

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



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

'YOU SAID WE DID'

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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 August and how it has been used to prompt any changes.

You Said.....

- The doctors' nurses and staff in the surgery always look after your health I am confident that any health issues I have will be addressed and dealt with by professionals. This is a very good surgery
- I didn't even know I had an appointment, I didn't get a text message or phone call to say so
- Excellent Care
- Punctual, pleasant and informative.
- Would prefer to see a doctor in person
- No problem getting same day appointment
- Short waiting time friendly and competent staff who were very thorough and helpful

We Did.....

- Passed on all the comments/feedback to the team.
- Sometimes clinicians book a telephone review appointment without notifying the patient beforehand. This may be to see how well a prescribed medication is working or to follow up on the patient's general wellbeing.
- The surgery offers both face-to-face appointments and triage appointments, depending on the nature of your problem. The Care Navigation Team are trained to direct you to the most appropriate healthcare professional or service to ensure you receive the right care at the right time.
- 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 435 responses that rated the practice as being 'very good' or 'good' in the month of August.