

Dates	Department	Rating	Response
20/07/2026	HCA	Very Good	
02/07/2026	NURSE CLINIC	Very Good	The nurse who took my blood arrived on time and was very friendly and efficient.
13/07/2026	HCA	Very Good	Very good service
01/07/2026	PRACTICE NURSE	Very Good	Very prompt and good service
30/07/2026	Phlebotomist	Very Good	
03/07/2026	Phlebotomist	Very Good	Dealt with on time by friendly staff.
23/07/2026	GP	Very Good	I was greeted warmly.The doctor was very helpful, overall my time in the surgery has been very professional.??
08/07/2026	Phlebotomist	Very Good	The Phlebotomist is always kind and patient when taking bloods.
17/07/2026	Phlebotomist	Very Good	On time, courteous and quick
15/07/2026	Phlebotomist	Very Good	Great quick friendly service
14/07/2026	GP	Good	Extremely disappointed in the way the ring back system works I rang at 8.00am and when the ring back service rang I was unable to answer the call then I had to start the whole process again .I must say the appointment with the doctor was very good
28/07/2026	GP	Good	
01/07/2026	PRACTICE NURSE	Very Good	Appointment on time.
09/07/2026	Nurse Practitioner	Very Good	Seen same day and very happy
02/07/2026	GP	Very Good	Professional and pleasant and thorough
13/07/2026	NURSE CLINIC	Very Good	The support compassion shown by the reception team medical staff, is amazing despite the pressures the service is under with demand. Thank you
29/07/2026	Nurse Practitioner	Very Good	
17/07/2026	Phlebotomist	Very Good	The person who was taking my blood was very friendly and put me at ease I certainly didn't feel the needle going in or out?
22/07/2026	NURSE CLINIC	Very Good	My appointment was for 5pm and I was in and out by 5.15. The nurse was very pleasant and informative. Thank you.
03/07/2026	Phlebotomist	Very Good	On time the HCA nurse was very pleasant
06/07/2026	HCA	Very Good	All staff so friendly and very helpful
21/07/2026	GP	Very Good	A straight forward check up which went ok
31/07/2026	Phlebotomist	Very Good	Quick and informative
27/07/2026	HCA	Very Good	Best blood sample i have given didn't feel a thing plus I was in and out in 2 minutes
09/07/2026	Phlebotomist	Very Good	Appointment went well.
06/07/2026	NURSE CLINIC	Very Good	
09/07/2026	Phlebotomist	Very Good	Nurse was brilliant, very friendly and talkative. Think the only problem that there seems to be no communication from the app to the relevant people.
01/07/2026	Nurse Practitioner	Very Good	
03/07/2026	Phlebotomist	Very Good	On time. Only there for an injection so quick and easy
02/07/2026	HCA	Very Good	The service was top class and everything was explained perfectly
16/07/2026	Phlebotomist	Very Good	The practitioner taking my blood is a true professional and manages first time to get a sufficient sample. I am a difficult patient in terms of giving blood but this guy gets it right every time.
28/07/2026	PRACTICE NURSE	Very Good	Seen by nurse practitioner quickly and had RSV injection without any problems.
01/07/2026	PRACTICE NURSE	Very Good	I felt listened to and understood. I was given time and my reservations about certain treatment options were taken seriously and alternatives given for me to consider. Really appreciated that as I was a bit of a mess and needed that reassurance.
09/07/2026	Nurse Practitioner	Very Good	Always seen when required excellent service as always.
21/07/2026	HCA	Very Good	Excellent service seen 10 minutes earlier than my appointment
15/07/2026	HCA	Very Good	Nice friendly staff and caring

29/07/2026	Phlebotomist	Very Good	Because it was relaxed and easy to talk to and understand the medical person
10/07/2026	Nurse Practitioner	Very Good	Nurse listened to the thing I was worried about so so polite felt relaxed with her
09/07/2026	HCA	Very Good	In and out very quickly and on time
31/07/2026	Nurse Practitioner	Very Good	Seemed to care & listen to what I said. Offered advice in a nice & friendly manner.
28/07/2026	GP	Very Good	Dr said he would get in touch with me when he had a answer and he did within 20 minutes of the end of the consultation.
09/07/2026	Phlebotomist	Very Good	On time apt and professional service
13/07/2026	NURSE CLINIC	Very Good	Short wait time, lovely pleasant nurse, took care in removing my stitches
17/07/2026	GP	Very Good	Very professional
03/07/2026	Phlebotomist	Very Good	I was late for my appointment but was seen sty away thank you
16/07/2026	Phlebotomist	Very Good	Because Phelebotomist was very pleasant and made me feel comfortable taking my blood.
23/07/2026	GP	Very Poor	Not had a phone call yet on my mobile
09/07/2026	HCA	Very Good	In on time the nurse very nice no complaints thank you
09/07/2026	HCA	Very Good	The nurse was very nice and efficient
16/07/2026	Phlebotomist	Very Good	Friendly service ,on time .
23/07/2026	NURSE CLINIC	Very Good	Seen promptly and politely
02/07/2026	GP	Very Good	
24/07/2026	NURSE CLINIC	Good	Nurse was very nice and pleasant and very good at her job
15/07/2026	Nurse Practitioner	Very Good	Managed to get appointment at short notice. Arrived early. Minimal waiting. The practitioner was pleasant, extremely helpful and assuring. I was clearly on next step and the receptionist kindly arranged a follow up appointment
23/07/2026	Nurse Practitioner	Very Good	I saw ANP, I felt listened to, supported and encouraged by the actions.
10/07/2026	Phlebotomist	Very Good	The staff member who took my blood was very professional, kind, and reassuring. She inserted the needle so gently that I didn't feel it at all. She made the whole process quick, comfortable, and stress-free. Thank you for the excellent care
03/07/2026	Phlebotomist	Very Good	Appointment on time. Very polite nurse.No grounds for complaints.
02/07/2026	Session	Very Good	
09/07/2026	Phlebotomist	Very Good	I was seen quickly,Bob was pleasant, friendly, polite and very professional He put me at ease and took the sample without causing any discomfort and bruising
01/07/2026	Nurse Practitioner	Good	Lady was nice. Would liked yo have my photo of growth on foot arranged earlier than a weeks time
09/07/2026	HCA	Very Good	Nurse very polite
31/07/2026	Phlebotomist	Very Good	Short wait time, practioner was very polite and professional, a lovely young lady.
22/07/2026	Nurse Practitioner	Very Good	The ANP is very helpful and understanding .. very knowledgeable about menopause which is great to chat to someone with her knowledge
06/07/2026	NURSE CLINIC	Very Good	The HCA was very patient and friendly with my daughter when she came for blood test. She put her at ease and made the appointment much easier thank you!
29/07/2026	Phlebotomist	Very Good	I had no problems at all, during my appointment, blood was taken with ease and he was very friendly.
14/07/2026	Nurse Practitioner	Very Good	Telephone appt was within time frame given. Julie easily sorted my referral and repeat prescription. No hassle, lovely to talk to and a pleasure! Then I got an email confirming the referral had been sent, brilliant. Receptionists are also great.
24/07/2026	HCA	Very Good	Excellent and do friendly
21/07/2026	HCA	Very Good	Prompt, friendly, and efficient.
02/07/2026	GP	Very Good	Friendly and informative service, easily understood what I was after.
13/07/2026	HCA	Very Good	Very good and friendly appointment.
09/07/2026	Phlebotomist	Very Good	

21/07/2026	HCA	Very Good	Nurse was quick and efficient. She was also very pleasant.
15/07/2026	Phlebotomist	Very Good	As usual excellent service
10/07/2026	Phlebotomist	Very Good	
08/07/2026	Nurse Practitioner	Poor	I didn't even know I had an appointment, I didn't get a text message or phone call to say so
14/07/2026	Nurse Practitioner	Very Good	
24/07/2026	NURSE CLINIC	Very Good	Reception staff and the nurse taking blood were helpful and efficient. I got a same day appointment with the GP. She is excellent. She listens carefully to your concerns and acts upon them efficiently and you feel fully involved in all decisions.
02/07/2026	HCA	Very Good	In and out with no problem And the nurse was very helpful
06/07/2026	Nurse Practitioner	Very Good	
15/07/2026	Phlebotomist	Very Good	The appointment was on time and the nurse was very professional. Overall the practice is ensuring my health is well monitored
22/07/2026	NURSE CLINIC	Very Good	My appointment was exactly on time and I was treated by the nurse very well.
31/07/2026	Phlebotomist	Very Good	My appointment was on time. Staff are very friendly and made feel at ease for my blood test.
17/07/2026	NURSE CLINIC	Very Good	The nurse I had seen was professional and made me feel very at ease a credit to the practice
02/07/2026	GP	Good	The Locum diagnosed me with vestibular vertigo. As I've have been suffering with extreme dizziness and balance.. and I am too try brandt daroff exercises.
06/07/2026	Nurse Practitioner	Very Good	Very helpful and friendly service
24/07/2026	HCA	Very Good	In and out and appointment actually on time
08/07/2026	Nurse Practitioner	Very Good	Soon as I booked my name in and sat down my name got shouted straight way and got fully examination and prescribe antibiotics and anti sickness and good commutation from Julie who saw me also
10/07/2026	Phlebotomist	Very Good	The nurse was very good at her job very good at taking blood which I normally have problems with. Gave me lots of time to move about with me being disabled.
03/07/2026	Phlebotomist	Very Good	Punctual, pleasant and informative.
06/07/2026	NURSE CLINIC	Very Good	HCA was excellent. She took time to explain some issues on the NHS web page which were unclear to me. Very reassuring.
17/07/2026	Phlebotomist	Very Good	Everyone is so polite and appointments are always on time. Lovely environment
22/07/2026	NURSE CLINIC	Very Good	Went for bloods and nurse very helpful and polite
01/07/2026	PRACTICE NURSE	Very Good	
09/07/2026	NURSE CLINIC	Very Good	Appointment on time Nice nurse ...very quick and efficient. I always say we are lucky to have north house surgery
03/07/2026	Phlebotomist	Very Good	My appointment was on time. The nurse explained why I was being given the injection and checked that I was in good health. She also explained what to do if I felt unwell and checked that I had not had any previous reactions to previous injections.
27/07/2026	HCA	Very Good	Excellent service from the nurse
31/07/2026	Nurse Practitioner	Very Good	ANP is so thorough and very caring
15/07/2026	Phlebotomist	Very Good	Always friendly and helpful
13/07/2026	HCA	Very Good	She was very nice got my bloods out easy thanks
08/07/2026	Phlebotomist	Very Good	
17/07/2026	NURSE CLINIC	Very Good	The nurse was very friendly and put me at ease during my cervical screening test. She explained things clearly too.
24/07/2026	NURSE CLINIC	Very Good	HCA is able to operate with a manner that keeps things relaxed and still manage things professionally and efficiently. A credit to the practice.
23/07/2026	HCA	Very Good	Very prompt lovely nurse

03/07/2026	Nurse Practitioner	Very Good	I was treated by ANP who listened, sympathised, was caring and professional. ANP is an asset to the practice. Well done and thank you.
29/07/2026	HCA	Very Good	HCA the nurse was really lovely. She was very efficient and has a lovely manner.
09/07/2026	HCA	Very Good	Very quick to be seen and very nice nurse
10/07/2026	Phlebotomist	Very Good	Phlebotomist was aware that I am not very good with needles. He made me feel very relaxed and I barely even know he was taking my blood!
10/07/2026	HCA	Very Good	Nurse was spot on and on time ???
29/07/2026	Nurse Practitioner	Very Good	Friendly and efficient staff who explained why my appointment was slightly delayed
16/07/2026	Phlebotomist	Very Good	Phlebotomist is a lovely man and makes you feel at ease and very nice to talk to
15/07/2026	GP	Very Good	The Dr I saw this morning was very understanding and helpful, I am autistic and have trouble expressing myself without tears, and he was very quick to make me feel as if my symptoms were normal and completely understandable.
06/07/2026	HCA	Very Good	HCA was really lovely. Professional, friendly, polite and efficient.
01/07/2026	Phlebotomist	Very Good	My appointment was prompt and the nurse was so kind and understanding.
08/07/2026	Nurse Practitioner	Very Good	I was seen on time and ANP was very helpful in documenting and addressing my concerns.
29/07/2026	NURSE CLINIC	Very Good	
14/07/2026	Nurse Practitioner	Good	
13/07/2026	Phlebotomist	Very Good	
30/07/2026	NURSE PRESCRIBER CLINIC	Very Good	Great service from nurse and receptionist
16/07/2026	Phlebotomist	Very Good	The nurse Robert was very good at his job
08/07/2026	NURSE CLINIC	Very Good	
09/07/2026	GP	Very Good	GP is always pleasant, knowledgeable and professional in his approach.
22/07/2026	NURSE CLINIC	Very Good	Lovely nurse. Very professional & kind.
24/07/2026	NURSE CLINIC	Very Good	The appointment I had with the GP was excellent, he was very understanding However the appointment I had on Tuesday 21st for bloods was not nice, the nurse was very abrupt and I felt like it was an inconvenience that I was there
03/07/2026	Phlebotomist	Very Good	Your Nurse was very polite and kind, couldn't have been looked after better
08/07/2026	GP	Neither Good Nor Poor	Reoccurring abscess that needs to cut open and cleaned due constantly coming back but I had to argue to get a referral to skin clinic to get it seen to as I was just going to get anti biotics again that only work short term. Dr just would not listen .
21/07/2026	HCA	Very Good	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
31/07/2026	Phlebotomist	Very Good	Because it was very good
16/07/2026	Nurse Practitioner	Very Good	The Dr was very thorough, very attentive and explained things so I could understand
08/07/2026	Phlebotomist	Very Good	Very quick, friendly, no problems.
01/07/2026	GP	Good	Felt the doctor gave a lot of thought, how to move this forward.
30/07/2026	Nurse Practitioner	Very Good	ANP is a lovely lady, explains everything, and puts you at ease
24/07/2026	GP	Neither Good Nor Poor	Would prefer to a doctor in person
21/07/2026	GP	Very Good	Straight answer to my query, seen to in a matter of minutes.
27/07/2026	GP	Very Good	Clinician GP advised re meds and was very helpful, patient and polite in solving my query
09/07/2026	HCA	Very Good	The Nurse who attended to me was very efficient and made the appointment work after it looked like I wasn't going to achieve what I went in for.
02/07/2026	HCA	Very Good	Very nice, friendly, professional nurse. Made me feel at ease.
17/07/2026	Phlebotomist	Very Good	Very good service and pleasant staff
30/07/2026	Phlebotomist	Very Good	Lovely friendly clinician who took bloods. Made to feel at ease. Short wait time for appointment.

29/07/2026	Phlebotomist	Very Good	
08/07/2026	Phlebotomist	Very Good	
01/07/2026	PRACTICE NURSE	Very Good	Saw the practice nurse regarding a wound on left foot. Excellent advice and supply of dressings, etc. Very caring.
08/07/2026	Phlebotomist	Very Good	Cracking service. Nurse was pleasant and fantastic
10/07/2026	HCA	Neither Good Nor Poor	Requested additional meds as not enough prescribed per month. Only received 4 tablets so will be short again. Important blood test needed on a set day early for chemo .Rang and rescheduled the time twice but wanted to cancel till following week
28/07/2026	HCA	Very Good	Usually fast and efficient and usually pleasant although the staff member tod?y was rather grumpy and quite rough taking blood
06/07/2026	Phlebotomist	Very Good	Treatment at North House is always excellent.
06/07/2026	Phlebotomist	Very Good	Well looked after.nurse very caring .
08/07/2026	Phlebotomist	Very Good	Had bloods done by th Phlebotomist is so friendly and gentle
23/07/2026	NURSE CLINIC	Very Good	Friendly staff quick efficient service on
06/07/2026	Nurse Practitioner	Good	
29/07/2026	Phlebotomist	Very Good	Short waiting time Friendly and competent staff who were very thorough and helpful
13/07/2026	Phlebotomist	Very Good	Excellent service did not wait long
21/07/2026	GP	Neither Good Nor Poor	The Dr I saw never checked my throat or glands even when I told her my glands felt sore and throat sore and scratching. Among other symptoms not impressed , I don't go to doctors at all unless I have to I don't feel I get heard this is why i don't go
27/07/2026	Phlebotomist	Very Good	Nurse was helpful. friendly and efficient
21/07/2026	NURSE CLINIC	Very Good	kind
13/07/2026	HCA	Very Poor	Once you speak to a doctor it?s fine, but trying to get an appointment is ridiculous. It took me months of phone calls, e-consult things just to get a phone call.
21/07/2026	HCA	Good	
29/07/2026	Phlebotomist	Very Good	HCA did a great job of my blood test ?and was so nice to my granddaugther x
20/07/2026	NURSE CLINIC	Poor	Receptionist at cockton Hill entrance to Bishop Auckland hospital was arrogant and unhelpful. Upon arrival I approached the reception and informed her I had a appointment for a CT scan, she then snapped back you have come to the wrong desk. Rude
23/07/2026	Nurse Practitioner	Very Good	Doctor was extremely helpful and understanding
06/07/2026	Nurse Practitioner	Very Good	Reception very helpful
02/07/2026	Session	Good	I missed the phone call from the doctors.but at least they got me an appointment for tmora which I was pleased
06/07/2026	Phlebotomist	Very Good	I found the nurse very pleasant
03/07/2026	Phlebotomist	Very Good	Punctual,professional and very helpful.Thank you.
30/07/2026	Phlebotomist	Very Good	Appointment was good very informative.
23/07/2026	Nurse Practitioner	Very Good	ANP always listens and cares about you as a individual
09/07/2026	Phlebotomist	Very Good	Appointment was on time. Clinician was friendly but professional. Hardly felt a thing when he took blood sample
02/07/2026	GP	Very Good	
31/07/2026	Phlebotomist	Very Good	Very polite
10/07/2026	GP	Very Good	Ease of making appointment and quality of doctor
07/07/2026	HCA	Very Good	Appointment was at the exact time ,nurse was very professional and explained everything.
29/07/2026	Phlebotomist	Very Good	Very friendly made me feel veer welcome and a lovely male nurse
13/07/2026	Phlebotomist	Very Good	Your staff are always helpful and profesional
20/07/2026	Nurse Practitioner	Very Good	A very good consultation, informed me of my illness, which will help me accept it, honest down to earth answers and good advice, thank you

29/07/2026	Phlebotomist	Very Good	Phlebotomist is a credit to your surgery.
14/07/2026	HCA	Don't Know	My Original Appointment Was Cancelled
02/07/2026	GP	Good	I felt listened to and understood. Test were quickly booked in following appointment too
06/07/2026	Nurse Practitioner	Very Good	Dr was very good didn't good experience
15/07/2026	Phlebotomist	Very Good	Phlebotomist makes you welcome very efficient
08/07/2026	Phlebotomist	Very Good	Very efficient and on time
23/07/2026	GP	Very Good	
30/07/2026	HCA	Very Good	
22/07/2026	NURSE CLINIC	Very Good	Treated with curtesy and care
10/07/2026	HCA	Very Good	In and out quick and easy. Easiest bloods and the nurse was great.
30/07/2026	Phlebotomist	Very Good	Got seen straight away.
08/07/2026	Phlebotomist	Very Good	The nurse was very helpful and I was very impressed by her
14/07/2026	HCA	Very Good	I felt comfortable and all my queries were answered.
24/07/2026	NURSE CLINIC	Very Good	The Nurse was very nice
07/07/2026	Nurse Practitioner	Very Good	ANP is always very kind, and patient, she always has time for you.
17/07/2026	Nurse Practitioner	Very Good	Phone calls received back the same day
27/07/2026	NURSE CLINIC	Very Good	All good. No problems. Nurse excellent
29/07/2026	Phlebotomist	Very Good	As always Phlebotomist was very reassuring and professional
16/07/2026	Phlebotomist	Very Good	
31/07/2026	HCA	Very Good	Annual check up nurse very nice and professional didn't wait long
08/07/2026	NURSE CLINIC	Very Good	Nurse was polite & efficient.
08/07/2026	Phlebotomist	Very Good	
31/07/2026	Phlebotomist	Very Good	
08/07/2026	Phlebotomist	Very Good	On time -quick and efficient
20/07/2026	Nurse Practitioner	Very Good	Appointment on time doctor very nice
21/07/2026	Nurse Practitioner	Very Good	ANP was unable to contact me and offered me a face to face appointment.
29/07/2026	NURSE CLINIC	Very Good	Very helpful
16/07/2026	Session	Very Good	I felt listened to and don't feel like I was being judged.
07/07/2026	GP	Very Good	I was put through to a doctor more or less straight away.
09/07/2026	NURSE PRESCRIBER CLINIC	Very Good	Appointment was on time and I was made to feel at ease during my consultation
09/07/2026	HCA	Very Good	The nurse was efficient and very friendly.
27/07/2026	NURSE CLINIC	Very Good	My appointment was on time and I was measured for compression socks as planned. I was less impressed with the phone call appointment on the same day from the GP which was promised for between 10-12 and did not take place until after 4.
16/07/2026	NURSE CLINIC	Very Good	
20/07/2026	NURSE CLINIC	Very Poor	Arrived at 3.28. Check in machine not working. Got to the front of the queue to check in at 3.48. Appointment had been cancelled by yourselves at 3.30 text sent at 3.30. Due to vaccine not being delivered. I should have been informed earlier.
24/07/2026	NURSE CLINIC	Very Good	I was seen to very quickly. Charlotte was very pleasant and friendly throughout the appointment.
02/07/2026	HCA	Very Good	I found the nurses very helpful and supportive, really friendly and made me feel at ease.
21/07/2026	GP	Very Good	
01/07/2026	NURSE PRESCRIBER CLINIC	Very Good	I was able to confirm my arrival straight away at reception, and was seen quickly. The help and advice I received from the Practice Nurse was excellent

20/07/2026	NURSE CLINIC	Very Good	
03/07/2026	GP	Very Good	Becoure he lisend took bloods and was interested in what I had to day
09/07/2026	Phlebotomist	Very Good	Friendly nurse and shows respect
27/07/2026	Phlebotomist	Very Good	Not too long to wait and a very pleasant and friendly nurse to see to my needs.
06/07/2026	HCA	Very Good	
10/07/2026	Phlebotomist	Very Good	Seen on time, member of staff friendly but professional.
01/07/2026	Nurse Practitioner	Good	Little bit late but not by much, it was lunch time.
09/07/2026	Phlebotomist	Good	Great staff and prompt.
31/07/2026	GP	Very Good	Great Doctor
03/07/2026	HCA	Very Good	Verely friendly and helpfull
30/07/2026	GP	Very Good	Very good, friendly and approachable doctor
08/07/2026	Phlebotomist	Very Good	
02/07/2026	HCA	Very Good	Everything went well during my checkup, I only had to wait a couple of minutes before having my name called.
28/07/2026	HCA	Very Good	Friendly easy quick and on time
28/07/2026	GP	Very Good	Very helpful to me
24/07/2026	HCA	Very Good	Was on time
09/07/2026	Phlebotomist	Very Good	Appointment on time,
27/07/2026	HCA	Very Good	Punctual ,efficient and professional but also friendly and clear explanation of tests and results process
09/07/2026	Phlebotomist	Good	Phlebotomist was fab
29/07/2026	Nurse Practitioner	Very Good	ANP was sympathetic to my problem and helped to sort out the correct medication. Very friendly and put me at ease.
21/07/2026	GP	Very Good	Very efficient and friendly Doctor.
08/07/2026	Phlebotomist	Very Good	Appointment on time friendly practitioner , answered questions
09/07/2026	HCA	Neither Good Nor Poor	My appointment time was changed and when I tried to register there was no record of my appointment
30/07/2026	NURSE PRESCRIBER CLINIC	Very Good	I have a lot of things that have been going on with my life and I'm trying to get rid of them but it's not easy
09/07/2026	HCA	Good	Good straight in and out.
03/07/2026	Phlebotomist	Very Good	On time friendly efficient.
23/07/2026	NURSE PRESCRIBER CLINIC	Very Good	Saw the Practice Nurse regarding recent blood tests for diabetes she was as usual friendly knew what she was talking about and was very encouraging
08/07/2026	HCA	Very Good	Nurse was very good at taking my bloods she really made me feel at ease
27/07/2026	HCA	Neither Good Nor Poor	Doctors feels like a conveyor belt at the moment. Feels the staff are rushed and have to do everything to a very strict timetable. I had one blood pressure reading not best of 3. Hope stuff are actually ok
21/07/2026	GP	Very Good	dr was very helpful and explained my concerns.
22/07/2026	NURSE CLINIC	Very Good	Punctual, friendly and efficient service.
20/07/2026	HCA	Very Good	Seen on time. Nurse very friendly.
23/07/2026	GP	Good	I thought the doctor was very polite and informative. However, our appointment was 15 minutes late.
17/07/2026	Phlebotomist	Very Good	Always on time with appointments for bloods.
16/07/2026	Phlebotomist	Very Good	On time, and nurse very pleasant
21/07/2026	NURSE CLINIC	Very Good	Lovely nurse always makes time to ask how you are and good conversation.
21/07/2026	NURSE CLINIC	Very Good	HCA was very nice and put me at ease she is a credit to your team thanks
08/07/2026	NURSE CLINIC	Very Good	The nurse was polite and courteous when doing my blood
31/07/2026	Nurse Practitioner	Very Good	Kind, considerate health professional. Listened attentively and treatment was explained in great detail.
03/07/2026	Phlebotomist	Very Good	

21/07/2026	GP	Very Good	The Locum was very helpful
			Everyone was very helpful and efficient this morning The receptionist , nurse and the doctor that I saw gave me excellent care . Thank you
27/07/2026	HCA	Very Good	
31/07/2026	Phlebotomist	Very Good	On time and service was made pleasant by HCA
27/07/2026	Phlebotomist	Very Good	HCA really nice as gentle as ever
27/07/2026	NURSE CLINIC	Very Good	No waiting job well done
21/07/2026	Nurse Practitioner	Very Good	No issues straight to the point pleasant phone call with action moving forward
28/07/2026	GP	Very Good	I was very happy with the way the Doctor listened to me.
30/07/2026	Phlebotomist	Very Good	Great service
21/07/2026	HCA	Very Good	In and out quickly nurse excellent
28/07/2026	PRACTICE NURSE	Very Good	Seen to straight away and straight back out
01/07/2026	Phlebotomist	Very Good	Pleasant, informative and accomplished tasks with proficiency
10/07/2026	Phlebotomist	Very Good	Had blood taken Phlebotomist very efficient
21/07/2026	GP	Very Good	Didn't have to wait long. Immediate response and action from doctor AND appointment which was needed made for only a few days wait. All staff I met were pleasant and helpful. Id say 5 stars this time.
08/07/2026	Phlebotomist	Very Good	Was seen for my appointment promptly and nurse was very informative and gentle removing my stitches
28/07/2026	GP	Very Good	Very good
02/07/2026	Nurse Practitioner	Very Good	The Receptionist was extremely helpful at sorting me an appointment and the Nurse Practitioner rang on time and dealt with my problem efficiently and was very polite
06/07/2026	Phlebotomist	Very Good	
28/07/2026	Nurse Practitioner	Very Good	In and out quickly
30/07/2026	Phlebotomist	Very Good	Nurse was pleasant & efficient.
			Seen at the appointed time. Blood test carried out quickly and nurse explained everything that was happening.
22/07/2026	NURSE CLINIC	Very Good	
21/07/2026	HCA	Very Good	Appointment was on time, practitioner was very amicable, she took my blood, very gentle,no pain ?
23/07/2026	HCA	Very Good	On time and staff were very good.
31/07/2026	NURSE CLINIC	Very Good	Because the nurse was very pleasant and efficient. Thanks.
13/07/2026	HCA	Good	
02/07/2026	Nurse Practitioner	Very Good	Prompt response and helpful supportive tel consultation
31/07/2026	Phlebotomist	Very Good	I felt listened to, friendly clinician too!
01/07/2026	Nurse Practitioner	Very Good	The lady I saw can't remember first name but it was a ANP , she was a lovely person talked me through what I need to do explained what medication I was going on a very friendly person
16/07/2026	Phlebotomist	Very Good	HCA is brilliant at taking blood No problems at all Thanks
29/07/2026	Phlebotomist	Very Good	We were seen to by nurse who was excellent. The receptionist was lovely she amended my nhs app for me, and both members of staff also wished my son a happy birthday as it was his 18th just a small detail but much appreciated
01/07/2026	Nurse Practitioner	Very Good	
07/07/2026	HCA	Good	Only one nurse on but did a good job

23/07/2026	Baby Immunisation Clinic	Very Good	
28/07/2026	GP	Very Good	Dr Thomas really listened to me and understood how complex women health is
03/07/2026	Nurse Practitioner	Very Good	
30/07/2026	Phlebotomist	Very Good	I always have a good response to my appointments.
08/07/2026	Phlebotomist	Very Good	My appointment with the HCA saw I was not well and contacted the GP who arranged a ECG, she then dressed my legs and sent me to Dr who gave me a thorough examination and prescribed medication. I was impressed with their response.
01/07/2026	Phlebotomist	Very Good	Explained fully all the procedure.
15/07/2026	Phlebotomist	Very Good	Every appointment i have attended, the staff are jovial and very friendly. This makes the experience very pleasant.
21/07/2026	HCA	Very Good	Very friendly Nurses Politely laughed at my jokes! Interested in reason for my appointment
22/07/2026	NURSE CLINIC	Very Good	I was seen by Nurseshe was brilliant top marks to her
17/07/2026	Phlebotomist	Very Good	Nurse was kind and considerate. Appointment was on time. Cannot ask for more
06/07/2026	Phlebotomist	Very Good	The young lady I had an appointment with was very professional yet friendly and put me at ease.
16/07/2026	Session	Very Good	Nurse listened and really understood my issues.
16/07/2026	Phlebotomist	Very Good	Friendly and professional ?????????
23/07/2026	HCA	Very Good	Prompt appointment very helpful
01/07/2026	PRACTICE NURSE	Very Good	
13/07/2026	HCA	Very Good	It was v good but really hard to get to see an actual Dr been trying for 5 weeks
27/07/2026	HCA	Very Good	On time and nurse was fine
02/07/2026	NURSE CLINIC	Very Good	Very professional person
06/07/2026	HCA	Very Good	I got in on time nurse was very pleasant
03/07/2026	NURSE CLINIC	Very Good	
17/07/2026	Nurse Practitioner	Very Good	I got immediate attention and Julie sorted me with tablets and cream which I needed.
15/07/2026	NURSE CLINIC	Very Good	excellent service and staff
09/07/2026	Phlebotomist	Very Good	Very friendly, kept me informed about what was happening and what to expect.
17/07/2026	NURSE CLINIC	Very Good	
27/07/2026	HCA	Very Good	
09/07/2026	HCA	Very Good	
28/07/2026	HCA	Very Good	On Time. Very pleasant and efficient. Nice approach to patient.
10/07/2026	NURSE CLINIC	Very Good	Thank you to all the medical staff at the surgery who cared for my daughter when she fainted. Your kindness, professionalism, and reassurance meant so much to us, and we are incredibly grateful for the care you provided for my son
06/07/2026	Nurse Practitioner	Very Poor	I received a txt telling me I'd failed to attend when I clearly was txt telephone appointment
06/07/2026	Phlebotomist	Very Good	Appointment on time lovely friendly Nurse.
06/07/2026	Phlebotomist	Very Good	Appointment on time, friendly staff
30/07/2026	Phlebotomist	Very Good	HCA was lovely to both me and my daughter (who i had to bring with me) very friendly and professional, appointment was on time, great service
09/07/2026	HCA	Very Good	Nurse was very efficient.
17/07/2026	GP	Good	The actual appointment was very good . However I used the e-consult to make the appointment this took nearly 3 weeks to get an appointment. I think this is totally unacceptable. In my opinion.
30/07/2026	Nurse Practitioner	Very Good	Excellent explanation on all.aspects

30/07/2026	Nurse Practitioner	Very Good	Lovely doctor took time to listen what was wrong and help us
17/07/2026	Phlebotomist	Very Good	Very professional, but friendly, explained reason for test, time frame for test results. I will be contacted on results if need be.
30/07/2026	Phlebotomist	Very Good	
30/07/2026	GP	Very Good	Surgery was busy had to wait longer than usual but consultation with Doctor was professional and thorough thanks
03/07/2026	Phlebotomist	Very Good	On time everything was explained to me nurse was very welcoming & friendly
31/07/2026	GP	Very Good	The GP listened and went through everything with care, attention and compassion.
10/07/2026	Phlebotomist	Very Good	On time
08/07/2026	Phlebotomist	Very Good	Excellent care
28/07/2026	GP	Very Good	Because I suffer from mental health and I was actually listened too supported too
08/07/2026	Phlebotomist	Very Good	Excellent service which is the norm
16/07/2026	NURSE CLINIC	Very Good	The nurse was very polite, professional and made me feel at ease. 10/10
08/07/2026	NURSE CLINIC	Very Good	No waiting time and the nurse was efficient and knowledgeable also very personable x
06/07/2026	NURSE CLINIC	Very Good	Always very efficient
17/07/2026	Phlebotomist	Very Good	Booked in saw the Phlebotomist bloods taken. Very friendly and put me at ease.
10/07/2026	Nurse Practitioner	Good	
14/07/2026	GP	Good	Had to wait 30 minutes to be seen but locum seemed to be thorough and competent.
09/07/2026	Nurse Practitioner	Very Good	the ANP very easy to talk to and really helpful and taking time to explain everything.
22/07/2026	GP	Very Good	The always listens properly and puts things in place to diagnose or treat problem
14/07/2026	GP	Very Poor	Every appointment I make it have to miss work. I'm self-employed a morning off work can cost me ?100s. Appointment for 11.30am that we wait 2 weeks for gets to 11.53 I have to leave the waiting room with a tired crying baby to go back to work.
30/07/2026	Phlebotomist	Very Good	Cheerful, friendly, efficient, quick - all over in a few minutes, brilliant!
13/07/2026	Phlebotomist	Very Good	Very pleasant nurse made me feel at ease during my treatment. Thank you.
03/07/2026	NURSE CLINIC	Very Good	Service is second to none ?
09/07/2026	Phlebotomist	Very Good	Very friendly and comfortable and professional
09/07/2026	Phlebotomist	Good	Not long to wait. Had a lovely nurse. All done, thank you.
01/07/2026	Phlebotomist	Very Good	The Practice Nurse was friendly and put me at my ease knowing that I hate needles she chatted away and was extremely efficient.
23/07/2026	GP	Very Good	
29/07/2026	Phlebotomist	Very Good	Seen within a few minutes of appointment time, Phlebotomist is always professional and pleasant, bloods done no problem.
08/07/2026	NURSE CLINIC	Very Good	Happy and courteous staff Clean environment
15/07/2026	Nurse Practitioner	Very Good	
09/07/2026	Phlebotomist	Very Good	Quick friendly service
02/07/2026	GP	Very Good	Went for a review of meds and it was nice and straightforward. Dr was very friendly.
09/07/2026	Nurse Practitioner	Very Good	She explained everything good in a way I understood and respectful of my situation and very kind.
01/07/2026	PRACTICE NURSE	Good	Checked in easy and the surgery was quite so wasn't waiting too long
09/07/2026	Baby Immunisation Clinic	Very Good	Appointment on time, pleasant practitioner who explained everything
			No problem getting same day appointment. Seen on time, issue quickly diagnosed by a pleasant GP and medication collected from the Pharmacy within 10 minutes of leaving the surgery. 1st class service.
06/07/2026	Nurse Practitioner	Very Good	