

Friends & Family April 2026 responses:

Experience Rating	Count	Percentage
Very good	101	82%
Good	20	16%
Neither good nor poor	1	2%
Poor	0	0%
Very poor	0	0%
Do not know	0	0%

Date	Experience Rating	Experience Description
01/03/2026	Good	The receptionists are very helpful within the remit you set. Better than my last surgery where they were basically negative. However whilst the clinician was a lovely man I did find him a bit remote and clinical lacking the empathy and connection one might find in a Doctor. He said my second bout of earache in a month is because of wax in the inner ear, use eardrops which I am doing to no effect. Only because of my proactivity and that of your reception i realise you offer microsuction.
11/04/2026	Good	
01/04/2026	Very good	Doctor phoned and I saw her 2 hours later in surgery
01/04/2026	Very good	Very helpful, understanding and supportive staff
01/04/2026	Poor	difficult to see a doctor when needed
01/04/2026	Good	Because that's how I feel about it.
01/04/2026	Very good	Excellent practice nurse for a blood test
01/04/2026	Very good	
01/04/2026	Very good	Everyone is friendly and welcoming
02/04/2026	Very good	Annual diabetic check. Friendly and fast.
02/04/2026	Very good	When I spoke to the receptionist to make the appointment with nurse to have dressings removed following surgery for fractured femur she was so kind and empathetic. Then when I saw the nurse (Sheelagh) she could not have been kinder and more attentive. She listened to me and invited me to go back to her if I need support in the coming weeks.
02/04/2026	Very good	The Dr.really was very helpful and listened, I only waited about five minutes also I saw the nurse who was very cheerful after her long day..it would help having the same Doctor each time if possible.
03/04/2026	Very good	Service from start to finish- excellent!
03/04/2026	Very good	Face to face appointment within 24 hrs. Seen immediately upon arrival. The GP's attitude towards me, a patient, was the correct mixture of medical professionalism and calming reassurance. Altogether, a
03/04/2026	Very good	
03/04/2026	Very good	
03/04/2026	Very good	Sheila and all the staff at reception and Chris are very helpful and polite
04/04/2026	Very good	I find each and every one of the Doctors,Nurses and all their staff to care and take time to speak to the patients,and guide them with any type of problems they might have or need.
05/04/2026	Very good	I had already submitted one on Friday
05/04/2026	Very good	Very friendly and helpful,get you seen quickly
07/04/2026	Very good	All the staff are friendly,welcoming and helpful
08/04/2026	Very good	My rating was such because I find all staff are kind and helpful. I feel listened to and then followed up with the necessary medical attention.

08/04/2026	Very good	Had blood pressure test . All done quickly
08/04/2026	Very good	Gillian and Christine were amazing, courteous and friendly. Thank you so much.
08/04/2026	Good	Elaine Buxton is always a pleasure to meet and very helpful
08/04/2026	Very good	Always pleasant and caring attitude
09/04/2026	Very good	I am extremely happy with the way everything was done.
09/04/2026	Good	All attendants and nurses are kind and efficient but sometimes a little serious. Anyway the service is good.
10/04/2026	Very good	I recently visited Nork Clinic and had a very positive experience. The reception team are always patient, friendly, and welcoming, which makes a big difference from the moment you arrive. The doctor is highly knowledgeable and professional " I always feel confident in the advice and care provided. Whenever I have a concern, I genuinely feel looked after and reassured. A special thank you to Christina, who is consistently professional, kind, and approachable.
10/04/2026	Very good	Had an Asthma check with Vanda who was very informative on how to control my asthma.
10/04/2026	Very good	I was seen on time and by appointment. No problems and no complaints
11/04/2026	Very good	Outstanding service as always Polite staff Great doctors and nurses
11/04/2026	Good	The person i saw was not a doctor i have seen her on many occasions and her very hit and miss dependent on her mood.
11/04/2026	Very good	I saw the Nurse and she was sympathetic and helpful. I arrived early and was seen before my appointment time.
11/04/2026	Good	Friendly reception and appt booking by Jennifer. Equally friendly interaction with Elaine the PN
11/04/2026	Very good	It was less waiting andu appointment with nurse was done quickly and was done professionally.
12/04/2026	Good	Takes to long to get appointment,why must it always be a phone call,which can always be days after
12/04/2026	Very good	On time. Procedure clearly planned. All equipment worked. Really nice manner
13/04/2026	Very good	Nurse who I had my appointment with was brilliant so caring and understanding and always seems to have time for me.
13/04/2026	Very good	Everything aspect for the appt dealt with with complete satisfaction as is always my experience
15/04/2026	Very good	Excellent
15/04/2026	Very good	My appointment was on time and carried out efficiently
15/04/2026	Very good	Friendly Great communication
15/04/2026	Very good	Christine is always very efficient at taking blood
15/04/2026	Very good	Appointment was almost on time and nurse very pleasant
15/04/2026	Very good	Appt was on time and were staff friendly and helpful.
15/04/2026	Very good	No problem getting an appointment and seen on time and very professionally.
16/04/2026	Very good	Professional and polite.
16/04/2026	Very good	
16/04/2026	Very good	Quick efficient and friendly.
16/04/2026	Very good	
16/04/2026	Very good	Very friendly and professional Doctor/Nurse

16/04/2026	Very good	All very efficient and good thank you
16/04/2026	Very good	
16/04/2026	Very good	Prompt service . Shelagh was excellent in providing advise
16/04/2026	Very good	I had an appointment with the practice nurse. She was very approachable, friendly, kind and helpful. The receptionist was also very helpful.
17/04/2026	Very good	The staff at Nork are really friendly and nurse Murphy always ensures me and takes her time to explain things to me.
17/04/2026	Good	Easy to use, efficient.
17/04/2026	Good	
17/04/2026	Good	I had good service for my earwax appointment
17/04/2026	Very good	Always very helpful and explained clearly
17/04/2026	Very good	
18/04/2026	Very good	Great friendly reception staff. Wonderful doctors
18/04/2026	Very good	Friendly, clean efficient, caring
18/04/2026	Very good	Easy to get spot- professional service
18/04/2026	Very good	Very good
19/04/2026	Very good	Had a blood sample taken, all on time and very simple.
19/04/2026	Very good	The receptionists are always extremely helpful and supportive and happy. The doctor's, nurses and physiotherapists are a pleasure to interact with especially their professional attitude towards their patients.
19/04/2026	Good	I had excellent service for my earwax investigation, but generally it is the same problem getting an appointment. It takes long enough to get a call from the doctor and almost possible to get a face to face appointment
19/04/2026	Very good	I have had two appointments, one with nurse and other with Dt Alahi. Both excellent
19/04/2026	Very good	I saw Dr Rakin on Friday and as usual she was very helpful and friendly. I always like to see her because she knows my history and what I am going through at the moment.
19/04/2026	Good	Appt confusion Not properly warned about the side effects of the shingles jab
20/04/2026	Very good	Elaine carried out the injections calmly and professionally and explained the possible side effects.
20/04/2026	Poor	You don't listen....I wanted a second liver function test and gamma gt level test as the first would have been giving the wrong readings...I told the doctor this... you have once again wasted my time
21/04/2026	Good	Helpful with a quick appointment
21/04/2026	Very good	Very efficient and friendly
21/04/2026	Very good	Have received help and advice
21/04/2026	Very good	Dr Elamin is just fantastic she's been my rock since my mum and dad passed away, also reception staff and the nurses are superb! Very happy client indeed.
21/04/2026	Very good	Staff are very accommodated and helpful.
22/04/2026	Very good	As usual the nurse I saw was very efficient. I came for a blood test and I hate needles but she was so gentle I hardly felt a thin
22/04/2026	Very good	Lovely doctor. Listened to me.was very friendly I felt very well looked after
22/04/2026	Good	Check-in machine didn't advise nurse that I had checked in so 2 people were called in before me whose appointments were after mine
22/04/2026	Very good	Only had to see the nurse very quick and straight forward.
23/04/2026	Very good	Lovely staff very helpful and efficient
23/04/2026	Very good	
23/04/2026	Very good	Every practitioner i have seen here has been amazing and thorough
23/04/2026	Very good	I saw Christine the nurse who is always friendly and well informed re health issues.
23/04/2026	Good	Staff were very helpful and the doctor was amazing
23/04/2026	Very good	Quick and very knowledgeable

23/04/2026	Very good	Appointment, spot on time, staff free, friendly and helpful
23/04/2026	Very good	It was amazing the way my doctor did my injection so fast
24/04/2026	Very good	I have been at this surgery for 16 Years along with all my family. All staff at reception are good, but Donna at reception is an absolute star, she goes above and beyond to do all she can to help. The nurses are amazing ladies, Christine, Maria, Elaine are all very welcoming and make you feel at ease. Dr Kayali is my preference of GP my husband is a real Dr Deen fan.
24/04/2026	Very good	Since 1973. I have been fortunate to have Nork Surgery as our family Surgery, over all these years, I have found Doctors and staff to be very helpful and understanding. We are so lucky.
24/04/2026	Very good	
24/04/2026	Very good	It's because the service received was perfect
24/04/2026	Very good	Helpful with apps. Test results . Lovely staff
25/04/2026	Very good	Blood test appointment on time and very efficient service
25/04/2026	Very good	Very responsive reception and witnessed a thoughtful member of staff also find some biscuits for a young patient struggling after an injection, to raise blood sugar. This was proactively done and was lovely to witness.
25/04/2026	Good	
25/04/2026	Good	
25/04/2026	Very good	I did not have to wait and my blood test was taken in an acceptable manner.
25/04/2026	Good	
27/04/2026	Very good	
27/04/2026	Very good	I had /have an intermittent severe acute pain causing occasional disability. In distress contacted after hours service 6.30. Dr Call back at 7-diagnosis Call from surgery next morning to see Dr at 11. Sent for x-ray and bloods. Collected meds Next day saw fantastic physiotherapist with x ray results. Now waiting for ultrasound appointment and bloods Surgery Care, availability and variety of in house services-particularly availability of after hours) great reception thank you!
27/04/2026	Very good	I received excellent help and advice from the Dr. I felt listened to and was very appreciative of her time and assistance.
27/04/2026	Very good	I've never had a problem with our surgery from doctors to receptionist and nurses try their best to help .
28/04/2026	Very good	
28/04/2026	Very good	Nurse was extremely helpful, and made sure I was very comfortable and that she'd answered any questions I had.
28/04/2026	Good	Helpful Staff
28/04/2026	Very good	Experience is always good once able to get an appointment.

28/04/2026	Very good	The service on this occasion was top rate as I phoned at 8.30am with a problem and was given an appointment at 10.10am. The GP was very thorough and I received a call from the hospital later the same day.
28/04/2026	Very good	
28/04/2026	Very good	All seamless, informative, friendly and timely.
29/04/2026	Very good	Personalised caring appt.
29/04/2026	Very good	Problem was adequately dealt with
29/04/2026	Very good	The surgery is excellent all staff so pleasant. I have been coming the past two weeks for wound dressing Elaine has looked me so well and she's always got a smile on her face plus her expertise are brilliant as with all the staff at Nork like to say a big thank you from Christine and all the other staff who all have known for a very long time and the GPs have never had a problem. Nothing's been too much trouble after many years with Nork thank you all so much Janet Bennet .
29/04/2026	Very good	
29/04/2026	Good	I need to make a follow up GP appointment to discuss my blood test results I don't have an appointment until 7 May
30/04/2026	Very good	There has been a noticeable improvement in service both on phone and by the reception staff. Well done!
30/04/2026	Very good	On time, very friendly and helpful beyond expectation.
30/04/2026	Very good	Seen on time , staff was extremely helpful. Very satisfied.
30/04/2026	Very good	Quick appointment gives given same day brilliant .I find this surgery most satisfying
30/04/2026	Very good	
30/04/2026	Very good	