

Friends & Family September 2026 responses:

Experience Rating	Count	Percentage
Very good	110	86%
Good	17	13%
Neither good nor poor	1	1%
Poor	0	0%
Very poor	0	0%
Do not know	0	0%

Date	Experience Rating	Experience Description
01/09/2026	Very good	
02/09/2026	Very good	Was listened to
02/09/2026	Good	Appointments on time.
02/09/2026	Very good	Good
03/09/2026	Very good	On time, very professional, could not do better. Thank you and very well done
03/09/2026	Very good	Excellent
03/09/2026	Very good	
04/09/2026	Very good	
04/09/2026	Very good	
04/09/2026	Very good	Always so helpful , no complaints at all, always try to accommodate if possible .
04/09/2026	Very good	Very helpful
04/09/2026	Good	Managed to get an appointment without too much trouble and was seen pretty much on time
05/09/2026	Very good	Elaine Buxton is lovely.
05/09/2026	Very good	Both times I have visited a nurse here they have been fantastic. Everyone is compassionate and has a genuine care for your health. Head and shoulders above my previous GP.
05/09/2026	Very good	Everything went well from booking my appointment to having the appointment. Perfect
05/09/2026	Very good	
06/09/2026	Very good	Attentive knowledgeable staff.
06/09/2026	Very good	The blood test was on time and was quick and efficient.
06/09/2026	Very good	I was fitted in by Maria the nurse and she was really nice and gentle. Receptionists were very nice and very helpful and have been very helpful with my next appointments Thank you very much
08/09/2026	Very good	On time and efficient.
08/09/2026	Very good	Everyone was very helpful and polite
08/09/2026	Very good	Very professional and friendly people
08/09/2026	Very good	Because that's how they attend to my needs when I had an appointment. They addressed the problem right away and continuously making check up in me.
08/09/2026	Very good	Receptionist was very helpful when needing to book an appointment and Nurse team were excellent
08/09/2026	Very good	Efficient
08/09/2026	Very good	Always very efficient and friendly
08/09/2026	Very good	Very good
09/09/2026	Very good	Happy with the overall service provided. Happy with GP talking via phone call. Appears to be very efficient.
09/09/2026	Very good	
09/09/2026	Very good	Appointment on Time and Elaine the nurse was lovely and very gentle
09/09/2026	Very good	On time
		Plenty of time to discuss things with the nurse
10/09/2026	Very good	The receptionist are very helpful at all times
10/09/2026	Very good	
10/09/2026	Very good	Shelagh the nurse was extremely professional and helpful with my injured arm. 11 out of 10 service
10/09/2026	Very good	Booked in for Shingles jab very easy process overall
10/09/2026	Very good	Always helpful
11/09/2026	Good	A routine blood test
11/09/2026	Very good	Friendly, fast, efficient appointment, thank you.
11/09/2026	Very good	Excellent in all ways from Receptionists to Nurses to Doctors
11/09/2026	Good	Seen on time the nurse was very pleasant
11/09/2026	Very good	
11/09/2026	Very good	I had an appt with the bourse Marie found her very helpful
11/09/2026	Very good	Good experience with Maria the nurse professional kind and gentle

Date	Experience Rating	Experience Description
11/09/2026	Very good	Elaine nurse as always professional gentle and pleasant receptionists helpful aswell
12/09/2026	Very good	Contacted the clinic to book a blood test Attended the clinic and was seen on time In and out in 2 minutes !
12/09/2026	Very good	Prompt appointment
12/09/2026	Very good	Calm and on time with great care
12/09/2026	Very good	I was contacted by the practise who asked me to attend the surgery for a blood and ECG test. The appointment date was set to suit my availability and I received text message reminders of the appointment date and time. Both procedures were completed professionally within the appointment time. Further advice was given on when to expect the results.
12/09/2026	Very good	
12/09/2026	Neither good nor poor	Generally all is ok, but it's hard to get appointments sometimes
13/09/2026	Very good	Initially your receptionist worked out a day where I could have 2 treatments, instead of attending on 2 separate occasions. Both practices were wonderful. Great bedside manner and do informative. Put me at ease. My thanks to all.
13/09/2026	Very good	Staff are lovely and welcoming. Nurses are brilliant!
14/09/2026	Very good	Polite receptionists & appointment was on time
14/09/2026	Good	Once I saw the doctor he was very helpful
15/09/2026	Very good	
15/09/2026	Very good	Always helpful
16/09/2026	Very good	Fantastic
16/09/2026	Very good	Quick and informative
16/09/2026	Very good	Doctor listened to my concerns
16/09/2026	Very good	The nurse and reception after the service were very courteous and prompt.
16/09/2026	Very good	
16/09/2026	Very good	Nice clean job by the doctor.
17/09/2026	Very good	
16/09/2026	Good	I had a number of texts reminding me of my appointment but two of them said different times so I had to call to ask which I should attend and felt the receptionist thought it was my fault . In fact there was an apology given when I sytenddd as it was not my fault
16/09/2026	Good	My appointment was booked at 4.00pm. However I wasn't seen until 4.30pm and had to chase for an update. Communication could have been better
16/09/2026	Very good	As always my appointment with Maria the nurse was very good. She was professional kind and always gentle. Another good appointment to have my dressing changed
16/09/2026	Very good	Very professional & friendly service.
16/09/2026	Very good	I think that Nork Clinic are excellent, always friendly, helpful and also the 'Reception girls' are brilliant, could not wish for a better team. Doctors and Nurses are very good as well as
16/09/2026	Very good	Staff always very accommodating. Never an issue with obtaining appointments
17/09/2026	Very good	
17/09/2026	Very good	
17/09/2026	Very good	The Nurses have been wonderful! So helpful & kind. First class care :)
17/09/2026	Very good	Very good, easy and reassuring with the information and care provided
18/09/2026	Very good	Christine was so quick with my blood test, I get nervous and she managed to get blood first time, with no bruising. And she was on time.
18/09/2026	Very good	The nurse was so gentle and lovely and make my experience to have a blood test so much easier
18/09/2026	Good	By coming to the surgery at8.30 am I was able to get a telephone appointment with a dr on the day. I did not want to hang on the phone for 30 mins.
18/09/2026	Very good	I can usually see a GP face to face if I request it. Reception staff very helpful
18/09/2026	Very good	Always a pleasant experience
18/09/2026	Very good	Excellent service
18/09/2026	Good	Went up twice bever got satisfaction answer went today Friday all ok just late getting seen but ok
18/09/2026	Very good	I rang up on the day, I got an appt, I saw the student dr and dr sarange who both dealt with me in an excellent way.
19/09/2026	Very good	It was easy to book and it was on time
19/09/2026	Very good	Easy registration. Prompt appointment
19/09/2026	Very good	Staff are kind and helpful
19/09/2026	Very good	Christine is always very professional
19/09/2026	Good	Nurse very much on the ball
20/09/2026	Very good	As always Maria the nurse was professional helpful and put me at ease

Date	Experience Rating	Experience Description
20/09/2026	Very good	Everybody is first class
21/09/2026	Very good	service prompt and professional
22/09/2026	Good	
23/09/2026	Very good	Elaine Buxton is lovely and knowledgeable.
23/09/2026	Very good	Every one so kind and helpful great care
23/09/2026	Good	The wait times were less. The staff were more friendly and welcoming. My injection site is extremely sore- pain radiating from arm to shoulder and neck. I had to ask which vaccine I was being given and wasn't given any info on the side effects, but asked and was then given a leaflet. no advice on what to do if side effects occurred.
23/09/2026	Very good	As usual Elaine the Nurse looked after me well
23/09/2026	Very good	Nice greeting from reception staff, friendly and knowledgeable nurse Christine
23/09/2026	Very good	I find I get excellent service whenever I have to ring. It may be a query or making an appointment. .Thankyou
23/09/2026	Very good	
23/09/2026	Very good	Had blood test? On time and efficient practitioner
24/09/2026	Very good	Usually very helpful
24/09/2026	Very good	Very good review of medication by pharmacist
24/09/2026	Very good	On time, no fuss
25/09/2026	Very good	I was able to get an appointment on the day I called. The receptionist was very good and understanding The trainee doctors was thorough and had time for Ann. The doctor was also very understanding and had time to assess Ann
25/09/2026	Very good	My daughter had to have an ECG done in the practice. She is 12 and wasn't very keen on having to take her top off. She told me that Mrs Kendall did not make her feel awkward at all and had a very calm relaxing manner which made her feel at ease. Thank you.
25/09/2026	Good	
25/09/2026	Very good	
25/09/2026	Very good	
25/09/2026	Very good	Friendly nurse and very little waiting time.
26/09/2026	Very good	I think they work extremely hard at Nork Clinic. The front desk staff are terrific at doing a very hard job and are always so helpful
26/09/2026	Very good	Dealt with promptly and sympathetically
26/09/2026	Very good	Learned a lot about my condition at the Asthma clinic and asthma project. Got a full blood test to check my kidneys and liver and vitamin levels due to fatigue. Need to check results and take any corrective actions on any deficiencies.
26/09/2026	Very good	
26/09/2026	Very good	
26/09/2026	Good	
26/09/2026	Very good	Received an appointment promptly. Was on time & nurse was extremely professional
26/09/2026	Very good	Staff helpful and professional.
27/09/2026	Very good	
28/09/2026	Good	
28/09/2026	Very good	Easy appointment, on time.
29/09/2026	Very good	
29/09/2026	Very good	No problem getting appointments
29/09/2026	Very good	Seen on time and allowed to book my next 3 monthly appointment in advance. The nurse was so friendly
29/09/2026	Very good	Very accomodating and helpful
29/09/2026	Very good	The trainee doctor and doctor were both very helpful and had time to discuss symptoms with Ann to confirm what treatment would be necessary. Ann was very happy and relaxed with the way she received her assessment Thank you
30/09/2026	Very good	Nurse was very friendly and did the job with no pain
30/09/2026	Good	
30/09/2026	Very good	Easy to book appointment, sign in at the machine, waited 5 minutes to be seen. Miss Kendall provided excellent care.
30/09/2026	Very good	This was the first time I have visited the practice and everyone was friendly and helpful.

Date	Experience Rating	Experience Description
30/09/2026	Good	Nurses are always so friendly and put you at ease during uncomfortable appointments