

Friends & Family November 2025 responses:

Experience Rating	Count	Percentage
Very good	134	79%
Good	31	18%
Neither good nor poor	0	0%
Poor	2	1%
Very poor	2	1%
Do not know	0	0%

Date	Experience Rating	Experience Description
01/11/2025	Very good	On time very friendly and professional
01/11/2025	Very good	Very professional
01/11/2025	Very good	
01/11/2025	Very good	Always can get an appointment Maria the nurse is so kind and friendly. Made me feel so at ease.
01/11/2025	Very good	It was exceptionally good
01/11/2025	Very good	Staff always so efficient and friendly and this was no different
01/11/2025	Very good	Very quick in and out
01/11/2025	Very good	Christine, the surgery nurse, is always kind and efficient and nice to talk to and give confidence.
01/11/2025	Very good	Nurse was excellent, very helpful and really pleasant to deal with
01/11/2025	Very good	First Class, my blood test was carried out quickly efficiently and kindly. I was able to ask about additional tests and have them considered.
01/11/2025	Very good	Responded to my request for a appointment and polite in dealing with me ðŸ™‚
01/11/2025	Very good	Very professional
02/11/2025	Very good	Dealt with efficiently and without delay.
02/11/2025	Very good	Seen on time.
02/11/2025	Good	Very helpful reception staff. The nurse I saw was extremely friendly, warm, polite, respectful and professional & totally put me at ease
02/11/2025	Very good	The receptionist was helpful and the nurse very professional and understanding
03/11/2025	Very good	Very good
03/11/2025	Very good	My request was dealt in good time.
04/11/2025	Very good	
04/11/2025	Very good	No problem encountered.
04/11/2025	Very good	Very prompt and efficient
04/11/2025	Very good	
04/11/2025	Very good	
04/11/2025	Very good	
04/11/2025	Very good	Friendly and efficient nurse
04/11/2025	Very good	Nurse Shelagh was absolutely brilliant. Patient, reassuring and so so helpful. I canâ€™t thank her enough.
04/11/2025	Good	
04/11/2025	Very good	
05/11/2025	Very good	
05/11/2025	Good	Helpful professional staff and always dealt with kindness

05/11/2025	Good	Seen quickly and competently.
05/11/2025	Very good	Blood test results were considered quickly and practice Pharmacist contacted me promptly with change of medication for raised blood pressure. Very good service.
05/11/2025	Very good	Appointments easily arranged. Reception helpful and polite.
05/11/2025	Very good	
05/11/2025	Good	Excellent nurse and didn't wait long
05/11/2025	Very good	Felt comfortable
06/11/2025	Very good	Answered all my questions & acted straight away
06/11/2025	Very good	Excellent caring healthcare from Christine. Thank you so much.
06/11/2025	Very good	Very Happy with our Practice ðŸ˜‰
06/11/2025	Very good	Very prompt. The clinic contacted me for repeat blood test
06/11/2025	Very good	Swift and very professional.
07/11/2025	Very good	On time no problems
07/11/2025	Very good	Kind and courteous staff and always happy to help
07/11/2025	Very good	Very professional
07/11/2025	Good	
07/11/2025	Very good	Efficient, friendly and on time!
08/11/2025	Good	
08/11/2025	Very good	Elaine is very helpful and thorough.
08/11/2025	Very good	
08/11/2025	Very good	I was surprised at how easy it was to book a blood test, all very polite, knew what i needed and efficient. I left early for my appointment but the A217 was jammed. I made it 1 minute after my appointment. No huffing from anyone but complete understanding from reception and the nurse, i didn't feel like an irritating number in a queue. Nurse is always fabulous and friendly, accommodated my flu jab at the same time. Really impressed and i am pleased i have the opportunity to express it here.
08/11/2025	Good	As expected.
08/11/2025	Very good	I find the practice responsive and practical in dealing with my issues so far.
08/11/2025	Good	Helpful
08/11/2025	Very good	I am always extremely anxious before a GP as I have had a few bad experiences with healthcare professionals which makes it very daunting for me. However, I had Maria and she was absolutely amazing. So so lovely and also explained why she was taking each measurement which I've never had before. I felt so comfortable. Couldn't praise her enough
08/11/2025	Very good	The staff are wonderful and very helpfull
08/11/2025	Very good	I feel I'm being listened to by the doctor that I see - and they refer me to specialists, without me asking them.
09/11/2025	Very good	
09/11/2025	Very good	Staff very helpful
09/11/2025	Good	Needed my granddaughter to help me
09/11/2025	Very good	Prompt and efficient and really lovely staff
10/11/2025	Good	
10/11/2025	Very good	Whenever I see Dr Rakin she is patient and kind. I feel she really cares.
10/11/2025	Poor	Tried to get app. For 9 days by phoning, going into surgery, and on line without any luck. Which just isn't good enough. Appalling.
11/11/2025	Very good	I was seen on time. Staff were kind and professional.
11/11/2025	Very good	Very timely and respectful
11/11/2025	Very good	I had a blood test with Christine very nice lady

11/11/2025	Good	
11/11/2025	Very good	
11/11/2025	Very good	Sheilagh was very polite, friendly and efficient.
12/11/2025	Very good	Excellent service
12/11/2025	Very poor	I have just found out the doctor wanted to speak to me about my test results but nobody told me so still haven't seen the doctor .
12/11/2025	Very good	On time and very helpful
12/11/2025	Good	Friendly
12/11/2025	Good	Health professionals working in the clinic are helpful and kind.
13/11/2025	Very good	Helpful staff
13/11/2025	Very good	A seen on yime
13/11/2025	Very good	All the admin/medical staff are first class, friendly, helpful and make hou feel at ease.
13/11/2025	Good	Health professionals were helpful and supportive.
13/11/2025	Very good	Friendly and professional reception staff. Nurse was clear and pleasant in demeanor. One teeny criticism, whilst awaiting second of two tests, the wait area is very loud. Staff are rather loud on the phones, and with other staff talking in the waiting room, it was almost unbearable!
14/11/2025	Very good	Excellent service. Easy to get appointment and friendly reception.
14/11/2025	Very good	
14/11/2025	Very good	
14/11/2025	Very good	
14/11/2025	Very good	
14/11/2025	Very good	Always gets the job done. Emphasis has shifted from the doctors to qualified ancillaries. Which is okay but tends to slow down some referrals. Until recently we elderly patients used to get an annual MOT with a full blood test. I.e. preventative medicine. Now itâ€™s a battle to just get an annual blood test. I accept that practices are under increased pressure but blood tests are a good way to keep an eye on vulnerable patients. As a service you should be proactive.
14/11/2025	Good	Pleasant Dr dealt with efficiently.
14/11/2025	Very good	Very friendly and helpful staff.keen to help.
14/11/2025	Very good	Because the procedure I had was very good
14/11/2025	Very poor	My test results indicate I have a problem with my liver but I haven't heard anything from the surgery
15/11/2025	Good	
15/11/2025	Very good	Very good service and friendly confident professionalism.
15/11/2025	Very good	I was seen on time and had a very cordial appointment with the nurse.
15/11/2025	Very good	Was very happy with the health check appointment and professional I had. Very well explained results following recent blood tests and considerations discussed for future health and lifestyle changes & with a warm delivery.
16/11/2025	Very good	Maria the Surgery nurse was kind quick and her manner made you relax.
16/11/2025	Very good	Very helpful reception staff. I was seen on time by the nurse. My blood was taken professionally and quickly.
16/11/2025	Very good	You got back to me swiftly
16/11/2025	Very good	Seen on time
17/11/2025	Very good	The reception staff are always helpful. Maria, the nurse I saw was very thorough and caring.
17/11/2025	Very good	As I filled in a link and got a text appointment shortly after as in the past I have called multiple times and have not been able to get through. The staff were friendly and have been very helpful.
18/11/2025	Good	The doctors and nurses are excellent and very kind and caring.

18/11/2025	Very good	Friendly, on time. Doctor didn't rush me
18/11/2025	Very good	Very good
18/11/2025	Very good	Very prompt and efficient service
18/11/2025	Good	Pleasant and effective .
18/11/2025	Very good	Very kind and professional
18/11/2025	Good	Had to wait a while. Talking information tv was annoying after u had been sitting there ages. Could not sit in quiet. Parking always a problem more for staff than for patients.
18/11/2025	Good	Almost perfect
19/11/2025	Very good	Reception staff are always friendly and helpful I came to the surgery for a pneumonia vaccination and the nurse I saw was kind and professional.
19/11/2025	Very good	In and out seeing the nurse
19/11/2025	Very good	The staff were pleasant and helpful.
19/11/2025	Very good	Brillant
20/11/2025	Very good	Friendly nurse and fast
20/11/2025	Very good	Christine is very friendly, calming and efficient
20/11/2025	Good	
20/11/2025	Good	
20/11/2025	Good	Went in on time everything went smoothly.
20/11/2025	Very good	Really good at responding to messages
21/11/2025	Very good	
21/11/2025	Very good	The doctor I saw about my asthma was excellent and super thorough and did not rush me she was brilliant and explained everything thank you
21/11/2025	Very good	
21/11/2025	Very good	Staff are very helpful and polite. They speak respectfully to patients.
21/11/2025	Very good	My experience with the practice on 20th November was excellent. First class assistance given with care and consideration.
21/11/2025	Very good	A very pleasant experience with a highly qualified nurse with sympathetic nature
21/11/2025	Very good	Nurse checked history of injury as well as checking the wound, blood pressure etc and applying new dressing. Kind and very efficient.
21/11/2025	Very good	Helpful reception; appointment on time; nurse professional and very pleasant.
22/11/2025	Very good	Excellent service
22/11/2025	Very good	Maria gave me thorough advice on my travel vaccinations and advised on other possible ones to consider for where we're travelling to plus tips on avoiding mosquito bites and food/watwr hygiene. Vaccinations given in really good time and super friendly! Maria is an asset to Nork Clinic and always gives sound advice.
22/11/2025	Very good	On time, and efficient treatment
22/11/2025	Very good	
22/11/2025	Very good	Always able to get an appointment.
22/11/2025	Very good	Seen swiftly but very professional nurse.
22/11/2025	Very good	Went in on time, treatment carried out in a pleasant manner.
23/11/2025	Very good	The reception staff are always welcoming and the nurse doing my injection was quick and it was pain free.
23/11/2025	Very good	Seen on time
23/11/2025	Very good	Seen on time, excellent nurse, long standing staff
23/11/2025	Very good	2 lovely practice nurses, very supportive & provided excellent care towards me.
24/11/2025	Very good	

25/11/2025	Very good	
25/11/2025	Very good	Very helpful staff ,Doctors and Nurse . Easy to make appointments
25/11/2025	Very good	
25/11/2025	Good	Appointment was on time but sling appointment is very difficult as surgery seems to be in over demand at all times of the year
25/11/2025	Very good	Efficient and prompt service
25/11/2025	Very good	Everyone kind and helpful I don't feel a nuisance
25/11/2025	Good	Elaine, the nurse, was very good. Human, helpful and kind. The receptionists are functional and generally not rude. By the same token, they're not terribly welcoming. A little training on how they could respond to a "Thank you" with a "You're welcome" instead of apathy could benefit them and service users immensely. Additionally, this appointment couldn't happen because it was post blood collection time. Appointment needed to be rebooked. Human error. No stress.
25/11/2025	Very good	Excellent
25/11/2025	Very good	Staff always polite and helpful
25/11/2025	Good	It was very good and quick when I managed to get an appointment. It is not 100% because you can't tell about a problem if after 9 am even if it is online. You have to wait next day 8am to manage to fill the form or call, which is very limited.
26/11/2025	Very good	Very prompt appointment. Seen straight away
26/11/2025	Very good	Fast and friendly
26/11/2025	Very good	
27/11/2025	Very good	Easy to book in, nice doctor
27/11/2025	Very good	Just the overall friendly and helpful staff in what I should imagine is a very stressful environment
27/11/2025	Very good	Friendly and always very helpful
27/11/2025	Very good	Very happy with the treatment i received and accommodating with the appointments.
27/11/2025	Very good	
27/11/2025	Good	The doctor tried to be as helpful as he could.
27/11/2025	Very good	Seen on time with appointment. Carried out efficiently. All good.
27/11/2025	Very good	Nurse very good, reception staff informed with regard to veterans service
27/11/2025	Very good	Very professional
28/11/2025	Very good	Thank you so much for the appointment. The Dr was amazing and spent a lot of time doing the Epley manouver which has completely got rid of symptoms that I have had close to three weeks.
29/11/2025	Good	Staff is helpful. Nurse who attend me is very accommodating and helpful, she l very nice.
29/11/2025	Good	My experience is mostly good, sometimes less than, rarely more than good
29/11/2025	Poor	I asked for specific tests to be done, that are available on the NHS, which were recommended to me by a specialist for my condition & the practice refused. Not helpful at all
29/11/2025	Very good	Straight forward blood test

29/11/2025	Very good	Excellent Maria and Elaine are such lovely nurses and a credit to your surgery
29/11/2025	Very good	The procedure I had was fine
29/11/2025	Good	Excellent
29/11/2025	Very good	Very efficient and smooth
29/11/2025	Very good	I am always able to get an appointment for a doc to see my son or speak over the phone. Often they will arrange a follow up call to check on his progress too. Always thorough to check him and listen to my concerns.
30/11/2025	Very good	Any health issues I have had have been dealt with efficiently and with courtesy