

Friends & Family June 2026 responses:

Experience Rating	Count	Percentage
Very good	144	87%
Good	16	10%
Neither good nor poor	6	4%
Poor	0	0%
Very poor	0	0%
Do not know	0	0%

Date	Experience Rating	Experience Description
01/07/2026	Very good	On time appointment.
01/07/2026	Very good	It always is
01/07/2026	Very good	Nurse Kendall was friendly and helpful as always, and put me at ease
01/07/2026	Very good	Seen on time with no delay and in a friendly efficient manner
01/07/2026	Very good	Very good
01/07/2026	Very good	Saw a nurse right on time.so friendly and kind and allowed to book a future appointment which is so important to me with my busy life. Excellent service
02/07/2026	Very good	Easy to get appointments Friendly Great receptionists
02/07/2026	Very good	Very helpful staff at reception,
02/07/2026	Very good	Met Shelagh for the first time and she administered the Zoladex. We had a brief conversation about my condition and the treatment I am receiving.
03/07/2026	Very good	I saw the nurse for a blood test. I have seen her before. She is always kind, friendly and professional.
03/07/2026	Very good	The doctor was very caring and kind and spent time to explore my issues with sensitivity
03/07/2026	Very good	Iâ€™ve had no problems speaking to a GP or getting any test results Always on time as well with my appointment
03/07/2026	Very good	It was speedy, courteous and friendlyâ€™!..
03/07/2026	Good	Blood test quick and on time
03/07/2026	Neither good nor poor	I am 78 & Iâ€™m spending far too much time trying to self diagnose or check what my latest blood tests mean - I intend to deliver some of my past results from private providers which I wish to be on file & I will attempt to check over the weekend what my most pressing medical issues are,
03/07/2026	Neither good nor poor	I have already completed this but just to add I do not want to be contacted today& will come into the surgery on Monday with my notes & current concerns. Many thanks / I appreciate that now it is not possible to see a GP with no prior phone call nor when actually seeing a GP to raise more than 1issues. Many thanks
03/07/2026	Very good	Professional friendly and right on time
03/07/2026	Good	
04/07/2026	Very good	I arrived early and was seen promptly, and received first class treatment.
04/07/2026	Very good	
04/07/2026	Very good	Polite and helpful staff. Information was given explaining procedure.
04/07/2026	Very good	Very effivient

04/07/2026	Good	
04/07/2026	Very good	The most efficient and caring staff possible
04/07/2026	Very good	Quick and easy to get an appointment
04/07/2026	Very good	Proffesional
04/07/2026	Very good	Quick efficient appointments Concerns taken seriously Excellent stale clinics for menopause available
04/07/2026	Good	Ok not as good as usual - chair side manner not at the usual high standard
05/07/2026	Very good	The appointment with the nurse reached a satisfactory conclusion when a clear plan of treatment was reached.
05/07/2026	Very good	The nurse had problems gaining entry to a vein for a blood test. The second try was satisfactory.
05/07/2026	Very good	Excellent service
07/07/2026	Very good	Very friendly and professional. Thank you.
07/07/2026	Very good	The nurse who took my BP seemed genuinely interested in how we could get it down.
07/07/2026	Very good	The waiting room was clean and comfortable and my appointment was on time
07/07/2026	Very good	The surgery are always so helpful and responsive. Nothing is a problem. Their responses are quick and actions are taken forward. Thank you
07/07/2026	Very good	Very good and caring attitude
07/07/2026	Very good	
08/07/2026	Good	They offered what I was looking for.
08/07/2026	Very good	Surgery initiated the appointment on schedule and was satisfactory.
09/07/2026	Very good	Mrs Murray was so friendly and personable, so made me feel completely at ease. She was great at explaining the process and what to expect. She also took the time to explain to me why I had colposcopys previously when I commented about this.
09/07/2026	Very good	
09/07/2026	Very good	Seen for my blood test on time. All very efficient.
09/07/2026	Very good	On time, efficiently and sympathetic.
09/07/2026	Very good	Quick to b seen by medics and appropriate medical care have no complaints except waiting lists at hospitals & clinics which are not your fault
09/07/2026	Very good	Very helpful receptionist, nurse and Dr. My son was there for a vaccine and checked his ear infection the same time and issued medication. Both issues sorted swiftly.
09/07/2026	Very good	Small wait in reception nurse very efficient and polite blood tests done very efficiently
09/07/2026	Very good	
10/07/2026	Very good	Usual great punctual and professionals staff.
10/07/2026	Very good	Staff were polite and Maria the practice nurse as always efficient and helpful.
10/07/2026	Very good	
10/07/2026	Good	receptionists are not doctors and it can feel like a fight to get them to actually listen not predict!!
10/07/2026	Very good	
10/07/2026	Very good	Response to messages was quick and I was called to organise the appointments easily.
10/07/2026	Very good	Had to see the nurse following a fall, she was very professional, funny and very helpful.
10/07/2026	Good	It would be helpful to run on time. I understand that things pop up , but maybe the time should be allocated to each patient . Not just 10 minutes . Other people do have to talk about their problems
10/07/2026	Good	I am pleased with the service that I receive

10/07/2026	Very good	Blood tests taken no problems
10/07/2026	Very good	Helpful staff
11/07/2026	Very good	Very pleasant Staff, always helpful. Nice Doctors.
11/07/2026	Very good	My appointment was on time. The procedure was explained and expertly carried out
12/07/2026	Very good	Fab I'm very nervous and always been great
12/07/2026	Very good	Dr Courtney was very kind and listened to everything I needed to say
12/07/2026	Very good	Very nice staff so helpful
12/07/2026	Very good	Overall, staff at Nork Clinic are friendly and helpful.
13/07/2026	Very good	Quick and efficient blood tests done
13/07/2026	Very good	Staff were very helpful
13/07/2026	Very good	
14/07/2026	Very good	
14/07/2026	Neither good nor poor	Would have liked the appointment sooner
14/07/2026	Very good	The place was calm and clean and the staff very helpful. The diabetic nurse was especially helpful and listened to me as I explained my issues and we got a plan together.
14/07/2026	Very good	I like the professionalism of the staff. Whenever I asked a question, she tried her best to answer me. I thanked her for her help and patience.
14/07/2026	Very good	Very professional and appointment was on time no waiting around
15/07/2026	Very good	Always a pleasure having my blood taken by Christine, lovely professional lady !
15/07/2026	Neither good nor poor	
15/07/2026	Very good	They have always responded quickly to my requests and they are helpful and efficient when I attend the practice
15/07/2026	Very good	I was not kept waiting at all.
15/07/2026	Very good	Always excellent service
15/07/2026	Very good	Professional service. Informed advice.
15/07/2026	Very good	Very caring and professional
15/07/2026	Very good	Very caring and professional
15/07/2026	Very good	First class Elaine always very helpful, nice smile and very helpful.
16/07/2026	Very good	Appointment was on time, very professional
17/07/2026	Very good	
17/07/2026	Very good	Always get a quick response to my query
17/07/2026	Very good	The staff nurse is always pleasant and also very professional.
17/07/2026	Very good	I successfully managed to get an appointment and seen on the same day.
17/07/2026	Very good	
17/07/2026	Very good	Always get appointments, great drs and nurses
17/07/2026	Very good	Appointment arranged quickly
18/07/2026	Very good	Friendly staff
18/07/2026	Very good	Dealt with emergency appointment. Professional and helpful staff
18/07/2026	Very good	Nurse appointment was well timed and very informative.
18/07/2026	Very good	Had a blood test Was all good. Done on time. No issues. Thank you
18/07/2026	Very good	Every step was very prompt
18/07/2026	Very good	Always so efficient and caring

18/07/2026	Very good	Excellent GP practice have been here for a number of years unfortunately have to keep going back as I'm few cuts on my legs. Elaine is marvellous and takes care of it as all the surgery thank you Janet Bennett.
18/07/2026	Very good	Very lovely professional nurses, put me at ease immediately and did the procedure with no trouble
18/07/2026	Very good	Usually prompt when need to see a GP. Tests are arranged reasonably quickly.
19/07/2026	Neither good nor poor	
21/07/2026	Very good	Appointment on time staff very helpful and friendly. And the surgery is completely air-conditioned.
21/07/2026	Very good	Didn't leave me waiting outside when i was early for my appointment at 8.30. looked after me because i was too early, only 10 mins, to sign in. Very professional service during my appointment too.
21/07/2026	Very good	After two weeks of visiting the surgery for wound dressings, I cannot compliment the surgery enough. They are always so so good and so so kind Elaine is brilliant. I say every time also have spoke to Doctor Sarang this morning who is an absolute superb Doctor and I'm extremely grateful Janet Bennett
21/07/2026	Very good	
21/07/2026	Very good	Very good
21/07/2026	Very good	Appointment requested and given within reasonable time. Seen on time (only one minute late)
21/07/2026	Good	Straightforward booking appointment and test at surgery carried out efficiently.
21/07/2026	Very good	Appointment easily arranged, confirmed, and reminder text sent. Appointment kept to schedule.
21/07/2026	Very good	Friendly, professional empathetic
21/07/2026	Very good	So easy to talk to staff ,nurses and doctors in the Surgery . Appointments are available when needed
22/07/2026	Very good	Very kind receptionist helping me access appointment
22/07/2026	Very good	Well run and caring.
22/07/2026	Neither good nor poor	
22/07/2026	Very good	Very helpful appointment and in time
22/07/2026	Very good	
22/07/2026	Good	went to have an ECG but the machine was broken.
22/07/2026	Good	Not quite on time going in for appt but all good after that
22/07/2026	Very good	
23/07/2026	Very good	Because they are excellent in treating the patients
24/07/2026	Very good	Quick, efficient, friendly
24/07/2026	Very good	Excellent care from Maria and answered all my questions to be me at ease. Thank you
24/07/2026	Very good	All the staff and doctors work very hard to provide an excellent service which is greatly appreciated. Whenever, I have requested assistance everyone as done their best to provide help. Please keep it up and again greatly appreciated.
24/07/2026	Very good	Punctual, professional and well organised.
24/07/2026	Very good	Maria made me feel reassured & also made the experience feel much more easier even though I felt so nervous
24/07/2026	Very good	The staff always try to be accommodating and always polite and respectful
24/07/2026	Very good	Quickly efficient service, no waiting, had time to listen to my problems
25/07/2026	Very good	
25/07/2026	Very good	Excellent Serice
25/07/2026	Very good	Brilliant
25/07/2026	Very good	Excellent servise

25/07/2026	Very good	Appt. with the gp was good. I felt that she listened to me as a new patient. Appt. with Elaine was excellent. We had a good conversation about my diabetic stabilisation & readjusted my treatment. Reception staff welcoming & friendly. I feel very comfortable about joining the Nork practice apart from the parking!! But you can't do anything about that.
25/07/2026	Very good	The nurse took additional time to explain in detail the problems and possible solutions to my particular situation. I was left completely at ease.
26/07/2026	Very good	Always helpful
26/07/2026	Very good	
26/07/2026	Very good	
26/07/2026	Very good	
27/07/2026	Very good	I have been attending no clinic with the nurse for a cut on my leg cannot thank me enough for the care they're taking. I still have to attend twice a week. I can't praise this surgery enough I say every time but it's true from receptionist to nurses to the doctors. Thank you so very much. I've been with this surgery for 50 years and yes, different doctors but all have been excellent Janet I Bennett
27/07/2026	Very good	Always so helpful and efficient
27/07/2026	Very good	All very efficient thank you
28/07/2026	Very good	Quick fast and happy appointment
28/07/2026	Very good	Everyone without exception is very kind, professional and helpful
28/07/2026	Very good	Good response but limited time for appointment. The team is professional
28/07/2026	Very good	
28/07/2026	Very good	Easy to book in, saw the nurse on time
29/07/2026	Very good	Very professional On time In and out in 5 min Nurse was real nice
29/07/2026	Very good	Responsive.
29/07/2026	Very good	
29/07/2026	Very good	Consistently good
29/07/2026	Very good	I got an appointment the same day
29/07/2026	Very good	Seen by Nurse Elaine on time and as always she was attentive, pleasant and professional
30/07/2026	Very good	Great receptionists (very helpful) Absolutely lovely nurse that had the best bed side manner
30/07/2026	Good	
30/07/2026	Very good	Appointment on time and care was very professional as always
30/07/2026	Very good	No problem in making an appointment to see nurse for a vaccination No delay at time of appointment and very friendly and helpful staff
30/07/2026	Very good	All ways so friendly and very helpful
30/07/2026	Very good	
30/07/2026	Very good	Appointment was on time. The nurse injected a RSV vaccination and also took out 3 stitches from a biopsy both painlessly.
30/07/2026	Very good	Sign in was easy, only waited a few minutes before being called to see nurse
30/07/2026	Very good	Prompt response to worry about heart failure symptoms
30/07/2026	Good	
30/07/2026	Very good	Very helpful and informative.
30/07/2026	Very good	It was a quick visit for an injection, I went straight in and the whole thing took less than 10 mond
31/07/2026	Very good	All very friendly & professional

[illegible]