**In July 2023 we had a total of 454 responses; 96.5% (438) 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 good experience, dressing changed, wound healing, Doppler tests done, all ok. Thank you. |
| A very efficient appointment. On time and care taken. |
| A very pleasant young nurse, but this is the first time at the surgery that I have found a blood test uncomfortable. Maybe I have been fortunate in the p |
| Absolutely on time for the appointment. |
| All helpful and efficient. |
| All procedures explained to me clearly before commencement and procedures done in a professional manner |
| All staff are lovely, doctor, reception, and dispensary. I feel very cared for. |
| All staff at the surgery are respectful and caring and work hard to meet individual needs. |
| All staff friendly, helpful, and professional; I was away earlier than anticipated. |
| All the medical staff are good & should get a rise in salary. |
| Although my appointment was slightly late, Nurse Chloe was polite, professional, and made me at ease. As usual very pleased with my visit to Marazion surg |
| Always a first-class service by the Nurses and Doctors. |
| Always brilliant St Marazion |
| Always excellent |
| Always excellent service |
| Answered all my questions, pleasant and on time |
| App was 20mins late. |
| Appointment completed in a professional manner very good |
| Appointment completed in a professional manner very good |
| Appointment on time, greeted with a smile and she was polite. |
| Appointment on time. |
| Appointment on time. Friendly supportive staff |
| Appointment on time. Very efficient and friendly |
| Appointment was on time and the staff were friendly and efficient. |
| Appointment was on time; staff were friendly and helpful, and the nurse took my questions seriously and gave me plenty to of time |
| Appointment was spot on time and nurse was excellent. |
| Appt on time - friendly practitioner - performed tests in a professional way - answered my questions AOK - feel confident in outcome. |
| Appt on time and nurse was very kind |
| As always, a first-class service friendly and professional staff l saw. Today nurse Gendall very proficient friendly and helpful a first-class nurse and lady |
| As always friendly and efficient |
| As always lovely, pleasant nurses ready with a smile and sympathetic |
| As always swift and pleasant, even though there was a bit of a wait this time. |
| As always, the attention we get from all the staff is second to none |
| As always, the service from the surgery was excellent, on time and very helpful. |
| As always very efficient |
| As per usual, looked after very well, thank you  |
| As usual Chloe was very efficient and informative |
| As usual Marazion surgery shone. The doctor I saw was informative |
| As usual we were seen very promptly, and the surgery went out of their way to fit a blood test in with seeing the doctor excellent service. |
| As usual, very friendly, and efficient service. Very pleased to be a patient at Marazion Surgery. |
| Because I cannot fault them in any way. Doctors nurses receptionists and all other staff. And a very run well surgery. |
| Because I had kind and thorough service |
| Because I have all ways had good service at the surgery |
| Because it was Very Good !! |
| Because staff so efficient and kind |
| Because the nurse was very nice, the receptionist helpful and the practice has been great. |
| Because we think that there is not a better practice in southern England over and out |
| Because you always are very good. Now stop bothering me I’ve got work to do |
| Brilliant service |
| Chloe was a lovely person, easy to talk to and welcoming and she gave me good news about all of my tests, so I left the surgery happy |
| Chloe was very helpful, and relieved a lot of my angst |
| Chloe is always positive and informative. She explains everything easily. A very lovely girl |
| Couldn't have had better treatment |
| Doctor Tucker was excellent. Very helpful, friendly, and very knowledgeable. Was given all the time needed. |
| Dr Blight is always helpful, informative, and understands the whole picture which makes any appt easier |
| Dr Harling gave me a fairly good check-up and I felt that she was attentive to what I was saying |
| Dr Harling listened to my health concerns and explained fully the test results and what the next plan of action is, putting my mind at ease! |
| Dr is going to try new medication, plus having blood test rheumatoid arthritis. I feel like this may help. |
| Dr Robbin is very good and understanding with your problems help's all he can to get things sorted  |
| Dr Tucker was on time and very efficient. |
| Dr Tucker was very thorough and reassuring |
| Efficient as usual |
| Efficient service |
| Efficient system in place ensured smooth experience |
| Efficient, friendly, and caring. |
| Efficient, clear instructions, clean environment, very nice people. |
| Efficient |
| Ella was great, very efficient |
| Ella was on time, very efficient, explained the reasons behind each procedure and had a very nice way about her |
| Ella was very quick & efficient |
| Every time I ring up there are no spaces 1 of my problems is sleeping, I can't sleep which means I can't always wake up at 8am to make an appointment when |
| Everyone is very friendly and helpful |
| Everyone was lovely. |
| Everyone was very helpful and friendly as always |
| Everything is so efficient and friendly. Thank you |
| Everything worked exactly as it should. Extremely pleasant nurse who explained exactly what and how was going to happen and any possible side effects of |
| Excellent and knowledgeable staff |
| Excellent care from Doctors, very approachable and thorough. |
| Excellent caring service as always |
| Excellent service |
| Excellent service all around |
| Excellent service all round seen earlier than appointment time |
| Excellent service as always. Very friendly staff. Highly professional |
| Excellent surgery, excellent Drs and staff. So happy I am with Marazion Surgery. Very pleased with how consultation went and genuinely concerned Doctors, |
| Excellent surgery, friendly and knowledgeable staff, very caring people |
| Excellent treatment. |
| Extremely helpful and pleasant receptionist. "Just a gentle scratch" said the nurse, as she was about to take bloods. I didn't even feel the needle go i |
| Fast and efficient! |
| First class service as always pleasant friendly staff |
| First time I have been to this practice. I found the receptionists to be very friendly and helpful. The Doctor was attentive, liste |
| Found the staff friendly and very efficient, |
| Friendly honest, helpful, informative |
| Friendly and efficient service, as always, thank you |
| Friendly and efficient. |
| Friendly and helpful staff from reception to Gemma the physio |
| Friendly and professional welcome with lots of information offered and a quick and efficient vaccination. |
| Friendly and professional, answered questions. But why can't we rate doctors? It's always the nurses - not fair. |
| Friendly and reassuring |
| Friendly efficient and helpful |
| Friendly efficient service  |
| Friendly efficient service  |
| Friendly efficient service  |
| Friendly nurse, good advice |
| Friendly receptionist, very efficient and friendly nurse, didn’t have to wait long |
| Friendly staff, easy to park, nice waiting room |
| Friendly thorough nurse. Seen quickly. Reception friendly. |
| Friendly, considerate, and understanding |
| Friendly, polite, and efficient  |
| Friendly, professional staff, on time appointments, easy check in. |
| Gemma very friendly with good honest information |
| Going for a smear isn't pleasant but the nurse doing it put me at ease, she was very nice and professional |
| Good |
| Good and helpful nurse |
| Good doctor and professionals |
| Good fast and cheerful response |
| Good service |
| Good service. |
| Good signing in process. Welcoming reception staff, nurse explained everything, provided additional information and was very professional. |
| Good treatment and knowledgeable staff. |
| Great dr Robbins, listened & got a lot of things happening. Best doc I've ever had. |
| Great really personal support and service |
| great service as usual!! |
| Great service timely response |
| Great service very friendly and go the extra mile to assist patients. |
| Great staff |
| Great staff, brilliant service |
| Had some very helpful advice from physio |
| I thought the service was very good . |
| I am a nervous patient with bloods, yet the nurse offered no reassur |
| I arrived at 11.35am and checked in on the machine as usual. I sat waiting until 12.15pm when I asked at Reception if I had been missed for my 11.40am ap |
| I arrived early and went in early. |
| I arrived on time, went in on time, had my stitches out and made a further appointment for check-up, all done easily. Thank you. |
| I cannot work computers but I always get brilliant service every time I come to the Surgery |
| I got the response I was hoping for |
| I had an appointment booked in advance, I was seen on time and Dr Robins had time for me. Very professional and understanding. |
| I saw the physio and she was very professional and knowledgeable. Very reassuring |
| I very much appreciate an excellent doctor's consultation that is always thorough, with the doctors' determination to resolve whatever problem that I pre |
| I was called in for an Asthma review The nurse (Kate ) was very informative and took me through various details on my condition which gave me confidence |
| I was looked after in a very polite and friendly manner |
| I was seen by Dr Harling who was thorough, kind and explained everything even took my blood to save me coming back another day. |
| I was seen on time and efficiently. |
| I was seen on time and Fiona is an excellent and efficient nurse as well as a sweet lady. All done well. |
| I was seen reasonably on time and the nurse was expert and lovely - superb. |
| I was told that the nurse should have really explained the way in which you get the result of the E C G and when I asked at reception, I was given a total |
| I will the honest with you if it wasn't a good report for the people, I would have told you but I like to give and honest report and I do believe this is |
| In addition to having repeat bloods taken, was also given very helpful advice. |
| in the many visits that I have made to the surgery there has never been anything to complain about about, all of the staff have that welco |
| It was just a follow up to some results of my hospital appointments etc. |
| It was more about the waiting time, I understand sometimes it can happen this way, but today I was limited as I had to be back to meet someone 10.30. But |
| It was the usual efficient service l have always had. |
| Kate was very understanding, and I’m pleased that my asthma management is right for me. I was worried about the appointment but made to feel totally at e |
| Kind and considerate treatment as always from my Marazion surgery staff. |
| Kind caring; gentle and professional! I was listened to and provided with the assistance I required! Thank you |
| Kind, efficient doctor. I was seen immediately, and he is referring me for a wrist scan. |
| Late |
| Lovely kind nurse |
| Lovely nurse got blood straight away In and out in five minutes |
| Lovely, kind, friendly and helpful as always. |
| Lucy was very professional, kind and put you at ease whilst having a dreaded smear test. |
| Made a mistake for a blood test arrived an hour late but receptionist rang Michelle, and she fitted me in -NHS at its best |
| My appointment was at 3.20 I was in my car and going home at 3.27. |
| My appointment was five minutes early fantastic thank you |
| My experience was very good. |
| No waiting, quick and efficient and a very pleasant nurse. |
| Nurse Chloe - and Dr Lock very efficient |
| Nurse Kate was very pleasant, helpful, and explained everything well. I didn't have to wait long for the appointment and was able to order a new prescript |
| Nurse running 25 minutes late at 2 pm. |
| Nurse was extremely friendly and very nice. Made the visit enjoyable. |
| Nurse was pleasant and helpful with clear communication and warm manner. |
| Nurse was very caring |
| Nurse was very good taking the blood, as I really don't like needles. |
| Nurse was very knowledgeable, helpful, kind, informative and followed up on what she said she would do. It was a worthwhile appointment |
| Nurse was very nice but was unable to interpret my blood results which was part of the reason for the appointment. |
| On time and caring |
| On time and very friendly nurse Fiona. |
| On time and very professional |
| On time appointment, told me what they were doing, when to expect results and answered questions that I had to the best of their ability |
| On time appointments. Happy to explain and answer questions. |
| On time for appointment nice, pleasant nurse |
| On time for the appointment efficient &answered all my questions. |
| On time friendly and efficient |
| On time Nurse put me at ease, very friendly/talkative |
| On time, checked my history before I was seen saving time and gaining pre- knowledge. Carried out procedure quickly and efficiently. |
| On time, everything well explained, excellent! |
| On time, pleasant courteous nurse. Carefully given procedure. Thank you |
| On time, very efficient |
| On time. Efficient. Friendly. Quick. Thankyou |
| On time. Very professional and polite |
| Once again on my visit everything was very good really there was no other answer that I could give, great reception and great treatment. |
| Pleasant greeting and efficient carrying out of procedure |
| Pleasant staff. No delay. |
| Polite and helpful |
| Polite, efficient very professional & knowledgeable both pharmacy & physiotherapy. ,. |
| Professional and efficient service |
| Prompt and friendly experience |
| Prompt appointment, friendly and professional staff, helpful and m |
| Prompt appointment. Painless blood test. Lovely nurse |
| Prompt appt; explanation of injection and possible side effects given; professional and friendly staff. |
| Prompt professional and caring appt |
| Prompt, efficient, friendly appointment. |
| Prompt, excellent care and service |
| Prompt. Good discussion with doctor. |
| Punctual, professional, and friendly |
| Punctual and very courteous |
| Punctual efficient and thorough |
| Punctual, caring, informative |
| Quick appointment. Very professional |
| Rachel greeted me with a lovely smile which made me feel at ease straight away. Very helpful gentle and caring. |
| Rachel was very thorough and very easy to talk to And very helpful |
| Reception staff very helpful and nurse exceptionally good especially as I'm very nervous of blood tests, she was very kind. |
| Seen before appointment time. ABP fitting and instructions were clear and unambiguous. |
| Seen exactly on time and the nurse very cheery and get my injection very swiftly |
| Seen on time efficiently and v pleasant nurse |
| Seen on time very pleasant nurse put me at ease no need for 3 blood pressure checks which quite often happens. Was surprised by the sign in change like 2 |
| Seen on time, dressing changed - still needs another week, but the wound is looking good. Further appointment made, for next week. Thanks. |
| Seen on time, questions answered, medications changed. Good visit! |
| So friendly that my BP was in normal range. Good at phlebotomy too! |
| So professional as usual and always made to feel at ease with my si |
| Staff always pleasant, helpful & efficient. |
| Staff are always efficient, helpful and pleasant. ? |
| Steroid injection, didn’t even know it happened !!!!! |
| Such a lovely nurse and very good at what she did |
| The appointment was 25mins late and there was no spare batteries for the doplar machine. The nurse was very apologetic though. |
| The appointment was very poor |
| The doctor was very helpful |
| The dr was lovely as always. He talked me through options if my condition flares up again. Everyone of the surgery staff are always pleasant and helpful. |
| The last straw for me was me coming to the surgery in the pouring rain on a bus and when clearly the doctor the week before on a phone consultation told |
| The nurse I saw had time to listen to me, more than I can say for Dr Harling! |
| The nurse was excellent, no pain whatsoever from her injection |
| The nurse was lovely. Didn't hurt when I had my blood test. Went in on time and left earlier than I expected. Brilliant surgery |
| The nurse was very efficient and friendly thank you |
| The nurse was very helpful and gave me advice on my scan appointment. Thankyou |
| The nurse was very helpful explained things and I felt confident with her. |
| The nurse was very helpful made me feel at ease. |
| The nurse was very kind and s |
| The nurse was very pleasant, efficient, and caring. |
| The nurse was very pleasant, listened to me, answered my questions, and gave me information regarding my low blood pressure. Her manner was very kin |
| The nurse who did the vaccination was very kind and helpful, explained the procedure very clearly as well as all the qualifications necessary. |
| The physio was friendly and knowledgeable. I didn't was seen promptly |
| The service was punctual, professional, and friendly |
| The staff are always excellent, helpful and very caring |
| The staff were extremely friendly and ensured I was kept well informed. |
| The staff were very polite and caring. Moreover, the treatment that I received was excellent. Thank you |
| The two nurses at my appointment were fantastic and made a very uncomfortable procedure as comfortable and relaxed as possible |
| The young nurse was friendly and efficient. |
| They were polite & very helpful x  |
| This was the only doctors appointment I have had for a very long time and had to wait 30 minutes. I had a previous phone appointment 3 weeks ago where no |
| Though the doctor would have had a doppler machine to test my artery to see if it's blocked but he just used a stethoscope which the nurse could have use |
| Timely appointment. Only complaint I have is that the music too loud in waiting room as it made my hearing aids scream. Adjusted them on my iPhone only t |
| Usual efficient and prompt service and never rushed |
| Very efficient. |
| Very efficient and friendly as usual |
| Very efficient and friendly nurse. |
| Very friendly and caring staff  |
| Very friendly and efficient nurse |
| Very friendly and extremely helpful |
| Very friendly and great service |
| Very friendly and patient as I had a difficult blood test |
| Very friendly but professional. Had a bit of a laugh. Felt at ease |
| Very friendly kind |
| Very friendly, excellent service, very quick and painless. |
| Very good |
| Very good |
| Very good |
| Very good doctors and staff, all excellent |
| Very good nurse |
| Very happy with my injection. Lovely happy doctor polite. caring. Explained my condition. Very helpful. Very happy with my appointment. |
| Very helpful advice |
| Very informative & welcoming. Spoke to both me and the kids. Happy to answer questions. Dealt with change in symptoms. Thanks |
| Very informative and friendly as well as efficient service |
| Very informative appt much appreciated |
| Very polite happy jolly. Good getting blood out of my veins. Lovely woman. |
| Very professional and caring service |
| Very professional and explained everything |
| Very professional and friendly staff. Appointment was on time |
| Very professional and very pleasant service, thank you |
| Very prompt, efficient, and professional treatment. |
| Very quick and friendly nurse  |
| Very responsive to my needs |
| Very short wait, early, in fact. Nurse was friendly and efficient. |
| Was asked questions that I have been asked by NHS staff many times before, including the sign in machine a few minutes before!! Except for BP and blood |
| Wasn't waiting long nurse very good listened to what I had to say she was very pleasant |
| Well organised |
| When I called to make an appointment, I was booked in with the doctor. I then received a phone call from Rachel asking for me to see the Nurse as she sa |

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

1x413 2x25 3x6 4x4 5x6