

Friends & Family July 2025 responses :

Experience Rating	Count	Percentage
Very good	121	81%
Good	23	15%
Neither good nor poor	5	3%
Poor	0	0%
Very poor	0	0%
Do not know	0	0%

Date	Experience Rating	Experience Description
01/07/2025	Good	My blood test was efficient and on time.
01/07/2025	Very good	I arrived for an appointment with the nurse. The check in on the screen was very easy and I was called in almost immediately. The nurse was very friendly, especially as I was a bit nervous. She took the time to make sure I was ok and I couldn't have had a better experience. My appointment being on time meant I got to work on time too!
01/07/2025	Very good	Blood test done quick which I like.
01/07/2025	Very good	
02/07/2025	Good	
02/07/2025	Very good	Quick results
02/07/2025	Good	
02/07/2025	Good	Good advice received in a polite manner
02/07/2025	Very good	Reception less friendly. Nurse very helpful, understanding - shingles jab received & bloods taken.
03/07/2025	Very good	I was seen on time and dealt with efficiently. The electronic check in was efficient.
03/07/2025	Very good	The nurse who removed my son's stitches was really friendly, made him feel at ease, and was personable.
03/07/2025	Very good	Seen very quickly and was treated Efficiently and with care
03/07/2025	Very good	Chris is excellent
04/07/2025	Very good	My choice

04/07/2025	Good	Nurse was excellent as usual.
05/07/2025	Good	Nurse was friendly but appointment appointment started 15-20 mins after booked time so that's why I haven't marked very good
05/07/2025	Good	Was felt with okay
05/07/2025	Very good	Pleasant staff Seen on time Easy and painless treatment
05/07/2025	Very good	The nurse I met with was very warm, friendly and professional
05/07/2025	Very good	
05/07/2025	Very good	Good accurate service
05/07/2025	Very good	The booking was efficient, polite reception team on arrival. Dr I saw was so lovely she did not rush me and you did not feel like she was just doing a tick box exercise
06/07/2025	Good	On this occasion the service was good. That is not always the case.
06/07/2025	Very good	Good
08/07/2025	Very good	Good and polite service and listening to my concerns and providing resolutions
08/07/2025	Very good	Elaine was fabulous, 12th baby injections are tough for everyone and she did a superb job. :)
08/07/2025	Very good	It was very quick and efficient
08/07/2025	Very good	Very quick and efficient
08/07/2025	Very good	Staff is very helpful
08/07/2025	Very good	
09/07/2025	Very good	Easy to check in, punctual and professional appointment
09/07/2025	Very good	
10/07/2025	Very good	Excellent and sympathetic GPs with follow up appts and calls
10/07/2025	Very good	
10/07/2025	Very good	Appointments arranged easily and any follow up tests done quickly.
10/07/2025	Very good	I have only seen the nurses.

		They are excellent
10/07/2025	Neither good nor poor	Had phlebotomy with practice nurse; vacutainers were already ready to be used with next lying ready presumably for patient after me when I entered the room; left room thinking whether I had a new vacutainer used; would have helped if it was open and connected in front of patient
10/07/2025	Very good	My appointment was on time, and Christine the nurse was lovely
10/07/2025	Very good	Always helpful and willing to resolve issues quickly
11/07/2025	Very good	Efficient, friendly and helpful staff The doctors are sympathetic , kind , caring and professional
11/07/2025	Very good	Helpful friendly and knowledgeable staff
11/07/2025	Very good	Polite, friendly and prompt.
11/07/2025	Good	I would say very good but I don't have my test results yet.
12/07/2025	Very good	Fast on time efficient service
12/07/2025	Very good	Nurses are always helpful and informative.
12/07/2025	Very good	Had a nurse appt. They are always friendly, helpful and informative.
12/07/2025	Very good	At appointment with the nurse a query was raised about the condition of my arm and a doctor came to clarify the problem straight away
12/07/2025	Very good	
12/07/2025	Neither good nor poor	I thought I had appointment to see doctor so I had prepared the questions I would like to know the answers However I have only saw the nurse who said she was to take my blood pressure only. I can take my own blood pressure if that was all needed for me to make appointment, which is very difficult to achieve, to come to the surgery for blood pressure checks. I wanted to discuss about the blood pressure medications which have been changed backwards and forwards by consultant and doctor no result
12/07/2025	Very good	
13/07/2025	Very good	People working at Nork Clinic are hardworking staff, polite and respectful, made my appointment very pleasant and comfortable. By the other side the Nurse is always smiling and responding to all my questions or concerns. I do like a lot going to the clinic and I hope they continue with this amazing service. Thank you Nork Clinic!!!!

13/07/2025	Very good	Reasonably quick response when needed. Triage is efficient. GP appointments available with some delay but reasonable.
14/07/2025	Very good	The nurse was very helpful and good and the receptionist are very helpful
15/07/2025	Very good	
15/07/2025	Very good	Very helpful, I can't thank them enough
15/07/2025	Very good	Reception staff helpful and welcoming. Christine the practice nurse as so kind and professional when I saw her yesterday
15/07/2025	Very good	Friendly and extremely helpful Reception staff. Elaine was kind and gave good information.
15/07/2025	Very good	
16/07/2025	Very good	Very efficient
16/07/2025	Very good	Appointment was on time and blood test was conducted very well
17/07/2025	Good	
17/07/2025	Very good	Saw Christine the nurse for a blood test. She was as always very polite and friendly
17/07/2025	Very good	There are many reasons why NC is good, including frendly staff, punctual, efficient, helpful etc.
17/07/2025	Very good	Friendly and efficient service
17/07/2025	Good	
17/07/2025	Neither good nor poor	The nork practice is getting to busy to cope with patients you call & fully booked (full to capacity) call 111 & wait for hours sometimes The receptionist are great when you get to speak to them so are doctors, time to wait for call backs is longer ðŸ¥°
18/07/2025	Very good	
18/07/2025	Very good	
18/07/2025	Very good	Vanda was very patient and took time to listen to all my queries
18/07/2025	Very good	Every time I need anything itâ€™s never a problem to get it sorted
18/07/2025	Very good	Quick and efficient.
18/07/2025	Very good	Maria is always cheerful and informative. She is a very experienced nurse and I trust her completely!

18/07/2025	Very good	
18/07/2025	Very good	The nurse I saw was professional on time and willing to answer my, admittedly few, questions and carried out the procedure quickly and efficiently.
19/07/2025	Good	Generally a good service and helpful staff
19/07/2025	Very good	Good response with callback phone call from reception And excellent and very positive and pleasant meeting with doctor Well done Nork surgery
19/07/2025	Very good	Every person I dealt with was very professional and wanting to help
19/07/2025	Good	Long wait
19/07/2025	Very good	07921 174 301
19/07/2025	Very good	Seen quickly after booking and followed up results quickly
19/07/2025	Very good	Can normally get an appointment pretty quickly, have been getting great consultations on diabetes and weight loss
20/07/2025	Very good	Kind nurse. Helped me with my queries
20/07/2025	Very good	All my treatments received have been very good.
20/07/2025	Very good	Friendly and professional
20/07/2025	Good	
20/07/2025	Good	This survey often doesn't connect
20/07/2025	Very good	They were understanding of my concern about how I felt and managed to find me an appointment the same day. I was seen by a doctor who was sympathetic to my worries and arranged a series of tests to discover the problem.
20/07/2025	Very good	They were understanding of my concern about how I felt and managed to find me an appointment the same day. I was seen by a doctor who was sympathetic to my worries and arranged a series of tests to discover the problem.
20/07/2025	Very good	Super polite and efficient reception staff and superb nurse.
20/07/2025	Very good	
20/07/2025	Very good	I was seen on time and nurse was very efficient - the Receptionist was also eager to answer a query for me.

20/07/202 5	Very good	I was seen on time and nurse was very efficient - the Receptionist was also eager to answer a query for me.
21/07/202 5	Good	I thought I was renewing my prescription on the NHS app only one item went through. Saw Dr Dean twice & as usual he was very helpful & knowledgeable. However I find it very stressful trying to arrange an appt -
22/07/202 5	Very good	
21/07/202 5	Very good	
21/07/202 5	Very good	
21/07/202 5	Very good	I have always been treated very well by the receptionist and doctors.
22/07/202 5	Very good	
22/07/202 5	Very good	Very efficient and professional service.
22/07/202 5	Good	Helpful staff
22/07/202 5	Very good	Very friendly professional nurse who carried out the appointment
22/07/202 5	Very good	Very helpful and punctual
22/07/202 5	Very good	Friendly and helpful. Seen on time.
22/07/202 5	Very good	Beth and Dr Imri were most helpful. They listened carefully and asked many pertinent questions. The exercises which Beth recommended have already helped me. I am most grateful for their help.
23/07/202 5	Very good	Appointment was on time and nurse very friendly and put me at ease
23/07/202 5	Very good	
23/07/202 5	Very good	The nurse called Ellen is just super.
23/07/202 5	Very good	It was only a blood test they had to get it right or get it wrong this one went right so full marks
23/07/202 5	Very good	Christine Kendall was excellent. Puts me at my ease and is efficient and very caring. She a credit to Nork clinic.
23/07/202 5	Very good	Telephone appointment, was timely, polite and informative.
23/07/202 5	Very good	
24/07/202 5	Very good	Informative and understanding
24/07/202 5	Good	

24/07/2025	Very good	
24/07/2025	Neither good nor poor	My appointment was at 11.30 am but I was seen at 12.15pm
24/07/2025	Good	Didn't have to wait long to see the nurse. Very friendly.
24/07/2025	Very good	First class help advice
24/07/2025	Good	
24/07/2025	Good	
24/07/2025	Very good	The nurse was extremely professional and very sensitive to my concerns
25/07/2025	Good	I was surprised but pleased that the surgery took the initiative in offering the assessment.
25/07/2025	Very good	Always efficient and friendly.
25/07/2025	Very good	
25/07/2025	Very good	The nurse was caring and made me feel at ease
25/07/2025	Very good	Everything clean and efficient
25/07/2025	Very good	
25/07/2025	Very good	Very helpful and good service
26/07/2025	Very good	Maria Baldwin was very knowledgeable and put me completely at ease.
26/07/2025	Very good	Efficient service.
26/07/2025	Very good	Very efficient
28/07/2025	Very good	Seen immediately and very good service by the consulting nurse
28/07/2025	Very good	Efficient in their own zone. Lovely staff, always helpful.
28/07/2025	Very good	We move to Ashted and it will be with a deep regret we need to change the surgery and their personal. Not even one single person, doctor or nurse was not lovely, all were permanently perfectly open and respectful: many many thanks. We will miss you continuously! Joanna Josee and Lia
28/07/2025	Very good	
29/07/2025	Very good	

29/07/202 5	Very good	Always explain exactly what and why tests are needed. They listen to any questions I might have all staff very helpful
29/07/202 5	Good	Friendly reception on arrival Easy check in
29/07/202 5	Very good	Nurse kindness
29/07/202 5	Very good	Polite and very helpful Reception staff Efficient and pro-active GP
29/07/202 5	Very good	The nurse was particularly helpful
29/07/202 5	Very good	The nurse was particularly helpful and informative
30/07/202 5	Very good	My blood test was taken professionally and efficiently and the appointment was on time
30/07/202 5	Neither good nor poor	
31/07/202 5	Very good	Always very professional
31/07/202 5	Very good	Literally everyone from Doctors, Nurses, Receptionists are so friendly, helpful and professional
31/07/202 5	Very good	5 Star. Thank you.
31/07/202 5	Very good	Christine was very pleasant and efficient
31/07/202 5	Very good	Christine was very pleasant and efficient
31/07/202 5	Very good	The consultation with the doctor was perfect as well with the nurse. As we move from Banstead to Ashted, we need to change The surgery and this with a deep regret, not because the following is not as good, what we cannot presume, just because we know what we have and need to leave!