**In February 2024 we had a total of 518 responses:**

* **Very good x 482**
* **Good x 23**
* **Fair x 4**
* **Neither Good nor Bad x 2**
* **Poor x 4**
* **Don’t know x 3**

**You told us:**

|  |  |
| --- | --- |
| Very good | . |
| Very good | . |
| Very good | 10/10! |
| Very good | A very pleasant and knowledgeable lady |
| Very good | A very pleasant lady rang me and assured me they were there for me if I needed any help. |
| Very good | A very thorough and clear explanation of condition and balanced clear summary of options |
| Very good | Able to get same day GP appointment - very efficient professional service. |
| Very good | All aspects kind, caring and professional |
| Very good | All checked came away thoroughly satisfied |
| Very good | All my questions were answered and advise given. |
| Very good | All queries resolved. |
| Very good | All questions answered well. |
| Very good | All staff were very helpful and polite. |
| Very good | All the staff are amazing |
| Very good | All went well |
| Very good | All went well |
| Very good | Although appointments running late, Doctor didn’t rush and it was a positive session |
| Very good | Always a pleasure to be seen by Nurse Gendal |
| Very good | Always a warm and friendly atmosphere -not anxious. Efficient but not aggressive. Doctor Tucker listens well and helps you relax. Wouldn’t go anywhere else |
| Very good | Always efficient and helpful |
| Very good | Always find Marazion surgery very helpful and pleasant |
| Very good | Always good service |
| Very good | Always good service. |
| Very good | Always very pleasant and helpful |
| Very good | Always very prompt and friendly |
| Very good | AMAZING STAFF |
| Very good | Appointment completed very professionally |
| Very good | Appointment given quickly and diagnosed. Super |
| Very good | Appointment made straight away and Shirley was very reassuring and helpful |
| Good | Appointment on time and friendly and efficient nurse |
| Very good | Appointment on time and I got call from surgery within the hour with a date to have injection done |
| Very good | Appointment on time nurse pleasant |
| Very good | Appointment on time, nurse very professional at taking blood |
| Very good | Appointment on time. Efficient, pleasantly mannered clinician. |
| Very good | Appointment on time. Nurse gave clear feedback on blood results. She was pleasant and informative. |
| Very good | Appointment on time. Nurse took blood easily and took my blood pressure when asked. |
| Very good | Appointment on time. Nurse very pleasant! |
| Very good | Appointment on time. Nurse very quick and professional. |
| Very good | Appointment on time. Professional. |
| Very good | Appointment ran to time; Kate was very pleasant and efficient |
| Very good | Appointment timing was quick and convenient, appointment itself was informative and painless |
| Very good | Appointment was not too late, and questions were answered to my satisfaction. |
| Very good | Appointment was on time and all staff very courteous and considerate |
| Very good | Appointment was on time and booking was efficient |
| Very good | Appointment was on time and nurse efficient and friendly thank you |
| Very good | Appointment was on time. Although I was in pain, I was very happy with the visit and outcome. |
| Very good | Appointment was on time. I had stitches removed with utmost care and sympathy. |
| Very good | Appointment was prompt, nurse was pleasant and informative. Injection was administered comfortably with no adverse effects. |
| Very good | Appt on first call, very thorough check by Dr Herdman. A good experience. |
| Very good | Appt was on time, no waiting. Prompt service, nurse very pleasant and answered any questions l asked. Also explained how they do the medication reviews. I would say excellent. |
| Very good | Appt was on time, friendly staff. |
| Very good | Arrived at surgery as it opened, signed in, name was called before I sat down! Experience with nurse was excellent - she put me at ease and after blood was taken gave information about when I should phone for result if the surgery didn’t contact me first. |
| Very good | As always, the nurse was very friendly and professional. |
| Very good | As always very efficient and professional |
| Very good | As always, very proficient |
| Very good | As usual, everything happened as it should. My appointment was on time, the nurse was professional and friendly, my need for a PSA test was accommodated at short notice within this existing appointment. So full marks to everybody. |
| Very good | At Marazion Surgery, there are always professional and knowledgeable staff who have a human touch; this puts me at ease. During my most recent visit, the waiting area was clean and well-presented and I was seen promptly. The care that I received from phoning a receptionist, seeing a health care professional right through to the staff at the dispensary was exemplary. At a time when I hear how difficult it is to access GP appointments, I feel really lucky to be registered with Marazion Surgery. Thank you to all of the staff there; I appreciate each and every one of you! |
| Very good | Because I experienced the usual superb care and attention. |
| Very good | Because I was made to feel at ease and the nurse was very friendly. |
| Very good | Because I'm helped so wonderfully at Marazion Surgery and am very grateful. |
| Very good | Because it is |
| Neither good nor poor | Because it was same old same old |
| Very good | Because it was very good |
| Very good | Because it was very informative. Nurse Chloe was lovely. |
| Very good | Because it was!! |
| Very good | Because l was seen quickly and examined and left satisfied with the result |
| Very good | Because l was seen quickly and examined and left satisfied with the result |
| Very good | Because l was so well attended to. |
| Very good | Because Marazion Surgery has a wonderful and caring team of people, from the front of house team who greet visiting patients, to your team of doctors and nurses. they are outstanding people. Even if; you spent your life helping and protecting our people, as you become older and less able, it’s lovely to have such a team right on our doorstop. |
| Very good | Because of the urgency |
| Very good | Because she was very efficient and mannerly with a very pleasant understanding |
| Very good | Because that is what I thought |
| Very good | Because the reception lady was very nice and friendly and the Nurse I saw was very nice. |
| Very good | Because you are always very prompt |
| Good | Better wait time than yesterday 👍 |
| Very good | Brilliant |
| Very good | Brilliant service as always |
| Very good | Called in early. Tests carried out and explained fully. Previous issues discussed and followed up. Felt I was given full attention at all times. |
| Very good | Cannot find fault |
| Very good | Chloe made me feel very at ease, and her professionalism was appreciated. |
| Very good | Chloe very good at her job. Always makes you feel comfortable |
| Very good | Chloe was excellent in every way. Thanks very much. |
| Very good | Chloe was helpful, knowledgeable and professional. Thank you, Chloe. |
| Very good | Chloe was very gentle and caring in dealing with the removal of staples from my leg. |
| Very good | Chloe was very helpful |
| Good | Despite being late, Dr Davey was most clear about my problem |
| Very good | Diagnosed spot on. Excellent |
| Very good | Didn’t wait too long on the phone to make appointment. Assistant listened and made appointment with Dr Robbins that morning. I had to wait in my car to be called in for appointment due to mentioning a possible link to covid. Didn’t mind this at all. I don’t think I had seen Dr Robbins before, but I was very happy with the interest shown and the info/diagnosis given |
| Very good | Doctor helpful and informative |
| Very good | Doctor listened to my concerns, and we discussed the various possible causes of the issue at length. He was very efficient and swift at implementing investigations and explaining everything as the appointment progressed. |
| Very good | Doctor Robbins was Amazing |
| Very good | Doctor Robbins was brilliant. Very thorough so thank you! |
| Very good | Doctor Robbins was fantastic yesterday, he’s worried about my mental health |
| Very good | Doctor Tucker saved my life before Christmas, I am eternally grateful for his prompt actions, it is a great shame that he is not a partner in the practice. I have every confidence in him. |
| Very good | Doctor very helpful and didn’t rush the appointment |
| Very good | Doctor was pleasant, helpful & professional |
| Very good | Doctor was very friendly and listened, providing several suggestions and a mutually agreed next step towards sorting my trigger finger problem. |
| Very good | Doctor was very helpful and informative |
| Very good | Doctor was very informative and reassuring. |
| Very good | Dr Herdman explained, advised, I understood, I learned. I am good. Thank you. |
| Good | Dr listened well |
| Very good | Dr Lock is a pleasure to visit because of his manner, empathy and understanding with the older generation. My mum wouldn't see anyone else if she had the choice. Great guy. A keeper for Marazion Surgery without doubt! |
| Very good | Dr lock was able to answer most of my Concerns |
| Very good | Dr Robbins is a very good Dr, easy to talk to |
| Very good | Dr Robbins was extremely thorough and empathic to my situation |
| Very good | Dr Robbins was very reflective and supportive with an agreed follow up to check on health progress - Thank you |
| Very good | Dr Robbins was very understanding of my mental and physical health, and I had confidence in his consultation and expertise |
| Very good | Dr Robbins was, as always, extremely kind, caring, and thorough. |
| Very good | Dr Shaw was efficient, polite, and understanding. |
| Very good | Dr Tinkler gave a very good approach. Good explanation, understanding and reassurance |
| Very good | Dr Tucker listens to me and understands what I am saying. Good communication skills and manner |
| Very good | Dr was great with my son and felt I was listened to |
| Very good | Dr was kind and thorough, took his time with our little one and explained what he was doing to little one and us. Discussed a plan and made us feel at ease. Thank you |
| Very good | Dr was very informative and helpful. |
| Good | Dr was very thorough and a good experience. Awaiting outcome. |
| Very good | Dr.Robbins is extremely professional, gentle, caring and kind. He actually listens to what you are saying, he doesn't fob you off like others. He genuinely tries to help you. |
| Very good | Easy contact. Easy getting in. Very quick to be called in. Lovely nurse who took BP and Bloods. BP good so that made it all the better. |
| Very good | Easy to get appointment and blood test done very well. |
| Very good | Easy, and happy nurse |
| Good | Efficient & knowledgeable nurse. |
| Very good | Efficient and professional |
| Very good | Efficient kind supportive practitioner |
| Very good | Efficient phone consultation |
| Very good | Efficient polite listen & very knowledgeable excellent service as usual |
| Very good | Efficient with removing stitches from my hand after Carpal tunnel operation. Very pleasant staff. |
| Very good | Efficient, empathetic, and knowledgeable |
| Very good | Ella was very efficient |
| Very good | Emily was lovely, very understanding and very efficient as always. |
| Very good | Empathic Dr following my very recent diagnosis and didn't rush me, also listened carefully. |
| Very good | Everyone was professional and caring |
| Very good | Everything was well organised and easy. |
| Very good | Everything went smoothly |
| Very good | Excellence…… |
| Very good | Excellent / Dr Robbins |
| Very good | Excellent and efficient as per normal |
| Very good | Excellent manner by Emily, who took my blood for testing, she was friendly and calming as I have health anxiety x |
| Very good | Excellent service |
| Very good | Excellent service all round. |
| Very good | Excellent service and empathy |
| Very good | Excellent service, very friendly and helpful |
| Very good | Excellent service, very quick and efficient |
| Very good | Excellent service. Good treatment. Thank you. |
| Very good | Excellent surgery, clean and comfortable, staff are kind, friendly and supportive |
| Very good | Excellent surgery, clean and tidy, staff very friendly and helpful |
| Very good | Excellent surgery, staff kind and supportive |
| Very good | Excellent time at my appointment where the nurse did important work on my ears. Thanks to that nurse. |
| Very good | Excellent treatment and consultation |
| Very good | Excellent treatment and service |
| Very good | Excellent treatment. Thank you. |
| Very good | Excellent, empathetic nurse (Chloe). |
| Very good | Expert provision |
| Don't know | Explanations given clearly and my questions answered |
| Very good | Extremely professional, friendly, excellent service. |
| Very good | Fantastic practitioner with a wealth of knowledge and advice. |
| Very good | Fantastic service and treatment |
| Very good | Fantastic service as always, on time, friendly and everything explained fully. |
| Very good | Fast and efficient service |
| Very good | Fast efficient friendly service |
| Very good | Feel better already |
| Very good | Feel listened to and not rushed. |
| Very good | Felt listened to and given time |
| Very good | First class service many thanks |
| Very good | First class surgery, clean, comfortable and excellent staff, friendly and supportive |
| Very good | Friendly, efficient nurse very informative explaining clearly everything. |
| Very good | Friendly and efficient |
| Very good | Friendly and efficient |
| Very good | Friendly and efficient |
| Very good | Friendly and efficient as ever. No problem booking follow up appointment. |
| Very good | Friendly and helpful staff |
| Good | Friendly and informative |
| Very good | Friendly and interested in me |
| Very good | Friendly and quick |
| Very good | Friendly and warm welcome as always and appointment on time |
| Very good | Friendly compassionate professional |
| Very good | Friendly efficient service |
| Very good | Friendly efficient service ☺️ |
| Very good | Friendly professional and very reassuring |
| Very good | Friendly staff |
| Very good | Friendly& professional |
| Very good | Friendly, caring service. |
| Very good | Friendly, prompt and efficient |
| Very good | Full attention was given to my current state of health and advice given moving forward. All vital signs checked and advice as to adjustments on medication to help with problems. Follow up also noted and discussed. Student was also present and helped with process. |
| Very good | Gemma is very professional and kind |
| Very good | God caring staff |
| Very good | Good all-round advice |
| Very good | Good explanation of 24 hr BP test result |
| Very good | Good more comfortable after changing dressing |
| Very good | Good phone appointment |
| Very good | Good professional treatment. Thank you. |
| Very good | Good service |
| Very good | Good service from nurse and receptionist |
| Very good | Good treatment on time. |
| Very good | Good treatment on time. Thank you. |
| Very good | Good treatment. Thank you. |
| Very good | Got an appointment same day. Doctor very helpful. Listened and understood. |
| Very good | Got no complaints |
| Fair | GP phone call was fine but trying to get through to arrange it was a challenge again! |
| Very good | GP was on time. Listened to me and was very helpful and understanding.  Booked appointment via the nhs app which was great. |
| Very good | Great doctor who listened and provided me with some new treatment. |
| Very good | Great person-centered. |
| Very good | Great Surgery been with you for years. |
| Very good | Great service |
| Very good | Great service as always |
| Very good | Great service, kind considerate and went out of their way to talk though health concerns. Thank you |
| Very good | Great surgery and Dr Tucker was amazing 👍 |
| Very good | Had a range of mild symptoms which didn’t seem to warrant an appointment, but I was feeling rubbish. Dr Robbins gave me time and really listened. Blood tests now back to explore further but feel better for me being heard. |
| Very good | Had a very thorough examination and a clear plan of action discussed |
| Very good | Had good advice, friendly efficient service. |
| Good | Happy with recent appointment thankyou |
| Good | Happy with the appointment which I was able to share with very loyal friend |
| Very good | Helped a lot |
| Very good | Helpful |
| Very good | Helpful doctor who had time to deal with everything fully. |
| Very good | Helpful, friendly staff. Always make you feel welcome as a patient and willing to listen to any queries or questions you ask. Overall just fabulous. |
| Very good | Hi. The nurse was very helpful and cheerful that helps a lot to so people in their day to day live thank you 👍👌🤗 |
| Very good | Highly professional, friendly and helpful team throughout the Surgery. |
| Very good | Home visit from doctor whose was very helpful and kind. |
| Very good | I always have good things to say about the practice for over 20 years |
| Very good | I am always pleased with my appointments at Marazion Surgery as every time I am helped tremendously by the wonderful doctors and nurses there xx |
| Don't know | I attended at my given time but due to staff sickness my appointment was changed and I was unable to wait |
| Very good | I attended the appointment for blood pressure monitoring. This was completed and further action information was provided in a caring manner so thank you. |
| Very good | I came out of hospital after bowel surgery. Though glad to be home rather frightened about certain things meds water infection and you as a team have been amazing and I thank you 😊 |
| Very good | I couldn’t have asked for better treatment when I rang with an urgent medical issue, and I was seen by a doctor asap. Thank you |
| Very good | I didn’t have to wait long in the waiting area. Dr Robbins gave me all the information I needed and was patient with my questions. |
| Very good | I enjoyed my experience and how everything was explained to me very clearly |
| Very good | I felt that Dr Harling was fully focussed on my condition, exploring matters thoroughly. |
| Very good | I found Dr blight very caring efficient and helpful. He found time to explain things to me . Very professional. |
| Very good | I found my consultation with Dr Robbins extremely comforting and helpful. He was sympathetic and understanding. He is an excellent doctor. Thank you. |
| Very good | I found the doctor attentive, thorough and supportive. |
| Very good | I got the information I required, and Dr sorted out other problems. |
| Very good | I had a problem that needed urgent attention. The doctor had to come out to see me. The doctor was kind, caring and professional and I am on the mend. Thank you Marazion surgery team. |
| Very good | I have the pleasure of meeting the new trainee doctor. I was so excited, I can't wait to see what he will make happen, how he can help our surgery rise to the next level. Dr Herdman makes the best mentor. |
| Very good | I saw Dr Tucker and he was very very helpful. He went out of his way to help me and I really appreciated his kind help. Thank You. |
| Good | I thought the staff were so helpful |
| Very good | I took in a water sample for suspected infection and was made an appointment that day to check my kidneys which were absolutely fine but service was amazing and sorted that day! |
| Very good | I was attended by a very efficient and kind nurse |
| Very good | I was called in before my appointment time and it was all completed very quickly. |
| Very good | I was listened to by both the Junior and emergency doctor. They were very patient with me and understanding about my confusion/disorientation and dizziness. |
| Very good | I was made to feel comfortable and well informed |
| Very good | I was made to feel welcome and comfortable; I didn't feel rushed (despite the obvious time constraints you are all currently working under) and my diagnosis and referral were thoroughly explained. Thank you Dr Robbins. |
| Very good | I was made to feel welcomed and cared for. The appointment was on time and quickly dealt with. |
| Very good | I was scared of having a blood test, but the nurse was good with me thank you |
| Very good | I was seen on the same day by Gemma and reception staff also have me a blood test the same day. Brilliant service. Thank you. |
| Very good | I was seen on time and greeted by the nurse who was extremely informative and helpful. |
| Very good | I was seen promptly and had the time I needed with Dr Robbins, |
| Very good | I was seen promptly, and the nurse was excellent |
| Very good | I was seen promptly, and your health care assistant was very pleasant and efficient. As someone who has passed the 70 milestone and where health issues rise to the forefront of one's mind, I was also pleasantly surprised to have a more extensive blood screen than in former years for my long-term condition. In these days of restricted access to NHS services it seems to be a more proactive approach which can spot potential problems early. These might otherwise go undetected until a serious problem necessitates a face-to-face visit, reluctantly sought in most cases. Thank you all for your dedication. |
| Very good | I was seen straight away, and the nurse explained everything to me so I could understand it. |
| Very good | I was seen straight away, the nurse was kind and efficient, explaining everything well, with a clear follow up arranged. |
| Very good | I was seen within 3days of asking for an appointment and when I saw the Doctor, he was very thorough and has referred me on to several other services and tests. |
| Very good | I was struggling with my asthma and a chest infection, I was told to come to the surgery straight away and I was seen by Dr Robbins very quickly and given a prescription, staff were lovely all round. |
| Fair | I was the first appointment of the day and went in 35 minutes late. This was due to the doctor not being able to get onto his computer system. The doctor was very nice and apologetic and when he came to give me my prescription, he had problems with his computer system again. He had to go and get an admin assistant to sort out the problem. If it hadn’t of been for the IT problems, my appointment would have probably been 10 minutes instead it was nearly an hour. This was vital time that the doctor could have seeing other patients. The doctor was very good and I would see him again. |
| Very good | I was treated courteously and kindly |
| Very good | I was very happy with the consultation and the treatment l received. |
| Very good | I was very satisfied with the advice and help. |
| Don't know | I was waiting for a phone call from 8am till 10am and all day, and no-one rang me, I am not handling pain very well and need a lot of help, normally I get brilliant help but now I am not sure what happens next.  *Reply:  If you do not hear from us when you are expecting a call, please contact the surgery to follow this up straight away.* |
| Very good | In and out very promptly. Nurse lovely as always |
| Very good | Incredibly supportive GP. |
| Very good | Informative, kind and no rush. Was seen very quickly |
| Very good | Informative, patient, very kind, and thorough. It was nice to come away and not think (well that was a waste of time or I’m not seeing her/ him again)! The nurse was lovely and I actually felt “ nursed”. Great service from her. Thank you x |
| Very good | It helped me with my problem and set my mind at ease |
| Very good | It was very good. |
| Very good | It's always a very good service and all the staff are helpful and excellent |
| Very good | Kate Venning very helpful and got to the root of my problem and suggested appropriate medication |
| Very good | Kate was really helpful very knowledgeable- very experienced - we discussed all aspects, and I came away feeling very positive after a really thorough consultation |
| Very good | Kate, the asthma nurse listened, treated me like an intelligent person, and Not like a deaf very weathered Five-Year-Old. Unusual and very refreshing. |
| Very good | Kind, understanding and clear explanation of condition. Excellent doctor. |
| Very good | Knowledgeable staff and sufficient time to discuss issues |
| Very good | Listened and asked the right and relevant questions. Also informed pros and cons of drugs and treatments. Respectful and understanding. |
| Very good | Listening and caring - felt in good hands |
| Very good | Little waiting time. Great staff and great doctor. |
| Good | Long wait unfortunately. |
| Very good | Lovely people, informed visit. |
| Very good | Lovely service |
| Very good | Lovely smiling welcoming nurse. Blood sample taken and reasons explained. |
| Very good | Managed to see my doctor within a few hours of my phone call which is very good. Seen by Dr Lock who listened to me with care & compassion. First class service all round |
| Very good | Marazion is an exemplary surgery. |
| Very good | Marazion surgery medical team are excellent |
| Very good | Michelle was lovely, kind and very patient |
| Very good | Most charming and efficient nurse attended me. |
| Very good | Most charming and efficient nurse attended me. |
| Very good | My appointment was at the time agreed. I felt that my concerns were paramount and dealt with sympathetically |
| Very good | My appointment was on time & very friendly service |
| Very good | My appointment was on time which was brilliant. I was having a heart monitor fitted & it was explained to me how it worked & what I should do if I had any problems. I was also given advice on paper as well which was useful. I was happy with my appointment & the nurse too. |
| Very good | My appointment was on time. The nurse was very helpful answered all my queries and I hardly felt a thing! |
| Very good | My appointment was with Gemma Rowland who was very tentative and caring, after examination knew exactly what was wrong and gave me some useful advice. She invited me back should things not improve. I was very impressed with her. A real asset to the surgery. |
| Very good | My appointment with Tracey was really helpful and she was understanding and caring |
| Very good | My appt. was for three different things and Chloe dealt with them very efficiently |
| Very good | My concern was sorted very efficiently and professionally. |
| Good | My condition was addressed well, and the dosage of medication adjusted accordingly. A review could not be arranged immediately due to lack of free slots. Reception advised I try on-line as soon as a new 'window' opens on Thursday.  Blood test to be arranged using ICE at WCH. Pharmacy quickly dispensed the additional dose. |
| Very good | My consultation with Gemma Rowland was excellent and reassuring |
| Very good | My daughter was treated kindly and thoroughly and at short notice. Dr Lock is an exceptionally skilled GP |
| Very good | My Dr listened to me. |
| Very good | My nurse did my blood test and foot test in a most professional manner. |
| Very good | Nice doctor |
| Very good | Nice surgery Friendly and helpful staff |
| Very good | No |
| Neither good nor poor | No I can’t |
| Poor | Not impressed with the young Doctor I saw, my reason for the visit mainly l was concerned with my lack of energy |
| Very good | Not kept waiting, very polite staff making one feel looked after. |
| Good | Not too long to wait and very pleasant consultation |
| Very good | Nurse is always friendly - and receptionist rebooked our appointment quickly when we missed our previous one |
| Very good | Nurse on time and efficient, unfortunately then waited 45mins for prescription |
| Very good | Nurse Shirley is extremely good and lovely to deal with. Very professional! |
| Very good | Nurse took account of my need for a small needle to take blood. She managed it immediately, and I barely noticed her find and enter the vein. Such a relief. Usually this process very painful. |
| Very good | Nurse very friendly and staff very helpful and appointment on time |
| Very good | Nurse very pleasant and efficient. |
| Very good | Nurse very professional and pleasant |
| Very good | Nurse was excellent and explained what she had to do throughout appointment was on time |
| Good | Nurse was friendly and very professional |
| Very good | Nurse was on time - she was also very pleasant |
| Very good | Nurse was very efficient and professional and did my blood test at the first attempt |
| Very good | On time |
| Good | On time, also doctor came out to greet me which was nice |
| Very good | On time and blood test well carried out. |
| Very good | On time and efficient |
| Very good | On time and efficiently |
| Very good | On time and friendly nurse |
| Very good | On time and friendly staff |
| Very good | On time and helpful and cheerful service |
| Very good | On time and very professional and friendly |
| Very good | On time kind & efficient. |
| Very good | On time, friendly and quickly done. |
| Very good | On time, Kate was great, gentle, and understanding |
| Very good | On time, no problems, excellent service |
| Very good | On time, polite and informative nurse |
| Very good | On time. Friendly and professional. A very good appointment. |
| Very good | Once again. Doctor's advice was clearly explained, and a course of action was agreed. We in Marazion are fortunate to have this great surgery. |
| Very good | One could not ask for a better medical practice - brilliant in every way, be it obtaining doctors’ appointments, pharmacy services, aftercare, etc. Absolutely brilliant. |
| Very good | our doctor went above and beyond he’s so caring and left no stone unturned I truly feel cared for 🤗 |
| Good | Overall helpful but bad timing on my part as I was away from home for most of the survey days |
| Very good | Particularly skilled in patient relationship and ability to put at ease. |
| Very good | Perfect appointment time and no waiting. Blood test taken with the minimum of fuss |
| Very good | Perfect service, caring and attentive |
| Very good | Perfect timing and a lovely nurse |
| Very good | Physio very helpful and patient, listened to me and explained my rehabilitation options clearly. We agreed a realistic approach to fixing my injury. |
| Very good | Pleasant and efficient smiling |
| Very good | Pleasant staff and good doctor |
| Good | Polite nurse that helped |
| Very good | Polite staff and efficient service and doctors that tell you what’s happening |
| Very good | Polite, attentive service |
| Very good | Polite, helpful staff. Always made to feel welcome |
| Very good | Professional and caring |
| Very good | Professional, caring, and helpful. Very understanding. |
| Very good | Professional, informative, and clear |
| Very good | Professional; polite; caring and informative |
| Very good | Professionalism of all staff - Drs, nurses, pharmacy, and reception! Best surgery ever!!! |
| Very good | prompt and concise |
| Very good | Prompt and very kind service |
| Very good | prompt and very thorough, all questions answered and explained very good appointment |
| Very good | Prompt appointment |
| Very good | Prompt appointment and excellent staff and friendly |
| Very good | Prompt efficient attention |
| Very good | Prompt efficient service explained clearly |
| Very good | Prompt, polite, friendly. |
| Very good | Punctual, efficient, friendly, and professional |
| Very good | Punctuality, friendliness, and efficiency |
| Very good | Quick and easy |
| Very good | Quick and easy. |
| Very good | Quick and painless |
| Very good | Quick and professional |
| Very good | Quick and simple great service |
| Very good | Quick appointment and no hassle |
| Very good | Quick efficient and friendly |
| Very good | Quick on time appointment with constructive follow up. Friendly & considerate approach by GP |
| Very good | Quick response, physio helped sort my issue |
| Very good | Quickly seen, had blood taken, very efficient and pleasant nurse and was away in no time at all |
| Very good | Routine visit. All good. |
| Very good | Saw Chloe, and as usual was helpful and kind as always. |
| Very good | Saw Doctor on time - clearly explained issues to me and identified next steps |
| Very good | Saw the designated Doctor - outcomes progressing |
| Very good | Seen before the time of appointment, brilliant! Thank you |
| Very good | Seen by two medical students before Dr attended end of appointment. Very professional thorough students. Felt Listened to and not made to feel uncomfortable when explaining what is going on or being made to feel what I have been experiencing is made up. |
| Very good | Seen on time, Doctor was, as usual very pleasant my time was as good as it could have been |
| Very good | Seen on time, Emily always very good at blood taking, and very friendly and chatty |
| Very good | Seen on time, very friendly and professional staff |
| Very good | Seen promptly for a pre booked appointment |
| Very good | Seen right on time. Very efficient nurse. Reception kindly gave me and my husband appointments one after the other. |
| Very good | Sensible and thorough |
| Very good | She listened and gave me hope my condition may clear. |
| Very good | Shirley provided me with lots of information and encouragement which was very reassuring. |
| Very good | Shirley, so professional as usual brilliant. Thank you 😊 |
| Very good | Short waiting time and doctor was very good |
| Very good | Simply 150% care and kindness |
| Very good | Simply excellent staff doing excellent work |
| Very good | So thorough and friendly as always |
| Very good | Speaking with Dr Lock is always a pleasure. He’s courteous and very helpful in trying to get to the root of a problem. |
| Very good | Spoke to my GP and resolved my situation |
| Very good | Spot on time and very efficient |
| Very good | Staff and doctors very helpful |
| Very good | Staff are always so helpful and comforting |
| Very good | Staff listen well. Relaxed and non-stressed atmosphere. Efficient but kind |
| Very good | Staff were friendly and professional. |
| Very good | Staff were so kind and helpful |
| Very good | Straight forward and efficient |
| Very good | Super-efficient swift service |
| Very good | Superb nurse Chloe |
| Good | Takes a long time trying to get through to book an appointment |
| Good | That is my experience |
| Good | The appointment with the Doctor was excellent with many of my questions regarding the tests that had been carried out being answered clearly and informatively, 5 stars. Trying to get through to the surgery on the phone? Not so good, 0 stars. |
| Very good | The asthma lady was so thorough and unhurried despite the busy surgery. First class!! |
| Very good | The best I’ve ever had a big thank you to all staff for these help |
| Very good | The best service I have had in many years thank you so much |
| Very good | The doctor assisted me and explained the result of the mri scan. |
| Very good | The doctor made me feel comfortable and not rushed and listened. |
| Very good | The doctor was extremely easy to talk to and really helpful |
| Very good | The doctor was very empathetic and gave me the correct medication and was very professional I was so grateful to see him as a duty doctor as there were no appointments available when I eventually got through to Marazion surgery as I was ringing from 8 until 845 so it was reassuring to have good staff at the surgery to understand my needs and get me seen thank you so much |
| Very good | The doctor was very helpful and supportive |
| Very good | The doctor was very professional and informative. |
| Very good | The doctor we saw was very thorough and put us at ease with his friendly manner. |
| Very good | The Dr was friendly and professional |
| Very good | The GP I saw was very understanding and listened to me and read my notes. |
| Very good | The nurse Lucy was gentle and kind with my daughters 1 year vaccines |
| Very good | The nurse that I saw was very helpful explained everything and was very pleasant and understanding. |
| Very good | The Nurse was as always reassuring and professional |
| Very good | The nurse was efficient, friendly, and considerate. |
| Very good | The nurse was polite and friendly, explaining the procedure and very professional. |
| Very good | The nurse was very knowledgeable and kind. She listened to me, and I'm not worried now. She is also asked to see me again when she isn't normally in. Thank you. |
| Very good | The nurse was very knowledgeable on my condition |
| Very good | The nurse who attended me was efficient and kind |
| Very good | The nurse who attended me was most efficient helpful and kind |
| Very good | The nurses & doctors are always very understanding of our problems & give us good advice to ease the process. Thank you. |
| Very good | The phone call I received was very friendly & reassuring. |
| Very good | The physio was incredibly professional in her assessment and listened to my concerns. I felt as though I was part of the consultation process. I left the surgery feeling confident that my issues had been addressed. |
| Very good | The physiotherapist answered all my questions very fully, and without giving me any opinion about a decision that I need to make she really helped me to make my own decision. |
| Very good | The practice is always efficient helpful and compassionate |
| Very good | The procedure was well explained and carried out. 5 stars. |
| Very good | The receptionist was so polite, interested and accommodating. The Doctor made me feel like he had time for my concerns. He also said he'd flag up a specialist who hasn’t sent results through. |
| Very good | The service was friendly and efficient |
| Very good | The staff are so kind & thoughtful |
| Fair | The surgery itself was fine, but it felt like the doctor couldn’t be bothered. He told me I was on a time limit. Made me feel like I was wasting his time, and I felt rushed out without asking about something that’s wrong because I felt flustered and stupid. I’m not stupid. I’ve previously seen other doctors who made me feel listened to and were very kind. I will be avoiding this doctor in the future.  *Reply:  If you have concerns about your care, please write to our Practice Manager so that we can look into this for you.* |
| Very good | The trainees were fantastic. Supervised by Dr Herdman. An overall great experience and nice to be of help to the young people training. Thank you. |
| Very good | There was no waiting, Amie the nurse was quick and efficient, a pain free experience. |
| Very good | They are very quick and efficient |
| Very good | They kept me well informed of everything & also put me at ease. It was explained to me what was needed for me to get my health back to normal. I was very pleased with the way I was treated overall. |
| Very good | Things were explained very well, and the nurse was very friendly and helpful. |
| Very good | Thorough and efficient. |
| Very good | Thorough examination by someone working late get more of us seen. Thank you |
| Very good | Thorough follow up on hearing test and appropriate action taken |
| Very good | Thorough questions relating to my symptoms and knowledgeable GP |
| Very good | Thorough, considerate, and helpful. |
| Very good | Thorough, kind, friendly |
| Very good | Time taken to discuss how I was feeling. Physical checks were made to allow me to be reassured my asthma was being managed. |
| Very good | To actually see the same Dr twice is reassuring. Today my follow up for results which he went through thoroughly, treated with a non-rushed kind approach by Dr Tinkler & I believe a training registrar. We covered a few related issues, ongoing checks and I’ve tests re-booked . I felt able to voice my recent concerns with my health. I felt listened to, believed, because for months I have looked after family members and put my own issues aside, unable to properly exercise with injuries either, but physio booked soon & a scan , I hope to see the same Dr again for my next results , greatly appreciated thank you . |
| Very good | Tracy seemed genuinely interested so had more confidence in her. |
| Very good | Treated with respect, in and out in 5 minutes |
| Very good | Treatment is good staff polite and friendly always get an appointment very pleased with the surgery |
| Very good | Understanding and caring staff |
| Very good | V nice doctor, minimal waiting time |
| Very good | Very attentive and thorough consultation |
| Very good | Very caring and informative |
| Very good | Very caring professional nurse. |
| Very good | Very clear on information given and explained everything well |
| Very good | Very concise consultation and at the specified time. |
| Very good | Very convenient and useful to be able to visit a physiotherapist without having to see a doctor initially. I appreciate the ability to be in charge of my own health and having a specialist to discuss this with is the way forward. |
| Very good | Very easy bloods taken lovely young lady |
| Very good | Very efficient and helpful |
| Very good | Very efficient and informative |
| Very good | Very efficient service with excellent advice |
| Very good | very friendly |
| Very good | Very friendly & informative |
| Very good | Very friendly people |
| Very good | Very friendly professional caring staff |
| Very good | Very friendly service and my results explained to me so I could understand |
| Very good | Very good care |
| Very good | Very good in all ways by the nurse who took various blood samples  Thanks. |
| Very good | Very good practice |
| Very good | Very good the best I ever had and a big thank you to all staff members |
| Good | Very good. Nurse was lovely and listened to my concerns and gave me the right medication. |
| Very good | Very helpful |
| Very good | Very helpful |
| Very good | Very helpful |
| Very good | Very helpful & friendly |
| Very good | Very helpful. |
| Very good | Very helpful and friendly nurse |
| Very good | Very helpful and informative and kind |
| Very good | Very informative and caring |
| Very good | Very kind and helpful doctor. Very professional |
| Very good | Very kind and nice staff❤️ |
| Very good | Very kind. Took her time. It was painless. All very good |
| Very good | Very nice and informative also very helpful |
| Very good | Very organised and thorough. Listened to me and acted on my needs. |
| Very good | Very pleasant and efficient |
| Very good | Very pleasant and efficient. Over and above. Thank you! |
| Very good | Very pleasant and made me feel relaxed 😌 |
| Very good | Very pleasant nurse. Professional. |
| Very good | Very professional and caring service |
| Very good | Very professional and helpful |
| Very good | Very prompt and kind consultation |
| Very good | Very prompt efficient and all questions answered. Did not feel rushed |
| Very good | Very quick and efficient and friendly |
| Good | Very quick and on time, but she used the wrong needle on me unfortunately. No harm done! |
| Very good | Very quick response for appointment, seen on time, treated with respect |
| Very good | Very quick response, follow on treatment organized, Dr Robbins explained everything very well. All the staff are very helpful and pleasant. Can't thank them enough |
| Poor | Very rude main receptionist that attempted to book me a nurse apt, or me to call 111, when I politely kept asking for a doctor apt at the counter at 8.15am. I appreciate that it's a busy surgery, but you're managing people not products. Fantastic doctor and dispensary that helped support dealing with diagnosing my Pneumonia. |
| Very good | Very thorough and compassionate consultation |
| Very good | Very thorough and compassionate consultation. |
| Very good | Very thorough and informative |
| Very good | Very thorough. |
| Very good | Was excellent service |
| Very good | Was in a desperate situation and you were there to help me on the same day. Saw Dr Tinkler who was excellent. We are very fortunate to have such a good practice all round. |
| Fair | Was seen 20 mins late |
| Very good | Was seen on time and the nurse dealing with me was very friendly and professional |
| Very good | Was seen on time no waiting. Nurse was pleasant and answered any questions I had. |
| Very good | Wasn’t kept waiting too long and appt was at a time convenient for me |
| Very good | Well told and clear for me to understand |
| Very good | Went straight in and nurse was great! |
| Very good | We're seen at appointed time and nurse sympathetic regarding my phobia of needles. Thank you |
| Very good | Wonderful competent nurse |
| Very good | Wonderful to meet with a doctor who is aware of so much, does his research thoroughly and beyond the call of duty because is genuinely interested in the highest truth in and knowledge of medicine and health, and the best outcome for you, thinks independently of outdated or unproven procedures, that may cause more harm than help, and on causes of issues rather than just prescriptions, doesn't want to signpost you elsewhere in the system or not follow such up, gives commonsensical, considered, evidenced advice and reassurance, is balanced in outlook and treats you like a normal human being. I could say a lot more complimentary; it was like having an old-fashioned very present but very much up to date on things that matter doctor again, one I completely trusted. I would strongly suggest he is made a lot more use of if not becomes a full time partner in the surgery asap. We all so very much need doctors like him with current state of the NHS. |
| Good | Would have been very good but you did not have the latest information from Southampton albeit not your fault |
| Very good | Yes the staff where brilliant first class treatment from them |
| Very good | Your lovely nurses always look after me after a long year and slow recovery! I love ‘em all😘😘 |

*Thank you very much for taking the time to respond. We appreciate your feedback and support.*