

Friends & Family May 2026 responses:

Experience Rating	Count	Percentage
Very good	111	78%
Good	25	17%
Neither good nor poor	5	3%
Poor	1	1%
Very poor	1	1%
Do not know	0	0%

Date	Experience Rating	Experience Description
01/05/2026	Neither good nor poor	I had a text for an appointment, I had not booked it myself, I called to find out what it was for. I cancelled it as I was not available that day. I got another text even though it was cancelled. Then got a phone call on the day from the nurse to say I was not eligible, I told her I had cancelled twice, then finally asked to review, seems like there is a lack of communication.
01/05/2026	Very good	I had a good experience when I came for my blood test. Efficient and friendly.
01/05/2026	Very good	Excellent surgery from doctors to nurses receptionists and everybody who takes the blood they are so good and caring and certainly know their position. I've been having a wound dressed with Elaine. She is such a lovely person you know she really loves her job also Christine when we have to have bloods taken by her is absolutely lovely. I have to say we do have a little chat but have never ever had to complain about a surgery well over 50 years with no clinic, brilliant Janet Bennett.news
01/05/2026	Very good	Text prompt received to attend routine blood test, phone appointment made easily, nurse seen on time on the day. Cannot fault my experience.
01/05/2026	Very good	Nurse was wonderful as always. All the staff are brilliant No problem from any employee
01/05/2026	Very good	Excellent
01/05/2026	Very good	Friendly informative and efficient
02/05/2026	Very good	
02/05/2026	Good	Receptionist helpful, GP was friendly and professional, unfortunately I had to wait 30 minutes past my appointment time
02/05/2026	Very good	Straightforward no fuss, effective and efficient
02/05/2026	Poor	So hard to get an appointment. My next appt 11th May ridiculous
02/05/2026	Very good	
03/05/2026	Very good	Quick appointments with good care
03/05/2026	Very good	The two nurses were so lovely and really put me at ease during my procedure. Although I was in pain, they did everything to help me and try to keep me calm!
06/05/2026	Neither good nor poor	Length of time to get an appointment was significant (annual diabetic checkup). Given the appointment was so far into the future, the receptionist could not make an appointment for a follow up with a GP. This has now been done but happened during the diabetic checkup and booked in for 3 weeks time. Total time between original call to make an appointment to call with a GP will be around 8 weeks.
06/05/2026	Very good	As always, no clinic is brilliant. I visited Elaine a few times with a cut the dressings and she is so good and explains everything to you and such a lovely lady as all at Nork and the doctors Janet Bennett.
06/05/2026	Very good	As always very happy.
06/05/2026	Very good	We are very lucky to have such a wonderful surgery. Christine was very professional as always.
07/05/2026	Very good	Professional

07/05/2026	Very good	
07/05/2026	Good	
07/05/2026	Very good	No trouble at all to book appointments ;reception staff are very efficient and ready to help . Nurses and Doctors have time to listen and treat with respect .
07/05/2026	Very good	Friendly, polite and patient reception staff. Highly professional medical staff. Responsive to appointment requests and questions.
07/05/2026	Very good	Very professional and friendly service by practice nurse.
08/05/2026	Good	Friendly and professional asthma review.
08/05/2026	Very poor	
08/05/2026	Very good	Had an appointment with Maya. As always very pleasant, listened and advised accordingly
09/05/2026	Very good	Easy to make appointment. Also reminders sent to me via text
09/05/2026	Very good	Staff very friendly and helpful.
10/05/2026	Very good	Always pro active with appointments . Making appointments for test results updates . Diabetic clinic, asthma clinic .
11/05/2026	Very good	Very friendly and helpful
12/05/2026	Good	Punctual appointment with the nurse. Friendly and helpful
12/05/2026	Very good	Chris, who took my blood is super efficient and professional.
12/05/2026	Good	Good
12/05/2026	Good	Good
12/05/2026	Very good	Excellent receptionists, Nurses and Doctors.
12/05/2026	Neither good nor poor	Staff were all friendly and helpful, reception staff were welcoming and doctor was friendly. However, text received with incorrect time of appointment. Thankfully doctor was able to see me but not ideal as I ended up waiting for half an hour. I have an 11 week old and 19 month old at home and had arranged childcare to attend so wasn't ideal at all being out for that long.
13/05/2026	Very good	Very friendly and helpful.
13/05/2026	Very good	Appointment on time, no waiting. Very friendly staff, both receptionist and nursing staff.
14/05/2026	Very good	Friendly and efficient. The nurse who did my blood test had a calm confidence about her and the process was painless.
14/05/2026	Very good	The staff are very helpful and kind
15/05/2026	Very good	The practice made it easy for me to temporarily register as I'm convalescing out of my local area and were very proficient in carrying out of the duties needed.
15/05/2026	Very good	Doctor is exceptional. She listens & is very helpful & empathetic
15/05/2026	Good	Time taken with me and friendliness towards me.
15/05/2026	Very good	Service was very good
16/05/2026	Very good	Dr thakur was amazing and helped me so much.
16/05/2026	Very good	I was attended to promptly and the nurse (Maria) was lovely. Job done.
16/05/2026	Very good	Friendly professional and caring
16/05/2026	Very good	Fab appointment with Nurse Maria
16/05/2026	Good	Very friendly and helpful nurse who helps make you at ease
16/05/2026	Very good	Excellent care for nervous patient when vaccinating
16/05/2026	Good	On the whole it is good. But would like to be able to see a particular doctor when I need to. Phoning at 8.30 is not always possible or you are 15th in the queue.
16/05/2026	Very good	Nothing to complain about. Seen on time
17/05/2026	Good	Happy experience at first. But 24 hrs later not so happy
18/05/2026	Good	
19/05/2026	Very good	Appointment was on time and Christine was lovely as always

19/05/2026	Very good	The nurse was very professional, efficient and friendly.
19/05/2026	Very good	
19/05/2026	Very good	Quality of staff
19/05/2026	Very good	Quality of staff
19/05/2026	Very good	I am always happy whenever I book an appointment to someone face to face and I am pleased with my appointment.
19/05/2026	Very good	My appointment was on time, the lady taking my blood was extremely polite, and helpful.
19/05/2026	Very good	My appointment was on time. The lady taking my blood test was extremely helpful.
19/05/2026	Very good	I was able to get an appointment with the nurse for a routine procedure within a week. The test was completed quickly and professionally.
19/05/2026	Very good	
19/05/2026	Very good	Helpful and professional nurse
20/05/2026	Very good	
20/05/2026	Very good	The staff are always very kind and helpful.
20/05/2026	Very good	The staff are always very kind and helpful.
20/05/2026	Very good	
20/05/2026	Very good	Careing and helpful
20/05/2026	Very good	Christine is always very professional friendly & helpful & empathetic when taking blood.
20/05/2026	Very good	Christine is always very professional, friendly & empathetic when taking blood tests.
20/05/2026	Very good	Service was quickly arranged
20/05/2026	Good	The nurses are very good on monitoring my warfarin levels . Helpful staff
20/05/2026	Very good	Clinicians and reception team Were amazing Appointment was on time Great care received
20/05/2026	Good	
20/05/2026	Good	
20/05/2026	Very good	Reception staff very helpful and polite. Dr very thorough and explained as he examined me .
20/05/2026	Very good	
21/05/2026	Good	The system they use is good and everyone tryâ€™s to help
21/05/2026	Neither good nor poor	I was hoping to receive a pre planned information pack or something similiar. I was read through my test results when asked about prevention options for the specific blood results highlighting the higher end and my concern about diabetes, what I can do to prevent. I was told to get a leaflet from reception for more guidance to read. Then I prompted and asked if she needs check my height and weight then she fallowed. I wish a bit more information were shared on prevention and attention.
21/05/2026	Very good	Efficient service very thorough examination and diagnosis
21/05/2026	Very good	Efficient service very thorough examination and diagnosis with follow up treatment
21/05/2026	Good	Slight delay from time of appointment so not bang on
21/05/2026	Good	Slight delay
21/05/2026	Good	
21/05/2026	Good	Slight delay
21/05/2026	Very good	
21/05/2026	Good	
21/05/2026	Very good	Amazingly clear and helpful. Thanks
21/05/2026	Very good	Amazingly clear and helpful
21/05/2026	Very good	Staffs are friendly , very helpful .

21/05/2026	Very good	Very friendly , helpful staff
22/05/2026	Very good	Christine is very gentle & professional when taking blood tests
22/05/2026	Very good	Even though there was a misunderstanding the staff sorted the particular problem out.
22/05/2026	Very good	Even though there was a misunderstanding the the staff sorted out the problem.
22/05/2026	Very good	I feel lucky to be a patient at Nork Clinic. Everything at the clinic is extremely well organised. The doctors are careful in listening and thorough in analysing. I have never felt rushed during a consultation. Thank you to everybody - the doctors, the physio Beth and the reception staff.
22/05/2026	Very good	I feel lucky to be a patient at Nork Clinic. Everything at the clinic is so well organised. The doctors are careful in listening and thorough in assessing my needs. The receptionists are efficient and helpful. Thank you to all.
22/05/2026	Very good	I feel lucky to be a patient at Nork Clinic. Everything at the clinic is so well organised. The doctors are very good at listening and thorough in assessing what treatment might be needed. The reception staff are efficient and helpful. Thank you to all.
22/05/2026	Very good	
22/05/2026	Very good	Very good.
22/05/2026	Very good	
22/05/2026	Very good	A very clear and helpful medic
22/05/2026	Very good	A very clear and helpful medic
23/05/2026	Very good	ðŸ™
23/05/2026	Very good	All good from my point of view
23/05/2026	Very good	Seam less Smooth flow system Friendly Team
23/05/2026	Very good	Friendly Team Smooth Seamless system operation
23/05/2026	Very good	As always so friendly and efficient
23/05/2026	Very good	
23/05/2026	Very good	Excellent as always
23/05/2026	Very good	Excellent as always
23/05/2026	Very good	Stitches removed Elaine was brilliant as always. I have absolutely no concerns about no clinic.
23/05/2026	Very good	Excellent surgery extremely friendly and try to help wherever they can or fit you in to see a GP reception is first part of call and they are always very professional and caring
24/05/2026	Good	
24/05/2026	Good	Good
24/05/2026	Good	Good
24/05/2026	Very good	Excellent as always
24/05/2026	Very good	Usually I can get appointments almost immediately when I contact the clinic
24/05/2026	Very good	Usually I can get apps quite quickly when I contact the surgery
25/05/2026	Very good	
27/05/2026	Very good	Friendly staff, both clinical and clerical. Seen on time nice to be in an air conditions surgery when it's 26°C outside.
27/05/2026	Very good	As its should be.
28/05/2026	Very good	Staff and nurses were Exellent as always very helpful did not have to wait very long was seen within minutes
28/05/2026	Very good	I was seen on time and dealt with quickly
28/05/2026	Very good	Seen on time nurse was very nice and polite
29/05/2026	Good	Got a convenient appointment and was seen on time.
29/05/2026	Very good	Was very punctual
29/05/2026	Very good	Have been very good with the appointments and staff with whom I spoke to.
29/05/2026	Good	A simple blood test, height, weight, and blood pressure was taken in a friendly efficient manner at the appointed time.

