

Dates	Department	Rating	Response
08/01/2026	HCA	Very Good	Doctor and nurse very good at explaining everything as I was having tests
19/01/2026	Phlebotomist	Very Good	HCA was professional, helpful and friendly. Put me very much at ease.
09/01/2026	PRACTICE NURSE	Very Good	Nurse was very helpful and lovely. Picked up on something nobody has before
30/01/2026	GP	Very Good	Appointment was good. Staff were very attentive with a good technique. Well impressed.
15/01/2026	HCA	Good	Appointment was quick and efficient, caring and polite
21/01/2026	Nurse Associate	Very Good	Nurse was very good and got my blood at the first attempt
08/01/2026	HCA	Very Good	The nurse who we saw was very friendly and good with the patient who has autism
05/01/2026	Nurse Associate	Very Good	Feed back for a Great service
20/01/2026	Nurse Associate	Good	
16/01/2026	Phlebotomist	Good	Appointment time was met.
19/01/2026	HCA	Very Good	Prompt and everything ready. Friendly.
22/01/2026	NURSE CLINIC	Very Good	The nurse was friendly, my appointment was on time, no problems at all.
09/01/2026	Phlebotomist	Very Good	
30/01/2026	Phlebotomist	Very Good	Swift efficient and friendly
23/01/2026	NURSE CLINIC	Very Good	Nurse lovely girl , credit to you at North house surgery
30/01/2026	PRACTICE NURSE	Very Good	Very understanding friendly advice
30/01/2026	Phlebotomist	Very Good	Efficient and professional
20/01/2026	Nurse Associate	Very Good	I was seen promptly and had my blood taken from a very pleasant nurse.
20/01/2026	HCA	Very Good	Staff are very friendly and professional
26/01/2026	PRACTICE NURSE	Very Good	Prompt reply, didn't have to wait long good friendly helpful staff
23/01/2026	HCA	Very Good	Prompt attention and a friendly caring nurse.
23/01/2026	HCA	Very Good	Appointment time kept and a friendly, welcoming and professional appointment
22/01/2026	HCA	Very Good	Professional but friendly. Made me feel relaxed.
02/01/2026	HCA	Very Good	Friendly staff nothing to much bother
07/01/2026	Phlebotomist	Very Good	In and out quickly and efficiency.
29/01/2026	PRACTICE NURSE	Very Good	Very efficient, a good listener and very pleasant. I didn't have to wait long to be seen.
27/01/2026	GP	Very Good	Sorted out efficiently on time very helpful doctor
28/01/2026	HCA	Good	
27/01/2026	HCA	Very Good	
02/01/2026	NURSE CLINIC	Very Good	Appointment on time. Lovely nurse really pleasant and helpful
08/01/2026	Nurse Associate	Very Good	Good service and easy
23/01/2026	Phlebotomist	Very Good	No waiting time and Phlebotomist was very efficient and friendly
06/01/2026	Nurse Associate	Very Good	My experience was very good. The Nurse was polite and friendly. The appointment only lasted a few minutes and was done very professionally.
21/01/2026	Nurse Associate	Very Good	friendly.sympathetic and professional
15/01/2026	HCA	Very Good	In and out without a fuss the nurse was a canny lass
19/01/2026	Phlebotomist	Good	I don't like receptionist asking what I want appointment for.
28/01/2026	NURSE CLINIC	Very Good	Very efficient and friendly.
16/01/2026	HCA	Very Good	Polite .professional .on time
14/01/2026	Phlebotomist	Very Good	The person was very polite and talkative
14/01/2026	NURSE CLINIC	Very Good	
09/01/2026	HCA	Very Good	Staff were lovely
02/01/2026	Phlebotomist	Very Good	Friendly and professional.
19/01/2026	Nurse Associate	Very Good	She was a very pleasant nurse

07/01/2026	GP On Call AM Session	Don't Know	Didn't go to the surgery had home visit	8
15/01/2026	Nurse Practitioner	Very Good	Short waiting time on my arrival and excellent treatment	
20/01/2026	NURSE CLINIC	Good		
28/01/2026	Phlebotomist	Very Good	Nurse put me at ease and new her job	
15/01/2026	Phlebotomist	Very Good	Nurses always efficient and pleasant	
19/01/2026	Nurse Associate	Poor	I was prescribed an increase in my HRT due to poor sleep. I did ask for progesterone but offered Tribalone, not until we see about the increase. I have afib and suspected SVT. An increase or tribalone should not be offered as it worsens symptoms.	
29/01/2026	HCA	Very Good	The staff at reception always polite respectful and helpful	
14/01/2026	Phlebotomist	Very Good	Phlebotomist was great, put me at ease and explained what he was doing	
29/01/2026	NURSE CLINIC	Very Good	Was seen promptly. Medication prescribed seems to be alleviating the problem already	
12/01/2026	GP	Very Good		
21/01/2026	NURSE CLINIC	Very Good	It was a over the phone appointment. Nice and friendly and answered any questions i asked.	
12/01/2026	HCA	Very Good		
27/01/2026	Nurse Clinic	Very Good	Very professional and friendly staff. Made me feel at ease.	
28/01/2026	NURSE CLINIC	Very Good	Good service	
14/01/2026	NURSE CLINIC	Very Good	I was seen within 10mins of my app time!! Then treated with respect I was listened to, and given good advice and follow up treatment!!!	
02/01/2026	Phlebotomist	Very Good	I had a problem I forgot paperwork and they sorted it out for me so thank you	
19/01/2026	COPD TELEPHONE CLINIC	Very Good	in my opinion all the staff are very friendly and helpful they go out there way to be helping	
15/01/2026	Phlebotomist	Very Good	Knew what they were doing	
23/01/2026	HCA	Good	Nurse very understanding tried her hardest for me but unfortunately could only give me phone number	
26/01/2026	Phlebotomist	Very Good	Excellent service thanks	
21/01/2026	NURSE CLINIC	Very Good	Helpful and cheerful lady really sounded interested in how I was . No problems I know I can always ring the surgery if I need too thank you as always	
06/01/2026	Nurse Associate	Very Good		
16/01/2026	GP	Very Good	Receptionist was very professional getting me an appointment today with a doctor who will be ringing me today	
13/01/2026	HCA	Very Good	Appointment on time. Staff very friendly	
22/01/2026	Phlebotomist	Very Good	Short wait then professionally looked after very good	
08/01/2026	PRACTICE NURSE	Very Good	Although I had to go in person before 8am to make the appointment. Receptionist was very professional and polite. Nurse practitioner was very knowledgeable and provided a very thorough examination, with a easy to understand explanation. ??	
28/01/2026	HCA	Very Good	The female that attended to me was very polite and caring and answered my questions	
30/01/2026	Phlebotomist	Very Good	Friendly nurse. On time.	
29/01/2026	NURSE CLINIC	Very Good	I was seen by a very polite young lady who was excellent at her job and took my bloods and put me at ease.	
14/01/2026	NURSE CLINIC	Very Good	The nurse was lovely and put me at ease.	
22/01/2026	HCA	Very Good		
19/01/2026	Nurse Associate	Very Good	Nurse was quick and efficient but also had a lovely manner.	
30/01/2026	NURSE CLINIC	Very Good	Very friendly and always professional	
08/01/2026	PRACTICE NURSE	Very Good	The examination was thorough and carried out professionally, with the findings explained.	
30/01/2026	Phlebotomist	Very Good	Next to no waiting nurse very good	
13/01/2026	HCA	Very Good	My appointment was on time , the nurse was lovely and very efficient when taking my blood for my blood test.	
27/01/2026	HCA	Very Good	Very well organised. No excessive waiting. The nurse was very pleasant and polite.	

09/01/2026	HCA	Very Good	Always good never had a problem with North House Surgery.
14/01/2026	Phlebotomist	Very Good	Prompt service. Very pleasant blood nurse
30/01/2026	HCA	Very Good	Very helpful and friendly
19/01/2026	HCA	Very Good	Nurse was pleasant and helpful
23/01/2026	Phlebotomist	Very Good	My appointment was on time I found the staff pleasant and helpful.
12/01/2026	Nurse Associate	Good	
28/01/2026	NURSE CLINIC	Good	
15/01/2026	NURSE CLINIC	Very Good	
16/01/2026	HCA	Very Good	
29/01/2026	NURSE CLINIC	Poor	In the space of 1 month I've had 3 blood test done with 2 different results and now waiting for the 3rd, not the practices fault, yet the answer to the problem is to give a pill to solve the issue and move on,
22/01/2026	HCA	Very Good	Could not fault my experience. made me feel comfortable.talked me through everything.very professional.
29/01/2026	HCA	Very Good	Healthcare assistant was very friendly caring showing empathy kindness compassion, she is an asset to the surgery.
20/01/2026	Nurse Clinic	Very Good	Everything sorted and on time
08/01/2026	HCA	Very Good	Appointment on time and injection performed efficiently.
02/01/2026	HCA	Very Good	I was seen straight away and the nurse that saw me was very good at her job
23/01/2026	HCA	Very Good	
16/01/2026	Phlebotomist	Good	Appointment was as scheduled. The staff were very helpful and explained the process and they were able to have my review done efficiently Thank you
16/01/2026	NURSE CLINIC	Good	The doctor was lovely but what a nightmare it is even trying to get through to get an appointment?
23/01/2026	PRACTICE NURSE	Very Good	Very friendly but professional service. Very knowledgeable and took an interest in what I was saying.
28/01/2026	Phlebotomist	Very Good	The nurse was lovely, I felt very at ease
29/01/2026	PRACTICE NURSE	Very Good	The lady doctor saw me with in two minutes after arriving at surgery. I was afraid of losing my fingernails. She was very friendly and assured me that shouldn't happen. I was laughing when I left. I have appointment later for blood work. ?
21/01/2026	NURSE CLINIC	Very Good	Staff are always efficient and friendly
08/01/2026	HCA	Good	Was good
07/01/2026	Phlebotomist	Very Good	Friendly and efficient staff
15/01/2026	GP	Very Good	Excellent GP. was lovely and professional and generally a caring compassionate patient person.
20/01/2026	HCA	Very Good	Found the staff very helpful and the nurse I saw was excellent thank you .
05/01/2026	HCA	Very Good	Efficient, friendly and supportive.
16/01/2026	HCA	Very Good	Nurse was friendly and I was seen on time so very good experience.
26/01/2026	GP	Good	Doctor I seen was very helpful
16/01/2026	Nurse Practitioner	Very Good	Appointment was on time I received a kind welcome my issue was dealt with and I was not rushed away had time to talk through things that were worrying me. As always I am very happy when I visit surgery especially to see Nurse Practitioner.
28/01/2026	Phlebotomist	Very Good	Reception staff were very helpful and then the male nurse who completed my bloods was friendly, polite and professional.
07/01/2026	Phlebotomist	Very Good	lovely patient, doctor
12/01/2026	Nurse Clinic	Very Good	Nurse put me at ease and talked through what's going to happen. Receptionist very helpful 5* all round
22/01/2026	HCA	Don't Know	I attend all the appointments for blood pressure checks and blood checks but am never told why or any results and the frequency is increasing I have even been sent to hospital for ultrasound checks again with no results or feedback????
15/01/2026	NURSE CLINIC	Very Good	I was seen at the time of my appointment no sitting and waiting .The nurse was very kind and helpful answering all my questions
20/01/2026	Nurse Associate	Very Good	Nurse was very pleasant and had such a friendly manner. She explained every test that was done too
29/01/2026	HCA	Very Good	

08/01/2026	Nurse Associate	Very Good	Good job always on time, they should be giving a pay raise
21/01/2026	NURSE CLINIC	Very Good	Appointment was on time and the staff member was very polite and efficient
07/01/2026	Phlebotomist	Very Good	
20/01/2026	HCA	Very Good	
23/01/2026	HCA	Very Good	Good staff very efficient.
29/01/2026	HCA	Very Good	
19/01/2026	COPD TELEPHONE CLINIC	Very Good	
02/01/2026	Baby Immunisation Clinic	Good	I'm only three so all I can say is the lady hurt my arm
29/01/2026	GP	Very Good	Very polite professional staff.
15/01/2026	NURSE CLINIC	Very Good	The lady that gave me the vaccine was very lovely and has been the past two times as well, I received a hep a and b vaccine, she was very quick and efficient about it.
20/01/2026	HCA	Very Good	Seen on time treated with respect dignity and professionalism
27/01/2026	HCA	Very Good	Very caring
14/01/2026	NURSE CLINIC	Very Good	
16/01/2026	NURSE CLINIC	Very Good	
15/01/2026	HCA	Very Good	Lovly nurse.
12/01/2026	Nurse Associate	Very Good	No waiting. Extremely efficient nurse.
15/01/2026	Phlebotomist	Very Good	All the staff i have delt with have been very nice and understanding
14/01/2026	Nurse Associate	Very Good	Appointment on time and very pleasant nurse
15/01/2026	GP	Very Good	I got seen straight away & got my problem sorted
13/01/2026	HCA	Very Good	My appointment was on time, and the nurse was pleasant and I was out of the surgery within 15 mins.
23/01/2026	NURSE CLINIC	Very Good	
09/01/2026	Phlebotomist	Very Good	Only waiting time 5 Mins brilliant
20/01/2026	GP REVIEW CLINIC	Good	My appointment was slightly late, that's not a problem, as I was in with a nurse , and the nurse wanted me to see a doctor, which I was fitted in very smoothly,
16/01/2026	Phlebotomist	Good	Better than usual
05/01/2026	Nurse Associate	Very Good	I gave that result because the nurse i saw gave me some advice about a question i asked
09/01/2026	HCA	Very Good	
29/01/2026	PRACTICE NURSE	Very Good	
14/01/2026	NURSE CLINIC	Very Good	I was seen in no time by the nurse and procedure done and dusted in seconds. Second appt, diagnosis not so good, Dr Y was great and referred me on to specialist.
26/01/2026	PRACTICE NURSE	Good	Feel like the pain ive got will not go away with cream. Cant see how dryness down below can give me the pain when i wee. Also brought bile up twice and shivering feel really unwell. So keeping fingers crossed the cream when i get it does help.
28/01/2026	NURSE CLINIC	Very Good	Seen on time. Very pleasant staff. The nurse explained everything in simple English that I could understand. Overall no complaints whatsoever.
30/01/2026	HCA	Very Good	Nurse was very professional friendly and appointment was on time
29/01/2026	HCA	Very Good	Because I am a nervous patient and the lady I saw made me feel at ease immediately. She dealt with me quickly and managed to take my blood which is sometimes a miracle. Thankyou
30/01/2026	Phlebotomist	Very Good	very friendly and helpful
09/01/2026	GP	Good	Only Drs surgery in our large town and they try to accommodate all of the patients It must be some days an impossible task ?always professional
27/01/2026	GP REVIEW CLINIC AM	Very Good	My problem was dealt with efficiently and in a very pleasant manner
30/01/2026	HCA	Very Good	I felt listened to, the blood taking was barely noticeable and the nurse was very polite and courteous.
15/01/2026	PRACTICE NURSE	Very Good	1st time I had seen April. She listened well and checked out my issue reassuring my concerns

15/01/2026	NURSE CLINIC	Good	
16/01/2026	Phlebotomist	Very Good	Spent time discussing things and referring me to another appointment
26/01/2026	Phlebotomist	Very Good	Great booking in system, staff are brilliant always attentive, interactive and helpful. Best doctors surgery I've been with.
29/01/2026	Nurse Practitioner	Very Good	My appointment was on time. Nurse Practitioner was excellent in explaining and answering my questions. She was very patient and I felt she had plenty of time for me. She has made me a follow up appointment too.
16/01/2026	NURSE CLINIC	Very Good	Nurse was nice and caring, dr came in he was also very nice and caring.
13/01/2026	COPD TELEPHONE CLINIC	Very Good	Everything explained to me clearly and I'm happy with the outcome.
19/01/2026	Phlebotomist	Very Good	From checking in at the desk nice warm welcome Young woman was very nice to talk to talked me through Everything.
12/01/2026	Nurse Associate	Very Good	Lovely nurse very understanding
13/01/2026	HCA	Very Good	On time .a pleasure to talk to . Was put at ease .no bruising after bloods done .
19/01/2026	PRACTICE NURSE	Very Good	I have been unwell with flu tyoe virus fir over 3 weeks and tried to self manage. I wS so pleased to get an appt and medication. Thank you
29/01/2026	Phlebotomist	Very Good	In on time and excellent service
05/01/2026	PRACTICE NURSE	Very Good	Dealt with quickly and well
19/01/2026	HCA	Very Good	Was in and out within ten minutes for blood tests
23/01/2026	Nurse Practitioner	Very Good	I was seen on time by a friendly and competent nurse practitioner very helpful
28/01/2026	NURSE CLINIC	Very Good	Took care while doing what she had to do and very caring
16/01/2026	HCA	Very Good	Because the staff were pleasant and helpful
22/01/2026	HCA	Very Good	It was very professional and quick with no waiting around
06/01/2026	Nurse Clinic	Very Good	No waiting friendly staff
23/01/2026	HCA	Good	Appointment was on time and receptionist was helpful
23/01/2026	HCA	Very Good	Very good friendly nurse
23/01/2026	GP	Very Good	Even though it is very hard to get to see a doctor. I saw DR T and I would recommend him to everyone. He was very thorough and very helpful and explained everything to me. Even though I have a few health problems he has looked into all of them.
14/01/2026	Phlebotomist	Very Good	
05/01/2026	GP	Very Good	Good doctor...seemed kind and caring
20/01/2026	NURSE CLINIC	Very Good	The nurse is fabulous x she's friendly and very well informed. I'm so much happier knowing there's a Depo clinic and it's good to see the same practitioner. Also so good that she can prebook my appointments 12 weeks in advance.
08/01/2026	Phlebotomist	Very Good	Very friendly and helpful
26/01/2026	HCA	Very Good	All good
19/01/2026	Phlebotomist	Very Good	Very pleasant nurse puts you at ease & explained everything.
20/01/2026	Nurse Clinic	Very Good	Prompt timing, polite, efficient and reassuring.
14/01/2026	Phlebotomist	Very Good	
12/01/2026	Session	Neither Good Nor Poor	I feel like I can't rely on my gp anymore. They'll send me to mental health services who have done nothing.
19/01/2026	PRACTICE NURSE	Very Good	The nurse was both competent and pleasant, she addressed my concerns professionally.
20/01/2026	GP REVIEW CLINIC	Very Good	Because it was satisfactory.
07/01/2026	Phlebotomist	Very Good	On time and very professional service
19/01/2026	Nurse Associate	Very Good	Appointment time no waiting nurse brill/very good service
19/01/2026	COPD TELEPHONE CLINIC	Very Good	Doctor listened to my problem and organised further investigation.

12/01/2026	Nurse Associate	Very Good	Very pro.mt service
12/01/2026	HCA	Very Good	Was early for appointment, however I was taken straight in to the nurse, who did all that was needed in a friendly manner and I was out again within 10 minutes. Quick and efficient.
05/01/2026	HCA	Very Good	I only had a few minutes to wait to see the nurse and she was so friendly and put you at ease gentle taking my bloods thankyou
15/01/2026	PRACTICE NURSE	Very Good	Dr treatment was excellent was really easy to talk to. Thank you all for time.
15/01/2026	NURSE CLINIC	Very Good	On time dressing changed on leg. Another appointment made
07/01/2026	Nurse Associate	Very Good	Dr arranged all of my appointments. Only a young Dr but she is a credit to the surgery. Very professional, very helpful and a good listener. The nurse who took my bloods was very good.
02/01/2026	Phlebotomist	Good	On time and very helpfull
15/01/2026	NURSE CLINIC	Very Good	
21/01/2026	NURSE CLINIC	Very Good	The nurse phoned on time she was great explaining everything to me....she took her time and listened answering a couple of questions an excellent phone call thank you
15/01/2026	Phlebotomist	Very Good	Because it was
02/01/2026	NURSE CLINIC	Very Good	Appointment about on time. Nurse polite and explained about given jab
12/01/2026	Nurse Associate	Good	Appointment on time and nurse was very helpful
29/01/2026	SMEAR REMOTE BOOKING CLINIC	Very Good	The nurse I saw was absolutely lovely! Made me feel at ease. My appointment was seen too early and the waiting room was not packed. Very pleasant doctors.
27/01/2026	GP	Very Good	Quick response from Dr H who listened to my concerns and arranged a follow up appointment.
12/01/2026	PRACTICE NURSE	Very Good	Practitioner introduced herself. Communication was good through out the consultation. Clear instructions given re: diagnosis from clinical exam.
22/01/2026	Phlebotomist	Very Good	The appointment was on time, the receptionist had booked for the best phlebotomist to give me a blood test as I have difficult veins and he was excellent managing to take blood on 1st attempt, his bedside manner was great and very down to earth.
29/01/2026	HCA	Very Good	
30/01/2026	NURSE CLINIC	Very Good	Nurse went through my problems with swelling of legs & feet
28/01/2026	NURSE CLINIC	Very Good	Nurse efficient and pleasant with my appointment and receptionist most helpful with another query I had.
22/01/2026	HCA	Very Good	Excellent service
29/01/2026	GP	Very Good	I?m feeling very poorly and Dr N has been so lovely to me and very thorough, he is a lovely doctor with a very understanding calming and reassuring manner. I really appreciate everything he is doing to help me.
20/01/2026	Nurse Clinic	Very Good	Nurse was lovely, felt very comfortable and at ease
15/01/2026	HCA	Very Good	Polite efficient and very professional.
07/01/2026	Phlebotomist	Very Good	I was looked after very well. Medical was done very well.
29/01/2026	Phlebotomist	Good	There was some confusion as to what blood test was required.
27/01/2026	HCA	Very Good	Always a pleasant positive experience visiting the surgery. HCA was polite and courteous and professional in her job
14/01/2026	Phlebotomist	Very Good	The check-in process worked fine. My appointment was on time. The person dealing with me was very thorough and professional.
22/01/2026	NURSE CLINIC	Very Good	
30/01/2026	PRACTICE NURSE	Very Good	The practitioner was very pleasant, listened to us and actioned a treatment plan quickly.
02/01/2026	NURSE CLINIC	Very Good	Prompt, friendly and informative service
16/01/2026	Nurse Associate	Neither Good Nor Poor	Was too late for the appointment due to bad weather & wasn't seen
05/01/2026	PRACTICE NURSE	Good	The discussion I had with the nurse was very useful, helpful and understanding. However not sure how an appointment at 8am can be late by 15-20mins. It Dosnt fair well for the rest of the appointments that day
08/01/2026	Phlebotomist	Good	Just came for a blood test, no issues resulting from my visit, all went as planned.

06/01/2026	Nurse Practitioner	Very Good	Julie rang me for telephone appointment and dealt with my query very efficiently and professionally she explained everything to me and helped me get the best treatment for my problems. Julie is a lovely lady to talk to very helpful indeed
30/01/2026	HCA	Very Good	Prompt & professional ?
22/01/2026	Phlebotomist	Very Good	Very pleasant guy ,easy to talk to. it took a couple of times to get bloods but never felt a thing Thankyou!
22/01/2026	Phlebotomist	Very Good	Quick and efficient.
29/01/2026	Phlebotomist	Very Good	My appointment was on time, and with the phlebotomist who was very friendly, helpful and efficient. I've had blood taken before and he's always very pleasant and friendly ?
22/01/2026	NURSE CLINIC	Good	Was seen on time (which is rare) Appointment with a friendly nurse who was quick and efficient at doing what needed to be done
06/01/2026	HCA	Very Good	Very quick polite staff
07/01/2026	GP	Very Good	Reassuring and respectful
16/01/2026	HCA	Very Good	Nurse was very friendly and put you at ease, and I didn't have to wait for my appointment time .
27/01/2026	HCA	Good	
16/01/2026	PRACTICE NURSE	Very Good	Very polite and knowledgeable doctor.
15/01/2026	HCA	Very Good	Person I saw very polite and knew exactly what she was talking about.
16/01/2026	Nurse Associate	Very Good	Very helpful and pleasant nurse.
23/01/2026	PRACTICE NURSE	Very Good	Really good experience nurse very caring
20/01/2026	HCA	Very Good	Very professional and explained procedures as was doing each check very friendly and put me at ease
13/01/2026	HCA	Very Good	
16/01/2026	Phlebotomist	Very Good	Very professional and friendly.
15/01/2026	GP	Very Good	As always all staff members are very helpful and there when I need help.
22/01/2026	NURSE CLINIC	Very Good	On time - didn't have to wait. Nurse was very pleasant and professional
19/01/2026	GP	Good	it was a telephone appointment not Dr Tang but someone else Satisfying
14/01/2026	Phlebotomist	Very Good	Was seen at the appointed time
08/01/2026	Phlebotomist	Good	Well informed, polite staff, but first appointment was quite late (50 min wait)
23/01/2026	PRACTICE NURSE	Good	GP was excellent and receptionist was great the lady on reception at the end was rude when I asked to make appointment regarding mini pill and being over 40 . I was told I had to see pharmacist she would not take in the fact about my health
19/01/2026	PRACTICE NURSE	Very Good	An appointment at my convenience and finally hopefully my prescription sorted after three years ?.
23/01/2026	NURSE CLINIC	Very Good	Very helpful nurse and receptionists always are
14/01/2026	Phlebotomist	Good	Staff are always helpful and pleasant.
12/01/2026	Phlebotomist	Very Good	The nurse was very helpful and friendly very good conversation with her to keep me calm while she took my bloods top marks 10/10 thank you
07/01/2026	Phlebotomist	Very Good	Pt can be hard work with bloods but the staff today were very kind and understand and kept her calm
27/01/2026	NURSE CLINIC	Very Good	
23/01/2026	PRACTICE NURSE	Very Good	Professional and thorough consultation with the nurse practitioner and further investigation to be had
14/01/2026	Phlebotomist	Very Good	Pleasant staff and not too long waiting
12/01/2026	PRACTICE NURSE	Very Good	Was running later for appointment because of traffic and they still managed to fit me in. Doctor gave me a thorough health check.
22/01/2026	Phlebotomist	Very Good	No problems and good reception procedure / assistance.
19/01/2026	Phlebotomist	Very Good	HCA is a very polite and kind person. she always makes me feel at ease and is very efficient and professional in her approach.
15/01/2026	HCA	Very Good	The health professional was very polite and explained what procedures would be carried out. I explained the recent bereavement that I have been and still going through, she empathised and was sorry for the situation. A very good listener.
13/01/2026	GP	Very Good	On time and excellent doctor
13/01/2026	Nurse Clinic	Very Good	
27/01/2026	GP REVIEW CLINIC AM	Very Good	The healthcare professional I saw was lovely!

27/01/2026	HCA	Very Good	Arrived just before my appointment time and got straight i to see the nurse, she was very friendly and helpful, no problems and gave me all the info I needed.
15/01/2026	NURSE CLINIC	Very Good	As always receptionist was friendly polite and helpful and the practice nurse made me feel at ease and was also friendly polite and knowledgeable
22/01/2026	Nurse Practitioner	Very Good	Great service doctor explained everything to me so I understood what was going on with my health
23/01/2026	HCA	Very Good	Straight in no wait. Friendly nurse. Blood taken on frst attempt
15/01/2026	PRACTICE NURSE	Very Good	From initial call to consultation the process was efficient and effective. All interactions were positive: I felt listened to, I mattered, next steps were clearly explained. Even the relations with external support agency (chemist) was strong.
13/01/2026	COPD TELEPHONE CLINIC	Good	Phone appointment, called when they said they would, Clinician was polite and professional.
15/01/2026	HCA	Neither Good Nor Poor	I originally had an appointment today at 3pm, I cancelled this yesterday and I still got a text at 3.15pm to say I didn?t attend ????
12/01/2026	Nurse Associate	Very Good	
23/01/2026	PRACTICE NURSE	Very Good	Friendly and on time
05/01/2026	Nurse Associate	Very Good	Friendly nurse and blood taken without any discomfort
30/01/2026	PRACTICE NURSE	Very Good	Nurse practitioner was thorough and was easy to talk to.
13/01/2026	HCA	Very Good	
29/01/2026	HCA	Very Good	
23/01/2026	HCA	Very Good	
28/01/2026	NURSE CLINIC	Very Good	
20/01/2026	Nurse Clinic	Very Good	The practise nurse was thorough professional and kind. Excellent service.
15/01/2026	PRACTICE NURSE	Very Good	I rang just after 8am & used the callback option. I was called within an hour explained my problem and was given an appointment for the afternoon. I was given a thorough check and prescribed medication so a positive experience
23/01/2026	Nurse Associate	Very Good	Nurse was friendly and put me at ease. Very happy with my appointment today
07/01/2026	Phlebotomist	Very Good	I didn?t have to wait long for my appointment, bloods were taken efficiently by Bob. He?s very friendly and great at his job.
15/01/2026	HCA	Very Good	Nurse explained everything as she went along,very pleasant as always.
12/01/2026	Nurse Associate	Very Good	on time and explained things to me clearly
30/01/2026	HCA	Very Good	Because I was seen very quickly and nurse was very pleasant
08/01/2026	HCA	Very Good	On time
21/01/2026	Nurse Practitioner	Very Good	Nurse Practitioner was absolutely brilliant, very caring and reassuring. She listened to everything I needed to say.
30/01/2026	NURSE CLINIC	Very Good	
15/01/2026	GP	Very Good	Got seen rather quickly and everything got sorted with no issues
26/01/2026	Phlebotomist	Very Good	It was a health check. The nurse was very efficient and friendly
21/01/2026	Phlebotomist	Very Good	HCA was efficient, informed and pleasant.
05/01/2026	HCA	Very Good	Friendly staff, appointment on time
28/01/2026	Nurse Practitioner	Very Good	I attended with my 16 yr old daughter wanting a lump checking on her breast. She was given clear guidance on what to look for, how to check herself in future, but also received a thorough examination. This both informed and reassured her. Excellent.
09/01/2026	PRACTICE NURSE	Very Good	Heard from same day and seen the next day. Can?t get any better than that. Many thanks.
30/01/2026	NURSE CLINIC	Good	Prompt polite service
05/01/2026	Nurse Clinic	Very Good	The nurse was polite and professional and managed the procedure without causing discomfort or embarrassment.
16/01/2026	HCA	Very Good	I was treated with respect and have absolutely nothing negative to say.
12/01/2026	HCA	Very Good	Straight into appointment. Nurse was very approachable.
27/01/2026	HCA	Very Good	
06/01/2026	Attached Staff	Very Good	I saw the physio therapist and she was excellent and requested a couple of appointments at the hospital for my issues
12/01/2026	PRACTICE NURSE	Good	Very good service in appointment but felt like it could have been a phone call.
20/01/2026	NURSE CLINIC	Very Good	all staff very friendly and appreciative

08/01/2026	HCA	Very Good	Was seen on time and the person i saw was very good
08/01/2026	HCA	Very Good	I came for blood test and I was in and out within minutes
06/01/2026	GP	Very Good	
06/01/2026	Nurse Associate	Good	On time, straight forward and done efficiently
23/01/2026	HCA	Very Good	The nurse was very pleasant and professional. She answered the query I had and made a telephone app. for me.
14/01/2026	Phlebotomist	Very Good	Got to no lots of information.
16/01/2026	Phlebotomist	Very Good	Not waiting, appointment on time...nurse very professional and informative
30/01/2026	HCA	Very Good	Appointment was on time. Bloods were taken in a very professional manner
14/01/2026	Phlebotomist	Good	Appointment on time, surroundings warm, nurse very nice. No pain in finding vein.
08/01/2026	HCA	Very Good	The nurse was very good
27/01/2026	Nurse Clinic	Neither Good Nor Poor	Because I never saw a doctor
15/01/2026	NURSE CLINIC	Very Good	All the staff were kind and helpful.
26/01/2026	HCA	Very Good	Seen on time by people I expected
29/01/2026	Baby Immunisation Clinic	Very Good	The practitioner we saw was lovely she was friendly and approachable, patient felt comfortable through his appointment and was able to receive his immunisations with no upset
28/01/2026	Phlebotomist	Very Good	Phlebotomist who took my blood test was very pleasant Put me at ease as it is not easy sometimes to get my blood But he always makes me at ease
19/01/2026	Nurse Associate	Very Good	Appt 8.20. Arrived 08.07. Bloods taken and back out by 08.15. Great service.
29/01/2026	PRACTICE NURSE	Very Good	Once I got to see the nurse practitioner the lady was very knowledgeable was patient to answer my questions and put my mind at ease. At least I now feel i can move forward trying new treatments recommended for me. Thank you
30/01/2026	HCA	Very Good	I was seen extremely quick and the nurse was lovely.
05/01/2026	Nurse Associate	Very Good	I wasn't sure, as have so many appointments the reason for my blood test. I did guess it was to test for fatty liver. The nurse went to great lengths to identify the reason. It was fatty liver.
27/01/2026	HCA	Very Good	Took time and care and had a very pleasant manner.
09/01/2026	HCA	Very Good	Nurse had a lovely manner and was very helpful
02/01/2026	NURSE CLINIC	Very Good	Appointment on time. Practice Nurse was lovely, professional and efficient, booking my next Appointment for me.
14/01/2026	NURSE CLINIC	Very Good	Appointment on time. Didn't feel rushed could ask questions.
29/01/2026	HCA	Very Good	Appointment on time and HCA was extremely friendly and efficient.
07/01/2026	Nurse Practitioner	Very Good	
16/01/2026	HCA	Very Good	They were very nice and friendly and helpful
16/01/2026	Phlebotomist	Very Good	Because I always get very good service when every I go
12/01/2026	Phlebotomist	Very Good	My appointment given to me was Miscalculated (, But I've done it a thousands of times) . No harm done and the nurse made me a new one. So came away happy and contented. .No Problems whatsoever ????
08/01/2026	Nurse Associate	Very Good	Appt on time very friendly and efficient.
15/01/2026	NURSE CLINIC	Very Good	I had to wait 5 minutes at most, the nurse was lovely
15/01/2026	Phlebotomist	Very Good	My appointment was on time. The nurse I had my appointment with was so lovely. Very caring, explained everything, made me feel at ease. She took my bloods without any problems and completed all checks with a smile. It was a great experience.
16/01/2026	Nurse Associate	Very Good	
27/01/2026	HCA	Very Good	The nurse I saw was really friendly and professional
09/01/2026	HCA	Very Good	
09/01/2026	Phlebotomist	Very Good	Patient had his routine bloods with Phlebotomist. Makes patient feel very at ease being this done.
26/01/2026	COPD FACE TO FACE CLINIC	Very Good	Very good explaining different things to me very nice and professional

27/01/2026	HCA	Very Good	Good service
28/01/2026	Phlebotomist	Very Good	Friendly, professional advice
21/01/2026	NURSE CLINIC	Neither Good Nor Poor	A telephone call is not ideal.
09/01/2026	Nurse Associate	Very Good	The nurse was very gentle giving me the injection, she was friendly and professional
06/01/2026	HCA	Very Good	Pleasant quick ontime
29/01/2026	HCA	Very Good	Good quick appointment.
27/01/2026	HCA	Very Good	Didn't have to wait so was in and out. HCA was very pleasant.
12/01/2026	PRACTICE NURSE	Very Good	The nurse actually listened. Was given numerous medications which started to help eliviate the symptoms almost straight away, especially with eye drops and barrier cream. Felt like I mattered, not just a tick box.
08/01/2026	HCA	Very Good	Kind caring
30/01/2026	HCA	Very Good	Dealt with in a professional manner by a friedly member of staff.
29/01/2026	HCA	Very Good	The nurse was very good with me.
29/01/2026	Phlebotomist	Very Good	Polite and spot on service
05/01/2026	Nurse Associate	Very Good	I was early to arrive and was called in almost immediately. Staff caring and good at their jobs.
14/01/2026	NURSE CLINIC	Very Good	Nurse was lovely
02/01/2026	Phlebotomist	Very Good	Appointment was on time or maybe a few minutes early, Phlebotomist was friendly and efficient.
08/01/2026	PRACTICE NURSE	Very Good	Very good and helpful would be pleased to have a appointment with her again made you relaxed and listen to what was wrong with you
23/01/2026	Phlebotomist	Very Good	The girl was very pleasant and did her job very well.
21/01/2026	NURSE CLINIC	Very Good	She was very pleasant and polite and quite helpful
02/01/2026	HCA	Very Good	Nurses were welcoming and down to earth
09/01/2026	HCA	Very Good	Very quick to be seen, friendly nurse, over in 5 painfree mins, thanks
09/01/2026	HCA	Very Good	Good services and always available Wen needed
27/01/2026	Nurse Associate	Very Good	Service was very good, young lady who attended to me was very professional and pleasant.
07/01/2026	Phlebotomist	Very Good	Very helpful and friendly
30/01/2026	PRACTICE NURSE	Good	Nurse was very helpful
29/01/2026	HCA	Very Good	
20/01/2026	Nurse Clinic	Very Good	Reception staff very polite and helpful. Nurse was really caring and, as always, she looked into every possible option that could possibly help my condition.
05/01/2026	HCA	Very Good	Prompt service in the surgery, the nurse friendly, and efficient.
23/01/2026	NURSE CLINIC	Very Good	Appointment on time very satisfied with health care assistant
07/01/2026	Nurse Associate	Very Good	Got straight in and had heart monitor fitted by a lovely nurse.
07/01/2026	Phlebotomist	Very Good	Appointment on time to have blood test by a really nice man who i have seen before made you fel at ease
29/01/2026	HCA	Very Good	Great nurse and didn't have to wait long
26/01/2026	Phlebotomist	Very Good	Always a great experience with the nurses who do my monthly bloods. Thanks
02/01/2026	Phlebotomist	Very Good	Very prompt and efficient . On time
29/01/2026	Baby Immunisation Clinic	Very Good	Straight in and out
30/01/2026	NURSE CLINIC	Very Good	On time, efficient service
09/01/2026	Nurse Associate	Very Good	
08/01/2026	GP	Very Good	I always find all the staff at the surgery very kind, understanding and helpful.
29/01/2026	HCA	Very Good	She was lovely, very comforting and easy to talk to
15/01/2026	NURSE CLINIC	Very Good	I have quite a few tablets to take and there have changes or removals or alternatives and I just needed to ask and all would be revealed .Thanks for that.
15/01/2026	PRACTICE NURSE	Very Good	Everything was explained fully and I was happy with my answers

22/01/2026	NURSE CLINIC	Very Good	My appointment was more or less on time. The nurse was friendly and respectful. Clear in explaining what she was doing and gave good advice.
22/01/2026	Phlebotomist	Very Good	
28/01/2026	GP	Very Good	Helpful from the first phonecall, triage and then appointment for same day
22/01/2026	Phlebotomist	Very Good	Very good very polite good job
06/01/2026	Nurse Associate	Very Good	
07/01/2026	Phlebotomist	Very Good	Called in before appointment time. Friendly and professional nurse and receptionist.
28/01/2026	Phlebotomist	Very Good	Appointment was on time and the phlebotomist was efficient and friendly.
16/01/2026	NURSE CLINIC	Very Good	
14/01/2026	NURSE CLINIC	Very Good	Appointment on time and both done with care
28/01/2026	Phlebotomist	Very Good	Only took about five minutes to get it done
21/01/2026	Phlebotomist	Very Good	The chap taking my blood made sure that the bleeding had stopped before he let me go. Firm pressure meant that I didn't have massive bruising like the time before. (Appreciated when I had a canula placed in the same arm 2 days later.) Thanks!
09/01/2026	Phlebotomist	Very Good	Very quick and efficient
23/01/2026	HCA	Very Good	Loved the kindness and great explanation of the reason I was at surgery .Very friendly person .
30/01/2026	HCA	Very Good	Nice clean venue, friendly staff & painless taking of blood.
22/01/2026	Phlebotomist	Very Good	Was on time had no problems getting blood
02/01/2026	Nurse Associate	Very Good	On time, very friendly and efficient
13/01/2026	HCA	Very Good	Excellent service knowledgeable staff
07/01/2026	Phlebotomist	Very Good	Brilliant as always
28/01/2026	Phlebotomist	Very Good	I was seen on time and the person doing my bloods was very polite and friendly.
08/01/2026	Phlebotomist	Very Good	Yesterday's visit to the Surgery was excellent
07/01/2026	Phlebotomist	Very Good	Friendly easy to talk to.
30/01/2026	NURSE CLINIC	Poor	She put me on hold to finish her conversation.
07/01/2026	Phlebotomist	Very Good	
22/01/2026	Phlebotomist	Very Good	male nurse was very good
15/01/2026	NURSE CLINIC	Very Good	Acts quickly and are really responsive to your needs
07/01/2026	GP	Very Good	GP listened attentively to what I saying in relation to problems that I was having , when they first started , possible causes , how I was dealing with them . He advised me on what to do if symptoms worsened and put a treatment place in place .
12/01/2026	HCA	Good	Managed in a timely manner did not have to wait long to be seen. Polite and compassionate staff.
22/01/2026	NURSE CLINIC	Very Good	Straight in to my appointment. Did not have to wait.
15/01/2026	Phlebotomist	Very Good	He was on time .. very pleasant , chatty and professional
12/01/2026	PRACTICE NURSE	Very Good	Brilliant doctor
05/01/2026	HCA	Very Good	I was seen promptly by an excellent health care professional who was knowledgeable, friendly and reassuring.
16/01/2026	Phlebotomist	Very Good	Easy to get appointment.
19/01/2026	Phlebotomist	Very Good	HCA was really nice
21/01/2026	Phlebotomist	Very Good	I had the reason for my app mixed up with a Feb app but Phlebotomist checked & explained which has kept me on right track
09/01/2026	Phlebotomist	Very Good	The nurse was good at making me feel at ease. He was considerate and didn't rush the appt.
28/01/2026	NURSE CLINIC	Very Good	
22/01/2026	Phlebotomist	Very Good	Doctor was very supportive made everything clear
28/01/2026	Phlebotomist	Very Good	I always request the phlebotomist as I am regularly monitored for my bloods which is not easy to get but he manages it well without any problem.

30/01/2026	HCA	Very Good	Doctor listened and discussed my concerns with myself not typing on computer excellent doctor need more like him
09/01/2026	Phlebotomist	Very Good	Staff very friendly made you at ease
08/01/2026	PRACTICE NURSE	Very Good	Very good feedback and explained very well. Also offered advice and things to look out for. Thank you
15/01/2026	HCA	Very Good	Nurse was very professional listened to what I had to say and was very smart in her appearance
27/01/2026	Nurse Associate	Very Good	On time and very friendly professional staff .
15/01/2026	HCA	Very Good	App was just a routine blood test. Nurse was pleasant and efficient.
08/01/2026	PRACTICE NURSE	Very Good	Doctor was explicit with her examination and information
12/01/2026	HCA	Very Good	Didn't have to wait long, nurse was very friendly and BP was ok so no further action. Clean practice and quiet time. North House Surgery is a great Practice with lovely staff. Thank you
07/01/2026	Nurse Practitioner	Very Good	It was my first time at the practise the waiting room was well laid out, my appointment was on time and I felt that the doctor I saw took great care in reassuring me, which I needed.
08/01/2026	Phlebotomist	Very Good	very friendly and made me feel at ease
16/01/2026	HCA	Very Good	Nurse was very efficient and friendly, explaining everything about the tests
13/01/2026	Attached Staff	Poor	
08/01/2026	Nurse Associate	Very Good	The person I saw was helpful, polite and efficient
08/01/2026	HCA	Very Good	Nurse who looked after me was professional and personable, she made the whole experience very pleasant.
05/01/2026	HCA	Very Good	I didn't wait very long and was seen by a lovely nurse in and out in no time
15/01/2026	NURSE CLINIC	Very Good	Good service knew what they were doing
15/01/2026	GP	Very Good	The doctor was determined to get answers for me. He wrote a referral letter and called to let me know. I feel reassured. My already high opinion of North House Surgery has been reaffirmed. Thank you.
02/01/2026	PRACTICE NURSE	Very Good	Very nice person is nurse and nice to deal with thanks you.
05/01/2026	Nurse Associate	Very Good	Very efficient and professional.
21/01/2026	Nurse Associate	Good	Had to wait 15 mins over appointment time
26/01/2026	Phlebotomist	Very Good	Easy to arrange appointment. The nurse was friendly, helpful & professional. My appointment was on time & everything went well & everything was explained to me.
27/01/2026	Nurse Clinic	Very Good	Appointment by phone caller was very professional and polite
28/01/2026	Phlebotomist	Very Good	
28/01/2026	Phlebotomist	Very Good	Very polite & friendly staff
06/01/2026	Nurse Clinic	Very Good	I received a good service and satisfies with the outcome.
09/01/2026	Phlebotomist	Very Good	Appointment on time and blood taken by a very understanding member of the surgery's excellent team
16/01/2026	HCA	Very Good	Appointment on time and bloods done quickly.
28/01/2026	HCA	Very Good	I was dealt with professionally, politely, respectfully and quickly.
27/01/2026	Nurse Associate	Very Good	Nursing Associate is a breath of fresh air! She is so bubbly and listens to you thoroughly.. She takes pride in what she does! Plus she is the best at taking blood.....as I am a softy!