**In June 2021 we had a total of 79 responses; 69 said that they were ‘EXTREMELY LIKELY’ and 6 said that they were ‘Very Likely’ or ‘Likely’, to recommend our GP Practice to friends and family if they needed similar care or treatment. You told us:**

|  |
| --- |
| * Appointment on time.All staff polite, friendly and professional.
 |
| * Appointment was late. Otherwise everything was A1!
 |
| * Appreciated having a quick appointment and having a physiotherapist at the surgery.
 |
| * Check in was good, seen on time, Covid infection control measures excellent, staff friendly and efficient.
 |
| * Clean premises. On time. Good social distancing. Fantastic friendly helpful staff
 |
| * Efficient, professional and compassionate treatment, thank you
 |
| * Excellent care as always and very covid safe
 |
| * Excellent service
 |
| * Excellent surgery and excellent staff
 |
| * Friendly professional and efficient
 |
| * Friendly helpful receptionist. Nurse explained everything to me. Good car parking.
 |
| * Good service and professionalism.
 |
| * Good service as always
 |
| * I chose 1 as Gemma explained things clearly and simply, both the diagnosis and way forward in the short term and possibilities for the longer term. She's a great addition to the practice.
 |
| * I was straight in for my appointment, had my treatment and all fully explained to me. I felt very safe, reassured and my treatment is going well. Thanks to all the Staff.
 |
| * Just a very comfortable and pleasant experience, it's the same every time I come to Marazion surgery...very friendly helpful staff, lovely environment to visit
 |
| * No problems, straightforward procedure. Would have given a 1 if nurse was a bit more upbeat!
 |
| * Nurse very helpful. Took blood pressure on request as an unplanned extra.
 |
| * On time and very efficient
 |
| * On time good nurse
 |
| * Polite, on time, friendly and efficient.
 |
| * Receptionist and GP helpful. Not keen on the telephone triage though... doesn't seem an adequate way to assess all patients, and likely to put off some from self-referral, which is risky.
 |
| * Receptionist was helpful on the phoneHaving a physio available at surgery good ideaLinks given to exercises to doWaited a long time at reception on arrival whilst team chatting behind the desk yet I was the only patient present - not helpful as I had a very painful foot and that’s why I was thereLadies at pharmacy on way out super friendly, quick and helpful.
 |
| * Rude reception staff
 |
| * Seen on time and everything went well. Staff lovely as always.
 |
| * Unlike many experiences with doctors in the past, Dr Gamble ' LISTENS ' & that is very reassuring. She is always thorough with explanations on possible causes, possible paths to resolve and so on. :-Very thorough.Very efficient.Very caring.Very reassuring.
 |
| * Waiting room well kept. Appointment time was kept within tolerances. Nurse was pleasant, friendly and attentive.
 |

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