**In June 2022 we had a total of 385 responses; 96% (374) 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:**

|  |
| --- |
| * All needs were taken in to account...mental health and physical and I really appreciate this. I couldn't do the appointments without the mental health un |
| * All questions answered in a concise manner which could be understood. |
| * Always an excellent service at Marazion |
| * Always a good caring appointment |
| * Always extremely good care & service at this Surgery and an exceptional team of professionals. |
| * Always friendly |
| * Always very good service, friendly and on time. |
| * Angharad is truly committed and compassionate young lady in her work as a pharmacist. Her immense care and knowledge is unparalleled by one so young |
| * Appoint on time. Lee very professional in taking blood and made to feel relaxed. |
| * Appointment |
| * Appointment on time and the Nurse (Emma, I think) was very pleasant and gentle. Thank you |
| * Appointment on time, condition taken seriously with urgent referral |
| * Appointment on time, straight in and out no messing about, it was a blood test, straight forward |
| * Appointment was on time and effective |
| * Appointment was on time and efficient but person I saw did not have her long hair tied back which is an infection control risk especially when performing |
| * Appt on time. The nurse was very friendly, informative & receptive |
| * As always, extremely caring and pleasant staff, thank you for being there when needed. |
| * As usual on time and with care |
| * Because it answered our questions even if slightly behind schedule. |
| * Because Lee (can't recall his surname) was so kind, pleasant and efficient. |
| * Because of staff shortages had to wait 15 mins for appointment and at reception had to wait to book appointment. Otherwise all good |
| * Because the meeting face to face n meet a real person that knows her stuff n discuss options is most welcome in this world off txt messages feel much mor |
| * Because the nurse was very helpful and answered my questions |
| * Because you are always looked after. Best surgery around. |
| * Bit of a wait, but treatment excellent |
| * Blood taken by trainee. Very impressed |
| * Both appts lovely staff. Felt relaxed. Very efficient |
| * Cheerful efficient nurse |
| * Chloe gave me a very thorough check to see if I suffered from Asthma, she was informative and reassuring I will look forward to seeing her again to help |
| * Chloe is so professional and makes you feel easy and most importantly she sorts the problem...Top marks Chloe |
| * Chloe is very professional but also very affable. She made me feel less anxious and talked me through all the steps and the procedure. 11/10 nurse |
| * Chloe was lovely, very efficient and friendly. No problems at all |
| * Chloe was very informative, friendly and very willing to help |
| * Conscientious also friendly |
| * Dealt with by a very helpful and approachable assistant practitioner. |
| * Didn't have to wait long. Quick and efficient procedure. |
| * Dr Blight was very reassuring, professional and took my issue seriously. |
| * Efficiency professional pleasantly friendly polite |
| * Efficiency, patience and friendliness |
| * Efficient and friendly |
| * Efficient check in and appt was on time |
| * Efficient check in on computer, appointment time was spot on. Polite charming staff. |
| * Efficient friendly service |
| * Efficient knowledgeable and friendly |
| * Emily was very friendly and efficient |
| * Everyone is always very helpful no problems at all |
| * excellent service from friendly and professional nursing and reception staff. |
| * Excellence service. very helpful and kind. |
| * Excellent reception area and waiting room, staff kind and considerate and friendly |
| * Excellent service all round |
| * Excellent service from a professional, friendly practitioner. She was skilfully able to get blood samples from me without issue, whereas sometimes my ve |
| * Excellent service, staff fantastic always treated well |
| * Excellent, knowledgeable and friendly staff |
| * Fast and professional service. |
| * Fast friendly helpful |
| * Fast, efficient, successful, well done! |
| * Friendly and efficient |
| * Friendly and happy staff |
| * Friendly and professional |
| * Friendly efficient and helpful no waiting though I was late arriving |
| * Friendly efficient service |
| * Friendly not but not condescending and helpful. |
| * Friendly, efficient, booking in system working again post covid, music in waiting room drowns out crushing bores but obscures patient names and room for |
| * Friendly, helpful and efficient Dr Herdman 10/10 |
| * Friendly, well-kept premises, efficient. |
| * Gemma the Physiotherapist I saw today, was extremely helpful and wonderfully kind. |
| * Girl on pharmacy was polite and helpful as was the nurse. |
| * Good advice and prompt attention |
| * Good because the room was clean and tidy. Only good as I had to wait about 25 past my appointment time |
| * Good communication and punctual. |
| * Good experience by professional staff |
| * Good service |
| * Good welcome, comfortable seating, friendly and knowledgeable nurse who was on time. |
| * GP seemed like he had time to talk and understood my daughter’s mental health issues |
| * GP very approachable, discussed problem, gave good advice and referred on for scan. Thank you everyone at the practice |
| * GP was kind, patient and I felt valued and listened too. Thank you |
| * Great advice given |
| * Hardly had to wait, tests done quickly and efficiently |
| * He was nice, kind, made me feel at ease. |
| * Heart failing - quick response from Dr Robbins - admission details from Dr Tinkler also appreciated |
| * Helpful, friendly, professional, efficient |
| * How long have excellent friendly service as usual |
| * I arrived on time checked in and waited to be called. After 15 mins I saw the nurse leave her room so I enquired at reception if the nurse was behind time |
| * I felt at ease with the nurse and she was really lovely |
| * I made an appointment with Emily, the nurse, several weeks previously, as either Emily or Shirley can painlessly and easily take my monthly bloods. I ha |
| * I rushed to be at the surgery on time but had to wait ten minutes after my appointment time to be seen. Otherwise it would have been a very good. Sorry. |
| * I was confident in the surgery . Booking in was simple and the physio I saw was brilliant! |
| * I was asked to come in to review my medication and to bring my medication with me. I received two reminders. On arrival for my appointment, I was told |
| * I was seen quickly and efficiently. I had 2 appointments and one followed the other very quickly. |
| * I was treated with respect and kindness, my questions were answered clearly concisely. |
| * I went for a blood test and I got my blood test quickly & efficiently - Hannah was good. Also I appreciate how quickly you have produced my prescribed me |
| * I would prefer to see my doctor more often, but completely understand why this doesn't happen. Calling up for an appointment at 8am can be very stressful |
| * It is not my responsibility to have drugs discontinued, when prescribed, by leading clinicians in this field. Each drug is endorsed or agreed by regu |
| * It was very good |
| * I've always had a kind and caring service from all the staff. I've often commented on the high standards provided by the nursing staff who in lots of cir |
| * I've chosen this answer because Dr Robbins made me feel at ease whilst I was explaining things and actually listened. I'm happy with the outcome and the |
| * Jeez I am in pain I don't need this |
| * Just great service for me as I'm struggling with my condition what a lovely nurse so understanding |
| * just perfect - as per previous (multiple visits) |
| * Kind and efficient blood taking |
| * Kind and helpful |
| * Lovely nurse |
| * Lovely young nurse who took my blood, very friendly |
| * My appointment was on time and the doctor was fantastic and I had extra medication to get and the pharmacy had these in stock |
| * No fuss in and out in less than 5 minutes and nurse explained what the injection was for couldn't ask for better service |
| * No overcrowding, quick and efficient. |
| * No problems |
| * No waiting GOOD DOCTOR nothing too much trouble |
| * No waiting time, friendly nurse, in and out without any delays |
| * No waiting. Clean waiting room. Nurse kind informative and efficient at taking blood. Next appointment made easily. Pharmacy helpful too |
| * No waiting. Kind and helpful staff |
| * Nurse Hatton was very helpful |
| * Nurse listened to my questions, reassured me and gave good advice. |
| * Nurse very efficient and did not have to wait long for my injection |
| * Nurse very friendly & reassuring. Excellent |
| * Nurse very good |
| * Nurse was lovely. On time. Explained what need to be done |
| * Nurse was lovely, informative and caring. Seen straight away. |
| * Nurse was lovely. Informative. On time. Receptionist also very nice. |
| * Nurse was super polite and helpful |
| * Nurse was very kind and helpful |
| * Nurses and NHS stag have a difficult job and do Not need the criticism thrown at them by "so called small minded critics" |
| * Nurses attitude excellent...knew what she was doing taken my blood on first attempt normally leave like a dartboard... |
| * On time, nice nurse |
| * On time and effective consultation only negative 2 weeks to wait for simple blood tests but I understand the NHS is on its knees so I am thankful for this |
| * On time. Good advice. Listened to my needs |
| * On time, Chloe was brilliant, friendly and professional |
| * On time, friendly etc |
| * On time. Very helpful |
| * Outstanding surgery & outstanding staff very grateful as so helpful |
| * Over 40 minutes late going in with no apology. Also a non-patient came in visiting from Australia and was seen within 5 minutes. |
| * Pleasant helpful professional |
| * Pleasant manner of doctor and painless injection. |
| * Pleasant nurse, appt on time |
| * Pleasant receptionist then didn't have to wait long. Consultation was thorough with appointment for follow up blood test and scan. |
| * Polite and professional service |
| * Professional, friendly nurses who explained everything I needed to know. |
| * Prompt and efficient service. |
| * Prompt and efficient. |
| * Prompt and informative. |
| * Prompt response and thorough examination |
| * Punctual and excellent phlebotomist |
| * Punctual supportive patient and answered my questions |
| * Quick, easy, no problems |
| * Quick, efficient, and friendly. |
| * Quick, efficient, on time |
| * Really appreciate Dr Herdman's time and helpfulness re the matters I raised with him. |
| * Really friendly helpful nurse. Makes all the difference! |
| * Reason why The surgery is excellent and staff always pleasant and helpful |
| * Same day appointment and nice to see surgery is almost back to normal. |
| * Seen on time and dealt with pleasantly and efficiently |
| * Seen on time in friendly efficient manner very pleased |
| * Seen on time, nurse very efficient. |
| * Seen quickly & management plan agreed with the asthma nurse |
| * Service very good and Emily very friendly |
| * Service was excellent. Very thorough and professional. Also very prompt. Appointment was on time. Thank you! |
| * Short waiting time, treated very kindly, felt reassured |
| * Signed in not long to wait doctor explained everything came away happy |
| * Speedy check in. Shirley was lovely, very reassuring but thorough. She answered all my questions. Very pleasant appointment |
| * Speedy service, as usual, no complaints. |
| * Staff are always friendly and are happy to help. It's a pleasure to deal with the nurses, who are always positive and cheerful. |
| * Staff are very friendly and professional |
| * Staff reception were helpful and kind and so was the nurse overall very good. I can't complain |
| * Swift and easy to get an appointment and thorough unhurried consultation. |
| * Swift and friendly |
| * The appointment my dad had was different to the text I received. Meaning we had a long wait. |
| * The appointment was punctual, thorough and polite. |
| * The Dr was very good but there will be a 31 wk wait for an important part of my treatment. The NHS NEEDS MORE FUNDING! |
| * The G.P. listened to my problems and his response was very helpful. I am confident that my issues are going to be resolved. |
| * The lady was punctual, considerate and very helpful. |
| * The nurse I saw was very kind and helpful. |
| * The nurse I saw, Chloe, was really good and put me at ease about my appointment and what would happen after. Thank you |
| * The nurse that I saw was very kind and smiley. |
| * The nurse was really friendly, efficient and extremely helpful. |
| * The nurse was really kind and considerate and the appointment was on time |
| * The nurse was very good at job |
| * The nurse who took my blood this morning made me feel so comfortable. I don't like having blood taken, but when she said a scratch coming.. I didn't even |
| * The pharmacist was very pleasant, thorough and made me feel at ease throughout the visit. |
| * The Practice nurse was very thorough and put me at ease with questions I had. Very efficient with covering everything with my copd |
| * The reception staff were very efficient and friendly and the nurse was really pleasant and good at her job |
| * The service was quick and efficient. I appreciated the space in the waiting room from a Covid perspective. |
| * The visit was very good thank you |
| * The young doctor I saw was very thorough and explained recent tests I had done, he was both patient and reassuring. |
| * There was no delay and the nurse was lovely |
| * they are brilliant |
| * Very efficient |
| * Very efficient and friendly as always |
| * Very efficient and friendly. |
| * Very efficient service and care taken |
| * Very empathic professional lady who listened and took note of all my concerns and guided me to the correct course of treatment in her professional opinion |
| * Very friendly and efficient staff always welcoming, kept informed at all times |
| * Very friendly professional service .was very nervous to have treatment ,nurse was amazing ! |
| * Very friendly. Professional and efficient |
| * Very good and efficient consultation. Prompt action. |
| * Very good kind service |
| * Very good positive discussion |
| * Very good service as usual and very polite |
| * Very helpful |
| * Very helpful and answers any of my concerns regarding the tests |
| * Very pleasant helpful Doctor, |
| * Very pleased with all the staff at the surgery |
| * Very professional and caring job well done |
| * Very professional consultation. Would have benefitted from being longer but receptionist would not let me book 2 appointments, so this was no reflection on GP |
| * Very professional, non-judgmental and kind. |
| * Very prompt appointment and friendly and informative nurse all around a good experience. |
| * Very prompt appointment, helpful reception, reassurance from GP very much appreciated. |
| * Very prompt, professional and friendly service. |
| * Very quick appointment. Friendly nurse. |
| * Very short wait  Quick injection by nurse and out almost before I knew it. |
| * Very smiley kind nurses for the children's' vaccines |
| * Very welcoming the receptionist & Gemma the physio also very friendly & very helpful |
| * Waited 1.5hrs and still didn't see a doctor and cannot book another appointment I was on time and no reason was given for the delay |
| * Went in on time, lady polite and efficient. No fuss and clear when answering questions. |
| * Your staff are extremely polite and helpful. The appointment was on time and the nurse efficient in taking my blood. Thank you |

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