

Friends & Family August 2025 responses :

Experience Rating	Count	Percentage
Very good	96	79%
Good	22	18%
Neither good nor poor	2	2%
Poor	1	1%
Very poor	1	1%
Do not know	0	0%

Date	Experience Rating	Experience Description
01/08/2025	Good	
01/08/2025	Very good	Always lovely friendly x
01/08/2025	Good	
01/08/2025	Very good	Timing and service
01/08/2025	Very good	I attended early,I was seen early, vaccinated with explanation and reassurance,was on my home in a jiffy
01/08/2025	Very good	Very quick response, kind and thorough
01/08/2025	Very good	
01/08/2025	Good	It was good and efficient
02/08/2025	Very good	
02/08/2025	Very good	All staff at Nork Clinic are fantastic and always happy to help
02/08/2025	Good	
02/08/2025	Very good	All good.
02/08/2025	Very good	I saw Maria the nurse absolutely fantastic.Very caring and understanding

02/08/2025	Very good	
02/08/2025	Good	
02/08/2025	Very good	Very helpful when rebooking blood test
02/08/2025	Very good	Appointment time fine, very pleasant nurse, no problems at all
02/08/2025	Very good	I have been very unwell requiring hospital admissions over the past 4 months. I have been treated with kindness and consideration at the surgery by the wonderful receptionists when I have needed to see or speak to a doctor.
02/08/2025	Neither good nor poor	Everything is so complicated nowadays. Can't just call, have to do some things via apps, or wait for admin to send reminder texts, or have to check with someone before something can be booked.
03/08/2025	Very good	
03/08/2025	Very good	"The Practice Nurse was reassuring and very caring. She explained everything well and looked up my previous results to put my mind at rest. The Practice Nurse overall was Excellent."
04/08/2025	Very good	
05/08/2025	Very good	
05/08/2025	Very good	Quick and easy
05/08/2025	Very good	It was on time and quick. No waiting around.
05/08/2025	Very good	
05/08/2025	Very good	
05/08/2025	Very good	I got all the information I needed and also all the bookings
05/08/2025	Very good	I saw Elaine, the diabetic nurse. She is very helpful and understanding
06/08/2025	Very good	
06/08/2025	Very good	Very good, no problems

06/08/2025	Good	surgery good but cannot always get to see a doctor
06/08/2025	Very good	Helpful and efficient
06/08/2025	Very good	I received prompt, efficient and courteous service.
06/08/2025	Very good	Seen by the nurse on time and she booked my 3 month follow up there and then
07/08/2025	Very good	"I've always found the receptionist very helpful and all the doctors exceptional over many years always looked after me. Thank you ðŸð©"
07/08/2025	Very good	Friendly and efficient people.
07/08/2025	Poor	"You changed my prescription from my normal metformin to a generic one and I have advised before that the generic pills make me ill, so no one knew why this was changed. You also changed my dosage down from 4 a day to one a day, how could this be done without a consultation with me? â€” This caused utter confusion at the pharmacist. To alter this I rang the surgery 3 times and was assured that the inhouse pharmacist would ring me, they never did. As a last resort I had to visit the surgery"
07/08/2025	Very poor	"Following on from my previous feedback. I would like to say this caused a lot of unnecessary problems so I would like to tell me why without any referral to me did you change the prescription as you knew it would make me ill???"
07/08/2025	Very good	
07/08/2025	Good	Efficient
08/08/2025	Very good	
08/08/2025	Very good	Got appointment with the nurse fairly quickly.
08/08/2025	Good	nurse was excellent but arranging appointment was a nightmare.
08/08/2025	Good	
08/08/2025	Very good	Excellent service, very satisfied, thanks!

08/08/2025	Very good	Every time I use the service it never fails to please me
08/08/2025	Very good	The care at the clinic from receptionists to doctors is very good.
08/08/2025	Very good	Christine is always very efficient
08/08/2025	Very good	The appointment ran smoothly and the nurse and doctor were friendly and knowledgeable. They put me at ease.
08/08/2025	Very good	Appointment time was adequately maintained and my needs attended to efficiently.
08/08/2025	Good	Called by nurse just a few minutes after arriving at practice. Very prompt. Nurse very efficient, took my blood with no problem. Then left practice after only being in there a few minutes.
09/08/2025	Very good	Caring
09/08/2025	Very good	Caring
09/08/2025	Very good	A quick response to my request for a talk with a doctor and prescription sent straight away to my local pharmacy.
09/08/2025	Very good	"Seen on time (in fact early).
	Quick and efficient	
	Painless blood test"	
10/08/2025	Good	Very pleasant nature ,but the person was not feeling well so do think they should have worn mask to protect me.
11/08/2025	Good	have generally found reception staff friendly and helpful
12/08/2025	Good	The staff and drs are great and helpful but the system to book of either online at 8am or by phone at 8:30, to see you may get a call at any time is inconvenient when working
12/08/2025	Good	I can always get doctor to call me although always different doctors
12/08/2025	Very good	More times than not, manage to get help from Drs, nurses and admin team with no rush to queries and open communication
13/08/2025	Good	The experience was fine, nurse and student were pleasant

13/08/2025	Very good	
13/08/2025	Very good	Had an appt with Christine the Nurse who has always been very helpful and informative.
13/08/2025	Very good	Reception staff were excellent
14/08/2025	Good	My appointment was on time
14/08/2025	Very good	On time pleasant and efficient
14/08/2025	Very good	
14/08/2025	Very good	Appointment was on time, the nurse was reassuring and courteous. Receptionist was helpful booking another appointment
14/08/2025	Very good	The nurse who was checking my ears was very efficient.
14/08/2025	Very good	
15/08/2025	Very good	Easy to get an appointment. Friendly staff
15/08/2025	Very good	
15/08/2025	Very good	The surgery is friendly and the doctors and nurses are fantastic
15/08/2025	Good	I was called right on time and the staff very friendly It was only an extra message very confusing
15/08/2025	Very good	I came for Asthma Clinic and I always find Vanda very helpful.
16/08/2025	Good	
16/08/2025	Very good	Elaine is always very helpful
17/08/2025	Very good	Very helpful staff.
17/08/2025	Very good	Efficient and helpful
18/08/2025	Very good	Receptionist most helpful & understanding.
18/08/2025	Very good	On the last few occasions it has been easy to get through to reception, quick to get an appointment to see a doctor, nurse or physiotherapist I like it

use to be done		
18/08/2025	Very good	I was treated very well and given good assurance concerning the deep knee wound by the Gp practice nurse. The stitch removal was also well performed and dressed afterwards.
19/08/2025	Very good	The nurse was quick and efficient and pleasant.
19/08/2025	Very good	They phoned back straight away on time
19/08/2025	Very good	Shelagh was a great help, a credit to the practice and the nursing vocation.
20/08/2025	Very good	Perfect
20/08/2025	Very good	
20/08/2025	Very good	
21/08/2025	Very good	Help me with my need for quick service thank you
21/08/2025	Very good	I met with a nurse, Shelagh ? for a routine jab. She was very warm, professional and helpful.
21/08/2025	Very good	Very efficient.
21/08/2025	Very good	Excellent from receptionists with any queries always very helpful and GPs that this surgery are fantastic. I've looked after us for so many years all my family and our grandchildren.
21/08/2025	Very good	Every time I've called the practice the receptionist has been very friendly and helpful. The nurse that we had for my 3yr olds jabs was so friendly and put us all at ease, especially our daughter.
22/08/2025	Very good	Very quick and efficient when I went in for my blood test
22/08/2025	Very good	Booked me in as soon as possible
22/08/2025	Very good	Always very friendly and helpful
22/08/2025	Very good	Very good and efficient
22/08/2025	Very good	Professional and polite service.

23/08/2025	Very good	
23/08/2025	Very good	
23/08/2025	Very good	Staff were helpful and very welcoming
23/08/2025	Very good	Had an appointment with Nurse Maria. She is always very helpful and informative.
24/08/2025	Very good	
24/08/2025	Very good	Questions I had were fully answered.
24/08/2025	Very good	
26/08/2025	Very good	All staff are always very good
26/08/2025	Good	Polite and caring
28/08/2025	Very good	Nork Clinic is almost like visiting a private clinic. the receptionists are always happy & helpful, the doctors & nurses are all thorough, knowledgeable & helpful! I've never had a GP surgery like Nork! BRILLIANT!!!
28/08/2025	Very good	
28/08/2025	Very good	All satisfactory
29/08/2025	Very good	I saw the nurse before my appointment time
29/08/2025	Neither good nor poor	Can be difficult to get an appointment but get there in the end.
29/08/2025	Very good	Efficient and fast referral
30/08/2025	Very good	The nurse was very friendly and helpful. Made the experience supportive.
30/08/2025	Very good	Staff we found respectful and caring good experience
30/08/2025	Good	There was little to do so the mark is just good if there was more on which to evaluate the clinic the mark could have been higher
30/08/2025	Very good	

30/08/2025	Good	We presented with a fairly unusual, unplanned and challenging situation and they were persistent in their efforts to provide support
30/08/2025	Very good	Helpful
31/08/2025	Very good	
31/08/2025	Good	Able to get my health concern attended