

Dates	Department	Rating	Response
12/02/2026	GP	Very Good	I always see dr w he always reassures me when ever I need to see him
17/02/2026	Nurse Practitioner	Very Good	Got the appointment easily. No waiting. Nurse Practitioner listened to what I wanted and sorted no problem.
17/02/2026	GP	Good	
02/02/2026	Phlebotomist	Very Good	Friendly professional nurse discussed prostate checks bloods taken very happy with service
25/02/2026	Nurse Practitioner	Very Good	Excellent and very reassuring attention
19/02/2026	NURSE CLINIC	Neither Good Nor Poor	Bloods taken ok no issues, 24 hour ecg no issue. After having my latest injection for prostate cancer, this is the worst one ever having had 6 previously. This is the first time Ive had this injection with the nurse seated. Still very painful now 5pm
26/02/2026	HCA	Very Good	Very good service from a very pleasant nurse.
27/02/2026	Phlebotomist	Good	Polite empathetic staff did job efficiently and with care
19/02/2026	HCA	Very Good	Nurse is very friendly and makes you feel very relaxed. Hardly felt a thing when she removed my stitches. Very gentle, thank you! ?
09/02/2026	HCA	Very Good	I arrived early & was seen early, which I didn't expect. The nurse I saw was wonderful, friendly, had me at ease. Took blood sample & I didn't feel a thing. Very professional, I'm just sorry I didn't get her name!
25/02/2026	Nurse Associate	Very Good	Empathetic and efficient nurse. Thank you
24/02/2026	Nurse Practitioner	Very Good	Appointment on time, phone call beforehand to remind me, nurse very helpful, thorough and knowledgeable. Definitely put my mind at ease.
19/02/2026	PRACTICE NURSE	Very Good	E consult replying in a few hours and offer of appointment within same day.
09/02/2026	HCA	Very Good	Turned very pleased up a bit early got straight in then same for second appointment very good
18/02/2026	HCA	Very Good	
27/02/2026	Phlebotomist	Very Good	Very pleasant nurse .Explained everything that was required with the tests .
03/03/2026	GP	Very Good	Very good
04/02/2026	Phlebotomist	Very Good	On time appointment
11/02/2026	GP	Very Good	I felt listened to (eventually) & have been referred for further investigation.
12/02/2026	HCA	Very Good	Quick and pleasant experience
26/02/2026	COPD TELEPHONE CLINIC	Very Good	Very professional
12/02/2026	Phlebotomist	Very Good	Nurse was very helpful
13/02/2026	HCA	Very Good	Quick, pleasant lady. No problems getting bloods
13/02/2026	PRACTICE NURSE	Very Good	The staff are always helpful and explain everything clearly
24/02/2026	Nurse Associate	Very Good	my nurse was very nice and kept me calm
18/02/2026	Phlebotomist	Very Good	I was treated very well
26/02/2026	NURSE CLINIC	Very Good	I was in and out in 5 minutes
19/02/2026	Nurse Practitioner	Very Good	
17/02/2026	GP	Very Good	The doctor treated my son with respect and spoke directly to him asking how he felt and his opinion - this is brilliant for a 14 year old boy
17/02/2026	HCA	Very Good	very good service
24/02/2026	HCA	Very Good	On time. Clearly explained everything
26/02/2026	Phlebotomist	Very Good	Phlebotomist is very professional, friendly and put me at ease.
20/02/2026	NURSE CLINIC	Very Good	
13/02/2026	Phlebotomist	Very Good	Excellent knowledgeable nurse. Caring approach & explained everything very clear.
20/02/2026	NURSE CLINIC	Very Good	Very pleasant receptionist, very pleasant, efficient and personable nurse. Very little waiting time.
03/02/2026	Attached Staff	Very Good	Very informative
05/02/2026	HCA	Very Good	Friendly and efficient
17/02/2026	HCA	Very Good	Fast, efficient, and friendly helpful staff member
03/03/2026	Nurse Practitioner	Very Good	Appointment on time. Dr N is an excellent GP, so thorough and cares for his patients.
09/02/2026	HCA	Neither Good Nor Poor	Because I was asked if I had brought a urine sample with me but hadn't been made aware that this was required. As messages had been sent about the appointment this requirement should have stated in the message. I now have to make a further visit

04/02/2026	NURSE CLINIC	Very Good	The lass was really good on the phone was understanding and really helpful 10/10
18/02/2026	NURSE CLINIC	Very Poor	I tried ringing for 1 hour to say i would be 10 mins late, could not get through, requested for call back, 35 mins later (after my appointment) i got told would have to re-arrange, after i travelled all the way home from morpeth to get there
20/02/2026	NURSE CLINIC	Very Good	
05/02/2026	Phlebotomist	Very Good	Appointment on time and very efficient
26/02/2026	HCA	Very Good	Appointment on time, lovely nurse, professional but friendly and didn't mind being asked questions.
04/02/2026	Phlebotomist	Very Good	Early morning appt given due to work commitments, appt on time, nurse seen very polite and friendly made me feel at ease
17/02/2026	Attached Staff	Very Good	Very friendly and thorough
26/02/2026	NURSE CLINIC	Very Good	Good service
16/02/2026	Nurse Associate	Very Good	
19/02/2026	NURSE CLINIC	Very Good	I was seen very quickly, highly professional and skilled staff, I was treated with dignity and respect. I received assistance with some things with which I was struggling and staff helped me to get them seen to quickly and during review.
02/03/2026	Midwife	Very Good	Appointment eas on time and all went well
18/02/2026	Phlebotomist	Very Good	Friendly and professional staff, appointment on time
09/02/2026	Phlebotomist	Very Good	the appointment was on time. staff very welcoming and reassuring
17/02/2026	Nurse Associate	Very Good	Nurse was very pleasant and made the visit enjoyable.
27/02/2026	HCA	Very Good	Seen before time, treated well and information explained
04/02/2026	Nurse Associate	Very Good	
18/02/2026	Nurse Practitioner	Good	All tests/scans proved negative re-clot in left leg.I was very surprised at the normal urine sample result & have doubts about that result. Whilst I was reassured about the clot issue, I was disappointed re-why leg/ankle remained swollen,no follow up
05/02/2026	HCA	Very Good	
26/02/2026	Phlebotomist	Very Good	the phlebotomist. Lovely fella.
10/02/2026	HCA	Very Good	On time
23/02/2026	Phlebotomist	Very Good	Appointment on time Nurse Friendly and informative Checked everything thoroughly Good experience thank you
04/02/2026	Phlebotomist	Very Good	Friendly and professional i was totally at ease.
17/02/2026	NURSE CLINIC	Very Good	Appointment on time and about pleasant reception. Efficiently performed.
25/02/2026	NURSE CLINIC	Very Good	Was on time and was out quickly doing bloods and weight, doing things correctly
			Blood taken.. Blood preasure Weight taken Plus questions on general health.
25/02/2026	Phlebotomist	Very Good	All done with ease and professional.
02/02/2026	HCA	Very Good	Stress free
12/02/2026	PRACTICE NURSE	Very Good	Same day appointment provided. Absolutely lovely and knowledgeable nurse dealt with my issue quickly and efficiently, very little wait time and so reassuring.
18/02/2026	Phlebotomist	Very Good	
18/02/2026	NURSE CLINIC	Very Good	Appt on time friendly staff
			Great staff Easy to talk to Very helpful
25/02/2026	Nurse Associate	Very Good	
24/02/2026	HCA	Very Good	My appointment was on time. The Nurse was both friendly and professional. She made the whole health check a relaxed and efficient experience.
24/02/2026	Nurse Associate	Very Good	
02/02/2026	COPD TELEPHONE CLINIC	Good	Covering every possible option as to what is required
03/03/2026	NURSE CLINIC	Good	Staff member was friendly and explained procedures, but didn't introduce herself (name and position) or address me by my name.
16/02/2026	HCA	Very Good	Nurse was very pleasant explained how to use monitor done in a few minutes
12/02/2026	NURSE CLINIC	Very Good	Nurse was friendly and made me feel relaxed. Was gentle when performing smear test. Gave me my privacy and dignity.

24/02/2026	Nurse Associate	Very Good	Great staff as always!
06/02/2026	PRACTICE NURSE	Very Poor	The gp booked a follow up messaged to change it and now I can't get through to arrange a new time. Very poor service and I'm left with no follow up which I arranged with gp in my appointment. Terrible service
12/02/2026	HCA	Very Good	Appointment on time. Medical professional knowledgeable and respectful.
04/02/2026	Nurse Associate	Very Good	As always polite?.
25/02/2026	NURSE CLINIC	Very Good	Very efficient and friendly
17/02/2026	Nurse Associate	Very Good	Could not fault service of nurse i saw
25/02/2026	Phlebotomist	Good	Friendly nurse but over 40 mins late to actually be seen
27/02/2026	NURSE CLINIC	Very Good	Cheerful welcome. Arrived early for my appointment and was seen by nurse early. In and out in minutes
03/02/2026	Attached Staff	Very Good	Only had to wait 2 weeks for a physio appointment from GP referral unfortunately the X-ray referral system was down, which is disappointing as I believe that may give answers to my condition.
12/02/2026	Phlebotomist	Very Good	The man was very nice with everything he did for me thanks x
04/02/2026	Nurse Practitioner	Very Good	The doctor I saw was amazing and so welcoming
20/02/2026	Phlebotomist	Very Good	Excellent service and no waiting for the appointment
09/02/2026	HCA	Very Good	Appointment as expected quick and efficient
16/02/2026	HCA	Poor	a box ticking exercise. asked to go over asthma meds, when told I have been coughing more since before Xmas, made an appointment for a doctors phone call, no mention of asthma meds or prostate meds. total waste of her time and mine.
11/02/2026	NURSE CLINIC	Don't Know	Appointment was cancelled and rescheduled, thanks.
17/02/2026	HCA	Very Good	the nurse who I saw was lovely
03/03/2026	Session	Very Good	Having just moved to Witton le Wear, registration and issue of new prescription were dealt with speedily and proactively with prompt calls from a helpful person.
25/02/2026	HCA	Very Good	I made sure I was early for the appointment and all went well - efficiently performed and with a friendly nurse
02/02/2026	HCA	Good	Lovely nurse pleasant and efficient
12/02/2026	HCA	Good	Felt at easen
11/02/2026	NURSE CLINIC	Very Good	Appointment on time and no pain blood sample! Thank you ?
09/02/2026	HCA	Very Good	On time appointment, very friendly staff, good communication, everything explained,
02/02/2026	COPD TELEPHONE CLINIC	Very Good	Lady was polite and knew her job
13/02/2026	NURSE CLINIC	Very Good	Simple and prompt
09/02/2026	HCA	Very Good	The person I saw was very professional and helpful ?
03/02/2026	Attached Staff	Very Good	Appointment easy to book with online service. Fully Informed of process by physio/practitioner, along with diagnosis.
27/02/2026	Nurse Practitioner	Very Good	Call back from surgery minutes after submitting request for econsult, scheduling me an appointment which ive now had. Called on time. Very understanding of my issues. Explained prescription and time to ask questions. Very good service
20/02/2026	PRACTICE NURSE	Very Good	Got an early appointment with a friendly knowledgeable member of staff. She took her time and was very thorough.
25/02/2026	Phlebotomist	Very Good	Was seen on time and staff were very friendly and efficient
24/02/2026	Nurse Associate	Very Good	Lovely staff, appointment kept to time
03/02/2026	HCA	Very Good	Appointment on time .. Nurse articulate kind and efficient .. Thank you!
09/02/2026	GP	Very Good	Dr checked my chest, muscles, blood pressure and stomach, gave me medication to help and explained what he thought was wrong
24/02/2026	HCA	Very Good	It very quick and didn't have to wait long
10/02/2026	Nurse Clinic	Very Good	Could book an appointment that fitted with my menstrual cycle and work commitments and the practitioner that I saw was lovely
18/02/2026	HCA	Very Good	Nurse was very helpful did what she had to do .
03/03/2026	NURSE CLINIC	Very Good	On time and very efficient
16/02/2026	Nurse Clinic	Very Good	Kind caring staff
27/02/2026	Phlebotomist	Very Good	As always I was treated with kindness and respect and the service was first class.
18/02/2026	Nurse Associate	Good	Nice friendly workers
25/02/2026	HCA	Very Good	Appointment on time, actually early. Great staff as always.

26/02/2026	GP	Very Good	Satisfactory
10/02/2026	HCA	Very Good	Very professional
11/02/2026	Nurse Practitioner	Very Good	Seen really quickly considering how busy it was. Doctor really helpful and got to the problem of why I was poorly
16/02/2026	Nurse Associate	Very Good	So easy to register arrival at surgery, appointment was on time, very professional staff, blood taken with no bruising, excellent job done.
04/02/2026	Nurse Associate	Very Poor	My "review" wasn't a review it was an "update" of weight and blood pressure, what I need reviewing is my CHEST INFECTION, BACK PAIN, KNEE DEGENERATION, THE LUMP GROWING ON MY SIDE AND THE FACT MEDICATION HAS CAUSED SCURVY
12/02/2026	Phlebotomist	Very Good	Right on time, bloods taken without any problem. Well Done!
12/02/2026	Phlebotomist	Very Good	On each occasion that I have been seen I have been made at ease which makes the appointment more acceptable
09/02/2026	HCA	Very Good	Appointment was on time, quickly and efficiently dealt with by a pleasant young lady nurse.
26/02/2026	Phlebotomist	Very Good	Usual first class approach
25/02/2026	Nurse Associate	Good	All the staff are always willing to help
20/02/2026	Phlebotomist	Very Good	Very friendly nurse, informative, professional manner
05/02/2026	HCA	Very Good	The nurse is lovely and makes me feel really at ease
24/02/2026	HCA	Good	Very friendly nurse and efficient
19/02/2026	HCA	Very Good	
19/02/2026	Phlebotomist	Very Good	Appointment on time Professional phlebotomist Excellent service Thank you
16/02/2026	PRACTICE NURSE	Very Good	It was better than very good it was excellent very pleasant and reassuring
27/02/2026	Phlebotomist	Very Good	Seen promptly, staff always pleasant? and I wasn't hurt!
11/02/2026	Nurse Associate	Neither Good Nor Poor	The information recorded on my GP record for today's visit does not accurately reflect the discussion that took place. There are a number of matters that were ticked as being discussed and advice given which were not discussed at all.
02/03/2026	PRACTICE NURSE	Very Good	Great level of service, able to book an appointment, I was seen on time and dealt with professionally
10/02/2026	Nurse Associate	Very Good	
03/03/2026	HCA	Very Good	The appointment was on time, treated respectfully and kindly and was given an appointment pretty quickly with not too long to wait
05/02/2026	Nurse Practitioner	Very Good	Reception nurses and doctors always very helpful kind and patient when attending surgery.
05/02/2026	NURSE CLINIC	Very Good	Pleasant and engaged discussion of review and introduction of alternative method and medication to try with review point in place
19/02/2026	Nurse Practitioner	Very Good	Nurse Practitioner is always so supportive and understanding. We are lucky to have her at North House Surgery.
16/02/2026	Nurse Associate	Very Good	Appointment was 8.10 bloods done quickly and out by 8.13 .Great service.
27/02/2026	Phlebotomist	Very Good	On time and very pleasant staff
13/02/2026	NURSE CLINIC	Very Good	The nurse was friendly and supportive towards me.
25/02/2026	Phlebotomist	Neither Good Nor Poor	Arrived early for appointment, was 15 minutes delayed due to having been overlooked by appropriate staff! However I did get an apology.
02/03/2026	PRACTICE NURSE	Very Good	Got in stright away
17/02/2026	HCA	Very Good	the nurse was very professional explained everything to me and eplained what i need to do
04/02/2026	Session	Very Good	
13/02/2026	HCA	Very Good	Professional, friendly, fast , patient with my slowness
25/02/2026	Nurse Associate	Poor	The shutters don't open till 8 o'clock there was 15 people in the queue i went and sat down to be told go and stand in queue to check in at reception as computer was broke i was outside building when a lady that new me said nurse was calling my name
25/02/2026	Nurse Associate	Good	It's hard to call
02/03/2026	Phlebotomist	Very Good	Great nurse helpful and patient no problems thank you .
13/02/2026	PRACTICE NURSE	Very Good	Easy and efficient
20/02/2026	Phlebotomist	Very Good	Nurse was very friendly and helpful.
27/02/2026	Phlebotomist	Very Good	Nurse was friendly nice and talkative..
02/03/2026	HCA	Very Good	Staff very helpful and listened

11/02/2026	Phlebotomist	Very Good	Very friendly but also professional talked me through the procedure very pleased
18/02/2026	GP	Good	
06/02/2026	Phlebotomist	Very Good	
18/02/2026	Nurse Practitioner	Very Good	I received my call within the time scale I was told and follow up appointments put in place. Nurse Practitioner was friendly supportive and helpful.
26/02/2026	Baby Immunisation Clinic	Very Good	Friendly and professional nurse. Was seen very quickly
11/02/2026	Phlebotomist	Very Good	Made me feel at ease and very professional
			The actual visit was fine and comprehensive interview by GP. Unable to contact surgery online . Phoned 15 times before given the opportunity for a call back No appointments left.Result in 2 hr wait in urgent care followed by 8 hours in A&E. Poor.
05/02/2026	Phlebotomist	Good	
27/02/2026	NURSE CLINIC	Very Good	Appointment on time and nurse was very friendly and helpful
26/02/2026	NURSE CLINIC	Very Good	Person I dealt with lovely warm and friendly and informative.
18/02/2026	Nurse Practitioner	Very Good	Professional and pleasant xx
20/02/2026	Nurse Practitioner	Very Good	Every one is super understanding I must go as far as to say this is the best Gp iv ever been to every problem I have me and my partner it?s resolved they are so friendly and I have no stress that I will suffer because everyone resolves my issues
02/03/2026	HCA	Very Good	Came in earlier and was seen straight away was in and out in no time
17/02/2026	Nurse Associate	Very Good	Prompt, helpful and satisfactory
			Very understanding, thorough, explained problem then gave advice on medication.
23/02/2026	GP	Very Good	??????????
			In and out with minimal fuss. As usual.
25/02/2026	HCA	Very Good	Very good service.
17/02/2026	Nurse Clinic	Very Good	Very quick comfortable smear test, Nurse was friendly making me feel relaxed, i normally feel uncomfortable.
27/02/2026	HCA	Good	I was seen promptly and efficiently. However, I was surprised to see that the practitioner wore no uniform. Just casual clothes. Not very professional in my opinion.
12/02/2026	NURSE CLINIC	Very Good	Seen to promptly, no waiting around. The nurse was kind and informative
12/02/2026	Phlebotomist	Very Good	Had blood sample taken. Mr Porter was courteous and professional and the service was good.
24/02/2026	GP	Very Good	I?m happy with the service.
26/02/2026	Phlebotomist	Very Good	I don't visit often and the staff are very helpful.
11/02/2026	Phlebotomist	Very Good	
13/02/2026	Nurse Associate	Very Good	Appointment on time
18/02/2026	Nurse Associate	Very Good	Because it is the correct answer
06/02/2026	HCA	Very Good	Nurse was so kind and put me at ease
17/02/2026	HCA	Good	
03/02/2026	Nurse Clinic	Very Good	No long waiting time happy and friendly staff.
26/02/2026	Phlebotomist	Very Good	Just good service very friendly guy
03/02/2026	HCA	Very Good	short wait time and very friendly staff
04/02/2026	Nurse Practitioner	Very Good	Nurse Practitioner is always very professional, she listens to what I say, gives excellent advice and makes me feel supported. She genuinely seems to care 5* + I cannot praise her highly enough she?s a gem ?
20/02/2026	Phlebotomist	Very Good	On time no hassle and always a pleasure to see bob the plobotamist
09/02/2026	PRACTICE NURSE	Very Good	Very friendly , on time which is good when your working and need to get to work , listened and very helpful
19/02/2026	NURSE CLINIC	Very Good	Not long in waiting area and nurse very professional as usual
19/02/2026	NURSE CLINIC	Very Good	Polite staff, short waiting time and felt at ease :)
			Clean waiting area
			Not long to wait
20/02/2026	Phlebotomist	Very Good	Friendly staff

17/02/2026	Nurse Clinic	Very Good	Because the nurse was very helpful
10/02/2026	Nurse Practitioner	Very Good	Explained reasons for further tests.
03/02/2026	NURSE CLINIC	Very Good	Appointment on time.. staff polite and helpful.
11/02/2026	Phlebotomist	Very Good	Only one quick blood test & blood pressure in & out
23/02/2026	Phlebotomist	Very Good	
24/02/2026	HCA	Good	Appointment was for a review which I assumed was to discuss any issues I had and to review meds, it seems it wasn't. I wanted to discuss health issues weight and medication but was told that wasn't the reason for the appointment. What was the point?
03/03/2026	NURSE CLINIC	Good	
19/02/2026	HCA	Very Good	My appointment was for a test for breathing the nurse talked me through the test and it was easy to do. The nurse was superb.
25/02/2026	Nurse Associate	Very Good	Lovely attentive , friendly nurse
06/02/2026	Phlebotomist	Very Good	Because it?s true
23/02/2026	HCA	Don't Know	Appointment cancelled
02/03/2026	Midwife	Good	Nurse appointment good. Entry screen not working and had to go to busy reception desk which although on time, I was five minutes late booking in at desk.
27/02/2026	Phlebotomist	Very Good	As always nurse was friendly and professional
02/02/2026	HCA	Very Good	HCA was so pleasant and professional from the outset
17/02/2026	GP	Very Good	
03/03/2026	NURSE CLINIC	Very Good	The nurse was just lovely. So pleasant. Sorry I didn't catch her name.
27/02/2026	HCA	Very Good	
25/02/2026	Phlebotomist	Very Good	Appointment on time no waiting Nurse very friendly and efficient I hate having blood taken but didn't feel a thing this time so all good
23/02/2026	Phlebotomist	Very Good	Appointment was on time no long delay reception was nice and friendly..
27/02/2026	Baby Immunisation Clinic	Very Good	
06/02/2026	HCA	Very Good	The appointment was made by the surgery, it was on time - no waiting.
13/02/2026	HCA	Very Good	Appointment was on time and the nurse was very polite and efficient.
18/02/2026	NURSE CLINIC	Very Good	The doctor was very good helped me alot and gave me all the information i needed
05/02/2026	PRACTICE NURSE	Very Good	Prompt appointment, Nurse very nice polite and knowledgeable felt confident in what she was telling me as she explained it fully .
26/02/2026	NURSE CLINIC	Very Good	Your service was very good
04/02/2026	Phlebotomist	Very Good	
13/02/2026	NURSE CLINIC	Good	
17/02/2026	NURSE CLINIC	Very Good	Nurse who administers my depo is always friendly? professional and always makes me feel comfortable. She then rang me the following day as promised to let me know when my next appointment is.
24/02/2026	HCA	Very Good	No waiting, very informative
04/02/2026	NURSE CLINIC	Very Good	
17/02/2026	NURSE CLINIC	Very Good	Appointment on time, nurse very pleasant (as always)
27/02/2026	Phlebotomist	Very Good	
06/02/2026	Baby Immunisation Clinic	Very Good	
03/03/2026	HCA	Neither Good Nor Poor	I don't feel I've listened to by North House. Who I saw spoke to me in a kinda talking down tone. I've had a bad experience with my health issues..not been seen face to face by a doctor in over 2 years. I can't get an appointment to see my regular doc
02/02/2026	Nurse Clinic	Very Good	
06/02/2026	PRACTICE NURSE	Very Good	Got an appointment same day, dr saw me on time. She did a full examination and prescribed antibiotics as needed.
02/02/2026	HCA	Very Good	Efficient

13/02/2026	Phlebotomist	Don't Know	Think I had to cancel appointment That's why I had to say ' I dont know' I have had to ask previously to move to a different surgery for mental health reasons using manual feedback form got no reply Pl inform how I can formally do this in writing
13/02/2026	Phlebotomist	Very Good	
04/02/2026	Session	Very Good	Because it is true
26/02/2026	Phlebotomist	Very Good	Quick and relatively painless blood test
20/02/2026	Phlebotomist	Very Good	He's always very nice and he gets my blood out every time ?
27/02/2026	NURSE CLINIC	Very Good	Because I was straight and out
05/02/2026	HCA	Good	Very approachable.
26/02/2026	Phlebotomist	Very Good	the Nurse Prac is professional, approachable and extremely helpful, the receptionist (did not get her name) was also absolutely fantastic when I couldn't make a face to face appointment, very accommodating and understanding.
02/03/2026	Phlebotomist	Very Good	Nurse was very friendly and made me feel at ease.
19/02/2026	NURSE CLINIC	Very Good	Injection given with sensitivity with friendly staff member and explained fully . Thankyou very much .
26/02/2026	Phlebotomist	Very Good	Phlebotomist was super efficient as usual and he is so good at his job.
18/02/2026	Nurse Associate	Very Good	Nursing Associate, kept me calm when talking my blood and was politely and friendly.
24/02/2026	HCA	Very Good	My appointment was on time, the nurse was very friendly as usual.
12/02/2026	PRACTICE NURSE	Very Good	The practice nurse was very thorough. A very nice person. And the general man in with us was lovely too as he opened the door for me.
18/02/2026	Phlebotomist	Very Good	Phlebotomist was lovely, very pleasant and professional.
03/02/2026	NURSE CLINIC	Good	
18/02/2026	Phlebotomist	Very Good	Very
18/02/2026	Nurse Associate	Very Good	The nurse put me at ease was very professional and friendly
11/02/2026	Nurse Associate	Very Good	Very nice Nurse and didn't have to wait very long
02/02/2026	Phlebotomist	Very Good	Very professional and very friendly treatment and care, thank you!
13/02/2026	Phlebotomist	Very Good	Appointment was on time and HCA was very friendly
04/02/2026	Phlebotomist	Very Good	Appointment on time nurse explained everything and was very efficient
02/03/2026	Phlebotomist	Very Good	Highly efficient. Clear explananations to any questions. Put at ease.
04/02/2026	NURSE CLINIC	Good	Nurse was polite and sounded cheerful, questions were clear and concise, and advice given was good
20/02/2026	HCA	Very Good	Nurse very professional in and out before my time slot
03/02/2026	GP	Very Good	My appointment with Dr H was very thorough. I have always had positive experiences with the surgery
18/02/2026	HCA	Very Good	Very pleasant experience
27/02/2026	Nurse Practitioner	Very Good	Pleasant staff, good appointment system, a really positive experience
26/02/2026	HCA	Very Good	The staff were very helpful and friendly
11/02/2026	GP	Very Good	The Dr was Thor and diagnosed with the right medication, he was very polite and made me feel comfortable. Very greatful
27/02/2026	NURSE CLINIC	Very Good	Nurse was absolutely spot on receptionist was very helpful with what was needed
12/02/2026	NURSE CLINIC	Good	I was able to do two assignments in one go first I had a appointment with the nurse and then I got to have a word with the doctor
18/02/2026	Nurse Associate	Very Good	L we pick, comfortable and friendly
25/02/2026	Phlebotomist	Very Good	On time and great doctor
11/02/2026	Phlebotomist	Very Good	
03/03/2026	HCA	Very Good	HCA was very professional put us at our ease had a lovely friendly manner and did her job very well.We would be happy to see her again!!

18/02/2026	Nurse Associate	Very Good	Excellent service. Great staff. Seen on time.
05/02/2026	NURSE CLINIC	Very Good	Appointment was on time, felt at ease with the nurse and everything explained to me.
17/02/2026	Nurse Practitioner	Very Good	Telephone appointment very helpful with desired outcome.
18/02/2026	NURSE CLINIC	Very Good	I didn't wait long for nurse and she was lovely and polite .
02/03/2026	GP	Very Good	The appointment was kept on time and the GP was friendly and caring.
03/03/2026	HCA	Good	Lovely pleasant nurse very efficient and helpful
11/02/2026	NURSE CLINIC	Very Good	Prompt appointment. Friendly nurse and good attention
11/02/2026	Phlebotomist	Very Good	Appointment on time nurse very nice who took my bloods explained what she was taking my blood for
06/02/2026	Phlebotomist	Very Good	Nurse was friendly, accommodating and listened.
16/02/2026	PRACTICE NURSE	Very Good	
06/02/2026	HCA	Very Good	
25/02/2026	Nurse Associate	Very Good	The appointment was made straight away and a time to suit me no problem
17/02/2026	Nurse Associate	Very Good	How everything was explained in a easy way.
12/02/2026	HCA	Good	
09/02/2026	Phlebotomist	Very Good	Very friendly and polite staff and a fast and efficient service.
05/02/2026	NURSE CLINIC	Very Good	Nurse gave clear information and was very knowledgeable regarding the subject. Explained when the next follow up will be and arranged new prescription with good timescales.
13/02/2026	Session	Very Poor	Thought my appointment was for something else, instead of how to use this app.
02/03/2026	Midwife	Very Good	Dr w sits and listens to every word you say he's far better one of the best doctors at the surgery
18/02/2026	Phlebotomist	Very Good	Professional phlebotonist with good interpersonal skills
18/02/2026	NURSE CLINIC	Very Good	Very happy with nurse who does her job well ?
26/02/2026	HCA	Very Good	Everything ran smoothly, as usual.
02/02/2026	Phlebotomist	Very Good	The time of my appointment was spot on,very punctual.The profesional approach by the nurses were excellent.
25/02/2026	NURSE CLINIC	Neither Good Nor Poor	Went for bloods and equipment not there
02/03/2026	Phlebotomist	Very Good	Trust my drs more than anyone, always thorough with there consultation
02/03/2026	Midwife	Very Good	Appt on time (actually before time) - straight forward and in and out
03/03/2026	HCA	Very Good	The lady i saw was lovely, the appointment was quick and easy and I had very little wait time.
05/02/2026	SMEAR REMOTE BOOKING CLINIC	Very Good	Made appointment online which is quick and can be done anytime. No delays at the appointment and nurse Zoe was lovely.
12/02/2026	NURSE CLINIC	Very Good	On time very polite
03/03/2026	GP	Very Good	Doctor listened to me
05/02/2026	Baby Immunisation Clinic	Good	Nurse lovely during appt. However had new GP shadowing in room but he was sat looking at his phone for the duration of the appointment.
12/02/2026	HCA	Good	Seen on time
26/02/2026	HCA	Good	Blood sample was painless but more info needed regarding diet, connected to getting myコレステロール down.
02/03/2026	NURSE CLINIC	Very Good	Nice and pleasant nurse
04/02/2026	Nurse Associate	Very Good	
13/02/2026	Phlebotomist	Very Good	had his blood taken by HCA, she is always so good with John and his understanding post TBI
17/02/2026	NURSE CLINIC	Very Good	Everything was explained to me and she was very nice well spoken and excellent nurse
26/02/2026	Phlebotomist	Very Good	Nurse was lovely, very professional, unfortunately cannot download letter so have no idea of the outcome of this visit, assuming all OK as have not heard to the contrary
03/03/2026	HCA	Very Good	I only waited 5 minutes. The nurse was lovely very friendly and chatty and super efficient. I feel privileged to have access to health care for free
05/02/2026	HCA	Very Good	Because the nurse was pleasant and put me at ease
05/02/2026	NURSE CLINIC	Very Good	Nurse was very helpful and gave appropriate advice
09/02/2026	HCA	Very Good	My bloods were took asked a few questions foot pulses were took and a foot check was done the nurse very nice and pleasant ?
24/02/2026	HCA	Good	Fast and efficient service

13/02/2026	NURSE CLINIC	Very Good	Because the receptionist and Nurse were both helpful
26/02/2026	COPD TELEPHONE CLINIC	Good	
25/02/2026	HCA	Very Good	Nurse efficient and informative.
11/02/2026	Phlebotomist	Very Good	The nurse was lovely girl and easy to talk to
13/02/2026	Phlebotomist	Very Good	On time
19/02/2026	HCA	Very Good	Everything went smoothly no problems
18/02/2026	Phlebotomist	Very Good	Appointment was on time Phlebotomist who took my bloods was pleasant and professional.
03/03/2026	HCA	Very Good	Straightforward
03/03/2026	GP	Very Good	Professionally examined pleasant and courteous treatment
25/02/2026	Nurse Associate	Very Good	Pleasant, & explained efficiently procedure. Very professional
16/02/2026	Nurse Associate	Very Good	Came in for health check everything straight forward can't fault
06/02/2026	GP	Very Good	Dr N explains your problems so you can understand
11/02/2026	Nurse Associate	Very Good	Fast efficient thorough
23/02/2026	Phlebotomist	Very Good	
26/02/2026	Phlebotomist	Very Good	Appointment on time, bloods taken with ease, very nice polite gentleman
05/02/2026	Phlebotomist	Very Good	Prompt appointment time, no waiting ages to get seen. Very courteous staff.
19/02/2026	HCA	Very Good	Polite, informative and helpful
24/02/2026	NURSE CLINIC	Very Good	Telephone Asthma review. Nice informative and professional review
02/02/2026	PRACTICE NURSE	Good	
19/02/2026	NURSE CLINIC	Very Good	Blood test as planned
02/02/2026	PRACTICE NURSE	Very Good	Tell you in 2 weeks time
13/02/2026	PRACTICE NURSE	Very Good	Appointment time was spot on. Was explained to me how to use a device in detail.
20/02/2026	PRACTICE NURSE	Very Good	Very helpful and friendly team
17/02/2026	Nurse Associate	Very Good	Everyone was very helpful
19/02/2026	HCA	Very Good	Efficient
23/02/2026	Phlebotomist	Very Good	All staff very pleasant and helpful
06/02/2026	Phlebotomist	Very Good	Friendly staff good listeners .
03/03/2026	Nurse Practitioner	Very Good	She put my mind at rest about a problem I had thank you
03/03/2026	HCA	Very Good	Not long to wait to be seen.
16/02/2026	HCA	Very Good	
26/02/2026	NURSE CLINIC	Very Good	Because .iv been treated with care and listened to.
10/02/2026	Nurse Clinic	Very Good	Very helpful
25/02/2026	GP	Good	The doctor was very helpful didn't rush me
20/02/2026	Phlebotomist	Very Good	Doctors I have interacted with have been very supportive, understanding and helpful and always act in a professional manner.
12/02/2026	Phlebotomist	Very Good	
12/02/2026	HCA	Very Good	Very helpful
03/02/2026	GP	Neither Good Nor Poor	I'm happy with the service provided by the GP and the nurse who did my ECG and took my blood. Unfortunately I have not been able to access my blood results for over 3 days due to a problem with the system. I called the surgery but no-one could help
26/02/2026	HCA	Very Good	
05/02/2026	Phlebotomist	Very Good	On time and very friendly.
09/02/2026	PRACTICE NURSE	Very Good	Doctor was very helpful
27/02/2026	HCA	Very Good	Straight in straight out on time! Good
02/03/2026	Phlebotomist	Very Good	Really friendly and great people
19/02/2026	NURSE CLINIC	Very Good	Nurse has been changing the dressing on my leg and does a really good job

09/02/2026	HCA	Very Good	
02/02/2026	COPD TELEPHONE CLINIC	Good	I wanted a face to face appointment
26/02/2026	Baby Immunisation Clinic	Very Good	I was quickly seen to
13/02/2026	HCA	Very Good	HCA is really friendly, efficient and knowledgeable. Clinical skills are brilliant and took blood without causing any pain or bruising. Was into appointment early and done in no time.
13/02/2026	Phlebotomist	Very Good	The lovely Phlebotomist was as ever polite,bubbly made you feel at ease and so caring too
09/02/2026	Phlebotomist	Very Good	The nurse was very pleasant and easy to have a conversation with she made me feel comfortable
02/03/2026	HCA	Very Good	Appointment was on time no waiting. Nurse was polite and patient with me.
26/02/2026	NURSE CLINIC	Very Good	Friendly and professional
19/02/2026	PRACTICE NURSE	Good	
27/02/2026	HCA	Very Good	Was seen at the appointed time and procedure completed very quickly
12/02/2026	NURSE CLINIC	Very Good	Dr N & the team as far as im cocerned gave me 100% care ,spent time explaining evwrything & went the extra mile to make sure i was ok would like to say thank you for everything
02/03/2026	HCA	Very Good	Very professional and on time !
16/02/2026	HCA	Very Good	
02/03/2026	NURSE CLINIC	Very Good	Appointment was on time!
27/02/2026	Nurse Associate	Very Good	Nurse very efficient and super friendly
18/02/2026	Phlebotomist	Very Good	
24/02/2026	HCA	Very Good	
26/02/2026	Phlebotomist	Very Good	I got in on my appointment on time
06/02/2026	Phlebotomist	Very Good	Not long to wait!
02/03/2026	HCA	Very Good	
16/02/2026	Nurse Associate	Very Good	Appointment went well in and out in no time
27/02/2026	Phlebotomist	Very Good	HCA was both friendly and professional.
			Nurse was very good and very good at what she was doing
12/02/2026	Phlebotomist	Very Good	
04/02/2026	Phlebotomist	Very Good	The nurse?s attitude and expertise
16/02/2026	Nurse Associate	Very Good	Because it is the truth
13/02/2026	Phlebotomist	Very Good	
12/02/2026	GP	Very Good	No waiting about and the dovtor was very thorough and helpful explaining everything to me
24/02/2026	Nurse Associate	Very Good	I have always found the doctors,practice nurses,and staff very helpful and caring.
16/02/2026	Nurse Associate	Very Good	
06/02/2026	Phlebotomist	Very Good	Attended for an annual check and it was in time, completed quickly and all questions answered.
02/03/2026	NURSE CLINIC	Very Good	I was seen on time and the nurse was very good
12/02/2026	Phlebotomist	Very Good	Lovely nurse and very experienced. Explained what everything was for. It was a very person centred approach.
11/02/2026	NURSE CLINIC	Very Good	Everything was easy to comprehend
18/02/2026	NURSE CLINIC	Good	Very polite, helpful and caring.
10/02/2026	Nurse Associate	Very Good	The nurse was really lovely made me feel at ease and very calm.
18/02/2026	HCA	Good	Went to give blood ,nurse took blood, what more can I say
05/02/2026	HCA	Very Good	No delays, straight into the appointment. Lovely friendly nurse, made me feel at ease. Very efficient.

26/02/2026	Phlebotomist	Good	
20/02/2026	NURSE CLINIC	Good	
27/02/2026	NURSE CLINIC	Good	My appointment was 25 minutes late.....the nurse apologised for my wait They were very busy other than that my experience with the nurse was excellent
17/02/2026	Nurse Clinic	Very Good	Nurse was lovely and explained alot
06/02/2026	HCA	Very Good	
27/02/2026	GP	Good	Dr asked questions, made us feel like he was genuinely interested. We werent rushed. Covered a few issues too. He arranged a blood test.
12/02/2026	Phlebotomist	Very Good	Very nice nurse explained what the appointment was for and helped me to keep calm
11/02/2026	Nurse Associate	Very Good	The nurse who I sore was lovely twice I've seen her very pleasant young lady
12/02/2026	Phlebotomist	Very Good	Always listen to me
02/02/2026	Phlebotomist	Very Good	Friendly and understanding staff.
10/02/2026	HCA	Very Good	Fabulous
19/02/2026	HCA	Very Good	I was attended to promptly and Jemma Reed was very professional .
10/02/2026	GP	Very Good	My problem was dealt with very quickly with Dr Wood. Lovely Dr
03/02/2026	HCA	Very Good	Appointment on time. Booked in for bloods with HCA but appointment moved to practice nurse and had health check while I was there. Lovely friendly staff member.
02/02/2026	Phlebotomist	Very Good	As usual HCA was excellent. The only downside is this feedback response being sent straight afterwards. Made me panic wondering if something was wrong. At 91 I didn?t need that ?excitement ?. Please leave feedback messages for a few days later.
18/02/2026	Nurse Associate	Very Good	Appointment on time, very pleasant nurse who dealt with me very professionally.
04/02/2026	Phlebotomist	Very Good	The nurse who treat me was wonderful.
20/02/2026	Phlebotomist	Very Poor	Iwas told by Phlebotomist there wasnt an appointment to have bloods done. He ap0logised.so obviously some one made a mistake.
02/03/2026	HCA	Very Good	Al went so well.
16/02/2026	Nurse Associate	Good	Did not wait to long to be seen and well received.
24/02/2026	HCA	Very Good	Just sat down then I was called in by the nurse and I was out in no time the nurse was great top marks keep up the good work
20/02/2026	NURSE CLINIC	Very Good	The appointment was on time and carried out in a friendly and reassuring manner by the nurse, who performed the inoculation after asking the appropriate health questions.
16/02/2026	HCA	Very Good	I have always been treated well at my appointments. My questions are answered and all actions explained to me.
19/02/2026	Phlebotomist	Very Good	
03/02/2026	Nurse Practitioner	Very Good	Helpful nurse, offered good solutions
03/03/2026	NURSE CLINIC	Very Good	Very pleasant nurse,put me at ease.
02/03/2026	GP	Don't Know	I felt not listened to about some problems and some weren?t noted down i came in for my painful feet as struggle to walk I felt wasn?t really addressed and wasn?t even noted down 2nd time in with this. Either wrote down inaccurate or not at all.
17/02/2026	Nurse Associate	Very Good	
02/02/2026	PRACTICE NURSE	Very Good	Very polite and knew what she was talking about
27/02/2026	NURSE CLINIC	Very Good	Friendly and able to answer my questions without hesitation
02/02/2026	Nurse Clinic	Very Good	The reception team, especially Wednesday mornings? lady, radiates compassion & warmth, making every patient feel seen, valued, & truly cared for. Because of them, you walk into your appointment feeling calmer, valued, reassured a lasting difference
18/02/2026	NURSE CLINIC	Very Good	I had a prompt, friendly , efficient and informative appointment with Charlotte. Thank you
03/03/2026	HCA	Good	Had to wait an additional 15mins prior to being seen.
10/02/2026	Attached Staff	Very Good	Great response to my question and excellent service thank you
23/02/2026	HCA	Very Good	Although the appointment was cancelled at the surgery end I was contacted in good time and offered a new appointment date/time. Receptionist was both friendly and helpful

27/02/2026	Nurse Associate	Very Good	Very efficient and courteous
06/02/2026	HCA	Very Good	Very friendly and great very well
10/02/2026	Attached Staff	Good	Had no problem's at all good
04/02/2026	Session	Don't Know	I didn't attend appointment i rang to cancel but was on hold for 30min so just rang off in end
12/02/2026	HCA	Very Good	Very professional, on time, exceptionally polite, explained every step with clarity
19/02/2026	PRACTICE NURSE	Very Good	Receptionist very helpful.
24/02/2026	HCA	Good	very nice nurse who took my blood.
02/02/2026	Phlebotomist	Very Good	I did not have long to wait to be seen and was very happy with the nurse who carried out my blood tests
23/02/2026	Phlebotomist	Very Good	
16/02/2026	HCA	Very Good	Friendly staff
02/03/2026	Phlebotomist	Very Good	Very efficient and reassuring.
27/02/2026	HCA	Very Good	HCA was professional and informative thank you.
02/02/2026	HCA	Very Good	On time friendly staff answered my questions
03/02/2026	HCA	Very Good	Friendly, efficient
19/02/2026	GP	Very Good	Good examination information and advice given
18/02/2026	HCA	Very Good	On time no waiting friendly nurse.
11/02/2026	NURSE CLINIC	Very Good	
11/02/2026	Phlebotomist	Very Good	Very pleasant and efficient staff as usual thanks for your time
27/02/2026	NURSE CLINIC	Very Good	Thank you to the lady that done my blood test today. I am usually an uneasy, nervous, anxious patient and can often faint. The nurse practitioner made me feel so at ease, my blood test went really quick.
02/03/2026	GP	Very Good	Very thorough examination and referred to a specialist. Doctor was understanding and made me feel very much at ease. Appreciate her time very much.
06/02/2026	NURSE CLINIC	Very Good	I was seen promptly and politely
24/02/2026	Nurse Practitioner	Very Good	Arrived a little early and was seen by Julie before the appointment time
			Was in for my yearly check up. Everything went fine. Friendly nurse which made the appointment go easier. Never any complaints with how I am treated at north house surgery.
10/02/2026	Nurse Associate	Very Good	Thank you.
09/02/2026	Phlebotomist	Very Good	HCA was on time, polite friendly and efficient
26/02/2026	HCA	Very Good	Nurse very efficient and kind
19/02/2026	Phlebotomist	Very Good	The male nurse, very nice man went through everything, and would put any one if they were worried at ease.
11/02/2026	Phlebotomist	Very Good	Great service.