**In December 2022 we had a total of 424 responses; 98.8% (419) 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:**

|  |
| --- |
| * A very good consultation with Dr lock.
 |
| * A very good service/surgery. Please keep it up
 |
| * All staff very happy Shirley's always happy and very considerate
 |
| * All staff are very caring and efficient
 |
| * All was just good . Thank you
 |
| * Although my appointment was slightly delayed I was treated with gre….
 |
| * Always cheerful and helpful
 |
| * Always go to Emma. Wonderful nurse. Very concordat
 |
| * Always great service from everyone
 |
| * Always happy and makes the patient feel relaxed. Chloe is so professional
 |
| * Always pleasant and very helpful, thank you, merry Christmas to you
 |
| * Appointment for ambulatory bp monitoring. Emily efficient kind and professional as always.
 |
| * Appointment on time and conducted in a very professional manner
 |
| * Appointment on time and procedure completed in a professional and friendly manner thank you
 |
| * Appointment on time and very friendly nurse
 |
| * Appointment on time full review and future treatment plan discussed and put in place.
 |
| * Appointment on time, very friendly explained things well. 5 out5 star. Emily
 |
| * Appointment on time. Efficient member of staff with polite manner
 |
| * Appointment was on time and very efficient
 |
| * Appointment was so late after waiting a week that I couldn't stay as I'm a carer to my wife and I needed to return home to her
 |
| * Approachable
 |
| * As always excellent service
 |
| * As always, the whole team at the surgery do everything possible to make things better
 |
| * As it was a nurse appointment it went well and on time.
 |
| * As previously mentioned, I like the experience of visiting the Surgery
 |
| * As usual I was given a warm professional welcome by the nurse. Marazion is a brilliant Surgery extremely lucky to be a patient here.
 |
| * Because he made time for me, I didn't feel rushed and alleviated a worry.
 |
| * Because I Got Good Service as Usual.
 |
| * Because in 32 yrs of NHS experience Marazion is only 2nd group of competent professionals who've crossed my path.
 |
| * Because the receptionists are so kind and Emily is brilliant and professional
 |
| * Both doctor and nurse were very helpful and considerate about my pain excellent
 |
| * Both the nurse and pharmacy staff were very professional and friendly.
 |
| * Busy waiting room, but my appointment was quick and straightforward. Thank you.
 |
| * Called in on time, very friendly staff.
 |
| * Came away satisfied.
 |
| * Can't tell you how much I appreciate the way you look after my husband many thanks
 |
| * Clear informative and reassuring consultation
 |
| * Communication and service is great
 |
| * Didn't feel rushed. Could discuss pill regime with kind doc. So good
 |
| * Didn't have to wait and the lovely nurse was very friendly and efficient.
 |
| * Dr Blight was extremely caring and very very helpful
 |
| * Dr Blight was very friendly and extremely helpful.
 |
| * Dr Herdman is truly the best GP. Such a lovely outstanding Doctor. Thanks. DC Eddy.
 |
| * Dr Lock gave me time to talk and listened very attentively. He is very caring and empathetic and explained next steps clearly which has been hugely reassuring.
 |
| * Dr Locke as ever exudes professionalism and compassion which helps very much when you are feeling rubbish
 |
| * Dr Robbins is always there for me, he listens, has a chat about what's occurring without rushing you. He’s the best Doctor I have had.
 |
| * Dr Robbins is very informative, helpful, answers questions properly, is never dismissive, and never makes the patient feel like they are a nuisance or fu
 |
| * Efficient, informative, helpful, and friendly -thank you
 |
| * Efficiently dealt with and didn't have to wait
 |
| * Emily is great at what she does and always on time.
 |
| * Everything went smoothly & was seen at appointment time.
 |
| * Everyone friendly and helpful.
 |
| * Everyone is very friendly and efficient
 |
| * Everything was fine
 |
| * Everything went very smoothly
 |
| * Excellent as always. On time quick blood test and home
 |
| * Excellent care, patient focussed. Not enough time allocated to appointments so running late otherwise it would be a 1
 |
| * Excellent caring staff. Available appointments on the day.
 |
| * Excellent experience. Explained everything nice and clear and gave me good information. Putting my mind at rest. With a forward-thinking plan.
 |
| * Excellent service
 |
| * Excellent service, good communication
 |
| * Excellent service, on time and efficient. Friendly staff.
 |
| * Excellent service, very personal & attentive etc
 |
| * Excellent service.
 |
| * Excellent staff and treatment
 |
| * Excellent surgery and friendly staff,
 |
| * Exceptional doctor, extremely thorough. Much appreciated appointment.
 |
| * Fantastic care as always
 |
| * Fast and efficient
 |
| * Fast and efficient with no delays and the nurse didn't hurt taking
 |
| * Fast, well carried out, and pleasant attitude
 |
| * Felt like the doctor listened
 |
| * Friendly and efficient nurse
 |
| * Friendly and helpful service
 |
| * Friendly and professional treatment.
 |
| * Friendly and professional.
 |
| * Friendly efficient service
 |
| * Friendly lovely nurse and very helpful receptionist today
 |
| * Friendly nurse with a positive attitude
 |
| * Friendly punctual and efficient
 |
| * Friendly reception staff and nurse made me feel comfortable
 |
| * Friendly staff and you’re looking after me
 |
| * Friendly, professional, and helpful.
 |
| * Friendly and Polite
 |
| * From the receptionist to the lovely nurse both were really warm and very helpful thank you very much
 |
| * Genuine care and attention as always x
 |
| * Good
 |
| * Good
 |
| * Good HCA. Good at her job and a nice person. 10/10. Thanks
 |
| * Good service
 |
| * Good service
 |
| * Great advice
 |
| * Great receptionist definitely went out of their way to help.
 |
| * Great service throughout
 |
| * Had to change time of test as was unwell. Got layer app, no problem.
 |
| * Have always found dr Robbins very understanding
 |
| * Having worked in surgeries for many years I can honestly say your patient care is outstanding. From the reception right through to pharmacy. It is a plea
 |
| * Helpful and friendly
 |
| * Helpful friendly service
 |
| * Helpful professional lady Dr, lovely personality & keen to get on with health prob's.
 |
| * I appreciated being seen and examined by a doctor who explained the results of tests and took steps to do a further test. I was satisfied with my visit a
 |
| * I arrived 10 minutes before my appointment time & was seen straight away.
 |
| * I checked myself in so no reception contact. Appt with Tracey and she is always on time, really efficient but with as much empathy as time allows and for
 |
| * I chose 1 because it was Great Service.
 |
| * I didn't have to wait
 |
| * I felt at ease,
 |
| * I found Dr Lock very pleasant and helpful and any questions I asked he answered, thank you.
 |
| * I have been registered with mz surgery for 35 years and always received excellent, polite, and prompt service even though in later years the surgery is st
 |
| * I have been registered with the practice for 12yrs. It's just an incredibly well-run practice. Drs, nurses, pharmacy, and admin staff are wonderful.
 |
| * I sent 1 as the fact I could see a doctor on a Sunday and get good service was excellent
 |
| * I was listened to. I was given advice and steps were made to start working out some answers.
 |
| * I was seen as I arrived, listened to and options were discussed.
 |
| * I was seen in reasonable time and the test was done efficiently and pleasantly.
 |
| * I was seen in reasonable time and the test was done quickly and efficiently - thank you.
 |
| * I was seen on time and Emily was her lovely, efficient self, as always.
 |
| * I was seen promptly, listened to, not feel hurried, was able to ask questions advised to see physiotherapist. Reception prompt and friendly and efficient
 |
| * I'm always nervous when going to the surgery, but Emily was friendly and talked me through everything putting me at ease.
 |
| * I'm not the easiest patient to take blood from, Emily took great care when finding difficult veins
 |
| * I'm very happy with all aspects of the consultation.
 |
| * In time, quick, nice manner
 |
| * It was a pleasure to actually see Dr Robbins. Very easy Dr to speak to and he really listens. Good to see a Dr on a Saturday.
 |
| * Kind gentle helpful nurse.
 |
| * Kind, considerate & knowledgeable service, efficiently done
 |
| * Listened to me, went through scan results, and came up with some good suggestions for me to work towards.
 |
| * Lovely and friendly very good
 |
| * Lovely efficient staff
 |
| * Lovely staff and a very efficient survey.
 |
| * Lovely staff, prompt appointment time.
 |
| * My appointment was on time and once again the staff were very good.
 |
| * My appointment was on time and the nurse was very good.
 |
| * My appointment was on time, the nurse was pleasant, welcoming, and totally professional. She gave me an opportunity to talk and discuss things and at no t
 |
| * My nurse was professional and efficient and did all she could to make the procedure as comfortable as possible
 |
| * my phlebotomist Shirley Hatton has looked after me so well in 2022 - and many years before that. just fab!!
 |
| * My treatment was swift and problem-free, and the nurse was lovely to me. A special thank you to Dr Robbins who, at very short notice, arranged a prescript
 |
| * Nice understanding Doctor knows his medicine fitted me in on a Saturday.Listened to what I was saying agreed with what I was saying, and he's made some c
 |
| * No hassle from start to finish. All staff friendly and helpful.
 |
| * No messing took my bloods in seconds. Superb nurse.
 |
| * nothing too much trouble
 |
| * Number 10 as I have not had any problems with you all
 |
| * Nurse Emily is brilliant in every way and is so patient friendly. And she puts the needle in with absolutely no pain.
 |
| * Nurse very efficient and caring
 |
| * Nurse very pleasant as normal and makes you feel relaxed
 |
| * Nurse was great, but I waited for 20 mins before I went in
 |
| * Nurses are great!
 |
| * On time and friendly
 |
| * On time and nurse was very friendly and helpful
 |
| * On time and very caring attention x
 |
| * On time appointment. Lovely staff
 |
| * On time efficient and very pleasant
 |
| * On time, and efficient.
 |
| * On time, considerate and efficient
 |
| * On time, courteous treatment appointment made in good time
 |
| * Perfect service very good and professional and I was very comfortable
 |
| * Plausible and informed diagnosis!
 |
| * Pleasant helpful staff reassured by visit
 |
| * Polite and professional
 |
| * Polite friendly and efficient
 |
| * Polite, considerate, and professional service from the reception staff member (when I was late for my apt) and the nurse, Emily.
 |
| * Polite, Friendly and with a smile.
 |
| * professional and competent service
 |
| * Professional and prompt
 |
| * Prompt & skilful attention.
 |
| * Prompt service- very pleasant & professional staff
 |
| * Prompt, friendly, efficient staff. Thank you all.
 |
| * Quick, efficient, Emily
 |
| * Really friendly staff and on time
 |
| * Seen on time, can't fault the service
 |
| * Seen on time, pleasant and very efficient nurse
 |
| * Seen on time. Friendly and very pleasant nurse who helped me relax. Surgery was very clean and tidy, and the Christmas tree was beautifully decorated.
 |
| * Service was excellent, waiting time wasn't too long and staff are brilliant
 |
| * She was so understanding about my problems, and I think she will get my knee salted
 |
| * Should have had this device attached to me to monitor my heart way back when I saw Dr Sugrue, although was sent for an ultrasound & found out that I ap
 |
| * Smooth operation
 |
| * so professional
 |
| * Super Doctor. Understanding and helpful. Nothing too much trouble. Reception staff brilliant also
 |
| * Liked the way the Doctors explained the problem.
 |
| * The appointment was for a telephone call on a Sunday which I never had.
 |
| * The appointment was on time. The nurse was very calm, friendly and I didn't feel the blood test. It's all good.
 |
| * The appt was on time, it was explained to me what the bloods were
 |
| * The consultation was very in depth and informative.
 |
| * The difficulty in reaching you by telephone must put many people contacting you at all
 |
| * The doctor I seem was argumentative and trying to tell me how I'm feeling. I struggle with mental health, and he basically stated it was fake and all in m
 |
| * The Doctor was very helpful to me and listened to what I was trying to convey
 |
| * The Doctor was very thorough.
 |
| * The dr covered all the concerns I had.
 |
| * The experience was pleasant, painless, and professional. Emily was fantastic at the bloods.
 |
| * The most kind and helpful of nurses. She helped me with my shoes and trousers as I am having a new hip and unable to bend down.
 |
| * The nature of the appointment and the way it was handled, very professional
 |
| * The nurse concerned is a true professional
 |
| * The nurse was fabulous, as they always are!
 |
| * The Nurse was kind and very pleasant
 |
| * The nurse was kind, understanding, listened to me and caring in her nature as I was quite nervous. She was pleasant and happy. Thank you again for a pr
 |
| * The nurse was polite, happy, and considerate
 |
| * The nurse was so compassionate
 |
| * The nurse was very informative, and she was very calm and warm personality
 |
| * The nurse was very kind & knowledgeable
 |
| * The nurse was very professional
 |
| * The nurse was well prepared and professional. However, the appointment was approx 20 minutes late.
 |
| * The nurse, Lucy.. I think... was excellent, friendly, very efficient
 |
| * The reason for my attendance was explained and the vaccination done.
 |
| * The service was very good
 |
| * There's lots of bad press at the moment of people not being able to see a Doctor, Bad Service from local Surgery's etc etc...Well that's not my experience.
 |
| * Timely, friendly, efficient.
 |
| * Very caring consultation
 |
| * Very caring consultation.
 |
| * Very easy going, informative, and knowledgeable. Very impressive consultation.
 |
| * Very efficient.
 |
| * Very efficient and pleasant
 |
| * Very efficient and professional
 |
| * Very efficient service
 |
| * Very friendly and kind. Superb technique, didn't feel a thing, put me at ease. An asset to the surgery. Thank you
 |
| * Very friendly and knowledgeable staff
 |
| * Very gentle and patient. Took time to find good vein for blood test
 |
| * Very good Doctor - one of the best I should think
 |
| * Very good service and very polite
 |
| * Very good service with physio
 |
| * Very good, didn't have to wait at all. Very friendly.
 |
| * Very pleasant and efficient
 |
| * Very pleasant and informative
 |
| * Very pleasant nurse as always
 |
| * Very professional and friendly
 |
| * Very professional and very friendly
 |
| * Very prompt and professional service during blood test by nurse.
 |
| * Was helped at reception promptly. Also collected prescriptions from dispensary quickly
 |
| * Was seen promptly, had everything explained to me and doctor was brilliant
 |
| * Well explained.
 |
| * Went in on time, quick and easy. All good.
 |
| * Were all those reminder's necessary, for one appointment
 |
| * You’re looking after me
 |
| * You're always lovely, I was late for my appointment, luckily the nurse still saw me. Very grateful
 |

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