

Friends & Family June 2026 responses:

Experience Rating	Count	Percentage
Very good	90	83%
Good	17	16%
Neither good nor poor	2	2%
Poor	0	0%
Very poor	0	0%
Do not know	0	0%

Date	Experience Rating	Experience Description
01/06/2026	Good	It was good
01/06/2026	Very good	
02/06/2026	Very good	
02/06/2026	Very good	Because it was
02/06/2026	Good	Health professionals are kind and caring
02/06/2026	Very good	Seen on time. Very professional
03/06/2026	Very good	First class in all aspects when I wasn't well ie the reception & doctors
03/06/2026	Very good	Staff were kind and considerate
03/06/2026	Good	Follow up reminders 2 came with the wrong time necessitating phone calls to surgery to confirm correct time.
04/06/2026	Neither good nor poor	First appointment was made on 24 04 26. It was cancelled, next was made 19 05 26 it was also cancelled. Then, 05 06 26 was fixed and unluckily it was rearranged and I've been asked now to visit Nork Clinic on 18 06 26.
05/06/2026	Very good	Very good and quick
05/06/2026	Very good	Great staff. Very helpful and welcoming
05/06/2026	Very good	Good service all round
05/06/2026	Very good	Very quick response from my request to see a doctor.
05/06/2026	Very good	Had an appointment with the nurse for a blood test. Christine was very professional & easy to talk to. I saw she was struggling with back pain as I do & she was still as nice. Then I had help with a lady at the reception office who booked my physio appointment. She was very helpful & friendly too. Thank you for your help.
05/06/2026	Good	
05/06/2026	Very good	Really easy to book my appointment Reminder text sent Seen by a lovely nurse
06/06/2026	Good	
06/06/2026	Very good	Very helpful and accomodating
06/06/2026	Very good	Excellentâ€¦
06/06/2026	Very good	The practice staff are always helpful, kind and polite.
06/06/2026	Good	My appointment to see the nurse was on time and the nurse was professional and friendly.
07/06/2026	Very good	Respectful service and able to speak to a doctor in most cases
08/06/2026	Very good	We have been with clinic for the last nearly 20yrs and have been very satisfied If we were not happy with the service we would have moved away and joined another clinic thank you for your super service

08/06/2026	Very good	Very quick appointment given and prompt service. Thanks
09/06/2026	Very good	Excellent lady who gave blood test
09/06/2026	Very good	
09/06/2026	Very good	All went as planned, no delays
09/06/2026	Good	The nurse was friendly and caring. Only downside was that I was called 10 mins late for my appointment time.
09/06/2026	Very good	
10/06/2026	Very good	I saw the asthma nurse . She was extremely good and helpful and listened to me
10/06/2026	Very good	The appointment went very well and professional
11/06/2026	Very good	I was seen on time and nurse very efficient
11/06/2026	Very good	Time was perfect no waste Quick to the point action and decision
11/06/2026	Good	Managed to secure quick appointment had prescription sent across to chemist just quick & easy. Referral was done same day for hospital scan all completed in 10 days.
11/06/2026	Very good	Clinic was welcoming, check was clear and worked perfectly. I was early for my appointment and was seen very soon after checking in - no long wait
11/06/2026	Good	
12/06/2026	Very good	Had appointment with nurse for ear problem, dealt with very professionally.
12/06/2026	Good	
13/06/2026	Very good	Very good and professional service from all the professional medical staff
14/06/2026	Very good	
14/06/2026	Very good	The nurse I saw called Maria was excellent. She was friendly and reassuring and very professional.
14/06/2026	Very good	Staff and doctors are very kind and helpful
16/06/2026	Good	The treatment I received was very good but whilst sitting in the waiting room I found the manner of one receptionist quite harsh whilst speaking on the phone to a patient. I would not like to be spoken to in that way. However I do appreciate that the receptionists have a very pressured job early in the morning.
16/06/2026	Very good	On time with my appointment. Attentive & good advice.
16/06/2026	Very good	Very helpful easy to book staff friendly
16/06/2026	Very good	Friendly staff, always helpful, I cannot fault them or the system.
16/06/2026	Very good	Nurse was very friendly and patient. Also knowledgeable about the vaccinations she was giving my son.
16/06/2026	Very good	The reception staff have been so helpful and friendly and the nurses have also been so helpful and accommodating to me. I'm very grateful for their kindness and help.
17/06/2026	Very good	
17/06/2026	Very good	Very friendly and efficient. Good atmosphere in the times today
17/06/2026	Very good	
17/06/2026	Very good	Didn't have to wait very long and the nurse was lovely
17/06/2026	Very good	.
17/06/2026	Very good	The service is excellent
18/06/2026	Very good	They were prompt, friendly & helpful
18/06/2026	Very good	Completely satisfied. Thank you.
18/06/2026	Very good	The ladies on reception are always so friendly and helpful. I know they are under pressure and people tend to moan but I have always found them helpful, friendly and efficient. The nurse I

		saw yesterday was amazing! Explained things in layman's terms and was thorough and listened to me. I think Nork clinic is amazing!
19/06/2026	Very good	
19/06/2026	Good	I was treated with respect, courtesy and compassion. Good knowledge of my asthma.
20/06/2026	Very good	Great surgery very well run and organised. All staff very helpful and friendly.
20/06/2026	Very good	
20/06/2026	Very good	
20/06/2026	Very good	
21/06/2026	Very good	Very good
21/06/2026	Very good	Receptionist very helpful. Nurse very efficient and very easy to talk to.
22/06/2026	Very good	Nurses were amazing and very friendly and supportive
23/06/2026	Very good	Reception staff and GP very attentive
23/06/2026	Very good	Nurse was friendly and put me at ease explaining what she was doing. Saw her twice although I have another appointment which at the moment I'm not sure I'll need it.
23/06/2026	Very good	Friendly welcome, clean & calm waiting room. But most of all Nurse Shelagh was amazing - super friendly, explained everything really clearly and she was fab with my 18 month old.
23/06/2026	Very good	Seen on time. All staff very helpful and friendly. And the fact it was 30°C outside and they had air-conditioning in the entire building was excellent.
23/06/2026	Very good	
23/06/2026	Very good	Arranged a quick and convenient appointment time. Arrived slightly early and was seen by the nurse early. Left the practice only slightly later than the original appointment time. Overall, a very efficient process; keep it up!
23/06/2026	Very good	Professional but friendly and polite.
23/06/2026	Very good	Friendly and on time as usual. Thanks.
23/06/2026	Very good	Reception very good Consultants and follow ups very good. Yery
24/06/2026	Very good	Very good excellent service if you are having an injection expenation for the new injection.
24/06/2026	Very good	All staff ver helpful and welcome
24/06/2026	Very good	
24/06/2026	Very good	On time and friendly.
24/06/2026	Very good	Appointment with nurse for blood test at 9 am, saw her at 8:55. In and out
24/06/2026	Very good	On time and helpful appointment with Elaine
25/06/2026	Very good	Easy to schedule and very professionalism
25/06/2026	Good	Prompt attention on arrival and confident and friendly treatment
25/06/2026	Good	
25/06/2026	Very good	I phoned the doctor and was seen within 2 hours
25/06/2026	Very good	I had my appointment on time. Staff are friendly and helpful
25/06/2026	Very good	Very good and professional service, and very polite staff. Thank you!
26/06/2026	Very good	
26/06/2026	Very good	Friendly, helpful and non judgemental.
26/06/2026	Good	The nurse i saw (Elaine) was very friendly and compassionate to my problem. The G.P I spoke to regarding this previously wasn't so empathetic.
26/06/2026	Very good	Doctor was easy to understand and explained the danger of the tablets which might lower the BP. Also to check each day, if BP drops to stop the tablets. Let the surgery know.
26/06/2026	Very good	The reception girls are very supportive and responsive whenever I call. I used the triage system for the first time and had a call back in a couple of minutes and arranged an appointment on the day. Great. The follow up blood test was done next day. Great service and lovely to know Ann is supported so well.

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