flu Clinic	Very Good	Quick in and out within 5 minutes & didn't feel a thing great job
05/10/2024	Flu Clinic	Very Good	
05/10/2024	Flu Clinic	Very Good	Very quick appointments for flu and covid jabs. Always professional, kind and helpful people in the surgery.
05/10/2024	Flu Clinic	Very Good	No queues or waiting. Plenty of staff dealing with patients. Procedure fully explained and administered effectively
05/10/2024	Flu Clinic	Very Good	I was seen promptly
05/10/2024	Flu Clinic	Very Good	Very Quick and smooth
05/10/2024	Flu Clinic	Very Good	Well organised, quick and friendly
05/10/2024	Flu Clinic	Very Good	Because it was very good
05/10/2024	Flu Clinic	Very Good	Very efficient in and out in couple of minutes
05/10/2024	Flu Clinic	Very Good	Well organised was there for less than 10 minutes from start to finish
05/10/2024	Flu Clinic	Very Good	Extremely well organised, friendly and speedy.
05/10/2024	Flu Clinic	Very Good	Well organised
05/10/2024	Flu Clinic	Very Good	Everyone was helpful, plus seen and out in few minutes. Well done
05/10/2024	Flu Clinic	Very Good	Quick and friendly
05/10/2024	Flu Clinic	Very Good	Very efficient and friendly service.
05/10/2024	Flu Clinic	Very Good	I arrived 15 minutes before my appointment time and from giving my name in to leaving the building it took 4 minutes. No waiting at all. Very prompt service
05/10/2024	Flu Clinic	Very Good	In and out of the surgery within five minutes after my Covid and flu injections, friendly and efficient staff, excellent visit
05/10/2024	Flu Clinic	Very Good	The service I received this morning was very good. I had the flu and Covid vaccines, no problems thank you.
05/10/2024	Flu Clinic	Very Good	Very efficient
05/10/2024	Flu Clinic	Very Good	Smooth and speedy with friendly staff
05/10/2024	Flu Clinic	Very Good	It was so well organised, Staff very pleasant and professional.
05/10/2024	Flu Clinic	Very Good	Appointment time was correct & treatment on time
05/10/2024	Flu Clinic	Very Good	Very well organised and everyone was friendly
05/10/2024	Flu Clinic	Very Good	
05/10/2024	Flu Clinic	Very Good	Very efficient and friendly
05/10/2024	Flu Clinic	Very Good	I got seen quickly and staff were all friendly and professional

05/10/2024	Flu Clinic	Very Good	Attended with my mother in law for vaccines, both of us were in and out before our appointment time, fantastic service
05/10/2024	Flu Clinic	Very Good	Straight in Straight out nurse was very friendly
05/10/2024	Flu Clinic	Very Good	No waiting around and doctor was really good.
05/10/2024	Flu Clinic	Very Good	
05/10/2024	Flu Clinic	Very Good	No waiting very good service
05/10/2024	Flu Clinic	Very Good	Ver fast and efficient
05/10/2024	Flu Clinic	Very Good	Very well organised.
05/10/2024	Flu Clinic	Very Good	No waiting very efficient
05/10/2024	Flu Clinic	Very Good	Everything was well organised. I got straight in and out. Everyone was was very friendly.
05/10/2024	Flu Clinic	Very Good	Very well organised.
05/10/2024	Flu Clinic	Very Good	Very organised and staff very friendly ????
05/10/2024	Flu Clinic	Very Good	Staff were very organised and welcoming.
05/10/2024	Flu Clinic	Very Good	Polite friendly and professional service. A good experience gives confidence in the practice
05/10/2024	Flu Clinic	Very Good	Dealt with almost straight away and very nice staff
05/10/2024	Flu Clinic	Very Good	Had vaccinations within minutes administered by very pleasant personnel
05/10/2024	Flu Clinic	Very Good	Staff very helpful.
05/10/2024	Flu Clinic	Very Good	Because from the moment my husband and I walked through the door we were made to feel relaxed and welcome. Everything was finished in 5 minutes. Thanks everyone
03/10/2024	Phlebotomist	Very Good	Staff was organised and helpful. Didn't have long to wait.
05/10/2024	Flu Clinic	Very Good	Friendly efficient? no fuss ..
05/10/2024	Flu Clinic	Very Good	Staff very friendly put u at ease
05/10/2024	Flu Clinic	Very Good	Because everything was very well organised Thank You
05/10/2024	Flu Clinic	Very Good	Fast, friendly and very efficient service for today?s flu and covid vaccinations - thank you!
05/10/2024	Flu Clinic	Very Good	Very efficient
05/10/2024	Flu Clinic	Very Good	No complaints. Well organised
05/10/2024	Flu Clinic	Very Good	Process was excellent, well organised couldn?t fault it
05/10/2024	Flu Clinic	Very Good	The team at Northouse Surgery were 1st Class in organising,treatment and care. Thank you
05/10/2024	Flu Clinic	Very Good	Prompt,pleasant and efficient service
05/10/2024	Flu Clinic	Very Good	Seen to straight away people very nice,made me feel comfortable.
05/10/2024	Flu Clinic	Good	Staff were friendly,directed you to the right place. straight and out brill
05/10/2024	Flu Clinic	Very Good	Very efficient and friendly
05/10/2024	Flu Clinic	Very Good	Very friendly and polight staff Very helpful top marks thank you
05/10/2024	Flu Clinic	Very Good	Very well organised
05/10/2024	Flu Clinic	Very Good	Everything organised on time
			Very well organised staff friendly and reassuring staffing well.organised in the various room
05/10/2024	Flu Clinic	Very Good	Looking forward to next year! Thank you John.
05/10/2024	Flu Clinic	Very Good	No waiting,quick service

05/10/2024	Flu Clinic	Very Good	The staff work hard and one member told me she would be there till 5pm. So a busy day for the lady?
05/10/2024	Flu Clinic	Very Good	All done on time from happy people
05/10/2024	Flu Clinic	Neither Good Nor Poor	I am confused as to why I was offered a flu jab due to having cancer, but refused a Covid jab (which I was eligible for in October 2023). My immune system has not improved in that 12-month period.
05/10/2024	Flu Clinic	Very Good	Excellent and good marshalling
05/10/2024	Flu Clinic	Very Good	
05/10/2024	Flu Clinic	Very Good	Arrived early and we were seen straight away well organised
05/10/2024	Flu Clinic	Very Good	Everything was well organised.
05/10/2024	Flu Clinic	Very Good	No waiting staff very helpful and cheerful
05/10/2024	Flu Clinic	Very Good	Prompt and efficient
05/10/2024	Flu Clinic	Very Good	Because the service we received was very good, pleasant and informal
05/10/2024	Flu Clinic	Very Good	Quick efficient service
05/10/2024	Flu Clinic	Very Good	No waiting, seen to straight away & never felt a thing, spot on
05/10/2024	Flu Clinic	Very Good	Seen straight away at appointment time
05/10/2024	Flu Clinic	Very Good	APPOINTMENT.VERY PROFESIONAL
05/10/2024	Flu Clinic	Very Good	You have a great set up the system ran like a military maneuver, registered , directed to a room , nurse ready and waiting ,jab done and all finished within three minutes , well done to the team ?
05/10/2024	Flu Clinic	Very Good	Speedy and efficient.
05/10/2024	Flu Clinic	Very Good	Efficient timing.
05/10/2024	Flu Clinic	Very Good	Very quick service and very polite staff
05/10/2024	Flu Clinic	Very Good	Very organised friendly staff & quick
05/10/2024	Flu Clinic	Very Good	
05/10/2024	Flu Clinic	Very Good	
05/10/2024	Flu Clinic	Very Good	Very efficient flu and covid vaccination clinic
05/10/2024	Flu Clinic	Very Good	Very quick and efficient service. Friendly staff. Vaccinations given were done professionally and painlessly.
05/10/2024	Flu Clinic	Very Good	I was extremely happy with my appointment as I asked about another problem that was bothering me. It was dealt with and I was able to collect the prescription soon after. Thankyou
05/10/2024	Flu Clinic	Very Good	In and out in less than 5 minutes
05/10/2024	Flu Clinic	Very Good	As usual very efficient and very Informative
05/10/2024	Flu Clinic	Very Good	Great service, only waited a couple of minutes thank you
05/10/2024	Flu Clinic	Very Good	No waiting
05/10/2024	Flu Clinic	Good	
05/10/2024	Flu Clinic	Very Good	Very helpful staff. My concerns were dealt with on the day.
05/10/2024	Flu Clinic	Very Good	I went to the surgery for flu and Covid jabs. I would describe it as organised chaos. Very busy but staff were working well and managing to direct patients to the right place and everyone was getting through very quickly.
05/10/2024	Flu Clinic	Very Poor	I was seen one day by a nurse who told me that I'd been booked in for an asthma review. I didn't ask for a review. I told the receptionist I was having an acute flare up. Upon hearing this, the nurse said there was nothing she could do.

			Extremely well organised, In and out within 10 minutes and that was 2 of us together. Thank you to the team. Very well done.
05/10/2024	Flu Clinic	Very Good	
05/10/2024	Flu Clinic	Very Good	
05/10/2024	Flu Clinic	Very Good	A vulnerable adult with severe learning difficulties was treated with respect and tolerance by all the staff Thank-you from his mam
05/10/2024	Flu Clinic	Very Good	On time and painless Thanks
05/10/2024	Flu Clinic	Very Good	The clinic was well organised with no waiting time
05/10/2024	Flu Clinic	Very Good	Very well organised. Invited for vaccinations & booked appointment. Follow up text reminder. Everything running very smoothly in a very busy surgery. Well done to all the staff. Thank you
05/10/2024	Flu Clinic	Very Good	Efficient and very friendly staff
05/10/2024	Flu Clinic	Very Good	They were quick efficient and painless Thank you
05/10/2024	Flu Clinic	Very Good	Very Organised and Lovely Staff
05/10/2024	Flu Clinic	Very Good	Very quick efficient and painless A very smooth well planned operation!! In and out in a couple of minutes!! Thank you
05/10/2024	Flu Clinic	Very Good	Quick and well organised
05/10/2024	Flu Clinic	Very Good	
05/10/2024	Flu Clinic	Very Good	Straight in, very welcoming staff. Service with smile & no pain.
05/10/2024	Flu Clinic	Very Good	Well organised, polite and considerate, efficient smooth appointment
05/10/2024	Flu Clinic	Very Good	Quick professional and easy
05/10/2024	Flu Clinic	Very Good	All the staff were very helpful and friendly and in and out in no time
05/10/2024	Flu Clinic	Very Good	Very quick. No problems.
05/10/2024	Flu Clinic	Very Good	The resent visit for flu, covid jabs was well organised. Quick efficient and pleasantly dealt with by the staff. Well done
05/10/2024	Flu Clinic	Very Good	Very efficient, extremely polite
05/10/2024	Flu Clinic	Very Good	Very quick and efficient.
05/10/2024	Flu Clinic	Very Good	Service was quick and staff were first class x
05/10/2024	Flu Clinic	Very Good	Seemed very organised, No waiting. Staff very polite and efficient. Thank you Northouse surgery.
05/10/2024	Flu Clinic	Very Good	I was in and out no problem. Staff are great

05/10/2024	Flu Clinic	Very Good	An excellent nurse, polite and pleasant. Made it a really comfortable and stress free experience.
05/10/2024	Flu Clinic	Very Good	Well organised and not had long to wait
05/10/2024	Flu Clinic	Very Good	Good experience
05/10/2024	Flu Clinic	Very Good	Everyone was friendly very polite and pleasant I had no complaints xx
05/10/2024	Flu Clinic	Very Good	Was booked in as soon as I walked in and had my jab straight away
05/10/2024	Flu Clinic	Very Good	Very organised, very quick in and out
05/10/2024	Flu Clinic	Very Good	Very well organised. No waiting time and the staff friendly and very efficient. Very impressed by it all .
05/10/2024	Flu Clinic	Very Good	It was made so easy and well organised
05/10/2024	Flu Clinic	Very Good	Polite and very professional
05/10/2024	Flu Clinic	Very Good	Quick and easy
05/10/2024	Flu Clinic	Very Good	All staff very nice
05/10/2024	Flu Clinic	Very Good	Straight in and out and pleasantly greeted no problems
05/10/2024	Flu Clinic	Very Good	Really smooth, quick flu jab clinic. Well managed and friendly staff
05/10/2024	Flu Clinic	Very Good	Very professional in and out in 5 minutes ? well ran good work to all that did clinic ?
05/10/2024	Flu Clinic	Very Good	The service was quick and thorough
05/10/2024	Flu Clinic	Very Good	Checked In immediately, shown to seat immediately and called within 2minutes, very well organised that worked perfectly, couldn't fault it
05/10/2024	Flu Clinic	Very Good	In and out in 10 minutes. Every one new there jobs.
05/10/2024	Flu Clinic	Very Good	Very efficient
05/10/2024	Flu Clinic	Very Good	Swift and efficient.
05/10/2024	Flu Clinic	Very Good	I got in straight away
05/10/2024	Flu Clinic	Very Good	I was seen to very quickly, the people involved were excellent and very professional in helping everyone.
05/10/2024	Flu Clinic	Good	Everything was fine
05/10/2024	Flu Clinic	Very Good	Well organised and very efficient
05/10/2024	Flu Clinic	Very Good	It's always really pleasant there and have helpful kind people to help with whatever problems you have whether it's doctors, nurses or other staff that work there. This morning with the flu and Covid injections it was very organised and quick. Thanks
05/10/2024	Flu Clinic	Very Good	
05/10/2024	Flu Clinic	Poor	Quick, painless, no problems. Straight in and out.
05/10/2024	Flu Clinic	Very Good	Quick, easy appt in a very friendly atmosphere. Very well organised
05/10/2024	Flu Clinic	Very Good	Very quick vaccination. Fully explained by doctor
05/10/2024	Flu Clinic	Very Good	Very professional and no waiting time. Thank You
05/10/2024	Flu Clinic	Very Good	Prompt, efficient and friendly
05/10/2024	Flu Clinic	Very Good	Cos it was ran extremely well
05/10/2024	Flu Clinic	Very Good	Vaccinations went very smoothly and didn't have to wait long
05/10/2024	Flu Clinic	Very Good	Very caring staff. Had a disabled person with us and appointment carried out with no problems. Thank you
05/10/2024	Flu Clinic	Very Good	No waiting, we'll organised
05/10/2024	Flu Clinic	Very Good	Just there for a flu and covid jab. Hardly any waiting time. In and out in a flash
05/10/2024	Flu Clinic	Very Good	Quick and efficient

05/10/2024	Flu Clinic	Very Good	I was in and out
05/10/2024	Flu Clinic	Very Good	Called for Flu & Covid jabs. In and out in 6 minutes. Can't beat that for service.
05/10/2024	Flu Clinic	Very Good	Efficient,pleasant,informative
05/10/2024	Flu Clinic	Very Good	We have a very good relationship with the staff at the surgery reception/telephone staff, nurses and Gp. They are caring and efficient and whilst remaining very professional they will go that extra mile to help us.
05/10/2024	Flu Clinic	Very Good	Very quick and efficient Thanks
05/10/2024	Flu Clinic	Very Good	Well organised no time waiting
05/10/2024	Flu Clinic	Very Good	Fast and efficient
05/10/2024	Flu Clinic	Very Good	Very quick and efficient.
05/10/2024	Flu Clinic	Very Good	Everything was done quickly and efficiently. I was only in the surgery for a few minutes.
05/10/2024	Flu Clinic	Very Good	No long queues in and out in minutes.
05/10/2024	Flu Clinic	Very Good	
05/10/2024	Flu Clinic	Very Good	All staff waiting to help people, meeting them at door, booking in and showing us what rooms to use. Nurse was very thorough and informative and put me at ease. Nothing negative at all well done
05/10/2024	Flu Clinic	Very Good	Very friendly and professional care.
05/10/2024	Flu Clinic	Very Good	Appointment was a few minutes ahead of schedule, no waiting around, straight through procedure and finished, excellent appointment and all staff friendly and efficient.
05/10/2024	Flu Clinic	Very Good	Very quick in injected and out ,very efficient
05/10/2024	Flu Clinic	Very Good	I was in and out so quickly, that I didn't really have to experience anything ? Very efficient, very friendly staff, now I just need to book an appointment, I hope that will be so easy. I hope the staff get bonuses for all the extra work they've put in.
05/10/2024	Flu Clinic	Very Good	Everything was well organised and ran smoothly and efficiently
05/10/2024	Flu Clinic	Very Good	Because I'm disabled and they let us sit near front door and go out the front door
05/10/2024	Flu Clinic	Very Good	Really well organised and swift. In and out within 10 minutes for 2 injections.
05/10/2024	Flu Clinic	Very Good	I was in and out for my flu and COVID jabs in less than five minutes, everything went smoothly. Dr Naeem is always pleasant and professional.
05/10/2024	Flu Clinic	Very Good	Very well organised for covid & flu jabs. Not much waiting time at all
05/10/2024	Flu Clinic	Very Good	Very efficient, professional and friendly
05/10/2024	Flu Clinic	Very Good	Very quick very efficient
05/10/2024	Flu Clinic	Very Good	In and out in 5 minutes staff very pleasant ?.
05/10/2024	Flu Clinic	Very Good	No waiting very efficient
05/10/2024	Flu Clinic	Very Good	Flu/COVID jabs were done very efficiently. I didn't have to wait long until my jabs. Jabs were delivered perfectly. In and out in less than 15 minutes. Perfect delivery.
05/10/2024	Flu Clinic	Very Good	Possibly because you gave a first class service. Very friendly, very efficient and hassle free.
05/10/2024	Flu Clinic	Very Good	Very friendly and efficient
05/10/2024	Flu Clinic	Very Good	Staff very helpful and organised. Top marks.
05/10/2024	Flu Clinic	Very Good	Very regimental on the ball
05/10/2024	Flu Clinic	Very Good	Efficient system and very pleasant staff who made it all very easy
05/10/2024	Flu Clinic	Very Good	Came for boosters very quick and efficient
05/10/2024	Flu Clinic	Very Good	Very well organised staff helpful
05/10/2024	Flu Clinic	Very Good	Took just a few minutes to get my jabs no waiting time

05/10/2024	Flu Clinic	Very Good	Professional timely service
05/10/2024	Flu Clinic	Very Good	Arrived early but was seen immediately. Two young ladies very pleasant and efficient.
05/10/2024	Flu Clinic	Very Good	
05/10/2024	Flu Clinic	Very Good	
05/10/2024	Flu Clinic	Very Good	Was in and out in mins
05/10/2024	Flu Clinic	Neither Good Nor Poor	No coment
05/10/2024	Flu Clinic	Very Good	Efficiency of staff and speed of service
05/10/2024	Flu Clinic	Very Good	Fast and efficient
05/10/2024	Flu Clinic	Very Good	
05/10/2024	Flu Clinic	Very Good	North house surgery staff have always been very efficient, helpful and friendly. Today they were brilliant, can?t praise them highly enough.
05/10/2024	Flu Clinic	Very Good	Appointment was quick and efficient.Lovely nurse pleasant and professional.Thank you.
05/10/2024	Flu Clinic	Very Good	North house surgery staff are helpful, polite and very efficient. I feel we are very lucky to have such a good surgery in Crook.
05/10/2024	Flu Clinic	Very Good	Very efficient service.Very Attentive staff.
05/10/2024	Flu Clinic	Very Good	The visit went perfect.The nurse was lovely.Thank you.
05/10/2024	Flu Clinic	Very Good	Well done North House very organised in and out quickly
05/10/2024	Flu Clinic	Very Good	Service was good, quick and friendly.
05/10/2024	Flu Clinic	Very Good	Very helpful
05/10/2024	Flu Clinic	Very Good	Just went so smoothly and made you feel relaxed.
05/10/2024	Flu Clinic	Very Good	Very organised for fle and covid jabs
05/10/2024	Flu Clinic	Very Good	Quick, friendly. Very happy.
05/10/2024	Flu Clinic	Very Good	Staff were brilliant
05/10/2024	Flu Clinic	Very Good	
05/10/2024	Flu Clinic	Very Good	Friendly quick and painless
05/10/2024	Flu Clinic	Very Good	
05/10/2024	Flu Clinic	Very Good	Very professional in and out in minutes. Well done
05/10/2024	Flu Clinic	Very Good	Very efficient service quick and appointment
05/10/2024	Flu Clinic	Very Good	Straight in. Very pleasant and efficient.
05/10/2024	Flu Clinic	Very Good	Very well organised.
05/10/2024	Flu Clinic	Very Good	Quick, efficient, professional.
05/10/2024	Flu Clinic	Very Good	Very organised
05/10/2024	Flu Clinic	Very Good	Polite efficient service by helpful staff
05/10/2024	Flu Clinic	Very Good	Covid/flu vaccine clinic was extremely well organised. Staff very friendly and helpful.
05/10/2024	Flu Clinic	Very Good	Everything very well organised. Staff friendly. I was out in the sunshine, jabs given, in a few minutes. No queuing in fact only a brief second sitting on a chair before I was ushered in for the vaccinations.
05/10/2024	Flu Clinic	Very Good	Very efficient covid/flu vaccine clinic. No waiting. In and vaccinated in minutes.
05/10/2024	Flu Clinic	Neither Good Nor Poor	
05/10/2024	Flu Clinic	Very Good	Because it was very good and well organised
05/10/2024	Flu Clinic	Very Good	
05/10/2024	Flu Clinic	Very Good	
05/10/2024	Flu Clinic	Very Good	I was seen quickly no waiting about great service.

05/10/2024	Flu Clinic	Very Good	Very efficient
05/10/2024	Flu Clinic	Very Good	I've always received excellent care from North House Surgery , Efficient and great communication also .
05/10/2024	Flu Clinic	Very Good	A well Co ordinated service for flue and Covid injections today , many thanks
05/10/2024	Flu Clinic	Very Good	Really well organised as usual
05/10/2024	Flu Clinic	Very Good	Quick and friendly service
05/10/2024	Flu Clinic	Very Good	
05/10/2024	Flu Clinic	Very Good	In and out in under 5 minutes
05/10/2024	Flu Clinic	Very Good	Quick and efficient. Very friendly.
05/10/2024	Flu Clinic	Very Good	Everything on time, lovely welcome and good experience with the injections. Could not fault it.
05/10/2024	Flu Clinic	Very Good	Because everyone was so helpful and polite
05/10/2024	Flu Clinic	Very Good	Well organised. Friendly efficient staff
05/10/2024	Flu Clinic	Very Good	The whole process was very efficient from entering to leaving the building. All the staff gave good instructions and were very friendly. We didn't have to wait in any queues and we were in and out in a few minutes.
05/10/2024	Flu Clinic	Very Good	I was treated efficiently and kindly.
05/10/2024	Flu Clinic	Very Good	Excellent service with a smile and didn't feel a thing thank you all well done
05/10/2024	Flu Clinic	Very Good	No waiting, very efficient process. 2 jabs in a matter of minutes. Great!
05/10/2024	Flu Clinic	Very Good	Very quick and well organised
05/10/2024	Flu Clinic	Very Good	The staff were efficient and polite with a bit of added jest. In and out in 5 minutes.
05/10/2024	Flu Clinic	Very Good	In two jabs and out.
05/10/2024	Flu Clinic	Very Good	Staff pleasant and helpful. Timing of appointment met with no difficulties
05/10/2024	Flu Clinic	Very Good	Pleasant staff very quick everything explained
05/10/2024	Flu Clinic	Very Good	It was carried out with no fuss or delay.
05/10/2024	Flu Clinic	Very Good	really friendly and professional
05/10/2024	Flu Clinic	Very Good	Staff were efficient and friendly, good knowledge also.
05/10/2024	Flu Clinic	Very Good	Great quick caring service
05/10/2024	Flu Clinic	Very Good	Quick efficient and friendly staff only took 5 mins of my time
05/10/2024	Flu Clinic	Very Good	In and out in 3 mins no fuss job done that?s first class thank you see you soon bye
05/10/2024	Flu Clinic	Very Good	Always very professional and a well run service getting my jabs for covid and flu
05/10/2024	Flu Clinic	Good	Painless injections , pleasant nurses always
05/10/2024	Flu Clinic	Good	Brisk and efficient system, not a long wait to be seen to.
05/10/2024	Flu Clinic	Very Good	Friendly staff , well organised , took a few minutes
05/10/2024	Flu Clinic	Very Good	Every think ran like clockwork
05/10/2024	Flu Clinic	Very Good	Efficient fast and courteous staff just what you want.
05/10/2024	Flu Clinic	Very Good	Appointment on schedule, no wait. Friendly efficient treatment.
05/10/2024	Flu Clinic	Very Good	Everything was dealt with efficiency and speed.
05/10/2024	Flu Clinic	Very Good	The system was very efficient.
05/10/2024	Flu Clinic	Very Good	Quick and efficient, very pleasant staff.
05/10/2024	Flu Clinic	Very Good	
05/10/2024	Flu Clinic	Very Good	Very well organized especially as It was extremely busy . The staff were lovely and made you feel at ease but got you in and out without feeling you were rushed .well done everyone at Northhouse surgery
05/10/2024	Flu Clinic	Good	
05/10/2024	Flu Clinic	Very Good	The surgery was clearly very busy on arrival, but despite that there were no queues and the whole process was very efficient. The staff were very friendly and I was dealt with in only a few minutes.

05/10/2024	Flu Clinic	Very Good	No waiting. Very well organised. In n out in minutes.
05/10/2024	Flu Clinic	Good	Cause that's what I thought of the service
05/10/2024	Flu Clinic	Very Good	Very friendly and quick professional service. Really efficient well done north house surgery
05/10/2024	Flu Clinic	Very Good	Easy check in and did not. Have to wait for my appointment even though no was early. Staff were pleasant and answered questions promptly in relation to the vaccinations.
05/10/2024	Flu Clinic	Very Good	Very organised
05/10/2024	Flu Clinic	Very Good	Very efficient ahead of appointment although obviously busy. Quick and informative
05/10/2024	Flu Clinic	Very Good	Fast and well organised
05/10/2024	Flu Clinic	Very Good	
05/10/2024	Flu Clinic	Very Good	Everyone was very helpful put you at ease straight away...staff had a great system going
05/10/2024	Flu Clinic	Very Good	
05/10/2024	Flu Clinic	Very Good	
05/10/2024	Flu Clinic	Very Good	Super staff friendly
05/10/2024	Flu Clinic	Very Good	Very quick and efficient, I was in and out in no time.
05/10/2024	Flu Clinic	Very Good	Very busy clinic however was run smoothly.
05/10/2024	Flu Clinic	Very Good	Very well organised staff helpful and professional.
05/10/2024	Flu Clinic	Very Good	Staff very helpful and time to help an old man
05/10/2024	Flu Clinic	Very Good	Very helpful and polite staff
05/10/2024	Flu Clinic	Very Good	Everyone is very helpful and nothing was a bother to them thank you ?
05/10/2024	Flu Clinic	Very Good	In and out very quick went very well
05/10/2024	Flu Clinic	good	Strange reaction to this covid vaccination
05/10/2024	Flu Clinic	Very Good	Swift efficient vaccination process. Very happy thank you .
05/10/2024	Flu Clinic	Very Good	
05/10/2024	Flu Clinic	Neither Good Nor Poor	I don't score a visit to the surgery in that way.
05/10/2024	Flu Clinic	Very Good	Pleasant Staff & very well organised
05/10/2024	Flu Clinic	Very Good	Very efficient and friendly
05/10/2024	Flu Clinic	Very Good	Organisation seemed very good. I was in and out... just like the needle.
05/10/2024	Flu Clinic	Very Good	My appointment was on time. The staff friendly and helpful.
05/10/2024	Flu Clinic	Very Good	Very quick and friendly service
05/10/2024	Flu Clinic	Very Good	Quick and efficient.
05/10/2024	Flu Clinic	Good	Efficient and friendly
05/10/2024	Flu Clinic	Very Good	Seen on time and the gp and staff were very pleasant .
05/10/2024	Flu Clinic	Very Good	
05/10/2024	Flu Clinic	Very Good	Very efficient. And friendly
05/10/2024	Flu Clinic	Very Good	Letting people in straight away instead of the appointment time
05/10/2024	Flu Clinic	Very Good	
05/10/2024	Flu Clinic	Very Good	Well organised. Staff very pleasant.

05/10/2024	Flu Clinic	Very Good	The vaccinations were administered pleasantly and efficiently. We were seen as soon as we arrived. We had a joint appointment, as my husband is my registered carer. This was arranged despite my having made my appointment a few days before he did.
03/10/2024	Phlebotomist	Very Good	Prompt attention and staff very friendly.
05/10/2024	Flu Clinic	Very Good	
05/10/2024	Flu Clinic	Very Good	As always well organised
05/10/2024	Flu Clinic	Very Good	Speedy an efficient. Good customer care.
04/10/2024	GP	Very Good	
05/10/2024	Flu Clinic	good	We weren't in 5 mins straight in and through and out
05/10/2024	Flu Clinic	Very Good	
05/10/2024	Flu Clinic	Very Good	Extremely well organised clinic. Friendly efficient staff
05/10/2024	Flu Clinic	Very Good	No waiting very perfetional
05/10/2024	Flu Clinic	good	Would have been very good but feel I should have been asked date of birth and address to confirm identity not just my name. Also should have been informed of name of covid vaccination I was given.
05/10/2024	Flu Clinic	Very Good	Always polite and honest. I would recommend to anyone as courteous and respectful. Great service. Thanks
05/10/2024	Flu Clinic	Very Good	Well organised throughout and speedy!
05/10/2024	Flu Clinic	Very Good	Staff were friendly and efficient
05/10/2024	Flu Clinic	Very Good	Dealt with very promptly
05/10/2024	Flu Clinic	Very Good	Well organised
05/10/2024	Flu Clinic	Very Good	First class. Very professional and efficient.
05/10/2024	Flu Clinic	Very Good	Was very quick and efficient.
05/10/2024	Flu Clinic	Very Good	Very fast.
05/10/2024	Flu Clinic	Very Good	Got a appointment straight away
05/10/2024	Flu Clinic	Very Good	Straight in straight out never felt a thing
05/10/2024	Flu Clinic	Very Good	Professional informative friendly staff everything appeared well organised. No undue delay but also no apparent push to get people out if the door. I have no complaints.
05/10/2024	Flu Clinic	Very Good	It was straight forward. The check in was good and there was this lady who showed us where to sit and we didn't sit too long to get our jabs. Well done.
05/10/2024	Flu Clinic	Very Good	It was so well organised
05/10/2024	Flu Clinic	Very Good	Everything was very well organised with the minimum of congestion. Usual excellent service throughout.
04/10/2024	NURSE CLINIC	Very Good	The appointment was on time and went well and over in minutes .for me and my wife
05/10/2024	Flu Clinic	Very Good	Well organised and nice staff.
05/10/2024	Flu Clinic	Very Good	The covid and flu injections were most efficiently administered without a long time to wait.
05/10/2024	Flu Clinic	Very Good	
05/10/2024	Flu Clinic	Very Good	A friendly service offering seasonal Flu & Covid vaccines at a time convenient for me.
05/10/2024	Flu Clinic	Very Good	Efficient organisation for flu and covid jab
05/10/2024	Flu Clinic	Very Good	Staff were great doing a very good job.?
04/10/2024	Nurse Practitioner	Very Good	Called in the morning extremely unwell. I was seen the same afternoon following a conversation with a GP, The lady I saw was reassuring and covered the best way forward including having my prescription sent to chemist so antibiotics could be started.
05/10/2024	Flu Clinic	Very Good	Friendly staff. Straight in and out

04/10/2024	NURSE CLINIC	Very Good	It was quick & efficient
05/10/2024	Flu Clinic	Very Good	Because everyone was kind and helpful
05/10/2024	Flu Clinic	Very Good	Staff helpful in out 10 minutes
05/10/2024	Flu Clinic	Very Good	Well organised
05/10/2024	Flu Clinic	Very Good	Very efficient speedy appointment well organised friendly staff
05/10/2024	Flu Clinic	Very Good	Staff very helpful and polite
05/10/2024	Flu Clinic	Very Good	Absolute perfection! 100% satisfied!! Thanks for the good work.
05/10/2024	Flu Clinic	Very Good	
05/10/2024	Flu Clinic	Very Good	No waiting. Well organised. In and out within 5 minutes. Excellent Team.
05/10/2024	Flu Clinic	Very Good	Every thing went well
07/10/2024	HCA	Very Good	Efficient, informative & helpful
05/10/2024	Flu Clinic	Very Good	Friendly welcome. Efficient polite service.
05/10/2024	Flu Clinic	Very Good	Excellent efficient service
05/10/2024	Flu Clinic	Very Good	I had 2 jabs and in and out and home all in 15 minutes . Perfect.
05/10/2024	Flu Clinic	Very Good	Treat very well.
05/10/2024	Flu Clinic	Very Good	Everything was well organised and with no hassle.
05/10/2024	Flu Clinic	Good	Good service to receive jabs potty service not that good for appointments
05/10/2024	Flu Clinic	Very Good	Appointment on time and completed with no problems.
05/10/2024	Flu Clinic	Very Good	All on time super organised couldn't have made my time at hospital any easier
07/10/2024	GP	good	Very efficient Thank you
04/10/2024	Nurse Practitioner	Very Good	If this is referring to the phone call with the menopause nurse on Friday (I've not been in for a little while for an appointment) The Nurse Practitioner was very helpful and recommended a blood test and then to make a face to face appointment. Easy to talk to
05/10/2024	Flu Clinic	Very Good	Exceptionally well organised, staff very helpful and service carried out with a smile whilst obviously been under a lot of demand. Well done .
05/10/2024	Flu Clinic	Very Good	Well organised
05/10/2024	Flu Clinic	Very Good	We came for flu and covid jabs. My experience was of friendly, efficient staff. Also no pain! Well done all.
05/10/2024	Flu Clinic	Very Good	Straight in and attended to.
05/10/2024	Flu Clinic	Very Good	It was organised and efficient I was seen straightaway - Brilliant! Thank you
07/10/2024	GP	Very Good	Telephone appointment as arranged followed by face to face appointment with Dr Naeem who was very thorough, really nice, friendly and easy to talk to. I really appreciated the appointment.
05/10/2024	Flu Clinic	Very Good	Well organised and soon back out
07/10/2024	HCA	Very Good	Very friendly, polite and attentive
07/10/2024	GP	Very Good	

05/10/2024	Flu Clinic	Very Good	I was straight in and had both vaccines within a couple of minutes with no fuss, the girls were very efficient and polite.
05/10/2024	Flu Clinic	Very Good	
05/10/2024	Flu Clinic	Very Good	Because I was seen relatively quickly for my vaccinations and treated with dignity and respect
05/10/2024	Flu Clinic	Very Good	Well organised and vaccinated by a doctor
05/10/2024	Flu Clinic	Very Good	Because check in staff were efficient and the waiting time was minimum injections were given in a pleasant manner
05/10/2024	Flu Clinic	Very Good	
05/10/2024	Flu Clinic	Very Good	Well organised and very quick - I was in and out in five minutes. If only the A & E at the University Hospital of North Durham was as efficient.
07/10/2024	HCA	Very Good	Appointment on time
05/10/2024	Flu Clinic	Very Good	Straight in no issues, seemed organised
05/10/2024	Flu Clinic	Very Good	Efficient, professional and friendly.
05/10/2024	Flu Clinic	Very Good	Came for flu jab only. Early appt so no waiting. However I had my covid jab at Crook Pharmacy on 3rd Oct and it seems to be recorded twice on my record. Is it possible correct this?
07/10/2024	HCA	Very Good	Staff very courteous, had problem with a requested blood test but nurse who saw me sorted it out.
05/10/2024	Flu Clinic	Very Good	Well organised in and out in 5mins
05/10/2024	Flu Clinic	Very Good	Well organised no waiting around
05/10/2024	Flu Clinic	Very Good	
05/10/2024	Flu Clinic	Very Good	Straight in and straight out
05/10/2024	Flu Clinic	Very Good	Staff were pleasant and proficient. Procedure went smoothly.
07/10/2024	Attached Staff	Very Good	Got to see a Dr and an appointment
05/10/2024	Flu Clinic	Very Good	Very efficient and excellent service
05/10/2024	Flu Clinic	Very Good	Very well organised, efficient and quick - well done and thank you.
05/10/2024	Flu Clinic	Very Good	Speedy
05/10/2024	Flu Clinic	Very Good	Great fast entry, jab and exit.
05/10/2024	Flu Clinic	Very Good	Very efficient in and out in 10 minutes
05/10/2024	Flu Clinic	Good	Surgery very well organised for jabs clinic. However, busy and numerous people had others accompanying them. I felt it would be good to advise against this for people with low immune systems, and in general. Not enough letters available on feedback
05/10/2024	Flu Clinic	Very Good	It was very organised
05/10/2024	Flu Clinic	Good	
08/10/2024	Nurse Practitioner	Don't Know	I haven't had an appointment yet?
05/10/2024	Flu Clinic	Very Good	The whole visit was efficient and quick.
08/10/2024	Session	Very Good	Struggling with taking medication, one phone call appointment and north house have arranged to have my medication in a dosset box, thank you
07/10/2024	HCA	Good	Checked in at the door and was seen at my appointment time. In and out with no fuss within 10 minutes.
05/10/2024	Flu Clinic	Very Good	Quick efficient, and helpful friendly staff
08/10/2024	Attached Staff	Very Good	
05/10/2024	Flu Clinic	Very Good	Quick and on time

03/10/2024	Phlebotomist	Very Good	Seen quickly. Pleasant chat.
05/10/2024	Flu Clinic	Very Good	As always, the staff were friendly and quick? no waiting around. Very pleased with the service.
05/10/2024	Flu Clinic	Very Good	Staff very professional, friendly and helpful.
08/10/2024	GP	Very Good	The doctor was very polite and informative regarding the type of painkillers I needed
08/10/2024	HCA	Very Good	
05/10/2024	Flu Clinic	Very Good	Exceptionally organised and efficient throughout.. well done North House Surgery !
05/10/2024	Flu Clinic	Very Good	Easy checked in. Staff directed me to the waiting area. Didn't wait long. Both injections administered in quick and efficient manner. Great service. Thank you
05/10/2024	Flu Clinic	Very Good	Well organized
07/10/2024	HCA	Very Good	Timely and efficient but i was listened to.
05/10/2024	Flu Clinic	Neither Good Nor Poor	Very impersonal man who did it thought he had a harpoon very rough I've had flu injections before but never as rough as this time
05/10/2024	Flu Clinic	Very Good	Very professionally handled from arriving to leaving, with very little time spent in corridors with others. I posted on my U3A fb that I was in/out quicker than parking. Pleased to have both jabs and not to linger. Thank you team.
08/10/2024	NURSE CLINIC	Very Good	Practice Nurse was lovely and put patient at ease. She told her what she was going to do and how it would feel which help a lot
08/10/2024	Attached Staff	Very Good	Excellent care and attention by practitioners, taking my health matters seriously and signposting to relevant help, its a pleasure working with Dr Tang and with the physio, they explain things in a way I find difficult to comprehend at times processing
05/10/2024	Flu Clinic	Very Good	The staff were very friendly
09/10/2024	Baby Immunisation Clinic	Very Good	The nurse was so lovely to both me and my child so gentle with his injections thank you
09/10/2024	Baby Immunisation Clinic	Very Good	Practice Nurse was very professional, friendly and kind with my child. She put her at ease.
09/10/2024	HCA	Very Good	I didn't have to wait long to be seen and the nurse who saw me was friendly and had a good and easing manner about her (if that makes sense).
09/10/2024	HCA	Very Good	Very good appointment
09/10/2024	HCA	Very Good	Because it was very good!!
05/10/2024	Flu Clinic	Very Good	The staff are fantastic
08/10/2024	Attached Staff	Very Good	Physio knew my problem worked on it to release tension on shoulder and give good advice again
09/10/2024	GP	Very Good	Kind and informative. peace of mind going forward with my injury
04/10/2024	NURSE CLINIC	Very Good	Very well organized and staff welcoming and friendly.
05/10/2024	Flu Clinic	Very Good	From going into the surgery to leaving probably took less than 4 minutes. Always found the staff to be polite, friendly and helpful
05/10/2024	Flu Clinic	Very Good	I saw Dr Hardman at 3.45pm on Mon 7.10 and was referred by him for specialist treatment. Received my appointment on 9.10 for following week. Can't speak highly enough about Dr Hardman. He is a professional in every way.
08/10/2024	GP	Very Good	I thought I'd booked a telephone appointment but had actually booked in person appointment - I rang to check and was put through to the dr who dealt with my problem efficiently over the phone.
09/10/2024	HCA	Good	
05/10/2024	Flu Clinic	Very Good	Everything very well organised thankyou
09/10/2024	HCA	Very Good	The nurse was very nice, approachable. Felt comfortable in her presence and explained everything in detail.
09/10/2024	HCA	Very Good	I was seen on time, the staff member was really polite and friendly. Overall great experience

10/10/2024	PRACTICE NURSE	Very Good	1st appointment and was on time
10/10/2024	Session	Very Good	Nurse who did BP Test was very easy to speak to & gave me good advice & news.
10/10/2024	Session	Very Good	Extremely supportive, very understanding and gave excellent advice
10/10/2024	Attached Staff	Very Good	Good phone call appointment
02/10/2024	Nurse Practitioner	Very Good	Nurse Practitioner was very attentive & took time to listen to my queries around my health, I felt listened to
10/10/2024	PRACTICE NURSE	Very Good	
10/10/2024	HCA	Very Good	I had a pleasant receptionist and you nurse was excellent
05/10/2024	Flu Clinic	Very Good	Because it was very good
10/10/2024	Attached Staff	Very Good	Physio explained everything very clearly and put my mind at rest. I am feeling the benefit of the steroid injection already, thankyou
10/10/2024	Session	Very Good	
10/10/2024	Baby Immunisation Clinic	Don't Know	I am three and a half years old how can I answer this
03/10/2024	GP	Very Good	Got an appointment straight away, friendly doctor. Was seen quickly and sorted with the medication he needed :-)
05/10/2024	Flu Clinic	Very Good	Doctor great did not wait long
10/10/2024	PRACTICE NURSE	Very Good	Very helpful and caring
11/10/2024	HCA	Very Good	On time the nurse was polite and and did a great job
05/10/2024	Flu Clinic	Very Good	Swift service , friendly staff
05/10/2024	Flu Clinic	Very Good	Greeted with a smile and dealt with politely and professionally
05/10/2024	Flu Clinic	Very Good	
12/10/2024	Flu Clinic	Very Good	In and out very quickly.
12/10/2024	Flu Clinic	Good	Getting vaccination excellent. Trying to see a Dr face to face impossible !
12/10/2024	Flu Clinic	Very Good	Well organised and very friendly staff. Nurse fantastic with my 2 year old! thank you north house surgery.
12/10/2024	Flu Clinic	Very Good	Very organised
12/10/2024	Flu Clinic	Very Good	Very swift from giving name to having covid and flu vaccines and out less than ten minutes
12/10/2024	Flu Clinic	Very Good	Very well organised thanks to everyone
12/10/2024	Flu Clinic	Very Good	
12/10/2024	Flu Clinic	Very Good	Prompt and efficient
12/10/2024	Flu Clinic	Very Good	My appointment for my flu and covid was fast and well organised
12/10/2024	Flu Clinic	Very Good	Very well organised and pleasant experience
12/10/2024	Flu Clinic	Very Good	Rapid and trouble free well do e
12/10/2024	Flu Clinic	Very Good	Organised and everyone was polite and cheerful.....
12/10/2024	Flu Clinic	Very Good	COVID and Flu vaccinations so it was really busy but I was in and out in less than 10 mins
12/10/2024	Flu Clinic	Very Good	appointment on time very friendly staffs thank's
12/10/2024	Flu Clinic	Very Good	Received treatment as expected as per normal with north house
12/10/2024	Flu Clinic	Very Good	I believe the service you give is vital and in return you all should be rewarded, this being the least I could do. Thank you.
12/10/2024	Flu Clinic	Very Good	Friendly pleasent staff
12/10/2024	Flu Clinic	Very Good	Well organised, plenty of information. No issues
12/10/2024	Flu Clinic	Very Good	Painless vaccinations and no waiting time.
12/10/2024	Flu Clinic	Very Good	The service was well organised from booking to receiving the jabs. On the day of the jabs there was no waiting, in and out. The staff where pleasant, friendly and put you to ease. The whole service had a professional feel, far better than my mothers

12/10/2024	Flu Clinic	Very Good	All the staff were very helpful and efficient
12/10/2024	Flu Clinic	Very Good	
12/10/2024	Flu Clinic	Very Good	Excellent staff
12/10/2024	Flu Clinic	Very Good	Easy to book in and quickly seen.
12/10/2024	Flu Clinic	Very Good	I arrived ten minutes early. Info was checked and five minutes later I was jabbed and on my way. Text reminders of my up and coming appointment worked great aswell. Thank you to all the staff . They were working in a efficient and friendly manner.
12/10/2024	Flu Clinic	Very Good	In and out in a few minutes very little pain happy and polite professionals
12/10/2024	Flu Clinic	Very Good	Excellent service, very efficient.
12/10/2024	Flu Clinic	Very Good	Seen quickly and efficiently, checks were thorough beforehand, and jabs given smoothly, without issue. All the staff were very polite and friendly.
12/10/2024	Flu Clinic	Very Good	Everything was so very well organized. The staff and stewards were welcoming and efficient in receiving and directing patients. Much planning and preparation clearly goes into these clinics and I am very much appreciative of this. Thank you.
12/10/2024	Flu Clinic	Very Good	Quick and efficient, and very pleasant x
12/10/2024	Flu Clinic	Very Good	In and out with no fuss staff very polite staff
12/10/2024	Flu Clinic	Very Good	No waiting about Efficient check in Pain free injection Lovely nurse
12/10/2024	Flu Clinic	Very Good	Flu jabs covid jabs well organised straight in and out wish you could get an appointment as quick it would save a lot of upset trying to get in to see a doctor
12/10/2024	Flu Clinic	Very Good	Well organised very professional,pleasant and approachable staff
12/10/2024	Flu Clinic	Very Good	Very well organised. No waiting.
12/10/2024	Flu Clinic	Very Good	Wasn't in 2 mins and I was back out again staff was brilliant also.
12/10/2024	Flu Clinic	Don't Know	Not sure which appointment? Received a message to book an annual review. Called in to book and was told surgery would get in touch but they didn't ? Or is it referring to the flu vaccination appointment ?
12/10/2024	Flu Clinic	Very Good	Excellent service
12/10/2024	Flu Clinic	Very Good	Check in well organised. No queueing. Efficient medical staff
12/10/2024	Flu Clinic	Very Good	I always receive excellent treatment at North House. Everybody is busy but they always make the patient feel important.
12/10/2024	Flu Clinic	Very Good	On time and dealt with efficiently

12/10/2024	Flu Clinic	Very Good	Very efficient & so well organised
12/10/2024	Flu Clinic	Very Good	My husband uses a mobility scooter. It was made easier for us by being able to use the room close to the front door. Thankyou
12/10/2024	Flu Clinic	Very Good	In and out in no time at all? very pleasant staff
12/10/2024	Flu Clinic	Very Good	Because it was quick and easy Attended to almost straight away
12/10/2024	Flu Clinic	Very Good	Straight in and out ?
12/10/2024	Flu Clinic	Very Good	It was very well organised . We were in and out within minutes. Everyone was very friendly.
12/10/2024	Flu Clinic	Very Good	Everything well organised. Went smoothly. Staff really pleasant and helpful
12/10/2024	Flu Clinic	Very Good	Straight in and out well organised
12/10/2024	Flu Clinic	Very Good	Fast and efficient
12/10/2024	Flu Clinic	Very Good	Respectful, professional and well organised
12/10/2024	Flu Clinic	Very Good	Excellent service
12/10/2024	Flu Clinic	Very Good	Prompt polite and courteous experience and answered my question promptly without hesitation
12/10/2024	Flu Clinic	Very Good	Well organised and quickly through with pleasant and helpful staff.
12/10/2024	Flu Clinic	Very Good	Quick and efficient service.
12/10/2024	Flu Clinic	Very Good	Although the vaccination clinic was very busy, with a very high take up of the available jobs, the staff seemed to be able to work through the queue very efficiently
12/10/2024	Flu Clinic	Very Good	Well organised, speedy and painless
12/10/2024	Flu Clinic	Very Good	Very efficient, friendly, and well done. Thank you
12/10/2024	Flu Clinic	Very Good	Well organised, very friendly efficient staff, no waiting. GP great, hardly felt a thing ?
12/10/2024	Flu Clinic	Very Good	Very efficient system in place to deal with the volume of people expecting their injections this morning, in and out in record time. Thank you to all involved.
12/10/2024	Flu Clinic	Very Good	Very well organised no waiting excellent service
12/10/2024	Flu Clinic	Very Good	Got straight in for my appointment didn't have a wait
12/10/2024	Flu Clinic	Very Good	
12/10/2024	Flu Clinic	Very Good	Quick and easy, friendly helpful staff advising.
12/10/2024	Flu Clinic	Very Good	
12/10/2024	Flu Clinic	Very Good	It's and quick and easy to get injection, no rush and very organised.
12/10/2024	Flu Clinic	Very Good	We arrived for appointment and was taken straight in to get my jabs. The staff were very pleasant and friendly.
12/10/2024	Flu Clinic	Good	It was very busy and at least 50 people in the queue behind us
12/10/2024	Flu Clinic	Very Good	Quick and efficient
12/10/2024	Flu Clinic	Very Good	Well organised
12/10/2024	Flu Clinic	Very Good	Staff was friendly efficient and caring clinic was organised and professional thank you as always .
12/10/2024	Flu Clinic	Very Good	
12/10/2024	Flu Clinic	Very Good	Very organised , lovely helpful staff
12/10/2024	Flu Clinic	Good	Could of been organised a little better
12/10/2024	Flu Clinic	Very Good	Quick and easy
12/10/2024	Flu Clinic	Very Good	Was in and put

12/10/2024	Flu Clinic	Very Good	Everything was very efficient and really quick
12/10/2024	Flu Clinic	Very Good	Just the nurses were great
12/10/2024	Flu Clinic	Very Good	Did not wait long for my injections
12/10/2024	Flu Clinic	Very Good	Very efficient and friendly staff.
12/10/2024	Flu Clinic	Very Good	People are friendly and working hard
12/10/2024	Flu Clinic	Very Good	Quick, efficient and very polite and Zoe was very good.
12/10/2024	Flu Clinic	Very Good	Always well looked after
12/10/2024	Flu Clinic	Very Good	Listened to, didn't have to wait. V long. Prescription given and effective.
12/10/2024	Flu Clinic	Very Good	
12/10/2024	Flu Clinic	Very Good	
12/10/2024	Flu Clinic	Very Good	
12/10/2024	Flu Clinic	Very Good	The staff were all friendly and helpful, and it was all organised so you weren't waiting anytime at all
12/10/2024	Flu Clinic	Poor	I was offered an appointment for a flu jab but when I got there I was told I wasn't eligible so had to leave.
12/10/2024	Flu Clinic	Very Good	As soon as I went in ,I was seen to ,very professionally,and very politely.I was shown where to go with no delays.
12/10/2024	Flu Clinic	Very Good	Attended for flu vaccine and covid vac. Very efficient. Seen in a timely manner. Pleasant staff and well organised
12/10/2024	Flu Clinic	Very Good	Quick, pleasant and efficient.
12/10/2024	Flu Clinic	Very Good	The surgery had been re arranged to account for the numbers expected, and the set up was good for throughput of the patients. It was slick and gave the patients a feeling of confidence.
12/10/2024	Flu Clinic	Very Good	We we're straight in and out considering there was a few people in everyone was very efficient.
12/10/2024	Flu Clinic	Very Good	Very well organised.
12/10/2024	Flu Clinic	Very Good	
12/10/2024	Flu Clinic	Very Good	The doctor was quick and efficient
12/10/2024	Flu Clinic	Very Good	
12/10/2024	Flu Clinic	Very Good	Very quick & efficient & nurses etc nice & pleasant.
12/10/2024	Flu Clinic	Very Good	Very well organised, quick and efficient.
12/10/2024	Flu Clinic	Very Good	On time and fast and efficient.
12/10/2024	Flu Clinic	Very Good	Well done.
12/10/2024	Flu Clinic	Very Good	Great teamwork from the staff. I was soon booked in for my jabs, waited only a few moments. Was asked precise and pertinent questions and given the jabs in moments.
12/10/2024	Flu Clinic	Very Good	Efficient and friendly
12/10/2024	Flu Clinic	Very Good	
12/10/2024	Flu Clinic	Very Good	Very efficient and pleasant staff
12/10/2024	Flu Clinic	Very Good	
12/10/2024	Flu Clinic	Very Good	You can't find fault when there isn't one.
12/10/2024	Flu Clinic	Very Good	Prompt and friendly
12/10/2024	Flu Clinic	Very Good	Prompt and friendly
12/10/2024	Flu Clinic	Very Good	No delays, very efficient, I arrived early and it was, book in go to waiting area, I was the next one in, the staff were polite, friendly and experienced, the 2 injections were pain-free, and I was baxk home before my appointment time.
12/10/2024	Flu Clinic	Very Good	A well organised service to deal with a very busy session. Excellent two way communication throughout with clear advice about the vaccines to be given. A really good and efficient experience from booking in to departure.
12/10/2024	Flu Clinic	Very Good	Very quick no problems better service than normal thanks
12/10/2024	Flu Clinic	Very Good	All went smoothly

12/10/2024	Flu Clinic	Very Good	Everything worked smoothly. Walked in on time and exited about 10 mins later. Staff were friendly and efficient.
12/10/2024	Flu Clinic	Very Good	The ability to easy book my appointment online with a date and time of my choice. Was seen by the reception staff promptly on arrival at the surgery. I only had to wait 2-3 minutes before I was called to receive the jabs. Excellent service.
12/10/2024	Flu Clinic	Very Good	Very efficient
12/10/2024	Flu Clinic	Very Good	
12/10/2024	Flu Clinic	Neither Good Nor Poor	
12/10/2024	Flu Clinic	Very Good	
12/10/2024	Flu Clinic	Very Good	Prompt, courteous and efficient.
12/10/2024	Flu Clinic	Very Good	Always welcoming and very caring a d professional
12/10/2024	Flu Clinic	Very Good	I was dealt with in a timely and organised wsy
12/10/2024	Flu Clinic	Very Good	Everything was well organised
12/10/2024	Flu Clinic	Very Good	
12/10/2024	Flu Clinic	Very Good	Dr was very quick in supplying me antibiotics for my water infection thankyou
12/10/2024	Flu Clinic	Very Good	First class service. Doctor and staff all very pleasant and well organised. Smooth and quick.
12/10/2024	Flu Clinic	Very Good	
12/10/2024	Flu Clinic	Very Good	Very well organised. Doctor and staff all very pleasant. Smooth and quick service.
12/10/2024	Flu Clinic	Very Good	All seemed very well organised and on time .
12/10/2024	Flu Clinic	Good	
12/10/2024	Flu Clinic	Very Good	We arrived, booked in and straight down for the injections. In and out fast.
12/10/2024	Flu Clinic		Staff very helpful. I need assistance walking. getting up from chairs etc. A pleasure going for my injection today. Thank you
12/10/2024	Flu Clinic	Very Good	
12/10/2024	Flu Clinic	Very Good	Very well organised and all staff very pleasant
12/10/2024	Flu Clinic	Very Good	Very professional, quick and painless
12/10/2024	Flu Clinic	Very Good	Had both my vaccines and the whole system flowed really well,i was in and out in minutes
12/10/2024	Flu Clinic	Very Good	We arrived early but we were seen quickly and soon on our way home.
12/10/2024	Flu Clinic	Very Good	
12/10/2024	Flu Clinic	Very Good	Flu jab clinic. Very organised and coped well with a large influx of people. Everyone was friendly and helpful.
12/10/2024	Flu Clinic	Very Good	The visit was very stress free quick ,
12/10/2024	Flu Clinic	Very Good	The jabs were very quick and painless, no stress at all ,
12/10/2024	Flu Clinic	Very Good	Quick and efficient.
			Excellent Comms. Well organised l the day.
12/10/2024	Flu Clinic	Very Good	
12/10/2024	Flu Clinic	Very Good	
12/10/2024	Flu Clinic	Good	Organised well. Very pleasant staff
12/10/2024	Flu Clinic	Very Good	Smooth and efficient well done
			Considering how many people attended for flu jabs throughout the morning, the organisation was efficient a speedy and the staff were all very friendly.
12/10/2024	Flu Clinic	Very Good	
12/10/2024	Flu Clinic	Very Good	Got straight in. Nurses very friendly. Hardly felt either of the jabs
12/10/2024	Flu Clinic		We were welcomed on arrival and shown where to go. We only waited a few minutes before we were seen and got our flu and covid jabs.
		Very Good	

12/10/2024	Flu Clinic	Very Good	Really well organised
12/10/2024	Flu Clinic	Very Good	Arrived got booked in efficiently. Shown to area where treatment administered
12/10/2024	Flu Clinic	Very Good	Very organised quick and staff really helpful and pleasant
12/10/2024	Flu Clinic	Very Good	Quick and efficient
12/10/2024	Flu Clinic	Very Good	I was texted so that I knew to get an appointment. I arrived very early but they were happy to give me my injections then.
12/10/2024	Flu Clinic	Very Good	very friendly staff
12/10/2024	Flu Clinic	Good	That's how I felt my appointment went. It can be difficult for your staff with a lot of patients turning up around the same time. Well done.
12/10/2024	Flu Clinic	Good	The service was good and no waiting
12/10/2024	Flu Clinic	Very Good	
12/10/2024	Flu Clinic	Good	
12/10/2024	Flu Clinic	Very Good	The whole experience was seamless. Well done to all the staff
12/10/2024	Flu Clinic	Very Good	Well organised and quick.
05/10/2024	Flu Clinic	Very Good	In and out in a few minutes very well organised care taken to make us feel comfortable
12/10/2024	Flu Clinic	Very Good	Very professional
05/10/2024	Flu Clinic	Very Good	Straight in and out well organised
05/10/2024	Flu Clinic	Don't Know	Unable to attend
05/10/2024	Flu Clinic	Good	Received what we went for
12/10/2024	Flu Clinic	Very Good	This doctors surgery are the best, always there for me and my family, when we need them
14/10/2024	HCA	Very Good	Prompt service, nice staff and lovely clean offices and treatment rooms, what's not to like?
12/10/2024	Flu Clinic	Very Good	10out 10 really well done
12/10/2024	Flu Clinic	Very Good	Everything was very efficient and well organised.
14/10/2024	HCA	Very Poor	After reading my notes, I was told that I do not need this appointment as my file was up to date. I wanted to have my cholesterol test done as it is heritinary and was told they don't have funding for it until next August. Did not call prior to app!
12/10/2024	Flu Clinic	Very Good	Well organised
12/10/2024	Flu Clinic	Very Good	No long wait seen within 10 min
12/10/2024	Flu Clinic	Very Good	Everyone is polite, friendly and helpful
14/10/2024	NURSE CLINIC	Poor	I'm being passed from pillar to post, being told conflicting information. Results of test are not being recorded etc. I was called to go over my blood tests (taken in september) but then told you noticed my bloods hadn't been taken in a long time
15/10/2024	Nurse Practitioner	Very Good	I felt listened to By Dr with professional but friendly persona. I appreciate the good, helpful advice given. Thank you.
15/10/2024	GP	Good	The lady doctor was very nice but I thought she would have listened to my chest (as I originally had a cough) and not just felt my stomach. However she gave me 6 antibiotics for my water infection which is what I needed.
15/10/2024	NURSE CLINIC	Very Good	Very pleasant young lady Nurse gave my flu jab and didn't feel a thing! I have always been treated very well at the Surgery. Thanks everyone! A Harrison
04/10/2024	SMEAR REMOTE BOOKING CLINIC	Very Good	
15/10/2024	NURSE CLINIC	Very Good	Appointment kept on time and reason for the new vaccination was very informative.
15/10/2024	HCA	Very Good	Got in early, nurse very helpful and polite. Hardly felt the needle go in, no problems at all.

12/10/2024	Flu Clinic	Very Good	The efficiency was so good that I was recorded, vaccinated and left before my actual time slot
15/10/2024	HCA	Very Good	All went well with my appointment with a very sociable, pleasant nurse and no hold ups
05/10/2024	Flu Clinic	Very Good	Efficient and organized with helpful staff considering the amount of patients attending for vaccinations. Well done to all concerned.
16/10/2024	Nurse Practitioner	Good	It was alright
12/10/2024	Flu Clinic	Very Good	We were seen on time the nurses were polite as were the people keeping the queue moving well organized indeed.
05/10/2024	Flu Clinic	Very Good	Excellent service
16/10/2024	Baby Immunisation Clinic	Very Good	He nurse was so good with my child
16/10/2024	Phlebotomist	Very Good	It was only a blood test.what could go wrong?
16/10/2024	NURSE CLINIC	Very Good	Very friendly and efficient thankyou
16/10/2024	GP	Very Good	
16/10/2024	NURSE CLINIC	Good	On time staff pleasant and obliging.
15/10/2024	HCA	Very Good	Very quick, in and out within 10 minutes, and everything was fine.
12/10/2024	Flu Clinic	Very Good	Dealt with very professionally at my recent appointment.
12/10/2024	Flu Clinic	Very Good	Very efficient
16/10/2024	NURSE CLINIC	Very Good	Excellent professional but friendly staff
16/10/2024	HCA	Very Good	Appointment on time very professional
17/10/2024	Nurse Practitioner	Very Good	Julie very knowledgeable and understanding,
17/10/2024	Phlebotomist	Very Good	Appointment was on time and staff were very pleasant even squeezed me in for a flu jab.
17/10/2024	HCA	Very Good	Everyone is pleasant and helpful
17/10/2024	GP	Very Good	Dr young is caring understand always shows compassion and empathy, he's proactive and has helped me over the years. With my health issues
17/10/2024	HCA	Very Good	On time very polite and informative
16/10/2024	NURSE CLINIC	Very Good	Friendly nurse put me at ease
16/10/2024	HCA	Very Good	Got in to see nurse at the appointment time and gave me a shingles vaccine as well as my b12 injection
12/10/2024	Flu Clinic	Very Good	Was efficient and quick service for flu jabs and Covid ?
16/10/2024	HCA	Very Good	polite and friendly quick service and even arranged my next appointment in 3 months so I don't forget ?
17/10/2024	Phlebotomist	Very Good	Everyone very friendly and I feel as if I?m being well looked after.
16/10/2024	Phlebotomist	Very Good	Appointment was on time and the staff polite and efficient
01/10/2024	HCA	Very Good	
12/10/2024	Flu Clinic	Good	Appointment went reasonably well
16/10/2024	Nurse Practitioner	Very Good	Gp service very good feel like its person centred and my needs are listened too
17/10/2024	Attached Staff	Very Good	Seeing a physio so quickly was helpful
17/10/2024	PRACTICE NURSE	Very Good	
12/10/2024	Flu Clinic	Very Good	
17/10/2024	Baby Immunisation Clinic	Very Good	Nurse showed me step by step how to inject , very nice young lady .
17/10/2024	Phlebotomist	Very Good	I was seen on time and phlebotomist was lovely and made me feel not anxious while having my blood taken
17/10/2024	PRACTICE NURSE	Very Good	Very helpful and knowledgeable clinician. Seen on time and prescription available within 2 hours at pharmacy.
12/10/2024	Flu Clinic	Good	Organisation was slightly chaotic but everyone got through and was seen pretty quickly at the flu jab clinic

17/10/2024	Baby Immunisation Clinic	Good	
18/10/2024	Phlebotomist	Very Good	Quick, on time and friendly staff
18/10/2024	GP	Very Good	Doctor was very informative
17/10/2024	Phlebotomist	Very Good	I always have very good treatment at North House Surgery, I can't understand why people complain!
18/10/2024	Phlebotomist	Very Good	Seen within 5 mins of appointment
18/10/2024	GP	Neither Good Nor Poor	I am struggling with adhd, and got advised by psych uk to contact my gp to send a letter in that may help speed things up . They were unable to do this . I am really really struggling with my education due to my adhd and getting no help at all.
08/10/2024	Nurse Practitioner	Very Good	
21/10/2024	GP	Very Good	
21/10/2024	Attached Staff	Very Good	FCP knows his Physiotherapy gave me some exercises to do and has referred to a specialist at Bishop Auckland General Hospital.
21/10/2024	HCA	Very Good	Friendly staff and appointment early!
21/10/2024	GP	Very Good	Receptionist helpful. Doctor was lovely.
22/10/2024	HCA	Very Good	Very good thank you
22/10/2024	HCA	Very Good	Very friendly staff
22/10/2024	HCA	Very Good	Good service as always
22/10/2024	HCA	Very Good	Both the Receptionist and the Nurse was friendly, pleasant and polite... ?????
22/10/2024	HCA	Very Good	Lovely nurses..always take time and explain things.
22/10/2024	HCA	Very Good	Lovely people
05/10/2024	Flu Clinic	Very Good	Good organisation for vaccines
22/10/2024	Attached Staff	Very Good	Pleasant reception didn't have to wait for appointments. Pleasant staff . Clean and tidy waiting room
22/10/2024	HCA	Very Good	Excellent service, Arrived at surgery only sat about 5 minutes Nurse called us in had flu jabs and were back home , All within 15 minutes.
21/10/2024	NURSE CLINIC	Poor	I was told yesterday that the doctor would ring me after Wednesday but he rang me today and i was unavailable
22/10/2024	HCA	Very Good	The nurse was excellent and gave me information I needed.
22/10/2024	HCA	Very Good	Jabs were giving quickly and pain free. Only took 2 mins
22/10/2024	HCA	Very Good	I Know the experience that north house is 1 of the most on the ball surgery's I've been to
05/10/2024	Flu Clinic	Very Good	Great staff friendly but very efficient.
21/10/2024	GP	Very Good	I always managed to get an appointment
12/10/2024	Flu Clinic	Very Good	Very organized at the vaccine clinic
22/10/2024	HCA	Very Good	
23/10/2024	HCA	Very Good	Efficient
23/10/2024	Phlebotomist	Very Good	I arrived a little early for my appointment and didn't have to wait long before I was seen I was put at ease straight away by the polite conversation about my treatment
23/10/2024	HCA	Very Good	From the receptionist to the the doctor I was treated with kindness and respect. Whilst not feeling well I was made to feel comfortable and reassured. We are lucky to have the staff and doctors at the surgery, they are all fantastic.
05/10/2024	Flu Clinic	Very Good	I was seen to very quickly and without any problems both the physio and the person taking my bloods were very pleasant. The physio Amy did a great job

23/10/2024	HCA	Good	Was not sure why I needed to be there. This should be explained to individuals not just annual health check. Was expecting more than just to take my bloods
23/10/2024	Phlebotomist	Very Good	Friendly staff, didn't have to wait long for my appointment,
23/10/2024	Phlebotomist	Very Good	Service was very good and dealt with very professionally.
22/10/2024	HCA	Very Good	
23/10/2024	Phlebotomist	Very Good	Prompt, professional, polite and respectful
23/10/2024	HCA	Good	
12/10/2024	Flu Clinic	Very Good	Good service
23/10/2024	Phlebotomist	Very Good	I've always had good service from north house surgery
17/10/2024	Attached Staff	Neither Good Nor Poor	No idea which appointment.
23/10/2024	Nurse Practitioner	Very Good	I saw Nurse Practitioner. She was absolutely lovely, very understanding. Gave great advice. I sincerely thank her so much
05/10/2024	Flu Clinic	Very Good	Friendly staff, efficient service.
23/10/2024	NURSE CLINIC	Good	
24/10/2024	PRACTICE NURSE	Very Good	The was no delay on my appointment today, and the receptionist tried their best to find a follow up face to face appointment.
23/10/2024	HCA	Very Good	Appointment on time no waiting. Nurse very good. Found pharmacist very helpful
24/10/2024	Session	Good	
24/10/2024	Phlebotomist	Very Good	On time very polite and friendly.
24/10/2024	Phlebotomist	Very Good	I was seen quicker than anticipated due to feeling really ill. Thank you to phlebotomist and Nurse Practitioner for your compassion, very much appreciated.
24/10/2024	Nurse Practitioner	Don't Know	I cancelled the appointment yesterday!
12/10/2024	Flu Clinic	Very Good	
22/10/2024	HCA	Very Good	Very good service. Very friendly and professional people, I was very happy with how they treated me!
23/10/2024	Phlebotomist	Very Good	
21/10/2024	GP	Very Good	
22/10/2024	HCA	Good	Very rare I go to surgery everything was fine on the day
24/10/2024	PRACTICE NURSE	Very Good	Appointment made easy overall felt like I was listened to
25/10/2024	Phlebotomist	Very Good	Good no waiting straight in blood test nice bit of crack with nurse and strait back out good service
25/10/2024	Nurse Practitioner	Very Good	Nurse Practitioner is very knowledgeable around menopause - she answered all my concerns regarding my HRT.
25/10/2024	Phlebotomist	Very Good	Was seen on time and did not have to wait and treat well it was a pleasure to go and get it done
25/10/2024	Nurse Practitioner	Very Good	
28/10/2024	HCA	Very Good	I was seen by the HCA who is so friendly and makes you feel very comfortable, I was called on time and seen promptly
28/10/2024	Session	Very Poor	I've been waiting for a call that never arrived and now you're asking me to rate your service
28/10/2024	Attached Staff	Very Poor	Total mess
05/10/2024	Flu Clinic	Good	I was in and out in 10 seconds
25/10/2024	Nurse Practitioner	Very Good	The staff at the surgery are fantastic always helpful & very friendly, Nurse Practitioner is worth her weight in gold she goes above & beyond to help

28/10/2024	HCA	Very Good	Receptionist sorted our arrival and marked us in. Nurse we saw was lovely and even wished us good luck! The new staff in all areas seem to be adding a sense of ease to talk about personal things. Dr. Young was kind and his manner relaxes you easily
29/10/2024	Nurse Practitioner	Very Good	The advanced practice nurse was very kind and caring. Covered my health issues thoroughly and discussed options with me. My initial contact with reception staff was friendly and helpful in arranging my appointment.
29/10/2024	NURSE CLINIC	Very Good	It was an appointment for a vaccination and I didn't have to wait very long to be seen
29/10/2024	NURSE CLINIC	Very Good	Nurse was extremely pleasant and helpful
05/10/2024	Flu Clinic	Good	
29/10/2024	Nurse Practitioner	Very Good	The examination carried out by the practitioner was competent and her explanation and diagnosis seemed to fit my symptoms accurately
29/10/2024	NURSE CLINIC	Very Good	On time appointment, nurse was pleasant
29/10/2024	NURSE CLINIC	Very Good	I was spoken to in a kind and informal and told exactly what to expect and had both injections and felt nothing.
29/10/2024	NURSE CLINIC	Very Good	Prompt service and very informative
29/10/2024	NURSE CLINIC	Very Good	No wait, quick cheerful efficient informative staff
29/10/2024	GP	Very Good	Dr wood is amazing and very thorough. Amazing dr
30/10/2024	Phlebotomist	Very Good	Excellent. Prompt text reminders. Easy booking in at reception. Phlebotomist Bob excellent.
29/10/2024	Nurse Practitioner	Very Good	Nurse Practitioner always treats me like a family member and try's to keep me right with my ailments and problems and tries to ensure that I'm taking my meds correctly Thank you I appreciate all your help
30/10/2024	Phlebotomist	Very Good	On time, professional and efficient
30/10/2024	Phlebotomist	Very Good	
30/10/2024	Baby Immunisation Clinic	Very Good	Very efficient! Staff happy and friendly!!
30/10/2024	Phlebotomist	Very Good	Very helpful and kind staff
30/10/2024	Phlebotomist	Very Good	Staff member was very interested in what was discussed. Found the whole experience a positive one.
30/10/2024	GP	Very Good	Dr Naeem started investigating my conditions. He listened to me and made arrangements immediately for tests to be conducted. Thank you
30/10/2024	Phlebotomist	Very Good	Good service and so quick and easy
30/10/2024	Nurse Practitioner	Very Good	I felt listened to and not rushed which let me explain properly. Then we came up with a plan together. I felt cared for
30/10/2024	HCA	Very Good	Very professional
29/10/2024	NURSE CLINIC	Very Good	Everything went smoothly and on time
31/10/2024	Phlebotomist	Good	Once you get an appointment, the good service follows
30/10/2024	Phlebotomist	Very Good	Nothing is a problem, staff very pleasant
31/10/2024	Phlebotomist	Very Good	Got what I needed done and in a friendly manner
28/10/2024	GP	Very Good	Appointment was on time, GP was easy to talk to and efficiently dealt with my needs.
31/10/2024	Phlebotomist	Very Good	Excellent phlebotomist, very good at his job & a nice person too. 5 ??
31/10/2024	Nurse Practitioner	Very Good	I didn't feel rushed to explain what was wrong. Also the information i was given was excellent and I was given time to think about what I wanted to do about the medication I wanted to take going forward
31/10/2024	Phlebotomist	Very Good	Had bloods done, and Bob was excellent, really patient and polite, then seen Dr neem who was also patient and polite.
31/10/2024	Baby Immunisation Clinic	Good	Prompt and friendly service with excellent treatment from Nina.
30/10/2024	Phlebotomist	Very Good	

31/10/2024	HCA	Very Good	I was seen ON TIME & the staff were polite & efficient. I rarely attend the surgery but on the odd occasion I do need an appt, it's v difficult to get one (especially when working).When you DO MANAGE to see someone, they're fantastic
29/10/2024	NURSE CLINIC	Very Good	
31/10/2024	Phlebotomist	Very Good	Very professional and pleasant had my bloods taken.
31/10/2024	Phlebotomist	Very Good	Very nice people
25/10/2024	Phlebotomist	Very Good	In on time, phlebotomist very reassuring and happily talked to me throughout, making me relax.
28/10/2024	HCA	Very Good	
31/10/2024	Written Card	Very Good	Very Efficient
31/10/2024	Written Card	Poor	
31/10/2024	Written Card	Very Poor	Because you are all in each others pockets and never mind cut backs its all of you not wanting to give us our medication.
31/10/2024	Written Card	Very Good	Very polite, well mannered, excellent treatment, very understanding
31/10/2024	Written Card	Very Good	Brilliant Service, Polite,