

Friends & Family September 2025 responses:

Experience Rating	Count	Percentage
Very good	98	78%
Good	25	20%
Neither good nor poor	2	2%
Poor	1	1%
Very poor	0	0%
Do not know	0	0%

Date	Experience Rating	Experience Description
01/09/2025	Very good	
02/09/2025	Very good	Because the nurses that check my health condition are very supportive and offer a Friendly service within the practice
02/09/2025	Very good	Smear test
02/09/2025	Very good	
02/09/2025	Very good	
02/09/2025	Very good	Good service, friendly and helpful. Elaine excellent as always, friendly and helpful.
02/09/2025	Very good	Quick response, efficient and kind staff
02/09/2025	Very good	Very helpful
03/09/2025	Very good	Very prompt and quick appointment
03/09/2025	Good	Reception couldn't find me on the computer for 10min. I just had blood test appointment.
03/09/2025	Very good	I was very happy with the attention given to my problem and the follow up I received.
03/09/2025	Very good	The diabetic team are very professional with a friendly caring approach
04/09/2025	Very good	Reception staff very welcoming. Surgery calm and organised
04/09/2025	Very good	I had a sudden heart rhythm episode and Dr. Sarang dealt with matters efficiently, covering all bases in view of my other medical issues. The reception staff organised appts and blood tests quickly, despite heavy demand.
04/09/2025	Very good	Always treated very well by all staff.
04/09/2025	Very good	Very good service and friendly
04/09/2025	Good	I have a clear plan going forward to deal with my problem. Physio rated very high.
04/09/2025	Poor	Very difficult to book appointments. Not able to book a non emergency appointment at all, so have to try and get an emergency appointment when it is not necessary to book same day
04/09/2025	Very good	Seen quickly and efficiently
05/09/2025	Very good	Always a pleasure to see the nurses who are polite and very efficient.
05/09/2025	Very good	Requested an appointment and got seen the next day, very friendly doctor
05/09/2025	Very good	I was given a blood test 2 days after I phoned

05/09/2025	Good	Very helpful receptionist but not being able to book a routine doctors appointment for 2 weekâ€™s disappointing.
05/09/2025	Very good	Service is very good
05/09/2025	Very good	Dr Gary Horton was very easy to talk too, very professional and very thorough.
06/09/2025	Very good	
06/09/2025	Very good	Very friendly staff
06/09/2025	Very good	Very helpful customer service and the doctors ;reception staff and the nurses are very good .
06/09/2025	Very good	Because I have had the help I need when I need it.
06/09/2025	Neither good nor poor	Maria the nurse was very helpful. She rang me on time proved to be the most helpful . Maria may have made me alter my view on the attitude of the practice who to date have proved to be somewhat tardy in the manner they have dealt with my queries to date. Maria was very accommodating and proved to be exceptional. A pleasant surprise based on my recent experience of the practice
06/09/2025	Very good	All was very satisfactory
07/09/2025	Good	
08/09/2025	Very good	Good service
09/09/2025	Very good	Thatâ€™s my opinion.
09/09/2025	Very good	
09/09/2025	Good	
09/09/2025	Very good	Always seen when needed all staff helpful and understanding
10/09/2025	Very good	Christine is always so kind and nice.
10/09/2025	Very good	On time and always friendly. Thanks.
10/09/2025	Very good	
11/09/2025	Very good	
11/09/2025	Good	I have mobility issues and therefore access is always a problem. However these have been greatly eased by the patience and help of all the staff
11/09/2025	Very good	The practice has a very high standard
11/09/2025	Very good	Counter staff v good and friendly
11/09/2025	Good	The nurse saw me ahead of time and was very proficient in collecting blood for the required tests. I left the surgery in time after the appointment
11/09/2025	Good	In most cases staff were courteous. Appointments on time.
11/09/2025	Very good	
12/09/2025	Very good	
12/09/2025	Very good	The staff at Nork are so very helpful
12/09/2025	Very good	The staff at Nork are very helpful
12/09/2025	Very good	Very efficient procedure.
12/09/2025	Very good	Helpful team. Great attitude. Thank you to Dr Alamin for being very supportive.
13/09/2025	Very good	Very helpful booked a phone consult to get my sons hearing tested, which I have tried and failed to do on line for the last few months. Also, booked my flu jab in, which again have tried to do online with no success.

13/09/2025	Very good	No waiting time and informative about the vaccines
14/09/2025	Good	
14/09/2025	Very good	Prompt attention . Polite and pleasant staff members .
14/09/2025	Very good	Quick and efficient
14/09/2025	Very good	Elaine is fantastic supportive caring and very pleasant.
14/09/2025	Very good	Everyone from receptionists to nurses & GP's are all amazing, friendly & helpful! The best surgery I've ever had!
14/09/2025	Very good	Excellent Surgey
15/09/2025	Very good	
15/09/2025	Very good	Receptionist was very helpful Nurse was excellent Doctor helpful
16/09/2025	Good	I don't like that correspondence is all digital. I had a blood test and got told I had to have another one in a month but no explanation why.
16/09/2025	Very good	Only waited about 15 to see the practitioner She was very friendly and professional Overall a good appointment
16/09/2025	Very good	The surgery always replies to online requests The receptionists and doctors are very pleasant and helpful
16/09/2025	Very good	
16/09/2025	Good	Appointment was on time
16/09/2025	Very good	Always very efficient and extremely helpful, nothing is too much trouble.
17/09/2025	Good	Everything fine.
17/09/2025	Good	Checked in with reception who pointed out I was late and that nurse may not see me. Slightly frosty. Unnecessary information. 5 minutes late due to limitations of parking.
17/09/2025	Very good	As always Excellent service always very polite and helpful
17/09/2025	Very good	
18/09/2025	Very good	seen on time, signed in efficiently by the machine no need to interrupt reception staff good service by nurse
18/09/2025	Very good	
18/09/2025	Good	Just had a blood test , only 1 minute that all
18/09/2025	Very good	Christine is Always friendly and on time.
18/09/2025	Very good	
18/09/2025	Very good	I was seen on time nurse explained what she was doing I was in and out very promptly
19/09/2025	Very good	Very good
19/09/2025	Very good	It was quick and easy
19/09/2025	Very good	All very clear in terms of booking in. Appointment ran to time

19/09/2025	Very good	The receptionist was helpful and polite and accommodating
19/09/2025	Very good	Very helpful and friendly people, also efficient and good bedside manner• .
19/09/2025	Very good	Receptionist helpful, appointment booked smoothly. Nurse Sheila very friendly and efficient and put me at ease right away.
20/09/2025	Very good	Very pleasant and efficient staff and nurs. Highly recommend this practice. Well done.
20/09/2025	Very good	Quick good service
20/09/2025	Very good	Was in and out before my appointment time
20/09/2025	Very good	Dr Salim was very friendly and efficient and completely understood my problems. I was very worried about my post-op arm getting hot. He gave me a thorough examination and useful advice
20/09/2025	Good	Response to ailments
20/09/2025	Very good	
21/09/2025	Very good	Friendly and professional staff
21/09/2025	Good	The nurse was very good
21/09/2025	Very good	
21/09/2025	Very good	Efficient, professional and polite.
22/09/2025	Good	Friendly service but face 2 face appointments almost impossible to get.
23/09/2025	Very good	The nurse was very kind and followed up with a query I had the same day.
23/09/2025	Very good	Rang to cancel appointment. Receptionist was very helpful in arranging a new appointment that suited me the best. Easy to check in. The nurse was lovely. I went in early for my appointment. Very good service.
23/09/2025	Very good	Excellent service
23/09/2025	Good	Several reminders and a quick and kind vaccination service . Thank you
23/09/2025	Very good	
23/09/2025	Very good	Friendly staff Officiant
24/09/2025	Very good	Customer service was good
24/09/2025	Very good	Saw Christine, specialist nurse, and what a wonderful experience. She is so knowledgeable and puts y mind at ease. The way she conducts the appointment is so calm and easy going. She made me feel totally happy. The receptionist staff were also very helpful and courteous. I definitely recommend Nork Clinic.
24/09/2025	Very good	Prompt appointment time friendly staff
24/09/2025	Very good	Staff are always very polite and helpful
24/09/2025	Good	To enhance the practice given to the patient.
24/09/2025	Very good	The Surgeon was very kind, explained the procedure and was very efficient. It did not hurt and the aftercare information was very clear.
24/09/2025	Very good	Always very high standard

24/09/2025	Neither good nor poor	There seems to be a disconnect between admin and the clinical team. One person tells you your due x test the next can't see why you have an appt or what for. They don't seem to trust the patient knows what the appt or test needed is.
24/09/2025	Very good	The nurse I saw was extremely helpful and knowledgeable and gave me lots of good information and advice the nurse was called Christine
25/09/2025	Good	
25/09/2025	Very good	Nurses and Doctors (90 percent) gave good advice
25/09/2025	Very good	Had a very easy appointment at the surgery with specialist nurse Christine. She was amazing, very knowledgeable and the how appointment was pleasant. She put my d at ease with the concerns that I had. The reception staff were also pleasant and understanding.
25/09/2025	Very good	
26/09/2025	Good	
26/09/2025	Very good	I was very nervous and the nurse was so kind and re-assuring that she made me feel comfortable enough to continue with the procedure.
26/09/2025	Good	Very helpful receptionist who went above& beyond . Nurse friendly & engaging.
27/09/2025	Good	Have been to see the nurse phone calls from the doctor
27/09/2025	Very good	I had a smear test which is never pleasant but the nurse was so kind and professional.
27/09/2025	Very good	Very helpful and friendly
27/09/2025	Very good	Friendly and very professional service
27/09/2025	Very good	Doctor Sarang was very thorough and caring
29/09/2025	Good	Happy with the service I receive
30/09/2025	Good	Good
30/09/2025	Very good	Really helped me
30/09/2025	Very good	Was given a face to face appointment on same day as requested