

Friends & Family February 2026 responses:

Experience Rating	Count	Percentage
Very good	102	80%
Good	22	17%
Neither good nor poor	1	1%
Poor	2	2%
Very poor	0	0%
Do not know	0	0%

Date	Experience Rating	Experience Description
01/02/2026	Very good	Good advice and prompt appointment
01/02/2026	Good	
02/02/2026	Very good	Nurses were on time and very friendly and allowed me to book my next job in 3 months time. Something so simple but stops me having to set reminders and phoning in to book it nearer the time
02/02/2026	Very good	Very good and helpful
02/02/2026	Very good	The nurses know me well. I could not sign myself in as the computer was not working, so reception the nurse came by and took me straight in.
03/02/2026	Very good	I recently came in to see the nurse Sheila. Sheila was very knowledgeable and informative and very compassionate, so compassionate that I was "blow away" as I have never experienced this before from a GP practice.
03/02/2026	Very good	My appointment for blood test was on time. Receptionist was very helpful
04/02/2026	Good	Staff are polite and friendly Always welcoming
04/02/2026	Very good	Friendly and efficient service
04/02/2026	Very good	
04/02/2026	Very good	friendly, and reasonably quick
04/02/2026	Very good	No clinic is an excellent surgery caring reception staff are great and the doctors outstanding thank you
04/02/2026	Very good	
05/02/2026	Very good	I was contacted promptly and given appropriate advice and treatment.
05/02/2026	Very good	Quick, efficient service
05/02/2026	Very good	They always listen and try to resolve whatever problem may arise. Always seem to get an appointment when needed. Always follow up when needed.
06/02/2026	Very good	Explained all
06/02/2026	Very good	Staff are so nice and very helpful Doctors very caring
06/02/2026	Very good	
06/02/2026	Very good	My appointment was dealt with efficiently and on time
06/02/2026	Good	No disabled parking spaces provided
06/02/2026	Very good	Easy check in at reception, on time appointment and Maria the nurse is very friendly and makes you feel relaxed and comfortable

06/02/2026	Very good	I came for a vaccination jab and was pleased with the friendly, efficient and kind service I received.
07/02/2026	Very good	Efficient and helpful reception, nurse and doctor.
07/02/2026	Very good	Greeting at Reception lovely (Marion) and prompt appointment with Chris
07/02/2026	Very good	Efficient and prompt experience.
07/02/2026	Very good	Prompt and fast service for my blood test
07/02/2026	Very good	Christine is very professional and very knowledgeable. Quick and efficient service. Thanks
08/02/2026	Very good	Prompt and friendly.
08/02/2026	Very good	
10/02/2026	Very good	Efficient result from phone call
10/02/2026	Very good	Quickly seen, very prompt
10/02/2026	Very good	No wait and pleasant nurse.
10/02/2026	Very good	Excellent the nurse was wonderful with my daughter - thank you
10/02/2026	Very good	Always really helpful
10/02/2026	Very good	I had a diabetic blood test. Nurse was very informative and efficient.
10/02/2026	Good	
10/02/2026	Very good	I'm very lucky to belong to no surgery all the doctors are amazing and the staff thank you for looking after me so well
10/02/2026	Good	Helpful atmosphere
11/02/2026	Very good	The nurse I saw went above and beyond to check my BP and do some blood tests as well as the smear I booked in for. Very efficient and staff very helpful.
11/02/2026	Very good	Nurse was excellent
11/02/2026	Very good	Very friendly, helpful and efficient making me feel comfortable and at ease as I am quite an anxious person
11/02/2026	Very good	Friendly staff
11/02/2026	Very good	Fitted me in for injections
11/02/2026	Very good	
11/02/2026	Very good	Went in for a minor surgery procedure was quick and painless lovely doctor
11/02/2026	Very good	I had minor surgery with Dr Sharif who was very professional and caring.
11/02/2026	Good	Appointment was performed at the booked time.
11/02/2026	Very good	
11/02/2026	Very good	10 out of 10 very good
11/02/2026	Very good	Appointment was on time and informative.
12/02/2026	Very good	Because everyone is very kind and helpful, and Christine who I've been seeing three times a week to have b12 injections always makes me feel at ease and stress
12/02/2026	Good	Greeted with friendly reception and helped with further appointment
13/02/2026	Very good	Seen on time and nurse was quick and efficient.
13/02/2026	Very good	It is easy to get appointments and customer service by reception teams are excellent . The doctors and nurses are very good as well.
13/02/2026	Very good	
13/02/2026	Poor	The reception team are sadly lacking and offer different advice.
14/02/2026	Good	Seen on time
14/02/2026	Very good	Well informed, appt on time, lovely nurse elaine.
14/02/2026	Very good	The nursers at nork clinic are exceptional! I've been seeing them for years and every time I see them they make me feel as if any of my problems they care about and try and help me with advise and decisions. They are friendly, caring and share so much love just like a mum. Maria and Elaine keep being the amazing people you are
14/02/2026	Very good	On time very friendly and efficient
14/02/2026	Very good	Very good

14/02/2026	Very good	
15/02/2026	Very good	Happy
17/02/2026	Very good	
17/02/2026	Very good	On time and as usual friendly and professional
17/02/2026	Very good	
18/02/2026	Very good	I was communicated on the app so everything was easy. I was seen on time and the nurse was really nice. Was easy to check in as well when I got there. Overall, everything was smooth!
18/02/2026	Very good	Everyone was great, the reception staff was fantastic including my autistic daughter in chat after her blood test. Christine as always was fantastic!
18/02/2026	Very good	Very helpful reception staff and the nurse really helped relaxed me – getting a pneumonia jab and don't like injections !
18/02/2026	Very good	Appointment made when it suited me. Got there early and so did the nurse.
18/02/2026	Good	
19/02/2026	Very good	
19/02/2026	Good	You can usually get appointments with the nurse, and mostly go in on time,
19/02/2026	Very good	Prompt appointment. Efficient procedure. Very pleasant demeanour of member of staff carrying out the blood test.
19/02/2026	Very good	I have attended to see the nurse for test , she was amazing so grateful I had my appointment with her .
19/02/2026	Very good	Because Shelagh Murray is always so professional, compassionate, and thorough
19/02/2026	Very good	Always helpful all staff helpful
19/02/2026	Very good	Fitted me in when clinic was full but I needed an injection
20/02/2026	Very good	Easy check in and quick
20/02/2026	Very good	Very prompt and courteous service
20/02/2026	Very good	Seen on time. Nurse was very efficient
20/02/2026	Very good	Very professional
20/02/2026	Good	
20/02/2026	Very good	Was seen quickly by a very nice nurse . She was friendly and helpful
20/02/2026	Very good	Looked after me very well
21/02/2026	Very good	Blood test was performed quickly and result was available on the same day, very professional.
21/02/2026	Very good	Nurse efficient an friendly
21/02/2026	Good	Because it is Good
21/02/2026	Good	Ease of making an appointment and new service provided (ear microsuction). It'd have been an even better experience if I didn't have to be seen by a nurse first/separately
21/02/2026	Very good	
21/02/2026	Very good	Christine is very efficient taking blood
21/02/2026	Very good	I felt i was listen too. And given the care I expected
21/02/2026	Very good	Usually seen on time, very occasionally a slight delay - but if a patient needs more time with their slot, I'm sure it's necessary.
21/02/2026	Good	Just the usual great service.
21/02/2026	Neither good nor poor	Received on-line directives to supply morning and evening BP readings for 5 days without any previous discussion. Now threats of restricting prescription as not complied with directions. Have supplied BP info, been for diabetic foot check and have given blood for annual medical check. WHAT IS THE PROBLEM.

21/02/2026	Very good	Diabetic foot check and associated such as annual blood checks with diabetic nurse, Elaine, slick, emphatic and efficient- as always. Thanks
22/02/2026	Very good	Very efficient, friendly service
23/02/2026	Very good	Always friendly and efficient
23/02/2026	Very good	Usually seen within 15 mins of appt time. Reception staff friendly and efficient.
24/02/2026	Good	I find the nurses, GPs and physio team to be excellent and very kind and helpful
24/02/2026	Good	Nurses, physio s and GP excellent
24/02/2026	Very good	Always seem interested and give good advice along with receptionist
24/02/2026	Very good	Very helpful reception staff especially as I pester them a lot given my health issues. My GP, Dr. Sarang is always first class and goes over & above when I need urgent attention issues.
25/02/2026	Very good	Excellent staff
25/02/2026	Good	
25/02/2026	Good	The appointment for blood test was quickly scheduled at convenient date/time.
25/02/2026	Good	Just had blood taken Not much interaction
25/02/2026	Very good	Very good as I said
26/02/2026	Very good	Efficient and on time
26/02/2026	Very good	Sheila was excellent
26/02/2026	Very good	Appointment on time and efficient.
26/02/2026	Very good	Friendly staff
26/02/2026	Very good	
26/02/2026	Very good	Appt on time and login screen worked without issues
27/02/2026	Very good	Quick in to see the physiotherapist,I received a full examination and diagnosis,and treatment plan
27/02/2026	Good	I was not able to access my appointment
27/02/2026	Good	
27/02/2026	Very good	
27/02/2026	Very good	I have always found Nork Ways clinic Doctors /Nursers / receptionist brilliant
27/02/2026	Good	Pre booked blood test, messaged to ask if blood could be tested for testosterone at the same time, message back from receptionist that I would have to call and make an appointment with a doctor to request. You were already taking my blood, why the need for another appointment and another blood test, a waste of NHS time and resources.
28/02/2026	Poor	I dont feel I received my treatment efficiently.
28/02/2026	Very good	Nurse Christine is always cheerful & gentle
28/02/2026	Very good	Very professional
28/02/2026	Very good	Appointment on time very friendly staff asked all my questions about my treatment
28/02/2026	Very good	Excellent clinic
28/02/2026	Very good	I had an appointment with Maria recently, and she was beyond exceptional. I was very upset and she even offered to rearrange my appointment. She was really amazing.