

Dates	Department	Rating	Response
26/02/2025	COPD TELEPHONE CLINIC	Very Good	The man on the phone was very polite and answered all my questions
18/02/2025	HCA	Very Good	The nurse who saw me today was very understanding of my distress
04/02/2025	HCA	Very Good	I didn't have to wait very long for my appointment. The nurse that I saw was very friendly and efficient.
12/02/2025	Phlebotomist	Very Good	Very friendly
11/02/2025	HCA	Good	Seen on time of appointment.
11/02/2025	HCA	Very Good	The nurse was welcoming & friendly and explained what she was doing & why. She put me at ease, listened to my concerns and offered advice.
13/02/2025	PRACTICE NURSE	Very Good	Firstly I was able to pre-book an appointment with the receptionist no problem. Then check in simple for my appointment. I was seen early for my appointment by a wonderfully friendly and welcoming NP who then arranged for my bloods on the same day.
27/02/2025	Session	Very Good	Advice was very clear listening skills are important and I felt the person I spoke to was understanding and taking in what I was saying
14/02/2025	PRACTICE NURSE	Very Good	I was listened to and treated with respect.
25/02/2025	NURSE CLINIC	Very Good	The nurse was professional, friendly, welcoming, and put me instantly at ease.
13/02/2025	HCA	Very Good	Because the 3 people I saw were lovely, friendly and very helpful...as always.
04/02/2025	GP	Very Good	
26/02/2025	COPD TELEPHONE CLINIC	Very Good	
21/02/2025	HCA	Very Good	
17/02/2025	NURSE CLINIC	Very Good	Being able to make an apt via a text message link to the diary was so easy and convenient and stopped me from putting off this important appointment any longer!
07/02/2025	PRACTICE NURSE	Very Good	Nurse was very good listened to what my problem was any questions were answered and explained a very pleasant person
27/02/2025	Phlebotomist	Very Good	Quick, polite and professional service
10/02/2025	HCA	Very Good	Nurse was well prepared, polite and quick.
03/02/2025	PRACTICE NURSE	Very Good	Appointment on time and the doctor was very pleasant and helpful
26/02/2025	NURSE CLINIC	Very Good	Everyone was pleasant and efficient. I had no complaints at all
20/02/2025	NURSE CLINIC	Very Good	The nurse was very thoughtful, she had read my notes and knew I had a problem so extremely gentle
25/02/2025	NURSE CLINIC	Very Good	Appointment was on time. The nurse was very professional, nice lady. Hardly felt the injection
05/02/2025	Phlebotomist	Very Good	The guy who took my blood was very friendly and caring.
25/02/2025	NURSE CLINIC	Very Good	All workers in surgery give there very best help 99% of the time I've always been treated very well from entering and leaving the surgery thank you
28/02/2025	Phlebotomist	Very Good	Professional and prompt service
06/02/2025	Phlebotomist	Very Good	
26/02/2025	Phlebotomist	Good	Did what they had to do
13/02/2025	Phlebotomist	Very Good	Appointment on time ,staff very good
13/02/2025	PRACTICE NURSE	Very Good	Excellent! from the first call to the medical advice. Very helpful and professional. Very reassuring.
19/02/2025	HCA	Very Good	Because nurse was helpful and polite
03/02/2025	PRACTICE NURSE	Very Good	I waited no time at all. Nurse asked me what I was worried about and came to solutions very quickly. I liked her friendly way. And grateful that she has arranged for me to have further feedback and tests
11/02/2025	HCA	Very Good	Friendly staff, appointment on time. Answered all my questions
25/02/2025	NURSE CLINIC	Very Good	Appointment was on time. Practioner was helpful and supportive.
13/02/2025	HCA	Very Good	Nice staff no long wait
19/02/2025	Phlebotomist	Very Good	Every thing was on time and no problems,everything was fine no problems.
03/02/2025	GP	Very Good	Fully explained how why and what. doctor really made me feel at ease and he cared going forward
12/02/2025	Phlebotomist	Very Good	I am normally nervous about giving blood samples but Robert put me at ease.
05/02/2025	Phlebotomist	Very Good	Very efficient and professional

05/02/2025	Phlebotomist	Very Good	I saw Bob for some blood tests. My veins are always difficult but Bob was amazing, put me at ease, and knew exactly what to do to get the vein up and blood out first time.
25/02/2025	GP	Good	
18/02/2025	HCA	Good	Appointment on time . Friendly staff. Advised about another vaccine available made the appointment .
20/02/2025	Phlebotomist	Very Good	Quick, smooth, efficient
04/02/2025	HCA	Very Good	
04/02/2025	Nurse Practitioner	Very Good	Nurse Practitioner is very professional easy to talk to
27/02/2025	NURSE CLINIC	Very Good	Appointment made, I arrived early, nurse called me in, tests done and out, excellent service with a very pleasant and polite manner. What more could anyone ask for. Very happy
06/02/2025	Phlebotomist	Very Good	
12/02/2025	HCA	Very Good	Nurse I saw was very friendly and polite.
20/02/2025	HCA	Very Good	
13/02/2025	HCA	Very Good	
06/02/2025	Phlebotomist	Very Good	Courtesy and promptness
27/02/2025	Phlebotomist	Very Good	I have been a patient since moving to Crook nearly 40 years ago. I have always been looked after as if I were the king. Thank you all.
13/02/2025	Phlebotomist	Very Good	
18/02/2025	HCA	Good	Nurse was very good, didn't even feel the injection
20/02/2025	PRACTICE NURSE	Very Good	Understanding and very caring
14/02/2025	PRACTICE NURSE	Very Good	I always get good service at the doctors
04/02/2025	HCA	Very Poor	Appointment booked and attended for absolutely no reason. Waste of time for me and the clinician
28/02/2025	Nurse Practitioner	Very Good	Nurse Practitioner is always helpful and listens to me suggesting options for treatment, explaining pros and cons highlighting any potential issues
28/02/2025	NURSE CLINIC	Very Good	
18/02/2025	HCA	Very Good	The nurse was very good and very jolly and pleasant
14/02/2025	GP	Very Good	Dr was very patient with me and answered all my questions etc
05/02/2025	COPD TELEPHONE CLINIC	Good	Very polite
03/02/2025	GP	Very Good	
27/02/2025	Nurse Practitioner	Good	Nurse practitioner was amazing as always, got an appointment quite easily
14/02/2025	Phlebotomist	Very Good	Appointment on time
19/02/2025	HCA	Very Good	Seen at time of appointment very helpful nurse
24/02/2025	NURSE CLINIC	Very Good	Friendly and professional nurse who helped me feel at ease
21/02/2025	Phlebotomist	Very Good	I was made to feel relaxed and comfortable. The phlebotomist was friendly and made the experience stress free. I have had a fear of having bloods taken since the age of 6 when I had a bad experience and felt highly anxious not any more thank you
19/02/2025	SMEAR REMOTE BOOKING CLINIC	Very Poor	I wasted an hour waiting for an appointment when I asked I was told I would be next. When it was apparent I wasn't the receptionist then told the truth my appointment wasn't recognised on the online appointment so go home. It's for a smear
19/02/2025	Phlebotomist	Very Good	
25/02/2025	Nurse Practitioner	Very Good	The doctor explained everything well, very easy to talk to
20/02/2025	NURSE CLINIC	Very Good	I was attended to in a very good and welcoming
05/02/2025	COPD TELEPHONE CLINIC	Very Good	It was very thorough phone view and he listened to what I had to say and advised me to go to docs
19/02/2025	COPD TELEPHONE CLINIC	Very Good	Always pleasant and friendly
03/02/2025	GP	Very Poor	Never got an appointment
13/02/2025	Phlebotomist	Very Good	Pleasant staff
04/02/2025	Nurse Practitioner	Very Good	Doctor listened clearly about my concerns and referring me to the required support to investigate further. Polite time to listen.
28/02/2025	NURSE CLINIC	Very Good	From GP to Nurse and HCA, the practice have delivered timely, considerate care and I'm very grateful.
25/02/2025	NURSE CLINIC	Good	The doctor was very thorough
13/02/2025	Phlebotomist	Very Good	Seen on time by efficient person

12/02/2025	HCA	Very Good	Very thorough, lovely staff and all professional
19/02/2025	COPD TELEPHONE CLINIC	Very Good	Doctor answered my queries and got me an appointment the following day for further investigation
28/02/2025	GP	Very Good	Very thorough kind caring and patient
03/02/2025	HCA	Good	Very brief check up, I will only find out my cholesterol levels if I call. Nurse was very friendly and efficient.
19/02/2025	Phlebotomist	Very Good	Seen to quickly. Very friendly. Bloods taken easily and I have poor veins excellent service
04/02/2025	HCA	Very Good	
28/02/2025	NURSE CLINIC	Very Good	In on time the nurse was efficient and friendly
05/02/2025	Phlebotomist	Very Good	Phlebotomist is so amiable and gets the target first time, the "Top Gun" of phlebotomy
20/02/2025	NURSE CLINIC	Very Good	The nurse I saw was absolutely lovely, put me at ease straight away.
26/02/2025	Phlebotomist	Very Good	I had blood taken for several tests. I do not like needles and although the appointments were running late building my anxiety the process itself was one of my best. The male Phlebotomist was really calming and the blood extractions quick/painless
26/02/2025	Phlebotomist	Very Good	Very helpful and issues sorted quickly.
06/02/2025	Phlebotomist	Good	
19/02/2025	COPD TELEPHONE CLINIC	Very Good	All staff are very friendly and welcoming
13/02/2025	PRACTICE NURSE	Very Good	VERY POLITE.REALLY GOOD.NURSR
03/02/2025	HCA	Very Good	
28/02/2025	NURSE CLINIC	Very Good	Attended the surgery for a ecg and blood pressure check,the nurse who I saw was very good,polite,attentive and made me feel at ease throughout the appointment.
27/02/2025	NURSE CLINIC	Very Good	Seen promptly and had very good service and felt relaxed
14/02/2025	Phlebotomist	Very Good	Seen on time and Phlebotomist was very professional and friendly
11/02/2025	HCA	Very Good	Prompt attention and pleasant staff.
11/02/2025	Nurse Practitioner	Very Good	Nurse Practitioner is very thorough and she is trying her best to sort the problem out.
06/02/2025	PRACTICE NURSE	Very Good	Doctor very nice
07/02/2025	Phlebotomist	Very Good	Always excellent service when getting my bloods done
12/02/2025	Phlebotomist	Very Good	Very pleasant and professional members of staff. Both reception and phlebotomist. Seen in very good time especially since I had arrived early.
03/02/2025	GP	Good	
25/02/2025	GP	Good	Helpful and informative.
06/02/2025	PRACTICE NURSE	Very Good	Prompt appointment and knowledgeable practitioner
03/02/2025	PRACTICE NURSE	Very Good	
18/02/2025	HCA	Very Poor	There was no need for me to be there. Sitting for half an hour for nothing!
11/02/2025	HCA	Very Good	
25/02/2025	HCA	Very Good	Nurse was proficient, professional and had a friendly, pleasant manner.
03/02/2025	PRACTICE NURSE	Very Good	
24/02/2025	GP	Very Poor	Pretty pointless and unhelpful
20/02/2025	Phlebotomist	Very Good	Routine blood tests, just a few minutes to wait, very pleasant staff as usual, thank you.
19/02/2025	Phlebotomist	Very Good	Waiting time was short and staff were friendly.
05/02/2025	Baby Immunisation Clinic	Very Good	Nurse was lovely as always
05/02/2025	Nurse Practitioner	Very Good	
05/02/2025	COPD TELEPHONE CLINIC	Very Good	Very helpful
10/02/2025	GP	Good	Doctor listened
10/02/2025	GP	Very Good	Doctor was helpful and proactive in resolving the problems I have and was caring and understanding
25/02/2025	NURSE CLINIC	Very Good	My appointment was on time and the nurse was very friendly and efficient.
13/02/2025	Phlebotomist	Very Good	Friendly on time
10/02/2025	PRACTICE NURSE	Very Good	Excellent service
19/02/2025	Baby Immunisation Clinic	Very Good	Nurse was friendly and explained everything well.
14/02/2025	Phlebotomist	Very Good	Appointment was on time. Very pleasant service.

17/02/2025	PRACTICE NURSE	Very Good	Very polite young lady actually listening to what I had.to.say. Very professional and empathetic.
21/02/2025	Phlebotomist	Very Good	Friendly staff and quick service
04/02/2025	GP	Very Good	
20/02/2025	Phlebotomist	Very Good	My appointment was on time with no waiting.
21/02/2025	HCA	Very Good	Had my annual review and the nurse treat me with respect and dealt with me in a caring and professional manner.
20/02/2025	GP	Very Good	Quick appointment, didn't have to wait long while there, and lovely doctor!
12/02/2025	Phlebotomist	Very Good	The service at North House is always first class as this time was no different. Thank you
17/02/2025	NURSE CLINIC	Very Good	the nurse was lovely and didn't even realise my smear was getting done
05/02/2025	Phlebotomist	Very Good	I was maid very relaxed
24/02/2025	HCA	Very Good	Was seen quickly and nurse was nice
11/02/2025	GP	Very Good	the best Doctor
10/02/2025	PRACTICE NURSE	Very Good	GP was very polite, helpful and caring. Nurse was also the same. I was very impressed. Excellent Thank you
05/02/2025	Phlebotomist	Very Good	Efficient, on time, polite service
17/02/2025	NURSE CLINIC	Very Good	My appointment was on time, the nurse was very pleasant
04/02/2025	HCA	Very Good	Prompt appointment and very good staff
10/02/2025	GP	Very Good	From making my appointment to seeing my Doctor it could not have been gone better
24/02/2025	GP	Very Good	Excellent staff
11/02/2025	HCA	Very Good	Because it's true
11/02/2025	HCA	Very Good	Appointment time very promt very pleasant and explained everything what they were doing
11/02/2025	HCA	Very Good	Friendly, quiet, efficient. What more could you want?
27/02/2025	Phlebotomist	Very Good	Efficient and pleasant service
19/02/2025	Phlebotomist	Very Good	All staff were very nice
17/02/2025	PRACTICE NURSE	Very Good	Hardly any waiting time, the nurse examining me was very thorough, friendly and knowledgeable. Made me feel much better.
04/02/2025	HCA	Good	
05/02/2025	Phlebotomist	Very Good	Very pleasant efficient staff member
27/02/2025	NURSE CLINIC	Good	Courteous staff
20/02/2025	Session	Very Good	Knowledgeable
10/02/2025	PRACTICE NURSE	Very Good	Very helpful and really nice and good to talk too
06/02/2025	Phlebotomist	Very Good	Quick and easy
27/02/2025	Phlebotomist	Very Good	I have a phobia about having my blood taken, but the phlebotomist was excellent from start to finish. He put me at ease and took the blood easily and without any fuss. He was excellent. Also, I only waited a couple of minutes for my appointment
27/02/2025	Session	Very Good	Had 2 appointments both of which were on time. The two health care professionals I saw were very pleasant and helpful.
19/02/2025	Phlebotomist	Very Good	Prompt appointment friendly staff made to feel at ease throughout
21/02/2025	HCA	Good	Bit rough with the needle apart from that
21/02/2025	Phlebotomist	Very Good	Phlebotomist was pleasant , courteous and he's very good at his job.
19/02/2025	Phlebotomist	Very Good	Because they got in touch with me to book an appointment, and got a txt to remind me very good
11/02/2025	NURSE CLINIC	Very Good	I was well looked after and very pleased with my nurse someone who cares
21/02/2025	HCA	Very Good	Nurse is always very professional, incredibly kind and puts me at ease.
18/02/2025	HCA	Very Good	Appointment was on time so no waiting. The nurse who administered the injection was lovely, she explained about the vaccine and that with all vaccines there are possible side effects. Painless and quick.
04/02/2025	GP	Very Good	Friendly receptionists getting a same day appointment was great! Dr was fantastic and listened to all our concerns about Jacob. Got him an xray and blood tests the same week and followed up with a phone call and kept us informed on next steps.

18/02/2025	NURSE CLINIC	Very Good	Nurse was friendly and helpful and accommodating.
10/02/2025	HCA	Very Good	No waiting. Friendly and efficient treatment
25/02/2025	Session	Very Poor	My annual review has been an absolute farce, from a member of staff who couldn't take my blood pressure or a blood sample , then fobbed off to a pharmacist, then when requested seeing actual doctor fobbed off to another pharmacist
27/02/2025	NURSE CLINIC	Very Good	Excellent and friendly staff
19/02/2025	COPD TELEPHONE CLINIC	Very Good	Appt . on time friendly nurse
18/02/2025	HCA	Very Good	
13/02/2025	Nurse Practitioner	Very Good	Nurse Practitioner is one of the loveliest members of your team with a perfect bedside manner that most doctors apart from doctor hardman fail to have. A genuine lovely lady ready to help when needed.
25/02/2025	NURSE CLINIC	Very Good	Pleasant and very professional
05/02/2025	Phlebotomist	Very Good	
24/02/2025	Session	Very Good	Very professional and attentive
27/02/2025	Phlebotomist	Very Good	Polite and friendly
17/02/2025	NURSE CLINIC	Very Good	
28/02/2025	GP	Very Good	My appointment was on time. Doctor was very helpful and arranged me another appointment with a nurse to solve my problem
19/02/2025	GP	Very Good	Dr was very thorough in his questions, examination and recommendedation. I left feeling satisfied.
12/02/2025	Phlebotomist	Very Good	It was good, didn't have to wait, and I had blood taken which was fine.
13/02/2025	HCA	Good	
19/02/2025	HCA	Good	
18/02/2025	HCA	Very Good	Rapid consultation nurse very helpful Nurse practitioner great clinician. Very understanding and professional.
14/02/2025	Nurse Practitioner	Very Good	Saw me early too which was a bonus.
18/02/2025	HCA	Very Good	HCA had excellent people skills made me feel at ease right away
07/02/2025	Nurse Practitioner	Very Good	Because it was true
03/02/2025	PRACTICE NURSE	Very Good	Nurses was very friendly and explained things very easily
27/02/2025	Phlebotomist	Very Good	Very polite friendly staff Was seen on time
10/02/2025	PRACTICE NURSE	Very Good	Got appointments when needed. The doctors and practitioners listened to what I said and followed up immediately. They obtained outstanding results from Harrogate hospital and then took appropriate action.
18/02/2025	HCA	Very Good	Very helpful and informative
25/02/2025	Nurse Practitioner	Very Good	From the first phone call the reception staff were helpful and got me an appointment quickly, appointment was on time and treatment given by Nurse Practitioner who was fabulous
18/02/2025	HCA	Very Good	Good experience. Seen on time in fact before appointment time by a friendly smiley nurse making me feel welcome and at ease overall giving me a good experience of my visit
18/02/2025	HCA	Very Good	Always found the staff very helpful and understanding very happy with over all experience
24/02/2025	HCA	Very Good	
26/02/2025	Phlebotomist	Good	Because the nurse was brilliant and got me to the right person straight away. To sort my problem out .and phlebotomist who took my blood is exlerlant.
26/02/2025	COPD TELEPHONE CLINIC	Very Good	Very polite and professional
28/02/2025	NURSE CLINIC	Very Good	Appointment on time and Nurse was very understanding
26/02/2025	Phlebotomist	Very Good	Nurse Practitioner was absolutely fantastic at making me feel heard and at ease. I left feeling like I had hope that I would start getting back to feeling myself. Thank you so much. Also saw Phlebotomist this morning he was very friendly and gentle.
12/02/2025	Phlebotomist	Very Good	Friendly and efficient
20/02/2025	NURSE CLINIC	Very Good	The nurse was so lovely and made me feel as relaxed as possible.
28/02/2025	HCA	Very Good	
25/02/2025	NURSE CLINIC	Very Good	Only waited 5 minutes to be seen and nurse was spot on
13/02/2025	Session	Very Good	Just had a nice chat with Pharmacist. Very honest discussion

26/02/2025	Phlebotomist	Very Good	Doctor was very understanding and efficient, receptionist friendly and helpful
18/02/2025	GP	Neither Good Nor Poor	Didn't get the answers I needed
03/02/2025	PRACTICE NURSE	Very Good	Listened too and good checks explained diagnosis and action to take. Clear if it didn't clear after end of treatment to go back. Also made aware of other things to be aware of.
05/02/2025	Phlebotomist	Very Good	Timely and efficient
25/02/2025	NURSE CLINIC	Good	Dealt with very quickly with my pneumonia vaccination. I was surprised to be offered a shingles jab as I was previously vaccinated at the same surgery in Nov 2013. I know this as it was in my NHS app.
26/02/2025	Phlebotomist	Very Good	Very pleasant and a lovely phlebotomist
13/02/2025	NURSE CLINIC	Very Good	Nurse was polite, reassuring, accommodated my request for a smaller speculum.
04/02/2025	GP	Very Good	She listened and made referrals and reassured us all about the process. Plus she was excellent with his autism needs.
24/02/2025	HCA	Very Good	I am able to make appointments around my working hours, staff are friendly and helpful, well mannered and polite.
19/02/2025	HCA	Very Good	Very good
11/02/2025	GP	Very Good	The doctor was very understanding and helpful. Showing empathy regarding my current circumstances. He clearly wanted to help me and was fantastic in the support he gave.
06/02/2025	Phlebotomist	Very Good	In and out on time and good nurse.
27/02/2025	Session	Very Good	Very clear on phone
19/02/2025	Phlebotomist	Very Good	
18/02/2025	HCA	Very Good	Got straight in lovey nurse quick efficient service
12/02/2025	Phlebotomist	Very Good	Very friendly
06/02/2025	GP	Very Good	Fast and efficient service For my needs. Great telephone consultation
18/02/2025	GP	Good	GP did listen and gave time for me to speak. Good advise and information provided
06/02/2025	Nurse Practitioner	Very Good	The two appointments I had were both on time and both people I saw were friendly and considerate and put me at ease seeing to my needs
06/02/2025	Phlebotomist	Good	Appointment was 20 mins late
25/02/2025	GP	Very Good	Because your service was good!
17/02/2025	HCA	Very Good	Was seen on time. Nurse was very friendly, respectful and helpful.
20/02/2025	PRACTICE NURSE	Good	
25/02/2025	NURSE CLINIC	Very Good	No waiting time. Nurse was extremely pleasant
18/02/2025	HCA	Very Good	Nurse was friendly and very quick
13/02/2025	Phlebotomist	Very Good	Appointment was on time,nurse very thorough and pleasant.
24/02/2025	HCA	Very Good	Repecption very pleasant . Nurse who attended me me was very friendly efficient and professional. Thank you .
21/02/2025	Phlebotomist	Very Good	Got blood straight away
17/02/2025	HCA	Neither Good Nor Poor	
05/02/2025	Phlebotomist	Very Good	Appointment was on time and over very quickly (giving blood for further tests)
03/02/2025	HCA	Very Good	Because it was
14/02/2025	Phlebotomist	Very Good	Pleasant service got into appointment on time
04/02/2025	HCA	Very Good	Friendly and efficient staff.
10/02/2025	PRACTICE NURSE	Very Good	I thought the nurse was very good and very informed. She put my mind at rest and explained how she thought my irritation had been caused
20/02/2025	Phlebotomist	Very Good	Didn't have to wait long for my appointment time, hardly even felt the needle
13/02/2025	Phlebotomist	Very Good	Very efficient service
07/02/2025	HCA	Very Good	Very helpful and professional
21/02/2025	Phlebotomist	Good	A bit of a wait,but that is a taken.....
06/02/2025	Phlebotomist	Very Good	Was seen in timely manner by friendly professional

24/02/2025	HCA	Very Good	Just when you come into the surgery and use the book in service it seems as thou it never works for you . But quick in for your appointment and didn?t take long .
18/02/2025	HCA	Very Good	
04/02/2025	HCA	Very Good	Everything went well
10/02/2025	PRACTICE NURSE	Very Good	Ongoing ear infection for weeks Dealt with appropriately as had all necessary medication. Emergency referral to ent required and promptly. Lovely and professional staff