

Dr D W Young  
Dr A Naeem  
Dr A J Hardman  
Dr I C Nwudoh  
Dr A B Ferrer  
Dr R Oxley  
Dr M Tang



North House Surgery  
Hope Street  
Crook  
Durham  
DL15 9HU  
Tel: 01388 762945

## **'YOU SAID WE DID'**

### **May 2025**

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

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

#### **You Said.....**

- Appointment 20 minutes late.
- Very friendly professional staff
- Nice and easy process, friendly
- Empathetic and understanding Doctor.

#### **We Did.....**

- Passed on all the comments/feedback to the team.
- Unfortunately, on rare occasions, a health professional can run late. There is always a genuine reason for this, and we thank you for your patience.
- We would also encourage anyone who experiences issues, that they would like addressed, to contact our practice manager and then each case can be looked at on an individual basis. The Friends And Family Feedback that we receive monthly is anonymous which makes it difficult to address individual comments.

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

We would also like to acknowledge and thank our patients for the 268 responses that rated the practice as being 'very good' or 'good' in the month of May.

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