

Dates	Department	Rating	Response
03/06/2026	Phlebotomist	Very Good	Due to unforeseen circumstances, I arrived five minutes late what didn't seem a problem as I could still attempt my appointment
03/06/2026	Asthma Clinic	Good	Because that's what it was
18/06/2026	Nurse Practitioner	Very Good	The doctor listened to me and was very knowledgeable about the subject I needed information on.
30/06/2026	Phlebotomist	Very Good	Just for a simple blood test, in and out, no problem.
10/06/2026	Phlebotomist	Very Good	Had nurse take blood then saw doctor.
01/07/2026	PRACTICE NURSE	Very Good	Very prompt and good service
30/06/2026	NURSE CLINIC	Very Good	Nurse was amazing! She made us feel at ease whilst giving our vaccinations. My son has autism and she was very understanding and professional with him. A credit to your surgery.
04/06/2026	HCA	Very Good	Never had anything but excellent service, treatment and everything else from everyone at North House Surgery. Today was no exception. Thanks to everyone who works there.
17/06/2026	HCA	Very Good	Prostate friendly and professional. ??
03/06/2026	Nurse Practitioner	Very Good	Nurse Practitioner is incredible at her job. Always listens and makes you feel heard. Thankyou
19/06/2026	Phlebotomist	Very Good	Very pleasant nurse
11/06/2026	GP	Very Poor	The doctor did not introduce herself, she had no empathy with my situation and made me feel like I was making excuses for requiring an appointment. She did not ask any probing questions, I consequently felt unsupported & came away very upset.
23/06/2026	NURSE CLINIC	Very Good	Always very caring surgery! both doctors and nurses
23/06/2026	HCA	Very Good	Quick efficient and very pleasant nurse
04/06/2026	Phlebotomist	Very Good	Everything was perfect from checking in and short wait time for my appointment...excellent..
05/06/2026	HCA	Good	Because the HCA was very kind and caring.
17/06/2026	NURSE CLINIC	Very Good	Appointment on time, lovely staff
15/06/2026	HCA	Very Good	Very efficient and professional well done
15/06/2026	NURSE CLINIC	Very Good	All concerns listened to and acted on. Staff very approachable and professional
01/07/2026	PRACTICE NURSE	Very Good	Appointment on time.
05/06/2026	NURSE CLINIC	Very Good	Appointment on time, staff friendly and helpful
11/06/2026	NURSE CLINIC	Neither Good Nor Poor	Bandage changed but finger still swollen and sore nurse thinks it maybe still infected she said will ask a doctor to look at it if no improvement I have another appointment for Tuesday but seems along time if I have to wait till Tuesday
11/06/2026	Phlebotomist	Very Good	I was in and out on time
09/06/2026	Nurse Practitioner	Very Good	Nurse Practitioner was really pleasant put me at ease and was extremely helpful felt that she listened to me and found her very knowledgeable. She is a credit to the Surgery.
03/06/2026	NURSE CLINIC	Very Good	
03/06/2026	Phlebotomist	Very Good	Appointment on time. Nurse was very pleasant and efficient
30/06/2026	GP	Very Good	The treatment plan was explained well to me.
16/06/2026	HCA	Very Good	Called in earlier than my appointment time. Friendly down to earth member of staff talked me through the process so I knew what to expect. Great start to the day
03/06/2026	NURSE CLINIC	Very Good	Had a lovely chat with Doctor discussing queries about my Prostate Cancer and other concerns.
17/06/2026	Phlebotomist	Very Good	Appointment on time very nice staff
15/06/2026	HCA	Very Good	The young lady was very efficient, very pleasant and generous with her time.
10/06/2026	NURSE CLINIC	Very Good	With dignity and respect
10/06/2026	Phlebotomist	Very Good	I very selfishly forgot about this appointment. Many apologies
22/06/2026	NURSE CLINIC	Very Good	Excellent visit with a pleasant and very professional nurse
30/06/2026	NURSE CLINIC	Very Good	Very efficient and informative
10/06/2026	Phlebotomist	Very Good	Quick and easy

17/06/2026	Nurse Practitioner	Very Good	I got an appointment the same day and saw the Practice nurse who was very helpful and I was fully satisfied 5*
15/06/2026	HCA	Very Good	Appointment on time, no waiting. Bloods taken. In and out of the surgery in minutes
23/06/2026	HCA	Very Good	Seen on time, quick and easy suture remover.
01/07/2026	Nurse Practitioner	Very Good	
03/06/2026	Phlebotomist	Very Good	Appointment on time and the nurse was very polite and professional
11/06/2026	NURSE CLINIC	Very Good	I was seen quickly
17/06/2026	PHARMACIST CLINIC	Very Good	Pleasant and knowledgeable
11/06/2026	Phlebotomist	Very Good	
03/06/2026	NURSE CLINIC	Very Good	I got straight in .
11/06/2026	NURSE PRESCRIBER CLINIC	Very Good	Nurse made me feel at ease for my mot lovely nurse
19/06/2026	HCA	Very Good	I was taken in early for my appointment. Was dealt with professionally and efficiently and the practitioner was lovely and friendly.
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.
22/06/2026	Nurse Practitioner	Very Good	Very polite caring gentle listen
15/06/2026	Nurse Practitioner	Very Good	That?s the first time I?ve been to see that advanced nurse practitioner, I didn?t catch her name but she was absolute amazing, didn?t stress my son out and give me time of day to sit and speak about him.
26/06/2026	Phlebotomist	Good	Booked in at 8am for bloods and photo of raised skin on face. However I also needed doctors appointment for pain in left side. Practice nurse booked the appointment for me while she did the bloods. Efficient taking the bloods.
03/06/2026	Asthma Clinic	Very Good	Only waited a couple of minutes before I was called for
30/06/2026	NURSE CLINIC	Very Good	Nurse was very friendly and professional and made me feel at ease
30/06/2026	Phlebotomist	Very Good	Nurse injected my b12 with very little discomfort
25/06/2026	Phlebotomist	Very Good	Because it?s true.The nurse was very nice and professional.
10/06/2026	Phlebotomist	Very Good	
16/06/2026	Attached Staff	Very Good	
12/06/2026	Phlebotomist	Very Good	Always friendly and professional
03/06/2026	Phlebotomist	Good	Experience was good apart from running 10 minutes late
18/06/2026	NURSE PRESCRIBER CLINIC	Very Good	
03/06/2026	NURSE CLINIC	Very Good	Prompt service
30/06/2026	GP	Don't Know	
22/06/2026	NURSE CLINIC	Good	
11/06/2026	GP	Very Good	On time Gave me reassurance
24/06/2026	Asthma Clinic	Very Good	I really think that everyone connected to the surgery act very professionally and friendly!
02/06/2026	GP	Very Good	He was very understanding and took his time with me thank you
24/06/2026	NURSE CLINIC	Very Good	I was straight in for blood and needed to see a Dr , only waiting 10 minutes. Everyone was really helpful
24/06/2026	NURSE CLINIC	Good	Very polite and caring
05/06/2026	NURSE CLINIC	Very Good	The nurse I saw was lovely. My appointment was on time and bloods were taken quickly
29/06/2026	HCA	Good	Dr and nurse were amazing
02/06/2026	HCA	Very Good	Very helpful and friendly member of staff who was polite and had a very caring manner
24/06/2026	GP	Good	
23/06/2026	NURSE CLINIC	Very Good	Lovely staff, really helpful and got the job done well. I believe the ladies name was Charlotte, she was great.
16/06/2026	Nurse Practitioner	Very Good	Excellent communication and outcome
22/06/2026	Phlebotomist	Very Good	
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

10/06/2026	Nurse Practitioner	Very Good	The member of female staff i saw was very informative and experienced and explained everything in simple terms understood the menopause systems which a male doctor doesn't no disrespect meant but female patients with things like should see women
11/06/2026	Phlebotomist	Very Good	Appt on time efficient and friendly nurse
12/06/2026	Phlebotomist	Very Good	I didn't have to wait, the nurse was quick, efficient and very pleasant.
01/06/2026	GP	Very Good	I was straight in and out staff was lovely nurse who took my blood was brilliant.
02/06/2026	GP	Good	The appointment was fine it was waiting to get sind in was the problem the screen we had to tape was not working properly and so lots of people had to stand and wait for up to 15 to 20 minutes to talk to the receptionist
01/06/2026	HCA	Good	Appointment on time Nurse very pkeasant
19/06/2026	NURSE CLINIC	Very Good	Very friendly and professional staff
03/06/2026	Phlebotomist	Very Good	Professional
10/06/2026	Phlebotomist	Very Good	Professional and caring
16/06/2026	HCA	Very Good	Friendly staff
10/06/2026	Asthma Clinic	Very Good	Very clear questions & voice
18/06/2026	NURSE PRESCRIBER CLINIC	Very Good	Saw Nurse today. Nurse is always friendly, informative, professional and caring. I always feel comfortable seeing her. She really is an asset to North House Surgery.
15/06/2026	HCA	Very Good	Minimal wait time and very efficient
30/06/2026	Phlebotomist	Very Good	Always good never had a problem with north house surgery.
12/06/2026	Phlebotomist	Very Good	The chap was very experienced and very good at his job.
30/06/2026	NURSE CLINIC	Very Good	Very quick
22/06/2026	Phlebotomist	Very Good	Very helpful
22/06/2026	HCA	Very Good	Prompt efficient service
23/06/2026	NURSE CLINIC	Very Good	I wasn't waiting long at all, & the nurse was very good !
15/06/2026	HCA	Very Good	I was seen on time, treated respectfully and efficiently.
30/06/2026	NURSE CLINIC	Very Good	
29/06/2026	Nurse Practitioner	Very Good	Caring, pleasant and he
10/06/2026	Nurse Practitioner	Very Good	Nurse Practitioner was very helpful listening to what I said gave advice and I left with a plan of action for treatment. Felt at ease chatting to her and she was extremely knowledgeable
04/06/2026	HCA	Very Good	The health Care was polite courteous and very friendly
04/06/2026	HCA	Very Good	
18/06/2026	Nurse Practitioner	Very Good	Excellent service, got an appointment via the online form within a few days?appointment was first thing in the morning so didn't affect my work and the
02/06/2026	HCA	Very Good	HCA was friendly, efficient, professional and on time
04/06/2026	HCA	Very Good	Staff were friendly, professional and knowledgeable.
05/06/2026	Phlebotomist	Very Good	Happy with my appointment for bloods taken. 9am appointment and all sorted in a few minutes
23/06/2026	GP	Very Poor	Arrived for appointment to be told that they were experiencing a power failure so I couldn't be seen.
30/06/2026	Attached Staff	Good	Didn't wait to long and she was thorough
16/06/2026	GP	Very Good	
10/06/2026	Diabetic Clinic	Very Good	The staff are kind
04/06/2026	NURSE PRESCRIBER CLINIC	Very Good	
25/06/2026	Nurse Practitioner	Good	
04/06/2026	NURSE CLINIC	Poor	After this cervical screening, my genital area felt some itching.
12/06/2026	Phlebotomist	Very Good	Having bloods taken -member of staff was pleasant approachable and efficient
19/06/2026	HCA	Very Good	Ime very scared of needles and nurse Lucie was very good , I didn't feel the needle at all, when Lucie took blood sample , Lucie very good , definitely recommend anyone who has a phobia about needles to go to Nurse Lucie,

18/06/2026	GP	Neither Good Nor Poor	I attended a review appointment for skin lesions. I identified a new lesion that I was concerned about, disappointingly the Dr advised I would need to make another appointment for a dermascope. He should have been able to complete this.
05/06/2026	HCA	Very Good	Appointment seen right on time, took my Blood sample Painlessly, my nurse/practitioner has a lovely, friendly manner & great sense of humour.
03/06/2026	Phlebotomist	Very Good	Very helpful and friendly. Showing an interest in you.
17/06/2026	NURSE CLINIC	Very Good	I always get a good service from Doctors and nurses also the receptionists are always helpful .
23/06/2026	NURSE CLINIC	Very Good	Dr listens to everyone of your problems n solves them very good doctor
30/06/2026	GP	Very Good	Dr questioned and listened to me. Dr gave advice which I will follow. Dr was polite and professional.
01/07/2026	PRACTICE NURSE	Very Good	
03/06/2026	HCA	Very Good	Appointment on time. Very caring approach by nurse.
04/06/2026	Phlebotomist	Very Good	Friendly helpful staff .
09/06/2026	Attached Staff	Very Good	Physio was really nice again, a good examination and explanation. I have plenty of confidence in her
02/06/2026	Nurse Practitioner	Very Good	Given an appointment within 3 days. Julie took me in on time and was extremely professional and kind
10/06/2026	HCA	Very Good	Very friendly.
16/06/2026	HCA	Very Good	Fast, efficient, friendly, helpful?
15/06/2026	HCA	Very Good	Got straight in for my appointment. Nurse very pleasant ,she explained what I was there for. In and out with in minutes excellent service.
10/06/2026	NURSE CLINIC	Very Good	B12 received. Quick and friendly appointment.
11/06/2026	HCA	Very Good	The nurse was very good when asking questions ?
15/06/2026	Phlebotomist	Neither Good Nor Poor	Appointment was easy to book and on time.
11/06/2026	Phlebotomist	Very Good	Had my bloods taken. My veins are not the best and he managed straight away. No pain at all. Also the Receptionist was very helpful.
10/06/2026	Phlebotomist	Very Good	No wait, clean environment and really good staff
17/06/2026	NURSE CLINIC	Very Good	My appointment was on time, Caitlin was very pleasant and friendly.
04/06/2026	Phlebotomist	Very Good	I was seen quickly. The gentleman was very competent and friendly
09/06/2026	GP	Very Good	Prompt and satisfactory
30/06/2026	Phlebotomist	Very Good	The nurse was excellent.
23/06/2026	NURSE CLINIC	Very Good	Very pleasant and efficient
22/06/2026	Phlebotomist	Very Good	Seen within 3 minutes of arriving and the nurse was exceptional.
12/06/2026	GP	Very Poor	I think it's bad you have a phone call before an in person appointment I don't think you can diagnose something over the phone. sometimes if your just checking up on someone they might miss something or mask symptoms and you can't tell over phone
03/06/2026	HCA	Very Good	Got straight in no waiting
09/06/2026	HCA	Good	Seen on time .very caring person.
05/06/2026	NURSE CLINIC	Very Good	The nurse I saw was lovely, very friendly and efficient, I left knowing the care I'd received was excellent
05/06/2026	Phlebotomist	Very Good	Both my appointments were on time .quick and easy . Both people were polite and knowledgeable they explained all that needed to be done
01/07/2026	Phlebotomist	Very Good	My appointment was prompt and the nurse was so kind and understanding.
22/06/2026	HCA	Very Good	Like I have said before the service I have had from north house surgery is very good
10/06/2026	NURSE CLINIC	Very Good	Nurse was very professional in her role & couldn't of been anymore understanding, although my procedure couldn't be carried out (no fault of my own) she listened, understood & booked me in for another appointment. Good nurse all round
15/06/2026	Phlebotomist	Very Good	Excellent nurse, friendly took bloods on 1st attempt
30/06/2026	Nurse Practitioner	Very Good	Very polite and helpful. Passed on very good knowledge.
08/06/2026	HCA	Very Good	Nurse was very kind and made the appointment just fly over with her friendly manner and attitude thank you
05/06/2026	HCA	Very Good	Was in the building for less than 5 mins, was only giving blood but even so, very quick, nurse was friendly, polite and professional
22/06/2026	Phlebotomist	Very Good	Lovely staff

10/06/2026	Nurse Practitioner	Neither Good Nor Poor	Telephone appointment too short. Not enough time for detailed diagnosis. Prefer face to face meeting.
09/06/2026	GP	Very Good	Long time since I have visited due to business travel.
24/06/2026	Asthma Clinic	Very Good	The nurse spoke to me well and she mentioned about a new inhaler that I needed and asked how I am.
25/06/2026	NURSE CLINIC	Very Good	Very friendly polite receptionist and nurse
22/06/2026	HCA	Very Good	Got in at time of appointment the nurse was very good
10/06/2026	Phlebotomist	Very Good	phlebotomist was efficient pleasant and on time
10/06/2026	NURSE CLINIC	Very Good	Nurse very nice and in before time
04/06/2026	HCA	Good	It was satisfactory
18/06/2026	NURSE PRESCRIBER CLINIC	Very Good	I was there on time and my appointment was also on time. Nice and friendly staff.
11/06/2026	NURSE PRESCRIBER CLINIC	Very Good	I attended for a smear, Nurse was very professional and helped me to relax and put me at ease. She provided updates through out the visit. She is a credit to the NHS. Please pass on my thanks, as I always dread coming for this procedure but not anymore
09/06/2026	HCA	Very Good	Nurse was lovely was a nice change someone who cared about my health n wellbeing hope i get her next time
01/07/2026	GP	Good	Felt the doctor gave a lot of thought , hiw to move this firward.
23/06/2026	GP	Very Good	Dr was patient and understanding
25/06/2026	HCA	Very Good	Nurse good at job
18/06/2026	Phlebotomist	Very Good	Appointment on time and HCA was very efficient and extremely polite, I felt very comfortable and at ease
04/06/2026	NURSE PRESCRIBER CLINIC	Very Good	I was concerned about my diabetic numbers which due to the death of my husband recently had gone beserk as I comfort eat in stressful times - not good for diabetics but a lifeloneg 'solution' to stress! Nurse was very comforting
29/06/2026	Nurse Practitioner	Good	On time and the practice nurse was very pleasant, thorough and reassuring.
09/06/2026	Nurse Practitioner	Very Good	
03/06/2026	Asthma Clinic	Very Good	On time, knowledgeable, answered any questions I had.
05/06/2026	Phlebotomist	Very Good	Very professional Very pleasant young lady Put me at ease.
23/06/2026	HCA	Good	Seen on time and Christine was very efficient.
16/06/2026	GP	Very Good	Dr was really nice
18/06/2026	Nurse Practitioner	Very Good	The Dr was very professional listen to me reassure me very helpful
17/06/2026	PHARMACIST CLINIC	Very Good	Professional and friendly explained things in a very easy manner
12/06/2026	Phlebotomist	Very Good	Very friendly and efficient practitioner
02/06/2026	HCA	Very Good	Saw HCA she was very efficient and helpful
04/06/2026	Phlebotomist	Very Good	Short waiting times, lovely staff
23/06/2026	GP	Very Good	Dr really nice lady. Listened to me and answered my questions. Made me an appointment for blood tests and a telephone e appointment tment with her next month. Thank you.
02/06/2026	GP	Very Good	The doctor was great really understanding and actually listened to me
09/06/2026	HCA	Poor	Econsult submitted 2/6/26 for husband, no response. Ask for GP appt for husband soonest 7/7/26. Last week receptionist put a note to DR as bloods needed to check Statins, no response. Unable to access NHS online or System on line.
15/06/2026	HCA	Very Good	Nurse was brilliant
10/06/2026	NURSE CLINIC	Very Good	Logged in early and seen early.
16/06/2026	GP	Very Good	Doctor was lovely and insightful. Very reassuring and straightforward. overall great experience.
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.
22/06/2026	NURSE CLINIC	Very Good	I was not waiting long for my appointment nurse put me at ease and was very professional
05/06/2026	HCA	Good	
29/06/2026	HCA	Very Good	Always kind helpful nurses and st reception.
17/06/2026	NURSE CLINIC	Very Good	Always receive a high level of service

16/06/2026	HCA	Very Good	No waiting times, member of staff was lovely and very helpful
22/06/2026	Phlebotomist	Very Good	Because it was
15/06/2026	Phlebotomist	Very Good	Didn't have to wait long, nurse very nice, went smoothly ??
19/06/2026	HCA	Very Good	
29/06/2026	NURSE CLINIC	Very Good	My appointment was on time and the staff are lovely
03/06/2026	NURSE CLINIC	Very Good	
08/06/2026	HCA	Very Good	It was for bloods to be taken...it was quick and on time both the care assistant and receptionist were helpful(had to check up something to do with my husband)also told me when results would be ready
17/06/2026	Nurse Clinic	Very Good	
25/06/2026	Phlebotomist	Very Good	
29/06/2026	HCA	Poor	Arrived 15mins late due to bad traffic and after already been waiting over 2weeks for my appointment was told although the nurse was still there she couldn't fit me in have had overall 5 weeks of blocked ear drum now having to wait again
22/06/2026	Nurse Practitioner	Very Good	ANP very helpful, understanding, knowledgeable and caring . A credit to your team.
16/06/2026	NURSE CLINIC	Very Good	Always a very friendly and professional experience with Nursing Associate. She is always happy and chatty and puts you at ease throughout the appointment..... must be because she likes Harry Styles!! ?
10/06/2026	Phlebotomist	Very Good	
15/06/2026	HCA	Very Good	
24/06/2026	Phlebotomist	Very Good	Appointment on time, very pleasant, professional nurse. Felt at ease, totally professional experience .
24/06/2026	Asthma Clinic	Very Good	No problem whatsoever.A smooth transaction by a professional healthcare operative.
04/06/2026	NURSE PRESCRIBER CLINIC	Very Good	
30/06/2026	NURSE CLINIC	Very Good	Nurse was very friendly and put me at ease very well done
30/06/2026	GP	Very Good	The doctor was very efficient and listened to my explanation of my visit and got me in straight away for blood tests with the nurse who was very efficient and made me feel at ease .
29/06/2026	HCA	Very Good	Friendly staff
05/06/2026	Nurse Practitioner	Very Good	
17/06/2026	NURSE CLINIC	Very Good	
25/06/2026	HCA	Very Good	The health care professional was very easy to talk to and took blood sample from me without causing me any pain or discomfort.
17/06/2026	HCA	Very Good	Only in minutes for blood test
02/06/2026	GP	Very Good	Doctor listen to me and set actions in place
08/06/2026	HCA	Very Good	Kind and considerate service provided by health worker.
24/06/2026	Nurse Practitioner	Very Poor	Good service
17/06/2026	NURSE CLINIC	Very Good	Easy access to appointment then swift result of test.
02/06/2026	HCA	Very Good	Went in early and completed professionally
18/06/2026	NURSE PRESCRIBER CLINIC	Very Good	Lovely nurse who made me feel comfortable throughout my smear test. She was friendly and professional, and the whole process was over quickly. Thank you.?
08/06/2026	HCA	Neither Good Nor Poor	should be able to give a time for calls, rather thsn at sny time
05/06/2026	NURSE CLINIC	Very Good	No waiting
10/06/2026	HCA	Very Good	Very friendly and helpful
10/06/2026	Phlebotomist	Very Good	Phlebotomist puts you at your ease and I never felt the needle go in my arm. He is a pleasant man to talk to.
05/06/2026	Phlebotomist	Very Good	The Nurse was very friendly, efficient and professional.
24/06/2026	NURSE CLINIC	Very Good	Was called into see nurse before appointment she was lovely chatting about my meds etc
16/06/2026	HCA	Very Good	My appointment was arranged in a timely manner by staff who are helpful and efficient.

22/06/2026	Nurse Practitioner	Very Good	I missed this appointment because I thought it was a telephone call I sincerely apologise, I got confused as I have another two appointments this afternoon.
30/06/2026	NURSE CLINIC	Very Good	
05/06/2026	NURSE CLINIC	Very Good	
15/06/2026	GP	Very Good	Telephone reply from Dr was prompt and appreciated
02/06/2026	HCA	Very Good	Seen immediately. No problems to speak of.
02/06/2026	HCA	Very Good	Very helpful
09/06/2026	GP	Very Good	On time, explained what he was going to do and where, very pleasant
01/06/2026	NURSE CLINIC	Very Good	I was made to feel so relaxed as I am so anxious when having my blood pressure done. My nurse was so caring and kind . And made my review so lovely when I'd been so worried about it. Thankyou x
08/06/2026	NURSE PRESCRIBER CLINIC	Very Good	Very helpful ?
29/06/2026	HCA	Very Good	
05/06/2026	GP	Very Good	Doctors advise was good and an appointment was made to have a scan at hospital
22/06/2026	Nurse Practitioner	Very Good	The ladies doctor was very patient and listened to what my dishes needed lovely from going in to coming out
09/06/2026	GP	Very Good	The Doctor was very professional and had empathy and consideration also put me at ease Thanyou
04/06/2026	Phlebotomist	Neither Good Nor Poor	Phlebotomist struggles to find a vein so I end up like a pin cushion. He always says ? I didn't have trouble last time did I ? ? the answer is ?yes? actually ha! Yes I had fluids yes my veins are a tad deep . Not a complaint merely an observation ?
25/06/2026	Phlebotomist	Very Good	I was seen promptly & on time. Was a v smooth process. Receptionist & nurse were lovely, friendly & professional.
29/06/2026	HCA	Very Good	
30/06/2026	NURSE CLINIC	Very Good	The nurse we saw was excellent, she was very welcoming and knowledgeable and gave impression of the practice.
22/06/2026	GP	Very Good	My case was taken seriously and i have received referral for further assessment which was what I expected from my appointment.
02/06/2026	NURSE CLINIC	Very Good	On time Nurse was excellent
25/06/2026	HCA	Very Good	Appt on time,nurse very pleasant.
10/06/2026	Phlebotomist	Very Good	Nurse was lovely and put me at ease. The receptionist was very helpful and super efficient.
16/06/2026	HCA	Very Good	Friendly nurse app on time
10/06/2026	NURSE CLINIC	Very Good	
25/06/2026	HCA	Very Good	Health care assistant was polite and efficient.
15/06/2026	Nurse Practitioner	Very Good	The dr who I saw was so easy to talk to ,her explaining tablets was very good 10 out ten
03/06/2026	Phlebotomist	Very Good	always make me feel at ease
30/06/2026	Phlebotomist	Very Good	The nurse was friendly and very thorough
23/06/2026	HCA	Very Good	The lady that treated me was excellent very easy to speak with Top Quality ?
17/06/2026	Phlebotomist	Very Good	Felt like I was in good hands, doctors was very thorough
09/06/2026	HCA	Very Good	Staff who took my blood very friendly and put me at ease
03/06/2026	NURSE CLINIC	Very Good	Seen by Dr who I already know and felt very comfortable with. Had bloods taken the next day by lovely staff. Still worried about my discomfort but much happier at North House Surgery thank you.
26/06/2026	Phlebotomist	Very Good	Polite staff, comfortable waiting area
22/06/2026	HCA	Very Good	Very good staff & good service, prompt and on schedule.
19/06/2026	NURSE CLINIC	Very Good	
09/06/2026	HCA	Very Good	It was my Annual Review, I was called earlier than my time by a few minutes, Lucy took my bloods never felt a thing. She was very pleasant and looked after me very well . Thank you
30/06/2026	NURSE CLINIC	Very Good	Quick and easy

11/06/2026	Phlebotomist	Very Good	Appt was on time & very friendly service
29/06/2026	HCA	Very Good	Efficient, professional put at ease
17/06/2026	Phlebotomist	Very Good	On time staff were brilliant.
18/06/2026	GP	Very Good	Dr was lovely. Listened to my concerns and came up with really good solutions. He made me feel totally at ease and I came away with a good plan of action and also contingencies if the plan doesn't work ie what plan B will be which is brilliant.
04/06/2026	HCA	Good	Receptionist very helpful
05/06/2026	NURSE CLINIC	Very Good	No waiting and procedure completed very quickly and efficiently.
02/06/2026	NURSE CLINIC	Very Good	I have always been treated with kindness and efficiency. North House surgery has always looked after me!
03/06/2026	Asthma Clinic	Very Good	Because she explained everything clearly
16/06/2026	HCA	Very Good	I waited only 1 minute to be seen.
19/06/2026	HCA	Very Good	The nurse that I saw made me feel very relaxed and comfortable when discussing my situation with her. Also making sure that I was aware of my situation and had a very clear and positive attitude towards my situation.
10/06/2026	Phlebotomist	Very Good	It's always very good at North House. I have no complaints
12/06/2026	Phlebotomist	Very Good	Got in quite quickly and didn't take long at all!
15/06/2026	NURSE PRESCRIBER CLINIC	Very Good	I was seen promptly and given the injection that Dr recommended
18/06/2026	Phlebotomist	Don't Know	Couldn't attend as was in A&E sent by 111 as no dr available at surgery - now in Sunderland with kidney failure
03/06/2026	Phlebotomist	Very Good	The appointment was a little behind time but I was told by the practitioner that he wouldn't be long.
02/06/2026	NURSE CLINIC	Very Good	Appointment on time with Nurse Practitioner, empathetic and supportive good discussion and advice. Follow up with nurse for bloods excellent service prompt and efficient.
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 Nurse was excellent
23/06/2026	GP	Good	Very understanding about my situation felt as they had my best interest at heart
03/06/2026	Nurse Practitioner	Very Good	
15/06/2026	Nurse Practitioner	Very Good	Appointment booked quickly and nurse practitioner was caring and treated me spot on.
02/06/2026	HCA	Very Good	Appointment was punctual and the member of staff was friendly and proficient.
02/06/2026	HCA	Good	Very nice Nurse who was pleasant and calm and efficient.
17/06/2026	Phlebotomist	Very Good	The nurse was friendly and very efficient. The check was completed quickly but with no undue haste
01/07/2026	Nurse Practitioner	Good	Little bit late but not by much, it was lunch time.
01/06/2026	NURSE CLINIC	Very Good	Appointment on time and nurse very polite and efficient
01/06/2026	Phlebotomist	Very Good	
15/06/2026	Phlebotomist	Very Good	
25/06/2026	NURSE CLINIC	Very Good	
26/06/2026	Nurse Practitioner	Very Good	Clear response and explanation
30/06/2026	NURSE CLINIC	Very Good	
15/06/2026	NURSE CLINIC	Very Good	
25/06/2026	GP	Very Good	Appointment on time, given advice which I asked for,
11/06/2026	Phlebotomist	Very Good	The nurse I had was lovely
30/06/2026	Phlebotomist	Very Good	Very friendly and pleasant staff had a great conversation and I left with a positive attitude thank you
23/06/2026	HCA	Very Good	Really pleasant staff
04/06/2026	Phlebotomist	Very Good	Quickly seen to (on time within seeing me). Friendly staff
29/06/2026	GP	Neither Good Nor Poor	Felt dismissed by the GP and although he was listening. Then proceeded to ring me on separate occasions after I left the consultation
10/06/2026	Phlebotomist	Very Good	Very professional and friendly experience
30/06/2026	Phlebotomist	Very Good	Fantastic service only wait 5 mins
30/06/2026	NURSE CLINIC	Very Good	Was seen even before my appointment time

23/06/2026	HCA	Very Good	Efficient and friendly service from staff member
24/06/2026	NURSE CLINIC	Very Good	Lovely polite friendly nurse who I saw, explained everything and why I was there very helpful. Waiting time was spot on. Clean tidy surgery and ease of check in.
17/06/2026	NURSE CLINIC	Very Good	Seen nurse before my appointment which was great and the nurse was very nice
23/06/2026	GP	Very Good	From booking and being seen in a timely manner, meeting was helpful and informative.
19/06/2026	HCA	Very Good	I'm happy
16/06/2026	Nurse Practitioner	Very Good	My last appointment was great had time for me
17/06/2026	Phlebotomist	Very Good	Nice and pleasant visit
17/06/2026	HCA	Very Good	Obvious simple answer to simple question.
05/06/2026	Phlebotomist	Very Good	Very professional easy to talk too very pleasant
15/06/2026	Phlebotomist	Very Good	great friendly staff
03/06/2026	NURSE CLINIC	Good	I'm happy with the care worker I saw yesterday she was efficient helpful and pleasant
03/06/2026	Phlebotomist	Neither Good Nor Poor	Im still waiting for a referral for:
26/06/2026	Nurse Practitioner	Very Good	Dealt with in a caring and professional manner and a second opinion was sought. Thank you to both involved for your help.
29/06/2026	HCA	Very Good	
29/06/2026	Session	Very Good	It was quick and easy
15/06/2026	NURSE CLINIC	Very Good	The receptionist was very helpful and sorted an additional appointment for me. Both the nurse conducting my annual review and the senior nurse practitioner
03/06/2026	NURSE CLINIC	Very Good	The nurse was very nice and friendly
17/06/2026	Nurse Clinic	Very Good	Prompt appointment
02/06/2026	HCA	Good	Doctor was on time did all the tests as quick as possible
10/06/2026	Phlebotomist	Very Good	Nurse was attentive, friendly, knowledgeable and extremely professional.
30/06/2026	NURSE CLINIC	Very Good	Very quick appointment time and lovely staff
18/06/2026	Nurse Practitioner	Very Good	Clinician was very professional and explained treatment option clearly, give both pros and cons so an informed decision could be made.
04/06/2026	Phlebotomist	Good	On time
01/06/2026	Phlebotomist	Very Good	Very helpful. Did not feel a thing when taken blood . And was happy to answer my questions
04/06/2026	Phlebotomist	Very Good	A very pleasant man conducted the blood test
04/06/2026	HCA	Very Good	
26/06/2026	Session	Neither Good Nor Poor	Was given this appointment without any explanation for what it was for.
16/06/2026	GP	Very Good	On time and attentive service
17/06/2026	HCA	Very Good	On time appointment. Friendly professional attitude
01/07/2026	Phlebotomist	Very Good	Pleasant, informative and accomplished tasks with proficiency
23/06/2026	HCA	Good	Friendly and good general attitude
24/06/2026	Asthma Clinic	Very Good	I was properly explained and instructed by the health professional that I have spoken to. Thank you for a very good advice.
11/06/2026	Phlebotomist	Very Good	Appointment on time and nurse extremely friendly and professional
02/06/2026	NURSE CLINIC	Very Good	
09/06/2026	HCA	Very Good	Lovely nurse I had today, very caring
04/06/2026	Phlebotomist	Very Good	Appointment was on time nurse was professional thorough pleasant and helpful
08/06/2026	HCA	Very Good	Quick and efficient.
17/06/2026	Nurse Clinic	Very Good	Appointment on time nurse nice girl the job okay very good thank you
29/06/2026	HCA	Very Good	On time appointment, fast and efficient visit
30/06/2026	NURSE CLINIC	Good	Saw locum at earlier appointment
01/06/2026	HCA	Very Good	I was seen on time by a very professional nurse
05/06/2026	Phlebotomist	Very Good	My doctor was really nice

24/06/2026	Nurse Practitioner	Good	Responsive and she listened to me
03/06/2026	Asthma Clinic	Very Good	Informative, clear and provided all of the information I needed and answered all questions thoroughly.
15/06/2026	Phlebotomist	Very Good	Pleasant and treat well
08/06/2026	HCA	Very Good	Appointment on time, friendly efficient service
17/06/2026	HCA	Very Good	I was made to feel very comfortable
01/07/2026	Nurse Practitioner	Very Good	The lady I saw was a lovely person talked me through what I need to do explained what medication I was going on a very friendly person
02/06/2026	GP	Good	Listened to what I had to say wasn't rushed out
17/06/2026	Phlebotomist	Very Good	The lady was helpful, pleasant, reassuring, and competent. No dramas with blood or pressure test. Can I book her again, please?
12/06/2026	GP	Don't Know	I missed two phone calls from my doctor which i had planned for two weeks i needed to talk to him personally ime blaming myself i was in shower first time then unfortunately my phone was on silent
30/06/2026	Phlebotomist	Good	Appointment on time and the nurse explained everything that she would be doing through out the appointment.
05/06/2026	HCA	Very Good	Happy friendly staff
01/07/2026	Nurse Practitioner	Very Good	
01/06/2026	NURSE CLINIC	Very Good	Doctor and nurse was lovely. Very helpful and put my mind at ease
15/06/2026	NURSE CLINIC	Very Good	
17/06/2026	NURSE CLINIC	Very Good	The nurse was very helpful
08/06/2026	HCA	Good	
23/06/2026	HCA	Very Good	The experience was very good so that's the box I checked. Im confused by what else you want
02/06/2026	GP	Very Good	I requested DR following my previous experience, as I feel he is very knowledgable and very understanding to my IVF needs at the moment, making sure I wasn't given anything that I wasn't allowed to take. Thank you!
01/07/2026	Phlebotomist	Very Good	Explained fully all the procedure.
12/06/2026	Phlebotomist	Good	
11/06/2026	Phlebotomist	Very Good	I was seen on time and the practitioner was friendly.
29/06/2026	HCA	Very Good	
22/06/2026	HCA	Very Poor	Turned up for a blood test only to be told by the HP she didn't know why I had come. Then told me not to raise my voice even tho I didn't do i just left.
01/07/2026	PRACTICE NURSE	Very Good	
25/06/2026	HCA	Very Good	I was late for my appointment but managed to to fit me in.
04/06/2026	NURSE PRESCRIBER CLINIC	Very Good	
03/06/2026	NURSE PRESCRIBER CLINIC	Very Good	Nurse is compassionate and conscientious in what she does and is an asset to the Surgery. Thank You ?
16/06/2026	HCA	Very Good	The nurse was very professional and the service was excellent .
04/06/2026	Phlebotomist	Very Good	Considerate gentleman took my blood sample
30/06/2026	NURSE CLINIC	Very Good	Prompt attention and very efficient and pleasant nurse
16/06/2026	HCA	Good	Blood pressure check thought i wasted mine & the health pridessional's time
19/06/2026	Phlebotomist	Very Good	The young lady made me feel relaxed and gave me information about what happens next first class
04/06/2026	HCA	Good	Prompt appointment.
02/06/2026	HCA	Very Good	Quick professional service
02/06/2026	NURSE CLINIC	Very Good	Friendly, fast and efficient
16/06/2026	HCA	Very Good	Three attempts to take blood am black and blue both arm never ever had that before?
17/06/2026	Nurse Clinic	Good	Normal appointment procedures, friendly and prompt.
24/06/2026	NURSE CLINIC	Very Good	
30/06/2026	Attached Staff	Very Good	Very polite and friendly
02/06/2026	Nurse Practitioner	Very Good	Submitted an e consult and got an appointment with the nurse practitioner and prescribed medication to help with my symptoms
15/06/2026	Phlebotomist	Very Good	Felt very comfortable at all times

03/06/2026	Phlebotomist	Very Good	Phlebotomist is always brilliant at taking my blood. A true gent.
24/06/2026	NURSE CLINIC	Very Good	
29/06/2026	Nurse Practitioner	Very Good	Staff are polite
03/06/2026	Nurse Practitioner	Very Good	Spoke with Nurse Practitioner who gave me some good advice and tips. Julie is very knowledgeable and easy to speak with.
23/06/2026	GP	Very Good	Staff are a credit to the surgery. Always understandable, polite and very helpful
12/06/2026	Phlebotomist	Very Good	
01/06/2026	Phlebotomist	Very Good	
22/06/2026	HCA	Very Good	.
11/06/2026	HCA	Very Good	My appointment was on time . Had blood taken...efficient service. Lovely nurse.
23/06/2026	GP	Very Good	A very thorough and pleasant service carried out with hopefully a a good and successful backup to follow
16/06/2026	NURSE CLINIC	Good	the nurse looked after me so well When i was extremely anxious
02/06/2026	Nurse Practitioner	Very Good	The appointment was timely, I saw Nurse Practitioner, I was happy with the outcome and feel less anxious regarding my situation.
16/06/2026	HCA	Good	
30/06/2026	GP	Very Good	
18/06/2026	NURSE PRESCRIBER CLINIC	Very Good	Appointment was on time,
10/06/2026	GP	Very Good	The receptionist was very helpful and gave me a lovely smile.
17/06/2026	Phlebotomist	Very Good	
17/06/2026	HCA	Very Good	I attended early for my appointment. I was called in, dealt with and out before my actual appointment time. Doesn't get any better than that. Thank you.
03/06/2026	HCA	Very Good	Very efficient service.
01/06/2026	NURSE CLINIC	Very Good	Nurse was polite and on time
09/06/2026	GP	Very Good	Kind and courteous
17/06/2026	NURSE CLINIC	Very Poor	This is the 3rd time I have been for an injection I have never had to pay for ever and again it was not ready and I am going to need to pay for it next week as my appointment has had to be moved again until injection is ordered.
23/06/2026	NURSE PRESCRIBER CLINIC	Very Good	Nurse is very professional and explained everything easily to understand
23/06/2026	NURSE CLINIC	Good	My interview with the Nurse was very good. I was made aware of various ways of keeping my blood pressure under control. I had a wait in the queue for the receptionist, of about 10 minutes.
15/06/2026	HCA	Very Good	Made very welcome, I hate the doctors try not to go to be honest, in and out within minutes, nurse was very polite
03/06/2026	Phlebotomist	Very Good	Appointment on time. Painless procedure. Pleasant experience with a very nice and efficient phlebotomist . Thank you.
17/06/2026	NURSE CLINIC	Very Good	Seen on time pleasant assistant quickly dealt with procedure.
12/06/2026	Nurse Practitioner	Good	
02/06/2026	HCA	Good	Put me at ease and friendly
22/06/2026	HCA	Very Good	stress-free. Friendly and professional
03/06/2026	Phlebotomist	Very Good	
04/06/2026	HCA	Very Good	Nurse was attentive and caring
12/06/2026	GP	Very Good	The dr expained what is happening
26/06/2026	Phlebotomist	Very Good	I was treat with courtesy
17/06/2026	NURSE CLINIC	Very Good	So friendly, considerate, we felt she knew what she was doing.
25/06/2026	HCA	Very Good	Prompt appointment
18/06/2026	GP	Good	
23/06/2026	HCA	Very Good	On time and very friendly nurse who made me feel totally relaxed.
25/06/2026	NURSE CLINIC	Very Good	Very pleasant efficient staff

29/06/2026	Session	Very Good	Very pleasant and productive app with Kim from the pharmacy team
16/06/2026	NURSE CLINIC	Very Good	Nurse was very kind and helpful. Put me totally at rest. Her sense of humour was really helpful. Need more nurses like her. Thank you.
04/06/2026	Nurse Practitioner	Very Good	Nurse Practitioner was really helpful with appointment she gave me advice on how to help with constipation and gave me options to what medication would help the best
16/06/2026	Nurse Practitioner	Very Good	Nurse Practitioner is the best and the receptionist is Pleasant and calls back as promised
02/06/2026	NURSE CLINIC	Very Good	Very quick appointment, was seen slightly early. No complaints. Good service.
01/07/2026	Phlebotomist	Very Good	Nurse was friendly and put me at my ease knowing that I hate needles she chatted away and was extremely efficient.
01/06/2026	HCA	Very Good	Very polite and friendly service thankyou
02/06/2026	NURSE CLINIC	Very Good	Nursing Associate was very professional and made me feel comfortable and at ease
08/06/2026	HCA	Very Good	Quick and friendly appointment
12/06/2026	Phlebotomist	Good	Phlebotomist was professional, skilled and polite.
04/06/2026	Nurse Practitioner	Very Good	The nurse practitioner was fantastic put me at ease.
02/06/2026	HCA	Very Good	Very efficient and friendly.
15/06/2026	Phlebotomist	Very Good	Found the vein immediately and utterly professional whilst being courteous and friendly. Top service
12/06/2026	Baby Immunisation Clinic	Very Good	From the call back to the appointment everyone was friendly and professional. The call back service was good. The receptionist really helpful in organising an appointment for me and the nurse was excellent. Thank you for a good service, well done.
10/06/2026	Nurse Practitioner	Very Good	Very professional
01/07/2026	PRACTICE NURSE	Good	Checked in easy and the surgery was quite so wasn't waiting to long
12/06/2026	HCA	Very Good	Always happy smiling faces for what must be very repetitive day of blood pressure and blood taking
25/06/2026	Nurse Practitioner	Good	Had to wait about 40 mins before seeing practice nurse. When not feeling well it's a long time to wait. I do appreciate appointments run over but it said when I
04/06/2026	NURSE PRESCRIBER CLINIC	Very Good	Nurse was great she relaxed me and made me feel at ease. Was very apologetic as well as she was running a bit late. Overall experience I've had with the practise has been great