

Friends & Family January 2026 responses:

Experience Rating	Count	Percentage
Very good	105	85%
Good	19	15%
Neither good nor poor	0	0%
Poor	0	0%
Very poor	0	0%
Do not know	0	0%

Date	Experience Rating	Experience Description
01/01/2026	Very good	
01/01/2026	Very good	I found booking the blood test easy and when I got to the surgery the phlebotomist was kind and took my blood expertly.
02/01/2026	Very good	My appointment was dealt with effectively
02/01/2026	Very good	Good service and polite receptionists staff
02/01/2026	Very good	
03/01/2026	Very good	Maria was very friendly which helped to reduce the stress I had for the procedure.
03/01/2026	Very good	Helpfulness of reception staff and my nurse Shelagh
03/01/2026	Good	
03/01/2026	Very good	Prompt appointment in and out
04/01/2026	Very good	
04/01/2026	Very good	Both the doctor Flores and the nurse were very kind and considerate during my consultation by phone
06/01/2026	Very good	I was seen on time. The Nurse was lovely (Sheila). I was immediately put at ease and made to feel comfortable.
06/01/2026	Very good	Fast efficient
06/01/2026	Very good	All staff in the practice is very kind helpful and extremely professional.
06/01/2026	Very good	Helpful and kind staff. Specially Dr Saarsng
06/01/2026	Very good	Reception very helpful full when making the appointment & when I arrived to see Doctor. They do a very good job.
06/01/2026	Very good	Friendly staff. Efficient service .
07/01/2026	Very good	My appointment was easily made and the reception staff are always very welcoming. The phlebotomist I am familiar with and she is always the best!
07/01/2026	Good	Good customer service with friendly helpful receptionists
07/01/2026	Very good	Had appointment with nurse to take blood for testing, all very easy.
07/01/2026	Very good	Very professional and helpful
07/01/2026	Very good	Everyone is always so friendly
07/01/2026	Good	I think the service is good ,iff you can get Help from the doctors . I think you need Doctors that work more than 1 day week I do appreciate that the NHS is on its knees

07/01/2026	Very good	Very professional, helpful and friendly nothing is too much
08/01/2026	Very good	All staff very friendly and helpful.
08/01/2026	Very good	Reception staff so helpful and friendly, I was seen very quickly by nurses who were lovely
		Always a good experience when I visit
08/01/2026	Very good	Friendly staff and no waiting
08/01/2026	Very good	All good
08/01/2026	Very good	
08/01/2026	Very good	Very helpful receptionists could not have been more helpful. Thankyou ladies
08/01/2026	Very good	
08/01/2026	Very good	They are always able to asses and give time to children and pts that need it. No matter how busy
09/01/2026	Very good	
09/01/2026	Very good	Good friendly service as usual
09/01/2026	Very good	Ever time i go to the clinic i am treated by people who care . Who go the extra mile this means so much to me
09/01/2026	Very good	Easy check in , appointment on time. Nurse care friendly and efficient.
09/01/2026	Very good	
09/01/2026	Very good	Very helpful and a follow up appointment has been made.
09/01/2026	Very good	
09/01/2026	Very good	Seen on time. No problem
09/01/2026	Very good	That's how I feel
10/01/2026	Very good	The nurse was lovely, put me at ease and explained everything.
10/01/2026	Very good	The nurse was lovely and put me at ease.
10/01/2026	Very good	The nurse that I saw was really nice and friendly.
		When I told her that I had another appointment in two days time and asked if she could do one of the test on the same day? She checked the notes and told me that she could. Then she put the questionnaire appointment to be done over the phone. I was so happy and grateful because I didn't have to come back to the clinic with the bad weather.
10/01/2026	Very good	Helpful receptionist .Appointment on time and received friendly professional treatment from the Practice Nurse.
10/01/2026	Very good	No wait, polite staff,
10/01/2026	Good	The appointment was on time and the nurse was lovely
11/01/2026	Very good	
11/01/2026	Very good	Professional, polite, friendly and helpful team of doctors and ALL the staff
11/01/2026	Very good	No problem whatsoever ever to complain about
12/01/2026	Very good	Seen quickly, friendly and efficient
13/01/2026	Good	Was very efficient
13/01/2026	Good	Very efficient thank you
13/01/2026	Very good	Although I had to wait three weeks, the steroid injection in my knee was thoroughly investigated and explained to me in detail, and I was not rushed
13/01/2026	Good	But would like face to face apptsâ™
14/01/2026	Very good	Calm, kind and efficient professionals. Reassuring and the reception staff in particular are fantastic in what must be a very difficult job.
14/01/2026	Very good	Very professional
14/01/2026	Good	Appointment was on time. Pleasant staff
14/01/2026	Very good	Prompt attention by the GP to attend to my
		Complaint of Cramps.
		Arranged blood tests immediately and I had the tests the following day.

		<p>Phlebotomist was available to take the blood.</p> <p>She was pleasant and professional.</p>
15/01/2026	Very good	Very helpful
15/01/2026	Good	<p>Saw the nurse for a vaccination - which was given</p> <p>Promptly and pain free while giving information</p> <p>On what it protects u from!</p>
15/01/2026	Very good	Well conducted appointment
16/01/2026	Very good	Very professional and polite.
16/01/2026	Good	Because it was good
16/01/2026	Very good	The doctor was polite, pleasant, considerate, respectful and thorough. This is normal for the doctors within this practice.
16/01/2026	Very good	Appointment with the nurse - she was on time, professional, friendly and put me at ease quickly
16/01/2026	Very good	Had appointment with nurse who was very helpful and on time.
17/01/2026	Very good	Appointments easy to get. Nurse and dr appointments on time. Very thorough and comprehensive feedback on test results
17/01/2026	Very good	
17/01/2026	Very good	
17/01/2026	Good	
17/01/2026	Very good	
17/01/2026	Very good	Caring
17/01/2026	Very good	Good professional service , on time , no waiting
17/01/2026	Very good	
19/01/2026	Very good	Always find receptionist and doctors so polite and accommodating where possible thank you Mrs Janet Bennett
20/01/2026	Very good	
20/01/2026	Very good	Appointment with nurse all good.
20/01/2026	Good	<p>I do not come to doctors often, so asked for full blood test but was given health check test ie sugar and cholesterol!</p> <p>I did have little issue with thyroid last year so needed that rechecked! Also have osteoporosis so vit d and b12 should have been checked!</p> <p>Better for patient to come once and all important tests done!</p> <p>Saves time and helps keep record of patient health upto date!</p>
20/01/2026	Very good	Nurses were very good and friendly and helpful!
20/01/2026	Very good	
20/01/2026	Very good	Seen immediately and nurse was courteous
20/01/2026	Very good	The way my father was treated was just amazing. Thank you Shilagh and Dr Sarrang
20/01/2026	Very good	The staff were friendly and very helpful. Waiting time was minimal & not an issue.
21/01/2026	Very good	always so helpful.. the staff are so lovely
21/01/2026	Very good	
21/01/2026	Very good	Nice and friendly. Professional.
21/01/2026	Very good	The staff are always polite and helpful Excellent service
21/01/2026	Very good	<p>Seen straight away after filling online form for appointment. Call from Doctor and face to face offered.</p> <p>Can't fault Nork Clinic.</p>

21/01/2026	Good	My experience in the clinic is very good but parking close enough is difficult with limited mobility and no disabled parking on site.
21/01/2026	Very good	We have spent ten very happy years as patients, excellent , friendly, superb attention, I could not ask for anything more.
22/01/2026	Very good	The nurse I saw couldn't have been more welcoming and friendly.
22/01/2026	Very good	All ways friendly, and helpful
22/01/2026	Very good	
22/01/2026	Very good	
22/01/2026	Good	
23/01/2026	Very good	The practice nurse was both professional and friendly so immediately puts patients at ease. I was seen a few minutes before my scheduled appointment and my treatment was completed quickly. Many thanks.
23/01/2026	Very good	Took me seriously and acted efficiently and quickly.
23/01/2026	Very good	Very good doctor that , did my Blood test.
23/01/2026	Very good	Able to get a face to face appointment and a follow up appointment booked on the day.
23/01/2026	Very good	Excellent staff Nurses & doctors , reception team All exceptional
24/01/2026	Very good	Maria was lovely and very helpful.
24/01/2026	Very good	They are very helpful gentle and kind
24/01/2026	Very good	
24/01/2026	Very good	
24/01/2026	Very good	Fantastic surgery, have really gone above and beyond during the last few years especially. Been with the practice since I was 4, now 56! Couldn't ask for a better practice. Thank you everyone.
25/01/2026	Good	
25/01/2026	Very good	Very helpful with my queries.
26/01/2026	Very good	
27/01/2026	Very good	Christine is always welcoming
27/01/2026	Very good	Very professional
27/01/2026	Very good	Everything went really well with my blood test with Christine Kendall absolutely very lovely lady and excellent at her job
27/01/2026	Very good	Everything was perfect at the surgery never had a problem and the nurse Christine Kendall is a lovely person. And an extremely kind person and very very good at her job, thank you.
27/01/2026	Very good	Very short waiting time and the nurse was completely ready for the procedure
27/01/2026	Good	Friendly Dr's and staff. One of my blood tests was on record as being a urine sample appointment. ? Otherwise, excellent treatment.
27/01/2026	Good	
28/01/2026	Very good	Appointment was on time and very professional
28/01/2026	Very good	Easy to book blood test online and the Practice Nurse was very friendly and very professional.
28/01/2026	Good	Staff not very friendly.
30/01/2026	Very good	
30/01/2026	Very good	Felt listened too and given time to explain and discuss matters.
30/01/2026	Very good	
31/01/2026	Good	Good
31/01/2026	Very good	Excellent service and good tableside manner

