

Dates	Department	Rating	Response
22/04/2025	HCA	Very Good	Lovely dr easy to talk to understanding
09/04/2025	NURSE CLINIC	Very Good	The nurse was very polite and helpful and she answered all of my questions and explained everything that I needed to know thank you top marks 10/10
02/04/2025	Phlebotomist	Very Good	
15/04/2025	HCA	Good	When I arrived I was seen to straight away, the nurse who treated me was really nice
09/04/2025	Phlebotomist	Very Good	Nurse very engaging, spoke to child and not mum. Explained what he was going to do
29/04/2025	HCA	Very Good	On time
22/04/2025	HCA	Very Good	staff are always very friendly and helpful
15/04/2025	HCA	Very Good	Very quick only for covid jab
09/04/2025	NURSE CLINIC	Very Good	On time. HCA friendly and thorough in conducting procedures whilst being attentive. Always well looked after by all staff on the many occasions I need tests.
17/04/2025	Phlebotomist	Very Good	Surgery very clean and tidy. Easy self service checkin. Waiting area plenty of patient information Appointment seen on time. Great service for providing blood samples with good explanations of why doctor wanted them.
25/04/2025	PRACTICE NURSE	Very Good	
01/04/2025	GP	Good	Very good at my questions
08/04/2025	HCA	Very Good	No waiting injection given very quickly, 2 minutes in all. Great
24/04/2025	PRACTICE NURSE	Very Good	Went to see the nurse practitioner, appointment was on time and she was very helpful
15/04/2025	HCA	Very Good	I only waited a couple of minutes before I was called the nurse was brill top marks
16/04/2025	Phlebotomist	Very Good	Receptionists deserve gratitude It is obvious they are well trained and use initiative/ systems in place to ensure an appropriate referral.
09/04/2025	Phlebotomist	Very Good	I became a little unwell after having blood taken for the first time by Phlebotomist. Phlebotomist was very kind and calm until I felt OK again. Thank you
16/04/2025	COPD TELEPHONE CLINIC	Poor	I came into the surgery this morning for my appointment but then my phone rang and it was the pharmacist saying he was doing the app how can you do a COPD test over the phone and especially with my health condition I want an app with the nurse .
15/04/2025	HCA	Very Good	Prompt and cheerful attention.
22/04/2025	HCA	Very Good	Appointment was in time, the nurse was very chatty and explained things properly to myself
15/04/2025	HCA	Very Good	Came for covid booster. Appt on time and didn't feel a thing.
24/04/2025	Nurse Practitioner	Very Good	Phoned in mid morning with a problem and ad reception call back giving me an afternoon appointment. Didn't wait past my appointment time and nurse/doctor that saw me was polite and helpful
14/04/2025	HCA	Very Good	In and out no problem and nurse very efficient
07/04/2025	PRACTICE NURSE	Very Good	Wait wasn't long especially considering tic a tape board not working and nurses n doctors had to leave office to ask patients into rooms
09/04/2025	Phlebotomist	Very Good	Pleasant reception staff on the phone, quickly sorted out my issue and rebooked for me.
11/04/2025	GP	Very Poor	The doctor did not listen to me and kept trying to over talk when I was speaking. He put personal opinion before a professional opinion. I have made a formal complaint to the surgery itself.
25/04/2025	GP	Poor	The reason I gave a poor score was because the earliest available appointment from my phone call Four days
24/04/2025	GP	Very Good	Very pleasant and explained every step
23/04/2025	Phlebotomist	Very Good	Phlebotomist is lovely . I have seen him several times and he is always polite friendly and professional
22/04/2025	HCA	Very Good	The doctor was very attentive and listened to all of my concerns and dealt with them appropriately . I wasn't rushed and felt relaxed. Thank you

08/04/2025	HCA	Very Good	Pleasant, knowledgeable staff. Clean, quick log in register system.
17/04/2025	PRACTICE NURSE	Very Good	Could not have wished for better treatment, appointment on time and my questions answered. Thank you
17/04/2025	Phlebotomist	Very Good	
03/04/2025	Phlebotomist	Very Good	The text reminders of appts are helpful. Ease of booking in via touch screen, I was seen on time and the phlebotomist was cheerful but professional.
14/04/2025	HCA	Very Good	Did nt have long to wait and did nt take long
22/04/2025	HCA	Very Good	On time friendly nurse very grateful for service many thanks
17/04/2025	Phlebotomist	Good	
16/04/2025	HCA	Very Good	Nice atmosphere and helpful people
10/04/2025	GP	Very Good	
10/04/2025	Phlebotomist	Very Good	It was a no hassle a point mentioning in and out
			Very quick and polite service
11/04/2025	HCA	Very Good	
08/04/2025	HCA	Very Good	Was quickly seen to,nurse was very friendly and explained everything she was going to do during my appointment ?
11/04/2025	HCA	Very Good	In and out two minutes
10/04/2025	PRACTICE NURSE	Very Good	I was dealt with quickly and efficiently.
08/04/2025	GP	Very Good	Doctor I spoke with was very polite clear and genuinely seemed interested
10/04/2025	HCA	Very Good	
25/04/2025	Phlebotomist	Very Good	Phlebotomist that takes the blood was so helpful today
22/04/2025	HCA	Very Good	The nurse was very helpful and easy to talk to
24/04/2025	Nurse Practitioner	Very Good	Excellent appointment sympathetic nurse and my problem hopefully solved!
15/04/2025	HCA	Good	Friendly polite
			Was not examined despite notes saying different. I?m judged on my mh diagnosis and nothing else. I hate this place.
14/04/2025	PRACTICE NURSE	Very Poor	
24/04/2025	HCA	Very Good	Treated within minutes by a very pleasant and competent nurse
11/04/2025	Phlebotomist	Very Good	Appointment was on time and nurse was friendly and quick.
04/04/2025	Phlebotomist	Very Good	Blood test on time. Phlebotomist very informative.
07/04/2025	Session	Very Good	Very polite and professional
15/04/2025	Nurse Practitioner	Very Good	Felt listened to and came away confident that I will receive the help I need. Thank you
07/04/2025	PRACTICE NURSE	Very Good	I never normally come as I?m never really poorly but I saw the practice nurse who was thorough, attentive and just so nice!
29/04/2025	GP	Very Good	Very happy with GP call today explained everything to me bout medication all good
22/04/2025	HCA	Don't Know	I haven?t had an appointment recently
02/04/2025	Phlebotomist	Very Good	Always polite and caring staff.
29/04/2025	HCA	Very Good	Appointment was on time. Very pleasant staff.
22/04/2025	HCA	Very Good	Everything easy with no delays or problems
22/04/2025	HCA	Very Good	Friendly, kind, efficient staff. Everything fully explained. Thank you.
25/04/2025	Phlebotomist	Very Good	On time nice pleasant gentleman
11/04/2025	HCA	Very Good	Straight in, probably less than two minutes overall!
15/04/2025	GP	Very Good	Prompt appointment time. Every step explained about the procedure to remove my mole/wart. Given a second appointment to check how the wound is healing.
24/04/2025	HCA	Very Good	I was seen before my appointment time, in got the injection and out all in a matter of minutes very fast service.

01/04/2025	HCA	Very Good	Appointment on time, the nurse was friendly , efficient and informative.
22/04/2025	NURSE CLINIC	Very Good	I didnt wait long in the waiting room. I got additional advice that I asked for. I was able to also book a pre bookable telephone appointment for in May.
14/04/2025	PRACTICE NURSE	Very Good	Seen immediately
15/04/2025	HCA	Very Good	Speedy and prompt service.
30/04/2025	Nurse Practitioner	Very Good	The lady was so lovely and informative, I appointment was on time and didn't feel rushed,
25/04/2025	Nurse Practitioner	Very Good	Nurse Practitioner always gives me reassurance and helpful insight into any current and/or potential problems. Thank you once again
08/04/2025	HCA	Very Good	Arrived 5 minutes before appointment time, seen within 7 minutes. Blood's taken first time ?. Back into waiting room, 2 minutes later into clinic for Covid booster. Great service from the two ladies, keep up the good work. Well done.
01/04/2025	Nurse Practitioner	Good	Quick, efficient,came out earlier. Very helpful staff.
02/04/2025	HCA	Very Good	Excellent service
15/04/2025	HCA	Very Good	The service was efficient and quick. The receptionist managed to get me 2 appointments for my regular bloods and a covid injection for the same day and within 10 minutes of each other. A much improved service.
09/04/2025	Nurse Practitioner	Very Good	My appointment was on time and the nurse was extremely efficient and helpful
22/04/2025	NURSE CLINIC	Very Good	Not long to wait and pleasant nurse and receptionist
09/04/2025	Nurse Practitioner	Very Good	Call came during time frame given. Answered questions and reassured me. Nurse Practitioner is always very helpful. Thank you.
15/04/2025	HCA	Very Good	Appointment on time very prompt
24/04/2025	Nurse Practitioner	Very Good	My telephone appointment with Nurse Practitioner was very helpful. She explained everything to me and allowed me to ask questions without me feeling rushed.
17/04/2025	Phlebotomist	Very Good	In and out Phlebotomist was very good ?
02/04/2025	Session	Very Good	The doctor was an excellent listener very patient.
24/04/2025	HCA	Very Good	Great staff. I also get a text reminder of appointment due
24/04/2025	Phlebotomist	Very Good	Had my blood taken by a lovely man.
22/04/2025	HCA	Very Good	I was called in on time. The person I saw was very friendly and put me at ease.
16/04/2025	Nurse Practitioner	Very Good	I felt comfortable about discussing my symptoms and was listened to my opinion. I didn't feel rushed and was happy with the new medication I was given. Also have a follow in a week to check progress.
23/04/2025	Phlebotomist	Very Good	Fast very friendly appointment
10/04/2025	PRACTICE NURSE	Very Good	Because she sat and listened and was very pleasant
01/04/2025	HCA	Very Good	
03/04/2025	PRACTICE NURSE	Very Good	No waiting time, was listened to and helped with my illness
24/04/2025	HCA	Very Good	Did not have to wait long to see the nurse and explained what blood tests were for
10/04/2025	Phlebotomist	Very Good	Punctual Friendly Felt at ease
30/04/2025	COPD TELEPHONE CLINIC	Neither Good Nor Poor	What appointment
10/04/2025	Session	Very Good	
04/04/2025	PRACTICE NURSE	Very Good	Friendly helpful informative very pleasant nurse
02/04/2025	HCA	Very Good	
01/04/2025	GP	Very Good	I've required multiple appointments within a week and all of my needs have been met which I'm very grateful for thank you
22/04/2025	HCA	Good	

08/04/2025	HCA	Very Good	Very quick and good job well done
04/04/2025	Phlebotomist	Very Good	Phlebotomist was professional and friendly
23/04/2025	Phlebotomist	Very Good	Appointment was on time. Phlebotomist called for me in a welcoming way. I have a fear of needles so was very nervous about getting his bloods taken. Phlebotomist was very gentle and reassuring in his approach. This was a positive experience for
10/04/2025	PRACTICE NURSE	Very Good	Initial callback service when making appointment was much better than hanging on phone. Nurse was friendly and professional.
14/04/2025	GP	Very Poor	I am still waiting for my telephone consultation at 4.15pm. I had to phone the surgery this morning at 10am as my phone gave two rings just before 10am and when I answered no one answered it. Told by receptionist at doctors Dr was busy.
24/04/2025	Phlebotomist	Very Good	Was seen at my appointed time
22/04/2025	NURSE CLINIC	Very Good	Polite person, very gentle when doing my shot, explained everything I need to look out for and friendly
09/04/2025	GP	Very Good	It was informative I agreed to extra tablet but after hearing side effects I am really reluctant to take it
29/04/2025	HCA	Very Good	Arrived early seen straight away
15/04/2025	HCA	Very Good	Painless Covid vaccine, efficient service.
30/04/2025	SMEAR REMOTE BOOKING CLINIC	Very Good	Receptionist very helpful and practice Nurse presented herself well professionally.
11/04/2025	HCA	Very Good	I was seen earlier than my appointment, by a nurse that was very pleasant and professional
24/04/2025	HCA	Very Good	
02/04/2025	Phlebotomist	Very Good	Seen in good time by a person who was courteous and professional.
10/04/2025	HCA	Very Good	My appointment was on time the nurse who did my bloods was very good it makes a change to get in at the right time given.
11/04/2025	Nurse Practitioner	Very Good	Understanding staff member who diagnosed the problem. Hopefully the treatment will help.
09/04/2025	Phlebotomist	Good	Because the service was good?
11/04/2025	HCA	Very Good	Very pleasant outcome.
11/04/2025	HCA	Very Good	
29/04/2025	HCA	Very Good	The nurse was pleasant and efficient
01/04/2025	HCA	Very Good	Very friendly staff
28/04/2025	PRACTICE NURSE	Very Good	Appointment was on time. Friendly nurse practitioner, dealt with my concerns professionally.
16/04/2025	Baby Immunisation Clinic	Very Good	I have said this a million times the treatment I have received at north house surgery is second to none from going in with the receptionist to the doctor or nurse is excellent you are treated with respect and they listen to you 10/10
25/04/2025	PRACTICE NURSE	Very Good	Very polite and knowledgeable young lady
16/04/2025	Baby Immunisation Clinic	Very Good	Friendly professional service no waiting
10/04/2025	Phlebotomist	Good	Injection nurse was very friendly put me at ease Nurse practitioner helpful and very pleasant
01/04/2025	HCA	Very Good	Very friendly and thorough both professional people I have seen today.
22/04/2025	HCA	Very Good	
08/04/2025	HCA	Good	
17/04/2025	Phlebotomist	Very Good	DR is carrying out an extensive investigation into my health problems and being very thorough- it is very much appreciated.
08/04/2025	GP	Very Good	Everything was very good? and efficient with polite personnel to appointment time. Very pleased with my appointment. Thankyou.
28/04/2025	PRACTICE NURSE	Very Good	I felt the Practitioner was very approachable and listened to me.
22/04/2025	HCA	Very Good	No waiting the appointment was on time the nurse was very pleasant and made me feel at ease and never felt a thing.

02/04/2025	Phlebotomist	Very Good	Appointment on time.male nurse made me feel at ease.very efficient.
			My appointment was for 8.12. I arrived at 8.05, had injection at 8.06 and left at 8.07. Efficient or what? Thanks.
11/04/2025	HCA	Very Good	Happy Easter .
15/04/2025	HCA	Good	Was there for review , measured weight , bp , bloods taken , advice given , waiting t ing for blood results, nurse was reasuring and professionally approachable , .
14/04/2025	PRACTICE NURSE	Very Good	Got appointment same day, got in on time no waiting, and loved the doctor I saw she is lovely
16/04/2025	Phlebotomist	Very Good	The male nurse that took my bloods is very pleasant and chatty .thankyou
10/04/2025	Phlebotomist	Very Good	Very quick and pleasant staff
08/04/2025	HCA	Very Good	Quick and efficient, polite.
01/04/2025	GP	Good	The person explained everything to me in a understanding way.
29/04/2025	HCA	Very Good	Efficient
24/04/2025	HCA	Very Good	Only 5mins and.i was called in nurse.very.friendly
09/04/2025	Phlebotomist	Very Good	Appointment on time, blood taken, job done, very efficient.
23/04/2025	Phlebotomist	Very Good	Appointment time was as booked, BOB was as pleasant as usual
15/04/2025	HCA	Very Good	Very efficient and pleasant nurse, quick and painless.
15/04/2025	HCA	Don't Know	The vaccine was moderna and since I react badly to Moderna I couldn't have it. Apart from that the appointment was on time and the nurse was very nice.
			Felt cared for
09/04/2025	Phlebotomist	Very Good	
10/04/2025	HCA	Very Good	My appointment was on time .. Thank you!
11/04/2025	HCA	Very Good	Had back and leg pain and was referred for an mri and then physiotherapy.
16/04/2025	GP On Call AM Session	Very Good	Don't have to sit and wait long and nurse was great and answered all my questions. Just like to say also that the reception team are innocent n easy to talk to. Well done everyone and thankyou
16/04/2025	COPD TELEPHONE CLINIC	Very Good	Very helpful
			Called in on time, technician introduced herself, procedure explained. She asked for my consent, ECG undertaken efficiently.
01/04/2025	GP	Very Good	She requested GP check ECG which was done.
11/04/2025	HCA	Very Good	Got in before time excellent service
14/04/2025	HCA	Very Good	Receptionist was lovely, appointment was on time and nurse was friendly.
11/04/2025	HCA	Very Good	In and out ten minutes
16/04/2025	Baby Immunisation Clinic	Good	
03/04/2025	Phlebotomist	Very Good	Quick and efficient
03/04/2025	Phlebotomist	Very Good	Phlebotomist was very good with getting my blood eventually
11/04/2025	HCA	Very Good	Quick
07/04/2025	HCA	Very Good	On time pleasant experiance
25/04/2025	HCA	Very Good	Very pleasant nurse, nothing a problem, kept me informed what she was doing
15/04/2025	HCA	Very Good	Pleasant nurse and on time
15/04/2025	GP	Very Poor	Had the Dr that I saw the previous Tuesday treated him for croup (after he confirmed it was croup) like I requested, we wouldn't have needed this appointment nor would we have needed the admission into Paeds at Durham for severe croup.
24/04/2025	HCA	Very Good	Very friendly nurse and very professional
10/04/2025	Session	Very Good	My experience was good. The staff were friendly and reassuring, and my appointment was earlier than my due time. I can't fault my previous appointment.

23/04/2025	GP	Neither Good Nor Poor	Kind of felt like the appointment was rushed And was offered no pain relief other than paracetamol or ibuprofen which I definitely wouldn't get on a 1/2 prescription when it's 30p over the counter
29/04/2025	HCA	Good	I had an 8am appointment. As I waited outside a lady said anyone with an appointment could go straight through. Myself and two other men walked though and waited to be called. They were seen at once but I was still sitting when I got a message saying I
03/04/2025	Phlebotomist	Very Good	HCA I remember was front of house as receptionist being lovely and professional for a good while in that role, transitioned into nursing now, absolutely buzzing for her going forward, great rapport during appointment, please pass feedback on
24/04/2025	HCA	Very Good	Very good nurse and on time thank you
15/04/2025	HCA	Very Good	Very efficient service.
07/04/2025	GP	Very Good	The Doctor was really good, listened to my concerns and was professional and personable.
11/04/2025	Nurse Practitioner	Very Good	Always happy with service
24/04/2025	HCA	Very Good	Nurse was very helpful and polite
08/04/2025	HCA	Very Good	Good service, polite staff
28/04/2025	GP	Very Good	Great service
15/04/2025	HCA	Don't Know	I had to cancel as wasn't very well this morning.
14/04/2025	PRACTICE NURSE	Very Good	Shorter waiting time and was asked questions regarding previous prescription and treatments.
01/04/2025	Nurse Practitioner	Very Good	Very helpful with lots of information. Felt cared for.
09/04/2025	GP	Very Good	Very helpful and gave very good information
23/04/2025	Phlebotomist	Very Good	Didn't wait appointment was on time Nurse was very friendly
02/04/2025	Phlebotomist	Very Good	Phlebotomist was very friendly and put me at ease when taking my bloods as I've never had them done before
14/04/2025	HCA	Good	
10/04/2025	HCA	Very Good	Was seen in a good time today my medication was altered and I left with good hope that my water retention would so ease
17/04/2025	Phlebotomist	Good	
28/04/2025	PRACTICE NURSE	Very Good	Same day appointment and given antibiotics for a chest infection
11/04/2025	HCA	Very Good	I was 5 minutes late for my appointment as finding a parking place took more time than usual. Luckily I had gone early as I had to go to the Pharmacy for my prescription. I told the receptionist I was a little late but no problem. In and out in 5 min
24/04/2025	Phlebotomist	Very Good	The person I was due to see was running late so a colleague stepped in and saw me to ensure I didn't need to wait. I appreciated that.
25/04/2025	PRACTICE NURSE	Very Good	The nurse practitioner was very efficient and helped me out really well...
29/04/2025	HCA	Good	My (and my wife's) online reminder didn't arrive until the day after the appointment.
23/04/2025	Phlebotomist	Very Good	Arrived early and was seen before my appointment time. Phlebotomist was pleasant, friendly and efficient.
25/04/2025	Phlebotomist	Very Good	Phlebotomist was friendly (as are all the staff) and I wasn't waiting very long for my appointment.
14/04/2025	PRACTICE NURSE	Good	
23/04/2025	Phlebotomist	Very Good	Phlebotomist was efficient and very friendly. I was seen prior to my appointment time.
08/04/2025	HCA	Very Good	She was very clear explaining procedure
10/04/2025	Phlebotomist	Very Good	On time, great staff
24/04/2025	HCA	Good	nurse was very helpful
24/04/2025	Phlebotomist	Very Good	Appointment on time and the nurses and reception are always friendly and helpful
29/04/2025	HCA	Very Good	Staff very good and pleasant
30/04/2025	COPD TELEPHONE CLINIC	Very Good	Discussed what I needed and was very helpful.

09/04/2025	NURSE CLINIC	Very Good	Perfect and precise phone manner
11/04/2025	HCA	Very Good	Very professional and efficient friendly staff.
29/04/2025	HCA	Very Good	Appointment was on time.nurse was pleasant and professional thank you.
02/04/2025	HCA	Very Good	Appointment at convenient time. Called on time.
08/04/2025	HCA	Very Good	On time appointment, painless vaccine
08/04/2025	HCA	Very Good	As usual very professional caring staff who always have time to listen while carrying out procedures
24/04/2025	HCA	Very Good	Very prompt and professional service
08/04/2025	HCA	Very Good	First rate reception and my tests were carried out with no fuss.
15/04/2025	HCA	Very Good	Nurses as always, friendly, kind and good listeners !
08/04/2025	HCA	Good	On time
24/04/2025	HCA	Very Good	The nurse was very efficient and seen within the appointment time no waiting
17/04/2025	GP	Neither Good Nor Poor	The problem I wanted to be seen for Would have been better to assess if my appointment had been closer to the day I rang up about it. Something that keeps flaring up is best seen at its worsed over a week later and it's a different perspective.
07/04/2025	HCA	Very Good	Nice friendly nurse. No rushing. Listened t what I had to say
08/04/2025	HCA	Very Good	Booking was easy, I got a reminder, I barely sat down at my appointment before I was called in and never felt the needle at all, and the nurse explained everything
11/04/2025	HCA	Very Good	Appointment on time pleasant and professional service
14/04/2025	HCA	Very Good	The nurse was lovely
28/04/2025	GP	Very Good	Always very helpfull staff
04/04/2025	Phlebotomist	Very Good	The blood nurse is very cheerful and pleasant
11/04/2025	HCA	Very Good	Arrived early and went straight in. In and out in two minutes .
29/04/2025	HCA	Very Good	Appointment on time!
15/04/2025	HCA	Very Good	Appointment was punctual and nurse was pleasant and efficient.
25/04/2025	HCA	Very Good	Very helpful and understanding.
23/04/2025	NURSE CLINIC	Very Good	
28/04/2025	GP	Very Good	
23/04/2025	Baby Immunisation Clinic	Very Good	My appointment was on time, with a very friendly helpful nurse
16/04/2025	Nurse Practitioner	Very Good	
29/04/2025	GP	Very Good	
29/04/2025	HCA	Good	
15/04/2025	HCA	Very Good	Nurse was very helpful and put me at ease quickly
11/04/2025	GP	Very Poor	The doctor i seen today, no offence but she doesn't seem to have a clue. Asks a patient what they want her to do. Today I was in to get referred via the right to choose and said to her knowledge they don't do that no more so waiting for a call.
01/04/2025	GP	Very Good	
16/04/2025	Baby Immunisation Clinic	Very Good	very helpful and a very kind and capable Nurse. Thank you
09/04/2025	GP	Good	Always good
17/04/2025	GP	Very Good	Very thorough and very friendly
24/04/2025	HCA	Very Good	Nurse really nice and professional and appointment very prompt
10/04/2025	Phlebotomist	Very Good	HCA was very polite and I felt at ease throughout. I felt my check was very beneficial
29/04/2025	HCA	Very Good	Appointment went ahead on time. Nurse was very nice.

24/04/2025	Phlebotomist	Good	I said ?good? as my appointment was 2:10 pm and I had to wait a while. Also, can I say, the surgery was very accommodating as I had appointment for a shingles jab at 5:30 pm. They did them both at the same time.
01/04/2025	GP	Very Good	I always have excellent treatment and everyone is wonderful
15/04/2025	HCA	Very Good	Had confirmed that PSA on last check was normal and that had been transferred back to surgery monitoring. This had not been told to me previously by hospital. Bloods taken without drama. Slightly high BP could now be sent by a email to monitor.
16/04/2025	Baby Immunisation Clinic	Good	My problem was addressed
25/04/2025	GP	Very Good	The waiting time for the appointment was minimal. The nurse practitioner was very professional and took the time to describe the process.
01/04/2025	HCA	Very Good	No excessive waiting and friendly personnel.
02/04/2025	Phlebotomist	Very Good	
24/04/2025	HCA	Good	Quick and efficient
11/04/2025	Phlebotomist	Very Good	Only a short wait (5min) and I had arrived early. Blood was taken very easily and pain free. All staff make it very easy to ask questions
10/04/2025	HCA	Good	Seen earlier than appointment time. Nurse was really nice.
14/04/2025	PRACTICE NURSE	Very Good	I had a very punctual, informative and friendly appointment with April. Thank you
29/04/2025	GP	Good	My enquiry was dealt with speedily and politely.
11/04/2025	PRACTICE NURSE	Very Good	Dealt with my problem n very lovely nurse practitioner xx
04/04/2025	Phlebotomist	Very Good	excellent service from the nurse
01/04/2025	HCA	Very Good	Appointment on time. Lovely nurse very efficient
09/04/2025	GP	Good	The staff are very helpful if they can sort a problem out they will . I have never had any problems getting the support I need.
24/04/2025	Phlebotomist	Good	When phone is answered queries or answers are dealt with quickly
29/04/2025	HCA	Very Good	Very little waiting time.
07/04/2025	PRACTICE NURSE	Very Poor	I had an appointment nearly 4 weeks ago (2nd appointment to find out what the rash is on my leg). I was told to send images of the rash to a link I was sent for a doctor to review. Still waiting to hear back with rash is still spreading!
10/04/2025	PRACTICE NURSE	Very Good	Nurse was approachable and friendly. She listened to me and gave me the best care. I always have a good experience anytime I have to visit the practice, the healthcare staff are all lovely
11/04/2025	HCA	Very Good	Walked into surgery straight into office and jab done.
09/04/2025	Nurse Practitioner	Very Good	Felt listen to
08/04/2025	HCA	Very Good	Very friendly
16/04/2025	Baby Immunisation Clinic	Poor	The appointment was cancelled becuse the practice had fakled to send the prescription to the pharmacy
01/04/2025	Session	Neither Good Nor Poor	I haven?t had a recent appointment?
04/04/2025	GP	Very Good	Prompt appointment good consultation and follow up call from Doctor. Very good
25/04/2025	PRACTICE NURSE	Very Good	Got an appointment quickly. Very professional service at appointment and thorough check. Reassuring and empathetic with clear information and next steps.
09/04/2025	GP	Very Good	All queries answered.all polite and very good.all covered.
29/04/2025	HCA	Very Good	Quick and efficient
07/04/2025	GP	Very Good	Dr was very pleasant explained things to me and they were on time.
30/04/2025	HCA	Very Good	Appointment on time, excellent service
29/04/2025	HCA	Very Good	Very pleasant and professional
16/04/2025	Phlebotomist	Good	He was reassuring
15/04/2025	NURSE CLINIC	Very Good	I was seen within ten minutes of my appointment, treated respectfully and over had a pleasant experience.



15/04/2025	HCA	Very Good	
08/04/2025	Nurse Practitioner	Very Good	Nurse Practitioner rang for my review and she is very good at making me feel calm and ease, and i feel like she actually listens to me.
16/04/2025	HCA	Very Good	Seen on time and the tests I had were taken efficiently and I was treated in a friendly manner
11/04/2025	HCA	Very Good	The appointment time was accurate, the nurse knew exactly what she was doing.
16/04/2025	Phlebotomist	Very Good	
10/04/2025	Phlebotomist	Very Good	
16/04/2025	Phlebotomist	Very Good	The phlebotomist was kind, personable and professional.
10/04/2025	Nurse Practitioner	Very Good	Very helpful and friendly
10/04/2025	HCA	Very Good	Appointment bang on time and HCA lovely explaining what was being done
15/04/2025	HCA	Very Good	On time, very efficient and friendly approach. Could not have been better.
04/04/2025	Phlebotomist	Very Good	Very friendly and polite staff
15/04/2025	HCA	Neither Good Nor Poor	The nurse who administered covid injection although efficient was not very sociable realising time is important but a good morning or acknowledgement would not go admission
22/04/2025	Session	Very Good	Who I'd seen was really nice and easy to talk to she was lovely
30/04/2025	Session	Very Good	Dr is very helpful he discusses and advises on the best course of treatment and listens to the patient's concerns. I am very happy that he is managing my care
10/04/2025	HCA	Very Good	On time and very pleasant nurse
04/04/2025	Phlebotomist	Poor	
07/04/2025	PRACTICE NURSE	Good	
02/04/2025	GP	Very Good	Dr responded with telephone call explained everything to me very satisfied with this
			Appointment on time and immunisation carried out professionally with minimum of time.
15/04/2025	HCA	Very Good	
30/04/2025	Nurse Practitioner	Very Good	
29/04/2025	HCA	Very Good	Not long to wait good service.
29/04/2025	GP	Good	
02/04/2025	Baby Immunisation Clinic	Very Good	Prompt service and exceptional care
24/04/2025	HCA	Very Good	In and out on time with no fuss
24/04/2025	HCA	Very Good	On time, quick and easy.
16/04/2025	GP	Very Good	Everyone at the surgery is very professional and kind and caring. I have never had any problems with the surgery and I always feel I am being looked after.
25/04/2025	Phlebotomist	Very Good	Very happy with the service I received, the nurse was pleasant and professional
15/04/2025	HCA	Very Good	Prompt, efficient attention given to us. Kind and friendly manner.
22/04/2025	HCA	Very Good	Friendly efficient nurse, covid injection pain free
11/04/2025	HCA	Very Good	Great service
16/04/2025	HCA	Very Good	Nurse was friendly, waiting room was clean, wait time very good, sign in computer easy to follow
03/04/2025	GP	Very Good	Seen on time. Good discussion with doctor. Further appointments set.
30/04/2025	COPD TELEPHONE CLINIC	Very Poor	If this is in relation to my 2pm telephone, call for an update on my COPD, which was booked for today. I did not receive a call.
15/04/2025	HCA	Very Good	VERY PLEASED
24/04/2025	GP	Very Good	
02/04/2025	Phlebotomist	Very Good	I was seen on time and the procedure was delivered professionally
22/04/2025	HCA	Very Good	Very quick service
11/04/2025	HCA	Very Good	The nurse was quick and efficient.

14/04/2025	HCA	Neither Good Nor Poor	Appointment was as expected. This was my yearly check. I had to phone up and make the appointment. The surgery should have been in touch to arrange this. The HCA could have been a bit happier.
08/04/2025	HCA	Very Good	Quick painless and pleasant staff
16/04/2025	COPD TELEPHONE CLINIC	Very Good	Called me at the exact time arranged. Polite courteous and helpful.
16/04/2025	Phlebotomist	Very Good	Excellent nurse
24/04/2025	Phlebotomist	Very Good	Efficient, friendly and professional as always
29/04/2025	HCA	Very Good	
09/04/2025	NURSE CLINIC	Very Good	It was well put over to me
22/04/2025	HCA	Very Good	Very friendly and helpful
08/04/2025	HCA	Very Good	Quick friendly efficient service