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'YOU SAID WE DID'

April 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 April and how it has been used to prompt any changes.

You Said.....

- I find it very difficult to get an appointment even though I ring at 8am
- I don't like dealing with the pharmacist, I feel that they aren't aware of my situation.
- Bright, clean and welcoming surgery
- The staff here are fabulous, I never feel that I'm being "rushed" out of an appointment
- Staff are awesome, attentive, smiling, well informed. Best GP practice I have been with. Whatever you are doing keeping doing it because it's working.

We Did.....

- Passed on all the comments/feedback to the team.
- We are continuously trying to offer alternative ways to access the practice rather than ringing at 8am. Patients can now submit an econsultation and this will be dealt with in exactly the same way as if a patient had rang or called into the practice for an appointment. This avoids having to wait in a call queue.
- The Pharmacist team have the same access to medical information as any of the other Health Professionals do in the practice. They also work closely with the GPs.
- 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 459 responses that rated the practice as being 'very good' or 'good' in the month of April.