

Dates	Department	Rating	Response
27/11/2024	Baby Immunisation Clinic	Very Good	The nurse was lovely and put me at ease and I received a clear explanation to all questions asked., which made me feel much happier.
07/11/2024	Phlebotomist	Very Good	Phlebotomist was personable and approachable, a great service , a credit to the team.
25/11/2024	HCA	Very Good	Quick and efficient.
19/11/2024	HCA	Very Good	My appointment covered three issues, two of which were historic.. Nothing seemed too much trouble. It was worth the wait for the initial telephone consultation yesterday. My wife also had a quick exam. So a lot was covered on one appointment.
26/11/2024	NURSE CLINIC	Very Good	Fast, friendly and professional
12/11/2024	HCA	Very Good	HCA was very helpful and cheerful So all was very good.
15/11/2024	Phlebotomist	Very Good	I received really good feedback from the team today
12/11/2024	NURSE CLINIC	Very Good	Flu and COVID jabs, appointment on time.
18/11/2024	HCA	Very Good	Everything went very smoothly.
18/11/2024	HCA	Very Good	Lovely nurse
12/11/2024	NURSE CLINIC	Very Good	Seen almost immediately when I came for my injections.
12/11/2024	NURSE CLINIC	Good	Lass was friendly, gave information about covid, asked questions about my health.
12/11/2024	GP	Very Good	Dr explained options and was very helpful even arranged follow up appointment
08/11/2024	GP	Very Good	Appt on time lovely Dr and Nurse both very friendly
07/11/2024	Phlebotomist	Very Good	Phlebotomist was very helpful with keeping my child calm whilst having a blood test
12/11/2024	NURSE CLINIC	Very Good	Because it's true.
20/11/2024	HCA	Good	Thought I Would of had a full review, about medication, and on going, medical conditions.
13/11/2024	HCA	Very Good	A speedy service and a pleasant nurse doing my vaccine!
20/11/2024	HCA	Very Good	Prompt appointment nurse very pleasant
29/11/2024	GP	Very Good	Considering the acceptance of our urgent request of an appointment with the Dr, we are extremely grateful.
15/11/2024	Phlebotomist	Very Good	I speak as I find.I find the doctors and staff most helpful.
11/11/2024	HCA	Very Good	The young lady that took my blood this morning was excellent never felt a thing ...
06/11/2024	NURSE CLINIC	Very Good	
29/11/2024	GP	Very Good	Dr is always so helpful thank you!
25/11/2024	GP	Very Good	
26/11/2024	HCA	Very Good	On time, nurse very polite and professional
04/11/2024	Session	Very Good	Very understanding and listened to what I thought
18/11/2024	HCA	Very Good	Seen on time
08/11/2024	HCA	Very Good	No long wait and nurse really friendly and professional
27/11/2024	HCA	Very Good	appointment was bang on time
21/11/2024	PRACTICE NURSE	Very Good	Never had any problems accessing services at North house Surgery. Today I was sorted with the medication I needed by an excellent practitioner.
05/11/2024	HCA	Very Good	Appointment on time

13/11/2024	Phlebotomist	Very Good	As normal went very well no waiting straight in Phlebotomist is a cracking bloke and very good at his job
26/11/2024	HCA	Very Good	Seen promptly and professionally. Given good info
06/11/2024	Phlebotomist	Very Good	The nurse I saw was very pleasant, caring and supportive. She also helped me with another issue with an appointment with the NHS.
21/11/2024	GP	Very Good	
28/11/2024	GP	Very Good	I was reassured by the outcome, very helpful and friendly advice.
19/11/2024	HCA	Very Good	Because the nurse was polite and made me feel welcome and comfortable.
12/11/2024	NURSE CLINIC	Very Good	Looked after by all the staff very informative about the jab we had great service by all.
19/11/2024	HCA	Very Poor	I was giving a appointment for my annual asthma review and was giving the wrong appointment as was not with the asthma nurse had to make another appointment for a later date.
07/11/2024	Phlebotomist	Good	Can't fault reception at all they are always really kind and helpful. Person taking blood that day,as always,asks what are you here for, which ones am I doing? before he even checks on computer.Then usually has a bit moan about how much he has to do.
08/11/2024	HCA	Very Good	In and out in less than 5 minutes. Didn't even feel the needle go in. Once again , perfect
26/11/2024	NURSE CLINIC	Very Good	Appointment was on time and nurse was really lovely.
01/11/2024	Nurse Practitioner	Very Good	The nurse who did my smear was very informative .put you at ease and was excellent at her job Thankyou
18/11/2024	HCA	Very Good	I was very happy with my visit to the surgery today to see a nurse. Her name was Christine and she was excellent ?
15/11/2024	NURSE CLINIC	Very Good	
14/11/2024	Phlebotomist	Very Good	Always a pleasure visiting surgery
21/11/2024	PRACTICE NURSE	Very Good	I received an appointment which provided excellent care from practitioner and included doctor as appropriate to consider case and wider context
12/11/2024	NURSE CLINIC	Very Good	In and out in no time and nurse was lovely ?
28/11/2024	NURSE CLINIC	Very Good	I was seen on time and nurse Sasha was very efficient.
07/11/2024	GP	Very Good	Dr explained things fully and made me feel at ease
20/11/2024	Phlebotomist	Very Good	
25/11/2024	Session	Very Good	Pharmacist very thorough and helpful
01/11/2024	Nurse Practitioner	Good	She listened and understood and made suggestions of how to move forward.
20/11/2024	HCA	Very Good	Just I was straight in for my appointment and the nurse was great with B12 injection
11/11/2024	Session	Very Good	Felt satisfied with the treatment I received
19/11/2024	HCA	Very Good	Quick in and out at the surgery and the reception was first rate.
04/11/2024	Flu Clinic	Very Good	Very helpful staff , did not have a long wait to be spoke to
11/11/2024	GP	Very Good	
26/11/2024	Attached Staff	Very Good	Physio is very kind and very caring
15/11/2024	NURSE CLINIC	Very Good	Appointment was on time. Staff were pleasant and efficient.
28/11/2024	NURSE CLINIC	Very Good	My appointment was on time the nurse was friendly and professional.

18/11/2024	HCA	Very Good	Very efficient service and on time
28/11/2024	Phlebotomist	Very Good	Polite staff
04/11/2024	NURSE CLINIC	Very Good	Appointment on time.
21/11/2024	Phlebotomist	Very Good	Always very friendly and helpful
27/11/2024	SMEAR REMOTE BOOKING CLINIC	Very Good	Didn't wait long, nurse really listened to me and my concerns, procedure was done as comfortable as possible, thank you
13/11/2024	Phlebotomist	Good	Quick and consise
12/11/2024	HCA	Very Good	
18/11/2024	HCA	Very Good	I was seen promptly had all my questions dealt with efficiently
11/11/2024	GP	Very Good	The doctor was very helpful in explaining everything very clearly
08/11/2024	HCA	Very Good	
21/11/2024	PRACTICE NURSE	Very Good	Good
19/11/2024	HCA	Very Good	Both me and my husband were seen together by the same doctor before our flu and covid jabs which was very convenient. We received a very polite and helpful consultation which covered quite a few problems.
21/11/2024	Phlebotomist	Very Good	No problem
06/11/2024	Baby Immunisation Clinic	Very Good	
21/11/2024	GP	Very Good	Amazing Doctor. He listens to the patient and gives really good advice. He knows what he is talking about and doesn't make you feel rushed or that your concerns aren't valid. His patient care is second to none.
11/11/2024	GP	Very Good	Spoke to Dr. Very knowledgeable. Understandable. Also. Very caring
04/11/2024	Flu Clinic	Very Good	On time and very polite
19/11/2024	HCA	Very Good	I was in the surgery and no sooner was called into the room and given my jags very quickly and all over and done
28/11/2024	Nurse Practitioner	Very Good	Doctor was very interested in my condition and gave fantastic diet advice
20/11/2024	HCA	Very Good	
13/11/2024	NURSE CLINIC	Very Good	Even though i arrived early i saw the nurse within a couple of minutes She was easy to talk to was very informative about vacinnes. She set me at my ease and the visit was very positive .
25/11/2024	HCA	Very Good	Seen promptly, everything explained by the nurse
15/11/2024	NURSE CLINIC	Very Good	I arrived early and didn't have to wait long. Quick and problem free treatment
26/11/2024	NURSE CLINIC	Very Good	Good nurse
12/11/2024	NURSE CLINIC	Very Good	
15/11/2024	NURSE CLINIC	Very Good	Only had a short wait before going in to see the practice nurse. Very efficient and friendly service
15/11/2024	NURSE CLINIC	Very Good	Appointment was on time. Staff were pleasant and efficient.
05/11/2024	HCA	Very Good	Surgery was very understanding and listened to what I had to say. Dr was brilliant explained everything with an unbiased attitude. The nurse was polite kind and empathetic
13/11/2024	Session	Very Good	On time and very informative
13/11/2024	Nurse Practitioner	Very Good	

19/11/2024	HCA	Very Good	Arrived in good time, called through straight away and dealt with promptly, efficiently and with courtesy.
15/11/2024	NURSE CLINIC	Very Good	
11/11/2024	HCA	Very Good	The staff are always smiling. Make you feel positive. That matters a lot
26/11/2024	HCA	Very Good	Very polite and took time to listen. Superb service
08/11/2024	HCA	Very Good	Very nice nurse who was very easy to talk to.
12/11/2024	HCA	Very Good	Staff really friendly and pleasant
20/11/2024	HCA	Good	Very helpful and friendly and explained everything
22/11/2024	Phlebotomist	Good	Phlebotomist was excellent as he always is. It would have been helpful for him if the receptionist had actually noted on the system which blood tests were required when booking the appointment. This would have enabled him to have the labels done in advance.
07/11/2024	Nurse Practitioner	Very Good	Great service from a good doctors thanks for seeing me ?
07/11/2024	Phlebotomist	Very Good	Very quick and efficient
12/11/2024	NURSE CLINIC	Very Good	
07/11/2024	Nurse Practitioner	Very Good	Practice nurse reassured me there was nothing to worry about.
25/11/2024	HCA	Very Good	Short wait and a few minutes with a friendly nurse.
20/11/2024	Phlebotomist	Very Good	Very professional at taking blood.
20/11/2024	Phlebotomist	Very Good	Very good, excellent service with Bob.
01/11/2024	GP	Very Good	Gp very nice made me feel at ease
05/11/2024	HCA	Very Good	Always prompt and efficient with appointments. Staff always polite and respectful.
21/11/2024	PRACTICE NURSE	Very Good	Staff was very helpful and friendly
13/11/2024	HCA	Very Good	I arrived on time and within a few minutes I was seen
19/11/2024	HCA	Very Good	i was seen on time ,
20/11/2024	SMEAR REMOTE BOOKING CLINIC	Very Good	
20/11/2024	Phlebotomist	Very Good	Phlebotomist was very nice and friendly and put me at ease when taking my blood. Even though I can't stand needles.
14/11/2024	Phlebotomist	Good	The dr was running a little late so my appointment was delayed by 10 minutes, other than that everything went ok
05/11/2024	HCA	Very Good	The repair was quick and clean and the joiner was a nice person
21/11/2024	PRACTICE NURSE	Very Good	The nurse really listened and helped me, provided me with the medication that I hope will make me feel better. Thank you.
12/11/2024	NURSE CLINIC	Very Good	Trouble free and on time.
13/11/2024	NURSE CLINIC	Very Good	Seen on time by a very cheerful and informative nurse.
27/11/2024	Phlebotomist	Very Good	Expected
25/11/2024	NURSE CLINIC	Very Good	The doctors/nurses have been on the ball since I joined the surgery,nothing is too much trouble,that's including the receptionist.
14/11/2024	HCA	Very Good	Dr was very thorough and afforded me as much time as was needed
27/11/2024	HCA	Very Good	Nurse at yearly review excellent. Just need named drs now to have face to face appointments with patients on their

19/11/2024	HCA	Very Good	
18/11/2024	HCA	Very Good	The nurse was very friendly and caring and listened to my concerns
15/11/2024	NURSE CLINIC	Very Good	Nurse was very good and explained about the vaccine and any side effects I might experience
12/11/2024	NURSE CLINIC	Very Good	Did not have to wait and very efficient
20/11/2024	Phlebotomist	Very Good	Very efficient
14/11/2024	Phlebotomist	Very Good	The place is clean and calm.
27/11/2024	GP	Very Good	I telephoned the surgery regarding an ongoing problem for which previously prescribed medication does not seem to be having the desired effect. I was offered a telephone appointment with a GP which has resulted in me being referred to a specialist.
21/11/2024	Baby Immunisation Clinic	Very Good	The nurse practitioner was very nice and respectful and explained what would be happening next
22/11/2024	HCA	Very Good	Really helpful
12/11/2024	HCA	Very Good	Excellent thank you
15/11/2024	NURSE CLINIC	Very Good	Lovely polite nurse
28/11/2024	Phlebotomist	Very Good	Phlebotomist was friendly+helpful. Dr Tang, other doctors+nurses always lovely. Thanks
19/11/2024	HCA	Good	Today's appointment for Covid vaccination was made on 22nd October. Nearly 4 weeks to wait. Requests to see GP seem to be blocked by receptionists. Does the surgery need to expand or is it time for a second practice within a growing town?
13/11/2024	Phlebotomist	Very Good	Blood taken no problem Bob is first class exponent taking a blood sample.
04/11/2024	GP	Very Good	Doctor was lovely, friendly and supportive.
20/11/2024	GP	Very Good	Because the doctor was very helpful
15/11/2024	Phlebotomist	Very Good	
15/11/2024	NURSE CLINIC	Very Good	
20/11/2024	Phlebotomist	Very Good	
21/11/2024	Attached Staff	Very Good	I was looked at very professionally and received more information about my issue later
12/11/2024	NURSE CLINIC	Very Good	
12/11/2024	HCA	Very Good	Short wait and matter dealt with speedily
01/11/2024	HCA	Very Good	Nurse very nice put you at ease. I Don't like injections.
20/11/2024	HCA	Very Good	Never had any problems with north house surgery.. all staff are pleasant and efficient.
22/11/2024	HCA	Very Good	The waiting time was not overlong and the treatment was both professional and friendly.
13/11/2024	NURSE CLINIC	Very Good	The nurse was very friendly and helpful and I didn't have to wait long at all and the procedure was very good
22/11/2024	Phlebotomist	Very Good	Friendly and efficient appointment with phlebotomist to have bloods taken has a lovely man who puts you at ease with his kind manner xxx
07/11/2024	Nurse Practitioner	Very Good	I was messaged and was able to re-arrange the appointment for a more suitable date.
27/11/2024	Nurse Practitioner	Very Good	
27/11/2024	Phlebotomist	Very Good	Routine appointment, all on time, went as expected.

19/11/2024	HCA	Good	
20/11/2024	Phlebotomist	Very Good	Lovely male nurse
13/11/2024	HCA	Neither Good Nor Poor	No help can't get appointment and can't speak to Dr for check referral
15/11/2024	Phlebotomist	Very Good	Efficient friendly professional
26/11/2024	GP	Very Good	
12/11/2024	NURSE CLINIC	Very Good	There was no long waiting time straight in and out
28/11/2024	HCA	Very Good	Very pleasant answer all my questions
19/11/2024	HCA	Good	
12/11/2024	NURSE CLINIC	Very Good	Nurse was very good and explained everything to me top marks
08/11/2024	HCA	Very Good	To acknowledge the above
12/11/2024	NURSE CLINIC	Very Good	The nurse explained all about the injections that I was to receive and what to expect if I had any problems with after
08/11/2024	HCA	Very Good	
11/11/2024	GP	Very Good	Very re assuring
22/11/2024	HCA	Good	Satisfactory
14/11/2024	Baby Immunisation Clinic	Good	
15/11/2024	NURSE CLINIC	Very Good	Prompt attention and very pleasant personnel.
05/11/2024	HCA	Very Good	Appointment was pretty much on time, the nurse I saw was very professional and polite, hardly felt needle when she drew blood sample, spot on.
04/11/2024	Flu Clinic	Good	
04/11/2024	GP	Very Good	Staff was very helpful and helped with getting my prescription set up.
13/11/2024	HCA	Very Good	Very good nurse made me feel at ease.
26/11/2024	HCA	Very Good	The nurse was pleasant and efficient.
05/11/2024	Session	Very Good	Was seen in timely manner by friendly staff
28/11/2024	Phlebotomist	Very Good	
29/11/2024	GP	Very Poor	The doctor showed absolutely no empathy for my back condition and how it is destroying my life, both pain and financially. Ive since found out he could have referred ne to the muloskeltol department but never mentioned it. Complaint to nhs england
19/11/2024	HCA	Very Good	My vaccinations were carried out very swiftly and the health care professional gave me time to leave at my own speed as I cant walk so well.
13/11/2024	Phlebotomist	Very Good	Appointment on time . Nurse very pleasant and courteous .
22/11/2024	HCA	Very Good	Quick seeing, very understanding doctor
04/11/2024	Flu Clinic	Very Good	Prompt, comfortable and no probs
06/11/2024	Phlebotomist	Very Good	Phlebotomist gets my blood no bother
15/11/2024	HCA	Very Good	Arrived on time nurse called my name straight away bp taken and bloods done very efficient
21/11/2024	Baby Immunisation Clinic	Very Good	
22/11/2024	Phlebotomist	Very Good	
04/11/2024	Attached Staff	Very Good	I was seen on time, and was given clear advice and treatment.
12/11/2024	NURSE CLINIC	Very Good	Well done by all staff.

26/11/2024	HCA	Very Good	
05/11/2024	HCA	Good	
13/11/2024	HCA	Good	Only 10mins late of appt time slot. Quick and efficient with blood pressure, weight and blood sample.
21/11/2024	GP	Very Good	Very thorough and professional examination, did not rush me to complete my appointment. He took the time to listen to my concerns, which are slowly improving day to day.
19/11/2024	GP	Very Good	Staff very friendly and medics very good.
22/11/2024	Phlebotomist	Very Good	He was so helpful.
25/11/2024	GP On Call AM Session	Good	The service from gp was great.
12/11/2024	GP	Very Good	Appointment was on time. No waiting.
07/11/2024	Phlebotomist	Good	Dr listened well and was professional. It was not 'very good' as I was told on 12 Nov after a blood test that I needed to speak with a GP (today's appointment). This was over 3 weeks ago - to be told my meds need to be increased.
12/11/2024	HCA	Very Good	Appointment on time. Nurse made me feel comfortable. Able to chat and discuss things
01/11/2024	GP	Very Good	My appointment was on time and the doctor was very helpful and informative
13/11/2024	Phlebotomist	Very Good	Was seen to on time in and out for my bloods to be taken within 5 mins
27/11/2024	Phlebotomist	Good	Appointment was on time, health care good
13/11/2024	HCA	Very Good	On time as always. Lovely nurse. Very friendly.
20/11/2024	Baby Immunisation Clinic	Very Good	Appt was on time and quick
04/11/2024	Flu Clinic	Very Good	Arrived a few minutes early
28/11/2024	Phlebotomist	Very Good	Incredibly efficient and helpful receptionist
18/11/2024	HCA	Very Good	Tests required carried out with no issues
15/11/2024	NURSE CLINIC	Very Good	Came down for RSV vaccine nurse was very nice and explained what it was for etc no problems at all
21/11/2024	Session	Very Good	Straight in and straight out, very polite nurse and very understanding, very pleased
07/11/2024	GP	Very Good	
25/11/2024	Attached Staff	Good	Felt listened to and help was offered
12/11/2024	NURSE CLINIC	Very Good	Appointment on time, lovely professional nurse.
21/11/2024	Phlebotomist	Very Good	Very pleased with appointment, I arrived on time and was seen immediately by Phlebotomist who was very professional and carried out the relevant procedures Thank you
13/11/2024	Phlebotomist	Very Good	The phlebotomist I see is always pleasant and the procedure always painless.
08/11/2024	GP	Very Good	Managed to get an appointment without too much delay
07/11/2024	Phlebotomist	Very Good	Short wait, very efficient nurse.
20/11/2024	Phlebotomist	Good	
28/11/2024	NURSE CLINIC	Very Good	The nurse I saw was very helpful, she explained all about the vaccine before giving me the injection, she was very pleasant and polite

07/11/2024	NURSE CLINIC	Very Good	Seen on time and by a very pleasant young lady.
19/11/2024	HCA	Very Good	Clearly we'll thought out, organised and carried out. We'll done to all
04/11/2024	Flu Clinic	Very Good	On time, quick and painless vaccines. Very pleased
15/11/2024	Phlebotomist	Very Good	Very professional
15/11/2024	NURSE CLINIC	Very Good	Went straight in, pleasant informative nurse, had the vaccination and straight out again.Very efficient.
15/11/2024	GP	Very Good	We have a very good relationship with the team at North House Surgery.
20/11/2024	SMEAR REMOTE BOOKING CLINIC	Very Good	My appointment was with the nurse for a smear test. The time of the appointment did not over run and everything we discussed was very reassuring and she was so professional and caring.
28/11/2024	NURSE CLINIC	Very Good	Nurse was very good,explained everything clearly.Very pleasant and helpful.Thank you.
15/11/2024	NURSE CLINIC	Very Good	Appointment on time in fact before time. In and out in 10 minutes.
04/11/2024	NURSE CLINIC	Very Good	Didn't have to wait too long. Nurse was quick and efficient and very pleasant.
06/11/2024	Phlebotomist	Very Good	Didn't wait long and actually got a doctor that understood me and my illness
12/11/2024	NURSE CLINIC	Very Good	Nurse very friendly.
29/11/2024	Handwritten Card	Good	Doctors have always dealt with me promptly. Biggest problem getting appointments.
29/11/2024	Handwritten Card	Very Good	Helpful