

Friends & Family October 2025 responses:

Experience Rating	Count	Percentage
Very good	240	78%
Good	58	19%
Neither good nor poor	5	2%
Poor	4	1%
Very poor	1	0%
Do not know	0	0%

Date	Experience Rating	Experience Description
01/10/2025	Very good	Quick service, friendly staff, clear explanations and good service from all staff I came across.
01/10/2025	Very good	
01/10/2025	Very good	Friendly and efficient staff and nurse (Christine).
01/10/2025	Very good	Appointment made quickly
01/10/2025	Very good	Excellent response from telephone call whenever asking for an appointment .
01/10/2025	Very good	Everyoneâ€™s always really friendly and the lovely nurse was patient and kind with my little boy - made his vaccine an absolute breeze!
01/10/2025	Very good	Excellent nurse
01/10/2025	Good	
01/10/2025	Very good	"Most recent time was amazing! Doctor/nurse was so lovely and made my daughter very relaxed and had no issues doing her nasal flu spray
02/10/2025	Good	I was impressed that the locum GP I spoke to on the telephone recommended that I have a face to face appointment. However the GP couldnâ€™t really diagnose what was wrong
02/10/2025	Very good	I have been with Nork Clinic since I was born, they are a fantastic surgery
03/10/2025	Very good	Staff always friendly, quick response
03/10/2025	Very good	Excellent service . Caring practice.
03/10/2025	Very good	They explained everything I needed to know which I was happy with
03/10/2025	Very good	Very happy with the service .Staff very helpful and professional.
03/10/2025	Very good	Helpful staff ,Nurses are very kind
04/10/2025	Very good	Same nurse who has done all my daughters jabs. Very friendly, informative.
04/10/2025	Very good	Maria the nurse is lovely
04/10/2025	Good	
04/10/2025	Very good	Excellent service . Reception staff very welcoming & helpful. Nurses go out of their way
05/10/2025	Very good	Professional and on time
05/10/2025	Very good	Efficient service for flu vaccination
05/10/2025	Good	
05/10/2025	Good	

05/10/2025	Very good	Well organised vaccination appointment
05/10/2025	Good	
05/10/2025	Very good	I could get an appointment
05/10/2025	Very good	A speedy and efficient experience having flu jabs.
05/10/2025	Very good	Efficient and pleasant
17/10/2025	Very good	Excellent
05/10/2025	Very good	
05/10/2025	Very good	On time for flu jab. Very friendly efficient nurse Shelagh.
05/10/2025	Very good	
05/10/2025	Very good	The vaccination procedure was very timely and efficient and the practitioner had an excellent empathetic manner.
05/10/2025	Very good	Easy in and easy out
05/10/2025	Good	
05/10/2025	Very good	All was well organised, from the booking in to the appointment itself.
05/10/2025	Good	"Can get appointment with Doctors when. I need it All the doctors very kind and extremely efficient
05/10/2025	Very good	It was very efficient and friendly.
05/10/2025	Good	
05/10/2025	Very good	Flu jab appointment - on time
05/10/2025	Very good	
05/10/2025	Very good	Good communication via texts regarding appointment and reminder of times and dates
05/10/2025	Very good	
05/10/2025	Very good	Fine thanks
05/10/2025	Very good	Staff very friendly and helpful
05/10/2025	Very good	"I had a flu jab on Saturday 4 Oct
05/10/2025	Good	All ways had good experience at the surgery
05/10/2025	Very good	Staff are helpful and friendly and appointment was more than punctual
05/10/2025	Very good	Greeted by name, short wait, efficient treatment.
05/10/2025	Neither good nor poor	Chaos in reception. A queue to the door, too noisy, receptionist could not me and could hear her. Eventually set to wait at room 3, where there were not enough seats for mainly elderly people to sit. The doctor called me but could not pronounce my name, which caused me some confusion. From there on, the jab was quick and I was out in no time, after some difficulty passing people coming in at the door.
05/10/2025	Very good	Went for flu jab on time in and out in a couple of minutes
05/10/2025	Very good	Speedy and efficient
05/10/2025	Very good	I had good experience no fault
05/10/2025	Good	Excellent responses
05/10/2025	Very good	I went for a flu jab. Parked easily in the car park. Was seen promptly by a lady called Marie. She was cheerful and friendly and gave the jab expertly.
05/10/2025	Good	
05/10/2025	Very good	Prompt attention with a pleasant, polite worker.
17/10/2025	Very good	
05/10/2025	Very good	Always friendly

05/10/2025	Good	
05/10/2025	Very good	This Nork Clinic is the very bestðŸ‘ŽðŸ‘ŽVivi and Larry Burridge
05/10/2025	Very good	
05/10/2025	Good	Delivered the service appropriately
05/10/2025	Very good	Pleasant & efficient service as always.
05/10/2025	Very good	
05/10/2025	Good	My original telephone appointment was not kept by the doctor. I contacted the surgery and was given another appointment for same day. It is a very worrying time for myself.
05/10/2025	Very good	
05/10/2025	Very good	
05/10/2025	Very good	Very quick
05/10/2025	Very good	"Organised And a lovely friendly team from the reception staff to nurses and doctors"
05/10/2025	Very good	"Very efficient. Quick & Excellent
05/10/2025	Very good	Nurse was extremely nice and efficient and very good at administering flu jabs and so very fast.
05/10/2025	Very good	Had flu jab - in and out very quickly
05/10/2025	Very good	They are very accommodating I missed my appointment time and they fitted me in
05/10/2025	Very good	Time slot was exactly on time, and the nurse was very kind to me.
05/10/2025	Good	Very busy. The receptionists were nice which isnâ€™t always the case.
05/10/2025	Good	
05/10/2025	Very good	Very happy with service received
05/10/2025	Very good	All went exceptionally well considering a tree blew over in the wind outside the practice. The receptionist staff were exceptional. The lady giving the jabs was very professional. Love my drs.
05/10/2025	Very good	Easy booking system, receptionists were busy but still very attentive.
05/10/2025	Very good	Seamless appointment, from booking to actual appointment.
05/10/2025	Very good	Excellent service. Quick, efficient,polite staff
05/10/2025	Very good	Arrived on time and was immediately called in to doctor
05/10/2025	Very good	
05/10/2025	Very good	No waiting
05/10/2025	Very good	Very helpful reception staff and all doctors and physiotherapists that I've seen are friendly and helpful.
05/10/2025	Very good	Very quick flu jab service. Nurse Elaine was friendly and helpful as always
05/10/2025	Very good	Great patient care
05/10/2025	Good	They help where they can, though the appointment booking system is terrible only allowed to book on the day appointments, and either onl8ne from 8am or on phone from 8:30 where you can que for 30+ mins
05/10/2025	Very good	They were quick to give us our Flu jabs
05/10/2025	Very good	On time prompt and really friendly
05/10/2025	Poor	Brought my relative for influenza vaccine , I am a nurse practitioner, no consent obtained , did not explain side effects until prompted, did not check allergies , vaccines out in dish ,

		not sure if my mum had adjuvanted vaccine or not , was not told , please communicate with patients when undertaking drug administrations , mum said she felt like it was cattle market which is sad
05/10/2025	Very good	Very efficient
05/10/2025	Good	Very good staff however I am still awaiting results from my blood test
05/10/2025	Very good	Relatively easy to get my appointment and once attended the appointment the nurse was fabulous. I find the nurses are exceptional at this practice. They are so caring, helpful and lovely.
05/10/2025	Good	Efficient but I was seen about 10 mins late - the surgery was busy due to vaccinations- and the medic was unsure which age related vaccine to administer (64 or 65 yr version).
05/10/2025	Very good	
05/10/2025	Very good	
05/10/2025	Very good	AmazIng and friendly service!
05/10/2025	Very good	
05/10/2025	Very good	Since we have moved to Nork Surgery our experience has been great, the whole team is very caring and supportive. Thank you
05/10/2025	Very good	Very good punctual flu jab
05/10/2025	Very good	Appointment and care was perfect
05/10/2025	Good	Seen on time for my flu jab which only took a few seconds to be done.
05/10/2025	Good	Seen on time
05/10/2025	Good	
05/10/2025	Very good	Excellent and efficient service as always and staff very helpful
05/10/2025	Very good	Competent, courteous and efficient
05/10/2025	Very good	Staff very polite & kind
05/10/2025	Very good	Doctor was very helpful as I was ill
05/10/2025	Very good	Never seen anything operate so slickly in all my days. Huge congratulations for doing it so well.
05/10/2025	Very good	Excellent staff very helpful
06/10/2025	Very good	Easy check-in system, polite reception staff, nice waiting area with some books for Children, seen quickly & close to appointment time
06/10/2025	Neither good nor poor	Very much depends on the manner of the receptionist.
06/10/2025	Very good	Polite and caring
06/10/2025	Very good	When I needed to see a doctor I had a constructive conversation with the doctor who pursued all avenues to check all was well including various blood tests and specialist appointments.
06/10/2025	Good	
06/10/2025	Good	
06/10/2025	Good	
06/10/2025	Very good	Always helpful
06/10/2025	Very good	Appointment on time
06/10/2025	Very good	Quick , courteous, efficient service
06/10/2025	Very good	That staff

06/10/2025	Very good	I attended the Clinic for my annual Flu Inoculation. I told the doctor that I was allergic to eggs, and asked if I could have an inoculation that wasn't cured using egg, which I hadn't made clear when requesting the inoculation. The doctor researched my previous inoculations and it wasn't clear whether this had been the case. Nevertheless the doctor managed to quickly acquire a non egg inoculation which I was given. Clearly the oversight was mine, but the doctor avoided any delay for others.
06/10/2025	Very good	On time efficient
06/10/2025	Very good	Had my flu jab quick and simple
06/10/2025	Good	
06/10/2025	Very good	Friendly greeting at reception and seen on time by a very nice practitioner
06/10/2025	Good	
06/10/2025	Good	
06/10/2025	Very good	Was in and out before my flu jab appointment time. Perfect.
06/10/2025	Very good	No waiting and very convenient
06/10/2025	Very good	Professional
06/10/2025	Very good	Very well organised and always efficient.
06/10/2025	Very good	
06/10/2025	Very good	Friendly and polite staff
07/10/2025	Very good	Excellent practice I've always had the best doctors nurses et cetera special thank you to Doctor Sarang for caring for our family over so many years, unfortunately you can't please everybody under such a stressed profession but from a personal view this is a wonderful surgery many thanks, Janet Bennett
07/10/2025	Very good	Staff were helpful. Seen on time
07/10/2025	Very good	Very speedy service by reception staff and doctor.
07/10/2025	Very good	It was excellent I got to the surgery 5 minutes before my appointment and I was seeing straight away The injection was painless the nurse very kind and polite exactly the same as the lady in reception Thank you Thank you Thank you ðŸ˜Š
07/10/2025	Very good	Medical staff i.e. doctors and nurses very helpful, pleasant and supportive.
07/10/2025	Very good	"As usual a superb and efficient experience. Everyone I spoke to was friendly and helpful, within minutes of arriving I was sent in and my vaccination done. Thank you. Please keep up the great work."
07/10/2025	Good	Elaine was extremely helpful, and professional
07/10/2025	Very good	
07/10/2025	Very good	The nurse was super friendly & lovely. She was great with my 3 year old daughter
07/10/2025	Very good	Prompt if you go through the set procedures.
07/10/2025	Very good	10-Oct
07/10/2025	Poor	Generally its much improved with the call back system when you phone for an appointment. But its so frustrating when emails are pinged back, especially as I tend to use an email for non emergency concerns and as I work full time it's not always to resend during your hours.
08/10/2025	Very good	Efficient, punctual, polite.

08/10/2025	Very good	Staff friendly and put me at ease. Efficient and rarely have to wait long.
08/10/2025	Very good	As always. Efficient polite and friendly and helpful.
08/10/2025	Very good	Good greeting from receptionist and very short wait for my appointment.
08/10/2025	Neither good nor poor	Challenges to communication
08/10/2025	Very good	Your nurse Elaine is always lovely!
08/10/2025	Very good	The staff are helpful
08/10/2025	Very good	Friendly and painless
08/10/2025	Very good	Polite reception staff and friendly nurse
08/10/2025	Very good	
08/10/2025	Very good	Seen on time. Very friendly staff.
09/10/2025	Very good	
09/10/2025	Very good	Very quick in and out in 5 minutes
09/10/2025	Very good	Polite , helpful staff
09/10/2025	Very good	Initial phone call was followed up with a request by the doctor to see me in the surgery the following day
09/10/2025	Very good	Shelagh is very approachable and friendly. She remembers my medical history and always asks about my family. She also allows me to book future appointments with her rather than having to go online later.
09/10/2025	Good	
09/10/2025	Very good	I was having stitches out. The nurse was friendly and professional and able to answer a question about something else I was concerned about.
09/10/2025	Very good	Quick no waiting for the nurses for flu jab
09/10/2025	Very good	Fast, polite, efficient service.
10/10/2025	Very good	Excellent clinic never any problems great doctors always try to accommodate for appointments , receptionists always try their best for you
10/10/2025	Very good	"Because they are trying their best to help patients Receptionist always polite and helpful Even though they have worked loads to cope with You can always get advice and help you needs"
10/10/2025	Very good	Good clear feedback during the telephone consultation and two ring backs when the line dropped to ensure the consultation was completed.
10/10/2025	Good	
10/10/2025	Very good	Friendly fast and efficient - what more do you need?
10/10/2025	Very good	nurse was extremely helpful and knowledgeable. felt i was in good hands.
10/10/2025	Very good	I saw Nurse Sheelagh at quite short notice. As usual she was kind and helpful and professional
10/10/2025	Very good	Went for flu jab and was seen on time and quickly completed. Nurse was friendly and efficient as always.
10/10/2025	Very good	
10/10/2025	Very good	Fast,polite,efficient service.
10/10/2025	Very good	I was seen by the GP at the appointment time.
10/10/2025	Good	Mostly good experiences
10/10/2025	Good	Mostly good experiences, especially from Donna and Jennifer, always willing to help

10/10/2025	Very good	Very speedy service, really pleasant professional nurse
10/10/2025	Very good	Quick and easy booking of flu jab
10/10/2025	Very good	"When I attend the surgery it's good The problem is getting appointments
10/10/2025	Very good	The service on the day was gooh
10/10/2025	Very poor	My friend took a day off work to come to an appointment and then was told once he arrived there was no appointment and it hadn't actually been booked. This is a real mess up
11/10/2025	Very good	Excellent staff
11/10/2025	Very good	Efficient
11/10/2025	Very good	Efficient
11/10/2025	Very good	Efficient with repeat prescriptions. Clinicians, particularly Dr Rakin, are always helpful with any medical conditions I require help with. Reception staff are also helpful.
11/10/2025	Very good	Professional reception staff, and quick and efficient delivery of flu jab, with a nice brief bit of banter!
11/10/2025	Good	
12/10/2025	Very good	The lady I spoke to on the phone was lovely and answered all my questions. The nurse I was booked with Maria made me feel super comfortable and explained everything to me as I was feeling nervous. She was amazing!
12/10/2025	Very good	FANTASTIC STAFF! Everyone from reception to the nurses are amazing! Caring, friendly, helpful!
12/10/2025	Very good	Very friendly reception
12/10/2025	Very good	I have been consulting the practice rather more frequently recently than I would wish, but I have not been made to feel a nuisance. They call back promptly and, if necessary arrange appointments without undue delay.
13/10/2025	Very good	Receptionist are so lovely and helpful
13/10/2025	Good	Knowing both my husbands and my poor health issues, they always do their best to get a doctor to call us.
14/10/2025	Very good	"Was seen ahead of time Elaine was very friendly and understanding with my father who is 92 and can be a handful!"
14/10/2025	Very good	Excellent
18/10/2025	Very good	Because I thought it was very good. The doctor put me at my ease and dealt with the issues
20/10/2025	Very good	The front of office staff could not be more helpful. The nurses likewise.
21/10/2025	Very good	Friendly and professional staff. I was seen on time.
21/10/2025	Very good	I was seen on time and nurse was friendly and helpful.
21/10/2025	Very good	Very organised on the day and the nurse was extremely professional
21/10/2025	Good	Prompt response , friendly staff
21/10/2025	Very good	I arrived early for my appointment and immediately after arriving I was called into my nurse appointment. I was in and out in 5 minutes. The nurse was organised and friendly.
21/10/2025	Very good	
22/10/2025	Very good	
22/10/2025	Very good	Very positive
22/10/2025	Very good	The nurse was very kind and friendly
22/10/2025	Good	They are generally good

22/10/2025	Very good	Very fast service
22/10/2025	Good	As I don't use the practice on a regular basis I don't have any views.
22/10/2025	Good	I came to the surgery for the flu jab. No waiting time and friendly nursing staff
22/10/2025	Good	Excellent digital check-in. Was seen immediately. Injection took less than a minute
22/10/2025	Very good	I was in and out well before my appointment time
22/10/2025	Very good	Found an appointment time to suit. Friendly telephone manner. Appointment was on time and i was made to feel at ease in a friendly environment.
22/10/2025	Very good	The staff and nurse were very polite and helpful.
22/10/2025	Very good	Friendly reception and on time treatment
22/10/2025	Very good	Flu jab received on time and efficiently.
22/10/2025	Good	Appointment time recorded incorrectly but once sorted service prompt and efficient.
23/10/2025	Good	I've always put very good but had a couple of negatives lately
23/10/2025	Neither good nor poor	Difficulty getting appointments
23/10/2025	Very good	Always helpful. If unable to answer something will enquire within.
23/10/2025	Very good	Polite fast friendly and professional
23/10/2025	Very good	
23/10/2025	Poor	Nurse was great and very helpful but it is not always easy to get an appointment and not all the reception staff are helpful or polite.
23/10/2025	Very good	"Always helpful
On time		
Polite"		
24/10/2025	Very good	
24/10/2025	Very good	"Lovely reception staff who are always helpful.
When necessary a GP is usually free for a face to face"		
24/10/2025	Very good	Good service.
24/10/2025	Very good	No waiting in and out straight forward
24/10/2025	Very good	Flu jab - in and out in 2 minutes. One time - in fact I was called early.
24/10/2025	Very good	Fast, professional, helpful, kind service and staff.
24/10/2025	Very good	Appointment on the day. Doctor wore a mask as I did.
24/10/2025	Good	General efficiency
24/10/2025	Very good	Because I have to come very regularly and the nurse team is always kind and go above and beyond to sort out my care.
24/10/2025	Good	Efficient
25/10/2025	Very good	Very professional and on time
25/10/2025	Very good	Responsive and delivered.
25/10/2025	Very good	Always very friendly helpful and efficient.
25/10/2025	Good	Shelagh is excellent nurse. A asset to the surgery.

25/10/2025	Very good	Always nice and thorough
25/10/2025	Very good	Easy to schedule appointment on line. Nurse was very friendly and helped schedule my next vaccination appointment. No fuss just great service.
25/10/2025	Very good	Communication is usually a big challenge with the clinic it is always feels like an achievement to overcome all the barriers and gatekeepers to get progress
25/10/2025	Very good	Friendly and appointment on time
25/10/2025	Very good	Prompt appointment. Treated with care and everything explained.
25/10/2025	Very good	Friendly staff, prompt appointment
26/10/2025	Very good	I had my concerns dealt with very promptly and investigations carried out. Everyone was professional and caring.
27/10/2025	Good	Reception staff were welcoming and helpful. Appointments were given quickly if required with a clinician or Dr.. Further tests organised.
27/10/2025	Very good	Christine always very polite and efficient
27/10/2025	Good	Just checked in and waited for my name come up
28/10/2025	Very good	
28/10/2025	Very good	Was seen 10 minutes before booked time, nurse was friendly and efficient, all in all a very enjoyable appointment
28/10/2025	Very good	Seen before appointment time as arrived early. This practice should be a blueprint for all GP surgeries.
28/10/2025	Very good	Very efficient reception as I missed my flu jab appointment (I forgot!). Was not patronised and was re-booked very quickly without fuss.
28/10/2025	Very good	
28/10/2025	Very good	Nurse booked me in 3 months advance for my B12 injection and on the day seen on time. Nurse was so friendly
28/10/2025	Good	everyone is very helpful
28/10/2025	Good	Appointment done online, nurse prompt to give flu jab,
28/10/2025	Very good	10-Oct
28/10/2025	Very good	"I had a flu jab & very efficient service. No waiting
HCA was excellent"		
28/10/2025	Very good	"Had a flu jab. In and out before my appointment time"
28/10/2025	Very good	For the reception staff who greeted with a smile to the nurses a big thank you. You were all lovely.
28/10/2025	Good	
28/10/2025	Very good	
28/10/2025	Very good	Appointment on time and pleasant doctor
29/10/2025	Very good	Quick and effortlessly easy
29/10/2025	Very good	
29/10/2025	Very good	Flu jab. Quick and easy.
29/10/2025	Very good	Because it was
29/10/2025	Good	I had nothing to complain about.
29/10/2025	Very good	Appointment made same day when requested. Been attending clinic for dressing to my leg weekly with excellent service.
29/10/2025	Good	

29/10/2025	Neither good nor poor	The service was running 15 minutes late
29/10/2025	Very good	Both the nurse and receptionist that I dealt were both very friendly and helpful
29/10/2025	Very good	The clinic staff are very helpful and go that extra should it be required
30/10/2025	Very good	In every instance I have been treated promptly, diligently and effectively by the doctors and support medical staff of Nork clinic
30/10/2025	Very good	On time, efficient and flexible (arranged another blood test whilst I was there)
30/10/2025	Very good	I have been treated with the utmost care, concern and respect by all at the surgery following my PE diagnosis. I have been extremely anxious following the diagnosis and the fact that the cause is 'unexplained'.
30/10/2025	Good	Booking easy, appointment on time. Staff very helpful.
30/10/2025	Good	
30/10/2025	Very good	"Christine is great. My grandma speaks no English but she still out her to ease."
30/10/2025	Very good	Very quick process & the lovely nurse put my young son at ease for his first nasal flu vaccine
30/10/2025	Poor	I was very disappointed with your reception staff when I rang one particular Monday evening to make an appointment for my 14-year-old son for a future date. I rang at 5:05pm and was told that I was third in the queue. It appeared to take 15 minutes to go down by one person at a time in until finally at around 5:40 I was told by the receptionist that I had called too late in the day and they were closing up! You close at 6.30! I felt they could not be bothered. Clinical staff excellent always
30/10/2025	Very good	I was seen on time and the nurse very pleasant and efficient.
30/10/2025	Very good	Nurse was friendly, courteous and informative.
31/10/2025	Very good	Quick to assess the situation and to see us in person. Satisfied with the choice of treatment.
31/10/2025	Very good	He listened to what I had to say
31/10/2025	Very good	I went to see the nurse for a blood test and ECG. She's very professional as it's not easy to take bloods from me . Only one prick . Thank you Chris
31/10/2025	Very good	
31/10/2025	Very good	
31/10/2025	Very good	Nurse was polite, friendly and informative
31/10/2025	Very good	Services provided by the surgery staffs including Nurses and Doctors have been excellent and quite satisfactory.
31/10/2025	Very good	Quick and on time
31/10/2025	Very good	The nurse was very professional