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'YOU SAID WE DID'

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

You Said.....

- Lack of pre bookable appointments to see a certain GP for a review
- Spend hours on the phone trying to get an appointment
- The heart and COPD review was a tick box exercise which could have been done online
- I was treated with the best and most caring staff
- Excellent service from reception to Doctor
- Great level of service, able to book an appointment, I was seen on time and dealt with professionally

We Did.....

- Passed on all the comments/feedback to the team.
- We are currently reviewing the number of pre-bookable appointments that we offer.
- We have recently introduced econsultations <https://northhousesurgery.webgp.com/>, this can be completed online and will be dealt with in the same way as if a patient phoned or called into the surgery.
- There are specific questions that need to be asked during a long term condition review to ensure that all medical aspects are covered and any issues identified whilst speaking to the patient.
- 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 329 responses that rated the practice as being 'very good' or 'good' in the month of March.