## Friends & Family October 2026 responses:

| Experience Rating | Count | Percentage |
|---|---|---|
| Very good | 280 | 82% |
| Good | 49 | 14% |
| Neither good nor poor | 8 | 2% |
| Poor | 2 | 1% |
| Very poor | 1 | 0% |
| Do not know | 0 | 0% |

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| 01/10/2026 | Very good | Christina is always friendly and professional. She puts you at ease. |
| 01/10/2026 | Very good | Everyone is very caring and friendly and informative at every level. |
| 01/10/2026 | Very good | All staff at the clinic are very helpful and professional |
| 01/10/2026 | Very good | Brilliant |
| 01/10/2026 | Very good | |
| 01/10/2026 | Good | |
| 01/10/2026 | Very good | Everyone was friendly and efficient. |
| 02/10/2026 | Very good | Had a blood sample taken, on time |
| 02/10/2026 | Very good | Nurse taking blood was polite, communicated very well and performed a painless insertion. Appointment on time. |
| 03/10/2026 | Very good | I have had an appointment with Vander pharmacist at Nork clinic amazing very kind and extremely helpful person has made me understand a lot about my asthma and has given me great advice. Thank you so much to Donna for helping me with my phone regarding losing all my reports, et cetera nothing is too much trouble for this surgery. I canâ€™t thank them enough Mrs. Janet Bennett |
| 03/10/2026 | Good | |
| 03/10/2026 | Very good | Nurse very nice and helpful |
| 03/10/2026 | Very good | Kind nurse and professional service |
| 03/10/2026 | Very good | Because Ive been using the clinic for over 25 years, the staff are always most helpful from receptionists to nurses and drâ€™s |
| 03/10/2026 | Very good | Seen immediately! |
| 04/10/2026 | Very good | He |
| 04/10/2026 | Very good | |
| 04/10/2026 | Good | Takes to long to get through and by the time you get through the appointment are gone to see the go you want it speak too need on line appointment system also need to up date the hole Sugery to old |
| 04/10/2026 | Good | My vaccination appointment was on time and the nurse was friendly and efficient. |
| 04/10/2026 | Very good | Fast and affixing check in. Was willing to queue for the self check in but reception jumped in to speed up everything. |
| 04/10/2026 | Very good | Quick and efficient flu jab |
| 04/10/2026 | Very good | |
| 04/10/2026 | Very good | On time. Donna and Lisa on reception very helpful and friendly. |
| 04/10/2026 | Very good | Seen earlier than appointment time very thorough, excellent service |
| 04/10/2026 | Very good | Well organised and efficient. |

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| 04/10/2026 | Very good | Had an appointment, was seen early and efficiently |
| 04/10/2026 | Very good | Very efficient |
| 04/10/2026 | Very good | On time and quick |
| 04/10/2026 | Very good | Good service, straight forward to book, went in on time. |
| 04/10/2026 | Neither good nor poor | The system now in place does not meet pensioners needs |
| 04/10/2026 | Very good | Always a great service from ALL colleagues |
| 04/10/2026 | Very good | Efficient and pleasant. |
| 04/10/2026 | Very good | The services was very good . Maria is very friendly and helpful |
| 04/10/2026 | Very good | Seen immediately by very friendly nurse |
| 04/10/2026 | Neither good nor poor | The nurse and reception staff are excellent but trying to contact the surgery online is awful |
| 04/10/2026 | Very good | Without saying anything, they were very accommodating of Mumâ€™s dementia. |
| 04/10/2026 | Very good | Was seen straight away by Dr Dean who administered flu vaccine |
| 04/10/2026 | Good | As a full time unpaid carer for my disabled wife, accessing a doctor's visit was eventually the solution to a prolonged diagnosis. |
| 04/10/2026 | Very good | |
| 04/10/2026 | Very good | Great service |
| 04/10/2026 | Neither good nor poor | Difficulty in getting appointments |
| 04/10/2026 | Very good | "Easy to book my flu jab online. |
| Very well organised. | | |
| Quick and efficient." | | |
| 04/10/2026 | Very good | A quick efficient and friendly service |
| 04/10/2026 | Very good | Good service and organized |
| 04/10/2026 | Very good | No waiting |
| 04/10/2026 | Very good | Appointment time carried out bang on time, with polite efficient service. |
| 04/10/2026 | Very good | |
| 04/10/2026 | Very good | Christineâ€™s very professional puts you at ease and explains the situation. |
| 04/10/2026 | Good | Straight forward, lady behind desk helpful,went in had my flu jab from a very pleasant lady,in and out in quick time. |
| 04/10/2026 | Very good | Had my flu jab - friendly and professional reception and nursing staff. Was seen very quickly. |
| 04/10/2026 | Very good | |
| 04/10/2026 | Very good | |
| 04/10/2026 | Very good | |
| 04/10/2026 | Very good | Flawless no obstacles and pleasant and quick service flow |
| 04/10/2026 | Good | Nurse helpful, friendly and optimistic |
| 04/10/2026 | Very good | "Appointment on time . |
| Friendly staff" | | |
| 04/10/2026 | Very good | Maria Baldwin, the nurse who administered my â€˜flu vaccine is always friendly, helpful and kind as well as being very efficient. |
| 04/10/2026 | Very good | Well run surgery |
| 04/10/2026 | Good | Overall system was good and running to time. My only disappointment was with the person administering the flu jab who did not communicate with me at all other than saying my name when she opened the door of the consulting room. |
| 04/10/2026 | Very good | Very efficient in general |
| 04/10/2026 | Very good | The lady on reception (I think her name is Donna) is so lovely! Sheâ€™s been at Nork for years and is always so kind and helpful. We were seen quickly and efficiently. Best GP practice and Donna is lovely. |

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| 04/10/2026 | Very good | Efficient |
| 04/10/2026 | Very good | Professional, polite and quick |
| 04/10/2026 | Very good | Doctors,Practice Nurses and Staff always very professional and helpful. Always messages when eligible for any treatment. |
| 04/10/2026 | Very good | Always friendly and helpful |
| 04/10/2026 | Very good | Efficient, friendly service |
| 04/10/2026 | Very good | Re the flu jabs - all very efficient |
| 04/10/2026 | Very good | Very organised and on time- lovely, as usual |
| 04/10/2026 | Very good | The staff was friendly and the whole thing finished within 5 minutes |
| 04/10/2026 | Good | |
| 04/10/2026 | Very good | Efficient |
| 04/10/2026 | Very good | |
| 04/10/2026 | Very good | Was in and out before my appointment time. |
| 04/10/2026 | Good | |
| 04/10/2026 | Very good | Always excellent and empathetic service from Christine. |
| 04/10/2026 | Very good | Quick & professional |
| 04/10/2026 | Very good | Seen very quickly and as always nurse was lovely |
| 04/10/2026 | Very good | |
| 04/10/2026 | Very good | |
| 04/10/2026 | Good | |
| 04/10/2026 | Very good | |
| 04/10/2026 | Very good | Seen on time, very efficient and pleasant |
| 04/10/2026 | Very good | |
| 04/10/2026 | Very good | Very efficient , helpful and understanding staff |
| 04/10/2026 | Good | Booked in straight away and was seen quickly. Donna booked me in who is very pleasant and professional |
| 04/10/2026 | Very good | Very good and friendly appointment with Christine. |
| 05/10/2026 | Very good | Reception staff helpful as was trying to log in leaning on walking sticks, and volunteered help. Quick Saturday clinic for flu jab. Caring doctor. |
| 05/10/2026 | Very good | Reception staff helpful as was trying to log in leaning on walking sticks, and volunteered help. Quick Saturday clinic for flu jab. Caring doctor. |
| 05/10/2026 | Good | My personal experience is receptionists are helpful and pleasant and as they are your first contact this is very important.As for seeing an actual Doctor very difficult sadly. |
| 05/10/2026 | Good | Staff were helpful, kind and efficient. |
| 05/10/2026 | Poor | |
| 05/10/2026 | Poor | In JuneI had an extremely red eye and had a telephone interview with doctor who prescribed for me a doubling up of my antihistamine and told to give it told to go to specsavers. In July I had a face to face appointment with doctors who prescribed antibiotic drops and told to give it time. I went back to specsavers in August who requested my doctor to recommend an URGENT referral to an eye consultant as the vision in my eye was deteriorating. This URGENT referral is for November 24th. Iâ€™m worried |
| 05/10/2026 | Very good | All staff were very professional and accommodating of my special mobility requirements |
| 05/10/2026 | Good | Competent and helpful |
| 05/10/2026 | Very good | I arrived and was seen very quickly to have my flu jab |
| 05/10/2026 | Very good | |
| 05/10/2026 | Very good | We were seen quickly and everyone was very friendly |
| 05/10/2026 | Very good | My wife andI had appointments for the flu jab 2 hours apart. We turned up for the first, explained the situation to the receptionist who changed my wife's appointment so we could both be done immediately. |
| 05/10/2026 | Very good | Seen quickly and lovely nurse |

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| 05/10/2026 | Very good | very efficient speedy | |
| 05/10/2026 | Very good | "Very quick appointment | |
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| Very satisfied with treatment plan | | | |
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| Very friendly" | | | |
| 05/10/2026 | Very good | Always have a good experience, friendly and efficient receptionists, good call back with doctors and repeat prescriptions dealt with quickly | |
| 05/10/2026 | Very good | Everything was done very smoothly. | |
| 05/10/2026 | Very good | | |
| 05/10/2026 | Very good | Quick and efficient | |
| 05/10/2026 | Very good | Every swift team work in and out within minutes for flu jab nobody was hanging about | |
| 05/10/2026 | Very good | Quick, efficient, friendly nurse | |
| 05/10/2026 | Very good | Because it was | |
| 05/10/2026 | Very good | Good GP. Late evening appointment was also very welcome and convenient. | |
| 05/10/2026 | Very good | Friendly helpful staff | |
| 05/10/2026 | Very good | | |
| 05/10/2026 | Good | The only problem was I was a bit late and the door was shut due to lunch break but I did get flu jab | |
| 05/10/2026 | Very good | Nork way is always brilliant | |
| 05/10/2026 | Good | | |
| 05/10/2026 | Very good | Very prompt and efficient | |
| 05/10/2026 | Very good | On time excellent nurses | |
| 05/10/2026 | Very good | Received annual flu jab following invitation and easy making of appointment. Everything very efficient & friendly as always. | |
| 05/10/2026 | Very good | Very prompt and efficient friendly service | |
| 05/10/2026 | Very good | Flu jab organised and quickly done and sorted | |
| 05/10/2026 | Very good | Friendly reception staff and wonderful nurses | |
| 05/10/2026 | Good | Good service all round | |
| 05/10/2026 | Very good | Very well organised | |
| 05/10/2026 | Very good | Pleasant efficient and kind people | |
| 05/10/2026 | Very good | Staff polite and alls helpful | |
| 05/10/2026 | Very good | Quick and easy flu jab | |
| 05/10/2026 | Very good | "Professional approach and understanding good sense of humour | |
| Quick response to referall" | | | |
| 05/10/2026 | Very good | Dealt with my flu jab before time no fuss or hassle. | |
| 05/10/2026 | Very good | Seen on time and the nurse was polite and efficient. | |
| 05/10/2026 | Very good | All very quick.  Seen on time. | |
| 05/10/2026 | Very good | Never ever  been unhappy with Nork Clinic  Brilliant as alwaysðŸ˜€ðŸ˜€ðŸ˜€ðŸ˜€ | |
| 05/10/2026 | Good | Seen on time and dealt with quickly (flu jab). | |
| 06/10/2026 | Very good | Always had a positive experience | |
| 06/10/2026 | Very good | I was in and out on time | |
| 06/10/2026 | Very good | Very quick and friendly | |
| 06/10/2026 | Very good | | |
| 06/10/2026 | Neither good nor poor | "I find there are a few receptionist thay are quite rude and find answering the phone an inconvenience to them | |
| There is a few that will go above and beyond to help you and have always been kind and helpfull" | | | |

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| 06/10/2026 | Very good | |
| 06/10/2026 | Very good | "had an appointment with the nurse yesterday and I just wanted to say how genuinely impressed I was with the care and kindness she showed me. She was honestly one of the kindest and most caring nurses I have ever come across. She took the time to listen to me properly and never made me feel rushed or like I was taking up too much of her time. She answered all of my questions, made sure I understood everything, and most importantly, made sure I was getting the support and care I actually needed." |
| 06/10/2026 | Very good | Very easy to make an appointment for a flu vaccination. Easy yo check in at the surgery. Processed almost immediately even though I was early for the appointment. Friendly and relaxed environment. |
| 06/10/2026 | Very good | Staff friendly, helpful and seen on time |
| 06/10/2026 | Very good | |
| 06/10/2026 | Good | |
| 06/10/2026 | Very good | The medical and support staff are always efficient and friendly. |
| 06/10/2026 | Good | Pleasant and helpful reception staff and nurses. Doctors could do more to stay in touch and check progress of treatment needed by my wife for severe pain arising from a non-existent hip joint and grossly swollen legs. |
| 06/10/2026 | Very good | |
| 06/10/2026 | Very good | Seen on time. Staff helpful to everyone |
| 06/10/2026 | Very good | Staff seem kind helpful & caring |
| 06/10/2026 | Very good | Just never had an issue... When I've needed appointments I've gotten them. Staff are nice, clearly busy but acknowledge presence even when on the phone! |
| 06/10/2026 | Very good | From the start of my initial call the receptionists were pleasant and efficient. The doctor was very kind and helpful. She fit me in between appointments which l appreciated very much. She was very knowledgeable & thorough and l felt l could trust her. |
| 07/10/2026 | Very good | Quick and easy flu jab |
| 07/10/2026 | Very good | Staff very kind and helpful and very little waiting |
| 07/10/2026 | Very good | Staff always very accommodating. |
| 07/10/2026 | Very good | Staff friendly, nurse friendly and efficient |
| 07/10/2026 | Very good | Professional and considerate. |
| 07/10/2026 | Very good | Because they are |
| 07/10/2026 | Very good | Everything went smoothly |
| 07/10/2026 | Very good | Good staff throughout |
| 07/10/2026 | Very good | |
| 07/10/2026 | Very good | "Friendly reception staff towards me but also very caring towards an elderly lady who was very confused. The appointment with the nurse was quick and I didnâ€™t feel embarrassed to take my top off." |
| 07/10/2026 | Very good | Once I checked in I didnâ€™t have to wait long , |
| 07/10/2026 | Very good | Efficiency & Care |
| 07/10/2026 | Very good | Very pleasant and helpful at the same time Profesional . |
| 07/10/2026 | Very good | Very efficient |
| 07/10/2026 | Very good | Always helpful and kind |
| 07/10/2026 | Very good | No delays, quick and easy |
| 07/10/2026 | Very good | |
| 07/10/2026 | Very good | My appointment for a flue jab with nurse Maria Baldwin was on time and professional as usual |
| 08/10/2026 | Very good | "Appointment was easy to make Surgery is friendly" |
| 08/10/2026 | Very good | On time and friendly staff |
| 08/10/2026 | Very good | Appointment on time. Extremely professional. Thank you |

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| 08/10/2026 | Very good | Very helpful |
| 08/10/2026 | Very good | Surgery excellent!! |
| 08/10/2026 | Very good | Seen on time lovely doctor |
| 08/10/2026 | Very good | Very good |
| 08/10/2026 | Good | |
| 08/10/2026 | Very good | Went in for flu jab. In and out in about 3 minutes. |
| 08/10/2026 | Good | |
| 09/10/2026 | Very good | |
| 09/10/2026 | Very good | |
| 09/10/2026 | Very good | Friendly helpful and respectful staff |
| 09/10/2026 | Very good | Very helpful from all concerned ðŸ™‚ |
| 09/10/2026 | Very good | I can always get through to you. Appointments are generally on time and efficiently organised. Given the NHS pressures on GP surgeries Nork does a very good job |
| 09/10/2026 | Good | Just my name then go straight to waiting room , 2 minutes I was in for my jab. In and out no more than 5 minutes |
| 09/10/2026 | Very good | Appointment was on time, quick and efficient. |
| 09/10/2026 | Very good | Went in for flu jab. Waited just a few minutes to be called in. Nurse very professional, put us at ease. 5 star all round. Thank you |
| 09/10/2026 | Very good | Short wait only and innoculation done speedily without any problems. |
| 09/10/2026 | Very good | |
| 09/10/2026 | Very good | |
| 09/10/2026 | Very good | Easy electronic check in, fairly quick wait time - only marginally behind schedule - and clear call in announcement, with professional and friendly medical practitioner to give the flu jab. I was also able to book a second shingles vaccine. |
| 09/10/2026 | Very good | |
| 09/10/2026 | Very good | The appointment was quick and all were lovely to deal with |
| 09/10/2026 | Very good | |
| 09/10/2026 | Good | The appointment was offered and whilst having flu vaccine i was offered the shingles vaccine |
| 09/10/2026 | Very good | Friendly and efficient.  Calm atmosphere and clean. |
| 09/10/2026 | Very good | On time and with no problems |
| 09/10/2026 | Very good | Because I was seen before time and the nurse was efficient |
| 09/10/2026 | Very good | Very goify |
| 09/10/2026 | Very good | |
| 09/10/2026 | Neither good nor poor | "Blood test wasnâ€™t scheduled by doctor despite notes saying it would be. |
| When blood test was done it did not include all required tests: | | |
| | | |
| Reception claimed the missing test was requested and would take more time to come through; | | |
| Reception then confirmed missing blood test hadnâ€™t been requested and schedule another blood test." | | |
| 09/10/2026 | Good | |
| 09/10/2026 | Very good | Efficient, friendly and available. |
| 09/10/2026 | Very good | Appointment for flu jab was very quick |
| 09/10/2026 | Very good | Polite admin staff, competent technical staff, timely appointment, no fuss |
| 10/10/2026 | Very good | "Excellent front desk team |
| Excellent nurses and doctors. | | |
| Very lucky to have a good surgery as you hear dreadful stories about surgeryâ€™s ." | | |
| 10/10/2026 | Very good | Excellent and very helpful appointment with the diabetic nurse Elaine on 9 October 2026. |

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| 10/10/2026 | Very good | Friendly and efficient. |
| 10/10/2026 | Very good | "Didn't have to wait too long for an appointment. |
| Was seen on time." | | |
| 10/10/2026 | Very good | "I have been lucky enough to have Nork Surgery for advice on health from 1972. |
| All the doctors and nurses and staff have all been understanding and helpful. | | |
| Brian, Brenda, and family thank you all." | | |
| 10/10/2026 | Very good | Went for a flu jab. All done in 3 minutes, no waiting. |
| 11/10/2026 | Very good | Very easy to get an appointment and Maria was amazing. |
| 11/10/2026 | Very good | Easy to book in amd didn"t wait too long. |
| 11/10/2026 | Very good | Nurse professional, kind and helpful. |
| 11/10/2026 | Good | Had a long wait before seeing the GP. |
| 12/10/2026 | Very good | I was seen by the nurse on time when she completed my flu jab. |
| 12/10/2026 | Very good | Because it was excellent service |
| 12/10/2026 | Very good | Excellent patient care as always |
| 13/10/2026 | Very good | |
| 13/10/2026 | Very good | |
| 13/10/2026 | Very good | I only waited about 2 minutes |
| 13/10/2026 | Very good | The nurses are both amazing. Iâ€™ve seen them regularly over the last two weeks and Iâ€™ve been seen on time |
| 13/10/2026 | Neither good nor poor | Appointment was on time but had been told it would be 20mins but took a lot less. Didnâ€™t really get a lot of information |
| 13/10/2026 | Very good | Lovely staff |
| 13/10/2026 | Very good | |
| 13/10/2026 | Good | I was seen on time but the flu jab was painful |
| 13/10/2026 | Good | Appointment with nurse for flu jab was impeccable: thanks very much. However, our experience is that getting an appointment with a GP over long-term or complex issues remains a major challenge. |
| 13/10/2026 | Very good | |
| 13/10/2026 | Very good | "In recent years, the team (front office, nurses and GPs) has I think improved, materially. |
| I now experience very high consistency in terms of looking to treat, follow up and resolve issues, taking account of individual circumstances." | | |
| 14/10/2026 | Very good | No waiting and very polite and helpful |
| 14/10/2026 | Very good | Prompt and no waiting very polite and helpful |
| 14/10/2026 | Very good | I was kept fully informed about my appointment and I was seen promptly and efficiently. |
| 14/10/2026 | Very good | I find the receptionists very helpful. |
| 14/10/2026 | Very good | Seen before time and friendly. |
| 14/10/2026 | Very good | Professional and efficient. |
| 14/10/2026 | Good | Shelagh Murray is a star. Always on time friendly etc!!! |
| 15/10/2026 | Very good | Quick appointment for flu vaccine. Nurses always very friendly and professional |
| 15/10/2026 | Neither good nor poor | Very long wait on telephone 35mins for appointment to be told none available . |
| 15/10/2026 | Very good | |
| 15/10/2026 | Very good | All went smoothly |
| 15/10/2026 | Very good | Receptionist was amazing! Very helpful and understood completely what I needed. My appointment was on time |
| 16/10/2026 | Very good | All staff are always very helpful, friendly and make people more relaxed. |

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| 16/10/2026 | Very good | Seen more or less on time for my flu jab. No fuss, quickly in and out. Good service. |
| 16/10/2026 | Good | The nurse I saw was lovely and did everything she could to help me |
| 16/10/2026 | Good | |
| 16/10/2026 | Good | |
| 16/10/2026 | Very good | Always efficient but helpful as well |
| 16/10/2026 | Very good | "Excellent Always outstanding service from all the team Best in Banstead" |
| 16/10/2026 | Very good | |
| 16/10/2026 | Good | "Electronic check in worked and I was called as soon as I sat down. Surgery was empty" |
| 16/10/2026 | Very good | Quick & efficient |
| 16/10/2026 | Very good | |
| 16/10/2026 | Very good | Easy to contact and prompt response |
| 17/10/2026 | Very good | |
| 17/10/2026 | Very good | Seen on time and treatment administered efficiently in a friendly manner. |
| 17/10/2026 | Very good | Did not have to wait long, friendly efficient staff. Also checked my results from a test the previous week. The results of which I received 3 days later by post! |
| 17/10/2026 | Very good | V efficient |
| 17/10/2026 | Very good | Quick and efficient |
| 17/10/2026 | Very good | "You all went out of your way to find early appointments when it was discovered by the practice doctors that my symptoms required urgent attention. I appreciate this very much!" |
| 17/10/2026 | Very good | Very quick and easy appointment |
| 17/10/2026 | Very good | Appointment was on time. Doctor friendly and helpful. |
| 17/10/2026 | Very good | "We checked in for our flu vaccination. It was dealt with on time. The flu jab was administered by a friendly and competent nurse. It was all done very efficiently" |
| 17/10/2026 | Very good | Quick, efficient & friendly |
| 19/10/2026 | Very good | No problems |
| 19/10/2026 | Very good | A lovely nurse has given my baby his immunisations twice. She was incredibly friendly and gentle as possible with the baby |
| 19/10/2026 | Very good | Polite and friendly is my experience |
| 20/10/2026 | Very good | Very efficient and courteous. |
| 20/10/2026 | Good | Prompt snd professional service |
| 20/10/2026 | Very good | Easy to get an appt. Went in to see the nurse earlier than appt time. Nurse couldn't have been kinder, reception staff excellent |
| 20/10/2026 | Very good | "Staff are always welcoming and friendly, never a long wait to be seen I saw the nurse practitioner who had a student with her who did my jab. They were both very calming and friendly, they put me at ease ." |
| 20/10/2026 | Good | I was only attending the surgery for a flu jab so there was little to comment on other than the the nurse administering the vaccine was obviously competent and helped me decide on which other jabs to haveâ€¦thank you. |
| 20/10/2026 | Very good | Always such lovely receptionists. always very helpful and friendly A +++++ |
| 20/10/2026 | Very good | Very helpful and friendly nurse that I saw, answered all of my queries, extremely knowledgeable. |
| 20/10/2026 | Very good | Friendly and efficient |

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| 20/10/2026 | Good | The issue is always how to start the investigation into any new medical symptoms. Once you can overcome that entropy barrier, everything works well. |
| 20/10/2026 | Very good | |
| 20/10/2026 | Very good | |
| 20/10/2026 | Good | |
| 20/10/2026 | Very good | No waiting time, good interaction with the nurse. |
| 21/10/2026 | Good | |
| 21/10/2026 | Good | On a cold morning open door slightly before 0830. For 0830 appointments please |
| 21/10/2026 | Very good | Prompt and Helpful |
| 21/10/2026 | Very good | Very good service |
| 21/10/2026 | Very good | Everybody was friendly and concerned for mine and my husband's omgoing care. |
| 21/10/2026 | Very good | Very helpful an professional explained all what was going on |
| 21/10/2026 | Very good | Prompt efficient response |
| 22/10/2026 | Good | |
| 22/10/2026 | Good | |
| 22/10/2026 | Very good | Polite staff and ease of use |
| 22/10/2026 | Very good | Appointment was on time and the nurse was very helpful and knowledgeable |
| 22/10/2026 | Very good | Very good receptionist.Very understanding.Quick appointment for blood test. |
| 22/10/2026 | Very good | Always helpful |
| 22/10/2026 | Very good | Very prompt service and helpful reception staff |
| 23/10/2026 | Very good | Dr Elamin is a first rate doctor and very thorough. The reception staff are very efficient and kind. |
| 23/10/2026 | Good | |
| 23/10/2026 | Very good | I have had good service from staff at the surgery |
| 23/10/2026 | Very good | |
| 23/10/2026 | Very good | I was seen promptly, before my appointment time by several minutes. I was treated respectfully and was very happy with my experience. |
| 24/10/2026 | Very good | Efficient |
| 24/10/2026 | Very good | Very helpful in arranging appointments and quick responses to my concerns |
| 24/10/2026 | Very good | Nurse has been amazing, fitting me in for my injections and injections have been painless. Always friendly |
| 24/10/2026 | Very good | Have been A patient of the surgery for 56 years always had courteous and friendly help and advice my thanks |
| 24/10/2026 | Very good | Iâ€™ve been a patient for over 56 years always had friendly, courteous helpful advice my thanks to the staff and the Doctors. |
| 24/10/2026 | Very good | Very good service |
| 24/10/2026 | Good | Difficult to make an appointment but once arranged satisfied with the clinic visit |
| 24/10/2026 | Very poor | "Difficult to get appointments.Staff always try to get you to have face to face appointment instead of actually coming in to practice, when you want to speak to doctor and maybe |
| Show them the problem ." | | |
| 25/10/2026 | Very good | All very slick |
| 25/10/2026 | Very good | I saw the practice nurse Elaine for the pneumococcal jab. She also took out a dissolving stitch from minor surgery removal of a skin tag which hadn't quite dissolved. Very good overall experience and she put me at ease. |

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|---|---|---|
| 25/10/2026 | Good | |
| 26/10/2026 | Very good | Prompt response with a caring attitude |
| 27/10/2026 | Very good | Always a pleasure.. we had our flu jabs with Shiela... wonderful lady â?¤ï¸? |
| 27/10/2026 | Very good | |
| 27/10/2026 | Very good | Always so polite and patient and helpful |
| 27/10/2026 | Very good | Staff very helpful and seen quickly by nurse |
| 27/10/2026 | Very good | Always very good |
| 28/10/2026 | Very good | Excellent friendly service |
| 28/10/2026 | Very good | My apt was on time and Chris was brilliant thank you |
| 28/10/2026 | Very good | |
| 28/10/2026 | Good | Always difficult to initiate any communicate |
| 28/10/2026 | Very good | The member of staff i dealt with on the desk was helpful and efficient |
| 29/10/2026 | Good | |
| 29/10/2026 | Very good | "Very friendly. |
| Always trying to help considering how busy they get" | | |
| 29/10/2026 | Good | Seen quite quickly |
| 29/10/2026 | Very good | Nurse was very good. |
| 29/10/2026 | Very good | The nurses are wonderful they put me at ease and if I am worried they will always help |
| 29/10/2026 | Very good | Staff are so helpful reception and nurse Elaine |
| 29/10/2026 | Neither good nor poor | "I found my recent experience was good (with the Nurse) but sometimes the administrative staff are less than helpful. |
| Also, why are admin staff triaging. Do they decide whatâ€™s urgent/important?? Or does a doctor decide?" | | |
| 29/10/2026 | Very good | Very quick and prompt service |
| 29/10/2026 | Very good | Service efficiency ok |
| 29/10/2026 | Very good | The doctors, nurses and staff were all very friendly, efficient and helpful. |
| 29/10/2026 | Very good | Reception very efficient and helpful Doctor extremely efficient and thorough. I have been a patient at Nork Clinic for a number of years and have always been treated well. |
| 29/10/2026 | Very good | Well organised . Welcoming and very helpful receptionist , professional and experienced nurse |
| 30/10/2026 | Very good | Every one there is very friendly, helpful |
| 30/10/2026 | Very good | Every one is very helpful and friendly |
| 31/10/2026 | Very good | Very efficient and Christine is just so lovely and understanding |
| 31/10/2026 | Very good | Very lovely nurse! |
| 31/10/2026 | Very good | Couldnâ€™t be better |
| 31/10/2026 | Very good | |
| 31/10/2026 | Very good | Appointment time honoured. No problems ever |
| 31/10/2026 | Good | Over all it was nice as usual |
| 31/10/2026 | Very good | "Prompt appointment |
| Good communication | | |
| Helpful advice" | | |