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'YOU SAID WE DID'

June 2026

The feedback we receive from patients, visitors, staff, and members of the public is analysed to help us understand what we do well and where we can improve.

We are always keen to improve the services that we provide. We have given some examples below of the feedback we have received throughout the month of June and how it has been used to prompt any changes.

You Said.....

- Should be able to give a time for calls, rather than anytime
- Arrived for appointment to be told experiencing a power failure
- Was given an appointment without any explanation
- Never had anything but excellent service
- Nurse was amazing!
- Friendly Staff
- Prompt Efficient Service

We Did.....

- Passed on all the comments/feedback to the team.
- We do try to give an indication as to whether a telephone appointment/call will be made on the AM or PM. Ultimately the Clinicians prioritise their appointment bookings depending on medical need so that patients with the most urgent or serious medical conditions receive timely care.
- Unfortunately, we did experience an unexpected power failure, and for safety purposes, a few appointments had to be re-arranged until the business continuity plan could be fully implemented/power restored.
- Communication is key when booking appointments, and it is expected that patients are informed as to why an appointment is being made for them. We have shared your feedback with the team as a reminder of the importance of providing patients with sufficient information when arranging appointments.
- We would also encourage anyone who experiences issues, that they would like addressed, to contact our practice manager and then each case can be looked at on an individual basis.
- The Friends And Family Feedback that we receive monthly is anonymous which makes it difficult to address individual comments.

We share all your feedback with the practice team to ensure that any learning/training needs are addressed and to also send our appreciation to the team for their hard work and dedication.

We would also like to acknowledge and thank our patients for the 422 responses that rated the practice as being 'very good' or 'good' in the month of June.