**In August 2023 we had a total of 470 responses; 98.5% (463) said that they were ‘EXTREMELY LIKELY’, or ‘VERY LIKELY’ to recommend our GP Practice to friends and family if they needed similar care or treatment. You told us:**

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| A very clear, thorough and incisive explanation of sleep problems and very helpful tips on how to cope. |
| A very informative consultation dealt with promptly. |
| A well run surgery with good staff and limited waiting times. |
| Again, excellent service from nurse Chloe. |
| All good |
| All professional and polite. On time |
| All staff and the young lady who took my bloods was extremely good |
| All the staff, are always so welcoming, friendly and helpful. |
| All went to time and as expected. Very pleasant and professional. |
| All went well |
| Always a great professional service. |
| Always caring, always doing the best for your patients. |
| Always efficient,helpful and friendly |
| Always feel confident about appointment on time and exceptional care and consideration ! Thankyou ! |
| Always friendly, very caring. |
| Always makes it a easy time and is always gentle |
| Always thorough and considerate |
| Appointment ahead of time. Staff friendly and caring. |
| Appointment carried out in a professional manner - Thankyou |
| Appointment on time and completed in a very professional manner - Thank you |
| Appointment on time no waiting and a very helpful nurse. |
| Appointment prompt and information positive |
| Appointment time was changed til 40mins later and i did not notice Turned up early therefore and was seen earlier good service |
| Appointment was on time & the nurse was pleasant. |
| Appointment was on time and didn't feel rushed when with doctor, she was happy to talk/answer questions. |
| Appointment was on time but Gemma was really nice thorough and helpful |
| Appointment was on time staff very pleasant as always |
| Appointment was on time. Physio explained everything and was very pleasant and thoughtful. |
| Appt on time and professionally conducted...thank you |
| As always everyone was very helpful and kind and friendly |
| As always nurse Nichols was extremely proficient & caring |
| As always very professional |
| As usual, very happy with all at Marazion Surgery |
| As usual, very professional and friendly service. |
| Because I received excellent friendly efficient service from Ella a credit to the practice. |
| Because the Doctor was very thorough an I felt that I could put forward input about my problems and medication an was listened to. I didn't feel like I w |
| Because the service was quick and efficient Dr rbbins answered my questions and I came away reinsured. |
| Because the staff are always ultra happy and friendly. Appointments are always on time, and I feel 100% satisfied with service received. |
| Because the treatment was good |
| Both appointments were very professional and empathic, came away feeling cared for and reassured. |
| Both nurses on Tuesday and Wednesday were very professional and also kind. |
| Both receptionist and Dr Robbins were extremely understanding and helpful. |
| Brilliant as usual |
| Brilliant service |
| Calm environment, seen on time |
| Came for a routine shingles injection & had no problems everything was straight forward. |
| Chloe is an amazing nurse, very attentive and reassuring. |
| Chloe was extremely helpful & efficient. Wish all nurses were like |
| Chloe was lovely and spent time explaining everything. |
| Chloe was so caring and understanding |
| Clear advice and exercises given |
| Clear explanation and absolutely no bruising. |
| continues to exceed my expectations... |
| Cordial, professional experience as it's always the case at Marazion surgery. |
| Dealt with efficiently and promptly |
| Despite 4 attempts to take my blood and two nurses, they were both very pleasant and professional. Very considerate when I expressed the need to leave th |
| Despite the surgery being extremely busy today, my appointments were both on time and I am completely satisfied with my visit, thank you. People seem not |
| Doctor Lock was very welcoming and professional in manner. He took my condition seriously and is arranging a referral for me. Thank you for an excellen |
| Doctor was in a rush to get me out and not interested |
| Doctor was very patient and looked thoroughly at possible causes. I am pleased with his recommendation for next steps |
| Don't wish to complain but waited half an hour after appointment time before being seen and then discovered the appointment was scheduled by mistake. But |
| Dr Lock is very thorough. He listens to you and works with you when you have an issue. Wish all doctors were like him |
| 'Dr Locke was a wonderful engaged listener and really helped me with my problem.' |
| Dr Robbins explained the test results and their possible implications. |
| Dr Robbins was as usual very helpful in explaining everything and genuinely trying to sort out my problems |
| Dr robins is very understanding and he don't treat you as a number and he listens and not looking at the computer |
| Dr took my consultation seriously. Running on time. |
| Dr was v informal, listened to my difficulties raised, discussed options and ideas we both had, and addressed these in every way. As a peer professional, |
| Dr. Lock is a very understanding doctor. He makes you feel confident with his answers. |
| Easy to talk to and very understanding |
| Efficient and informative appointment thank you |
| Efficient friendly service - as always |
| Efficient nurse , prompt appointment. |
| Efficient on time nice nurse. |
| Efficient quick service and very helpful and friendly |
| Efficient, friendly, professional, on time |
| Ella the nurse was very welcoming and concerned because I wasn't feeling very well |
| Every doctor we have seen for our daughter has listened and responded accordingly we are very greatful to have such a good surgery. Thank you |
| Everyone are so kind and polite. |
| Everything was absolutely first class. Chloe looked after me brilliantly was caring and professional covering three appointments within the one and left |
| Everything was stress free and on time .... SIMPLES ? |
| Excellent as always |
| Excellent attention to detail |
| Excellent knowledge and ability to explain results and implications |
| Excellent service |
| Excellent service as always |
| Excellent service from Chloe. Put me at ease straight away. |
| Excellent service with friendly and professional staff. |
| Excellent service. Thank you. |
| Excellent staff member |
| Excellent treatment. |
| Extremley professional. Very informative |
| Fast, efficient, on time, lovely friendly doctor who actually seems to care. Faultless, be proud of yourselves. |
| Felt a waste of time just to see if my ears were clean !! |
| First time ever I forgot my appointment, and still managed to get me in later in the morning, didn't make me feel awkward, very polite, All in all perfect |
| Friendly & efficient |
| Friendly and efficient |
| Friendly and efficient |
| Friendly and efficient appointment as always thank you |
| Friendly and efficient service |
| Friendly and efficient service |
| Friendly and helpful |
| Friendly and prompt service |
| Friendly efficient service |
| Friendly efficient service |
| Friendly efficient service |
| Friendly service, non judgemental, answered my questions. |
| Friendly smiling receptionist , excellent rapport with Dr Tucker , a smile from every one I met today wonderful |
| Friendly staff and doctors and always found your standards high. |
| Friendly, Efficient and very informative. |
| Friendly, efficient, professional. |
| Gemma very helpful and easy to explain things to excellent |
| Good |
| Good appointment explained well, and felt a good visit |
| Good discussion with my GP about medication & side egg & he has changed one of my meds |
| Good experience. |
| Good humour, light touch, efficient. |
| Good informative prompt service. |
| Great service |
| Great service |
| Great service and attention |
| Great service from a great nurse |
| Great service very friendly |
| Had a charming professional physiotherapist who explained the results of the procedure clearly. |
| Had blood test, told due for foot test. I asked if it could be done now but was told (no time, only allowed 10 mins.) Yet the time was 2 min before my ap |
| Helpful and friendly service at reception and during appointment |
| Helpful kind professional and easy to talk to |
| Hi the nurses was very good and helpful this morning |
| I felt listened to |
| I had many questions answered, Chloe was very gentle in doing my smear and taking blood and I felt at ease which resulted in a good blood pressure readin |
| I have had to come to Marazion surgery very frequently this year, sadly, however I cannot praise the practise nurses enough, especially Chloe |
| I just felt that Chloe, the nurse, really listened to my concerns with empathy and humour. I am really pleased that I have joined Marazion surgery. All t |
| I received excellent care and attention. |
| I thought the nurse deserves 100 percent |
| I was able to use the self check in system with ease and Ella my nurse gave me a completely pain free blood test |
| I was seen on time and the nurse was good, even though the first vein she tried yielded nothing: it was admittedly very difficult to find and her second |
| I was seen on time, the nurse was very pleasant but professional. She explained everything clearly and I was out within 10 minutes. |
| I was seen on time. Very efficient and friendly nurse. |
| I was seen promptly. The nurse was informative, friendly, professional and caring. |
| I wasn't requested to add anymore comments, however, appointment on time, Ella Leiworthy very pleasant and took blood without me even noticing ie it didn |
| I went in on time. Gemma was professional and quickly diagnosed my problem. She gave me some clear exercises to address the issue. |
| In and out early, and |
| It covered everything. |
| It's small and friendly not like other medical centres. |
| Just a nice polite well run surgery |
| Just excellent service |
| Lovely and friendly staff who always work hard. |
| Lovely caring nurses ! Always ready to listen even when they stick |
| Lovely nurse and on time appointment. Dispensary staff lovely too and helpful |
| Lovely nurse as always x |
| My appointment was for travel advice and inoculations. Nurse Chloe was, as always, professional, knowledgeable and courteous throughout my appointment. I |
| My appointment was handled promptly and efficiently. Ella was very competent and I was very happy with how quickly things were done. |
| My appointment was on time once again my reception was friendly and smooth for which I was thankful |
| My appt. was 08.30, I was forgotten. I went to the desk at 09.00 hrs. Saw excellent doctor at 09.20hrs. (I had signed in before 08.30) |
| My problem was minor but I was given useful information |
| My visit was once again very good. |
| No problems |
| No waiting Knowledgeable doctor Clear advice given and suitable meds prescribed |
| No waiting time very prompt |
| Nurse and Doctor both fantastic |
| Nurse excellent |
| Nurse Nichols was efficient & caring. Can't fault the Service at Marazion |
| Nurse very efficient and kind most helpful |
| Nurse very helpful felt at ease |
| Nurse was kind and friendly with our son. Appoinment was on time |
| Nurse was prompt and on time, friendly and kind. |
| On time - efficient & friendly |
| On time and nurse very reassuring |
| On time and excellent friendly nurse Shirley |
| On time and friendly |
| On time and very pleasant thanks |
| On time listened explained plan to go forward |
| On time very efficient |
| On time. Very efficient. |
| Once again every thing went smoothly the staff were great and understanding Thank you. |
| Pleasant experience and good outcome. Listened to and results. |
| Pleasant polite and knowledgeable. |
| Polite,punctual, knowledgeable, caring. |
| Professional, informative and friendly |
| Prompt and efficient as normal. |
| Prompt appointment pleasant nurse. |
| Prompt efficient attention. |
| Prompt efficient service |
| Prompt, efficient, kind. Thank you Nurse Lucy Nicolls |
| Prompt, friendly, very caring. |
| Prompt, helpful, friendly |
| Prompt, informative, professional |
| Punctual efficient and charming service |
| Quick and efficient service |
| Quick and friendly |
| Quick and friendly service. Happy to explain things. |
| Quick and on time |
| Quick, compassionate, thorough, kind |
| Reassuringly smooth |
| Received Answers to syptoms previously could not get.Thank you. |
| Receptionist was excellent polite friendly and helpful, as was Gemma |
| Reliable,brilliant team of nurses and doctors |
| Routine bloods, very helpful nurse |
| Saw a very helpful and friendly member of the staff |
| Seen on time and nurse was very nice. |
| Seen on time and procedure done well. Thank you. |
| Seen on time as always and the HA I saw was professional and friendly |
| Seen on time for vaccination. Very gentle. |
| Seen on time, very professional staff. A bit concerned that my blood test won't go until tomorrow though |
| Service is awesome |
| Service received from the diabetes nurse was excellent, being both very professional and informative. |
| Shirley got my vein first time...four attempts last week with a different nurse.... |
| Shirley was helpful & informative |
| Shirley was very professional and explained everything very clearly |
| Sorry should be a big 1. Lovely nurse. A very good experience |
| Staff always friendly and efficient |
| Staff always friendly, professional and kind |
| Staff at the surgery are always polite, friendly and positive. |
| Staff were lovely , efficient and just polite and caring |
| Superb service from the whole team |
| Surgery staff friendly. The doctor was helpful and explained everything well. He also did a referral while I was there which is great, as he did everythi |
| Textbook number. Very professional as usual. |
| The appointment was booked at short notice and I didn't have to wait which was great. |
| The appointment was kept on time, the doctor was kind when she had to deliver bad news.Tried to reassure me that appointments for upcoming tests would b |
| The appointment was on time. It went smoothly. Not being a great fa |
| The appointment with Chapel was very good she explained the results of the tests very well. |
| The care I receive is always first class. |
| The Drs, nurses and all staff are always so helpful, kind, caring and understanding. |
| The goverment promised several years back, that everyone over a certain age, would have a medical MOT, I was never offered one at my previous surgery! Ma |
| The health care assistant was very good and helpful. I didn't feel the needle when she took my blood. Full marks! |
| The health check was most friendly and professionally carried out. Blood was taken painlessly and the tests to be done explained. |
| The nurse I saw is a very competent and able professional who leaves her patients feeling positive |
| The nurse I saw was brilliant! She had checked my case file was very informative & very supportive ! |
| The nurse was friendly, helpful, she listened to me and made me feel very comfortable. She was professional and present in the room with me. |
| The nurse was polite and very helpful. The test were carried out efficiently. |
| The nurse was very good and helpful |
| The nurse was very kind @ helpful.xx |
| The nurse was very kind and helpful.Made me feel at ease. |
| The nurse was very patient with me and kind, explaining clearly to me |
| The nursee was very helpful. |
| The physio is always very professional, and very kind too. |
| The reception staff are so helpful kind and positive. In fact I have always felt welcomed and helped by the staff at this practice . (Not terrified by of |
| The service I have received is below par and disappointing. Simply being informed, the results of a blood test over the phone by a receptionist is unacce |
| Thee nurse performed the BP test in a professional manner |
| Thorough friendly doctor, made we feel at ease. |
| Thorough information regarding pros and cons of medication |
| Usual good care |
| Very attentive, very kind and very thorough. |
| Very calm and pleasant nurses in painful treatment |
| Very efficient |
| Very efficient and didn't have to wait. |
| Very efficient as always |
| Very efficient friendly and on time. Thank you |
| Very efficient, and friendly service |
| Very efficient, friendly staff |
| Very friendly |
| Very friendly efficient service |
| Very friendly efficient service. |
| Very friendly nurse |
| Very friendly person |
| Very good |
| Very good on time appointment |
| Very happy with appointment |
| Very helpful and considerate |
| Very helpful and efficient and kind |
| Very helpful and informative. |
| Very helpful and reassuring |
| Very helpful consultation |
| Very kind and efficient |
| Very pleasant visit |
| Very polite, relaxed atmosphere, on the ball, |
| Very professional lady and a pleasure to be attended by her |
| Very prompt appointment time and polite nurse. |
| Very prompt, professional and helpful |
| Very quick and efficient |
| Very quick, efficient, pleasant! |
| Very reassuring to me and took time and patience priceless when you are nearly80years old |
| Was seen before appointment time and blood test carried out quickly and efficiently |
| We discussed my recent test result and decided the best way to monitor the situation. I was very pleased with the outcome of my consultation. Thank you. |
| Welcoming and professional |
| Welcoming, and really effeciant |
| Went in slightly early and the nurse was very helpful and efficient. |
| Went into appt dead on time. Friendly and efficient as always. Bles |

Thank you very much for taking the time to complete these slips. We appreciate your support.

1x440 2x23 3x2 4x4 5x1