**In June 2024 we had a total of 481 responses:**

* **Very good x 440**
* **Good x 33**
* **Fair x 2**
* **Neither Good nor Bad x 2**
* **Poor x 4**
* **Don’t know x 0**

**You told us:**

|  |  |
| --- | --- |
| Very good | ? |
| Good | 15 minutes wait. Nurse was efficient and courteous  |
| Very good | A very assuring and informative consultation. |
| Very good | A very good apt with excellent communication |
| Very good | A very informative and professional visit. |
| Very good | All staff were kind and friendly and Dr Tinkler was great. |
| Very good | All went smoothly and quickly |
| Very good | Always |
| Very good | Always a very high standard  |
| Very good | Always able to get an appointment. The reception team so prompt at returning my call. Polite and courteous. Drs all so professional.  |
| Very good | Always cheerful and helpful  |
| Very good | Always do their best. Fantastic service  |
| Very good | Always friendly and minimal waiting time very relaxing atmosphere  |
| Very good | Always Friendly caring staff. |
| Very good | Always friendly, helpful & professional. |
| Very good | Always good service  |
| Very good | Always helpful and polite  |
| Very good | Always on time for my appointment, very good service, thanks  |
| Very good | Always seen in a timely manner. Lovely staff and doctors |
| Very good | Always very good, lovely staff and easy to make appointments now via NHS app |
| Very good | Answered my queries AOK and put me at rest  |
| Very good | Appointment arranged Herdman efficient & helpful Other Medical Staff excellent considering Surgery Computers Cashed! |
| Very good | Appointment on time but most importantly caring treatment by all. |
| Very good | Appointment on time. Doctor very helpful & friendly |
| Very good | Appointment on time. Nurse very friendly and put me at ease. |
| Very good | Appointment was called on time. Nurse very friendly and informative. Answered all questions and gave info booklet.  |
| Very good | Appointment was on time and the nurse was friendly and professional. In short, everything I’ve come to expect from Marion surgery. |
| Very good | Appt on time and good Drs service |
| Very good | Appt on time phlebotomist friendly as always |
| Very good | Appt on time, questions l asked answered fully. Very pleasant nurse, no complaints whatsoever.  |
| Very good | Appt on time. GP very thorough, appointment not rushed |
| Poor | Arrived for blood test to be informed NHS system was down and samples could not be labelled. I was re-booked for Thursday. The system went down at lunchtime, and I had a 2.50pm appointment. A text cancelling the appointment would have saved me a lot of time and money! |
| Very good | As always excellent service from a very busy surgery  |
| Very good | As always first class |
| Very good | As always great service  |
| Very good | As always, I find all the GP’s and Nursing Staff are very thorough and pleasant during appointments. Having been a patient at Marazion Surgery for at least 26 years now I feel very lucky to have such good service.  |
| Very good | As always listened to by Chloe any questions asked and answered, put at ease. |
| Very good | As always, the doctor & staff are excellent with me |
| Very good | As always treated well |
| Very good | As always, appointment was o. Time and the Physio was super - very knowledgeable, listened actively to my problem, clearly explained the problem and had a clear plan for treatment. As always, team NHS hit it out is the park. I really appreciated the kindness and patience shown to me at your practice.  |
| Very good | As always, Nurse Michelle was cheerful, patient, gentle and efficient  |
| Very good | As previously stated, all went well, and I am pleased with the interest shown and the progress made to date. It is a long but drawn out process and I’ll need more appointments so that the same team can monitor my progress. Many thanks. |
| Very good | As usual the appointment was on time and the nurse very helpful  |
| Very good | As usual the staff are friendly and welcoming. The nurse, Ella was kind and helpful and professional.  |
| Very good | Ass always very nice and helpful thank you. |
| Very good | At ease to talk to nurse. Friendly. Listened. Thorough.  |
| Very good | Aways professional and thorough. No problems whatsoever. Genuine concern and polite. X |
| Very good | Because Dr Robbins listened to my concerns re: developing skin lesions and requested an appointment with a specialist. He explained the nature of various skin marks in a clear manner. |
| Very good | Because it was |
| Very good | Because it was  |
| Very good | Because it was very good |
| Very good | Because it's a good service, thanks  |
| Very good | Because l was well attended too and listened too about the queries l had about my blood pressure. |
| Very good | Because of excellent service. |
| Very good | Because the nurse was brilliant  |
| Very good | Because the service was very good |
| Very good | Because they are a very good surgery, always on the ball with your appointments and the staff, docs and nurses are always friendly. 😀 |
| Very good | Because you are one of the best surgeries locally. thank goodness we are with you!  |
| Very good | Best Dr's ever |
| Very good | Blood taken very pleasant friendly nurse and on time and painless  |
| Good | Booking for my repeat blood test was efficient, reminders received. Nurse saw me on time & took blood very efficiently with no pain or bruising. I would have rated it Very Good if I was given a clearer indication of what my blood was being tested for, but I will find out in due course no doubt. |
| Very good | Brilliant as always  |
| Very good | Brilliant care as always  |
| Very good | Brilliant treatment. |
| Very good | Call was on time, Chloe very helpful and kind. Thank you. |
| Very good | Called early, explained what was required and made an appointment. Polite and friendly  |
| Very good | Care and kindness  |
| Very good | Care and kindness  |
| Very good | Caring thorough and listened  |
| Very good | Cheerful and efficient nurse who listened to my issues and performed all tasks in respectful and professional manner |
| Very good | Chloe is fantastic at her job, always explains everything to me in a way that I understand  |
| Very good | Chloe is the Best Nurse and she listened to me. |
| Very good | Chloe is very knowledgeable and gave me an update on a recent blood test |
| Very good | Chloe was brilliant as always |
| Very good | Chloe was excellent at coaching me in the correct way to use my inhaled meds. |
| Very good | Chloe was great and 100%with here diagnosis. Thankyou |
| Very good | Chloe was so helpful and didn’t rush advice given very understandable  |
| Very good | Clean great bedside manner always great care  |
| Very good | Clear professional advice given in a very caring manner  |
| Very good | Comfortable talking to Dr Herdman who explained the problem succinctly |
| Good | Competent polite and efficient. |
| Good | Concise answers to my questions |
| Very good | Constructive and helpful appointment  |
| Very good | Dealt with in a kind organised way. Very efficient.  |
| Very good | Dealt with problem effectively, thank you  |
| Very good | Did what was needed |
| Very good | Didn't have to wait long and was seen by a friendly, professional nurse.  |
| Very good | Didn’t wait too long |
| Very good | Doctor extremely caring |
| Very good | Doctor fully knows my case and was able to deal with it in a professional but compassionate way. |
| Very good | Doctor Herdman was his usual friendly self, and I was satisfied with the appointment  |
| Very good | Doctor knew about my problems and gave sound advice.  |
| Very good | Doctor knew and understood my condition and needs. He is following my treatment and will advise me as needed. |
| Very good | Doctor showed interest in my problem and genuinely wanted to cure this |
| Very good | Doctor Tinkler was excellent |
| Very good | Doctor took his time. Dispensary very slow. I was forgotten  |
| Very good | Doctor was right on time - also very pleasant |
| Good | Doctor was very easy to talk to and explained his diagnosis very clearly. |
| Very good | Doctor was very helpful. |
| Very good | Done as required  |
| Good | Downgraded from very good as we arrived on time but had to wait for nearly an hour due to an emergency. |
| Very good | Dr Blight could not have been more understanding and helpful. He is kind and compassionate. |
| Very good | Dr explained the procedure, side effects and very reassuring.  |
| Very good | Dr Harling was very helpful in providing new medications to relieve a chesty cough which I had had for the last 3 weeks |
| Very good | Dr has a good chat with me about my health.  |
| Very good | Dr Herdman was very informative and honest.  |
| Very good | Dr Herdman immediately put me at ease about my concern. His referral for an ultrasound much appreciated. As always, his professional, friendly, and often humorous manner is so refreshing. |
| Very good | Dr Herdman is an excellent GP who takes the time to listen, has excellent interpersonal skills and always gives a clear and honest diagnosis. He is a real asset to Marazion Surgery. |
| Very good | Dr Herdman listens to you and puts you at your ease |
| Very good | Dr Herdman took time to listen to my thoughts and answer my questions. Thank you. |
| Very good | Dr Herdman was very informative and I understood what he was going to do, he’s such a good GP |
| Very good | Dr Herdman was very pleasant. Listened to me. Chloe phoned and listened as usual made changes to meds for next month |
| Very good | Dr listened and explained why. |
| Very good | Dr Lock is my main Dr he's gentle kind and understanding and he understands my mental health which always puts me at ease he listens  |
| Very good | Dr Lock amazing as always |
| Very good | Dr lock was amazing first time I had seen him, and he was amazing with the little oneHe did a thorough check as well which she hasn't had the last few times she been in |
| Very good | Dr Lock was efficient but also very caring and empathetic  |
| Very good | Dr Lock was excellent. I am very grateful. The ECG was carried out quickly.Please, daily, open a couple of windows in reception, where we sit waiting as patients. At St Clare Medical Centre, there are always windows open to reduce respiratory infectious disease spreading, especially amongst the more vulnerable patients. The Marazion waiting room windows are all always locked. |
| Very good | Dr Lock was very understanding and didn’t make the appointment feel rushed. 10/10  |
| Very good | Dr Lock is straight with me and explains and is empathetic. |
| Very good | Dr Rabannat is kind compassionate and listens, he even remembered my previous visit. The staff behind the reception desk are friendly and professional and the dispensary team are excellent too! I cannot express my thanks enough to Dr Rabannat (apologies if I’ve spelt his name wrong) what an amazing appointment he is |
| Very good | Dr Robbins always so kind and caring. |
| Very good | Dr Robbins is always professional and understanding, listens and explains  |
| Very good | Dr Robbins is very professional  |
| Very good | Dr Robbins listened, considered, and agreed to something I had given a lot of thought to |
| Very good | Dr Robbins was excellent |
| Very good | Dr Tinkler explained everything clearly  |
| Very good | Dr Tucker gave me time to express my concerns and suggested the suitable treatment. As usual excellent care from Marazion Surgery. Thank you. |
| Good | Dr Tucker gave me time to express my concerns and was very helpful in explaining how to manage my concerns. Excellent service as usual from Marazion Surgery .Thank You. |
| Very good | Dr Tucker was amazing I felt comfortable and he’s helping me a lot  |
| Very good | Dr Tucker was brilliant, empathetic, and referred me to have further investigation straightaway |
| Very good | Dr Tucker was really great. |
| Very good | Dr was punctual, good diagnosis and prescribed meds  |
| Very good | Dr was very helpful and took time to explain any procedures and actions required. Thank you  |
| Very good | Dr Lock was very thorough and good. The admin was also excellent. |
| Very good | Easy appointment. Lovely receptionist. Efficient service, thank you  |
| Very good | Easy to log in. Nurse was prompt and very kind |
| Very good | Efficient, friendly and on time |
| Very good | Efficient and friendly  |
| Very good | Efficient nurse and waiting  |
| Very good | Efficient service as usual  |
| Very good | Efficient, friendly, and professional.  |
| Very good | Efficient, friendly staff who explained everything. |
| Very good | Efficient, helpful, and very courteous. |
| Very good | Ella extracts the blood she requires without pain and leave’s no puncture wounds obvious. Terrific. Thank you. |
| Very good | Ella was quick quiet and put you at ease |
| Very good | Ella who takes my blood is so professional and excellent at her role. Always smiling and welcoming  |
| Very good | Ellie was great, clear, professional, and friendly in sorting my needs. Thank you  |
| Very good | Emily gave friendly exceptional service  |
| Very good | Emily was very kind and reassuringly professional.  |
| Very good | Everybody was kind and friendly, the doctor was patient and insightful.  |
| Very good | Everything went smoothly as always. Thank you.  |
| Very good | Excellent & Faultless Service  |
| Good | Excellent advice as always delivered in a friendly way but was 20 minutes late |
| Very good | Excellent and informative service  |
| Very good | Excellent as usual  |
| Very good | Excellent at taking blood. I never felt a thing. |
| Very good | Excellent attitude and thorough attention to detail. |
| Very good | Excellent care from Dr Harling. |
| Very good | Excellent friendly efficient and compassionate staff member. |
| Very good | Excellent GP.  |
| Very good | Excellent service. |
| Very good | Excellent service all round. |
| Very good | Excellent service as always. |
| Very good | Excellent service, very professional nurse |
| Very good | Excellent service. |
| Very good | Excellent staff who are very knowledgeable and helpful  |
| Very good | Excellent staff who are very knowledgeable and low waiting times for appointments  |
| Very good | Excellent surgery with excellent staff who are very helpful. |
| Very good | Excellent treatment |
| Very good | Excellent treatment. Thank you.  |
| Very good | Excellent. Everything good all round.  |
| Very good | Excellent. No problem getting the appointment and on time and we'll explained my problem.  |
| Very good | Expert advice and friendly. |
| Very good | Explained everything and was so mice |
| Very good | Fantastic service as always. Chloe was very helpful, and we were able to have our vaccinations during the appt. |
| Very good | Fast efficient friendly service |
| Very good | Fast efficient service  |
| Very good | Fast service e. Only waited 5 minutes and seen at same time as booked |
| Very good | For a professional service rendered, thank you. |
| Very good | Friendly & efficient  |
| Very good | Friendly and accommodating from reception team to practice nurse  |
| Very good | Friendly and efficient  |
| Very good | Friendly and efficient  |
| Very good | Friendly and efficient as always  |
| Very good | Friendly and helpful  |
| Very good | Friendly and professional |
| Very good | Friendly efficient nurse |
| Very good | Friendly efficient service |
| Very good | Friendly efficient staff  |
| Very good | Friendly extremely helpful  |
| Very good | Friendly helpful all questions answered |
| Very good | Friendly nurse who has known patient for years.  |
| Very good | Friendly quick and efficient  |
| Very good | Friendly yet professional care |
| Very good | Friendly, approachable & professional - excellent service |
| Good | Friendly, professional with clear explanations. |
| Very good | From entering the surgery everyone so helpful even though the system had gone down so thank you 😊  |
| Very good | Gemma was very patient and thorough. She explained everything clearly and helped me work through my treatment plan. |
| Very good | Given time with the Doctor, with excellent communication and feedback. Also, the surgery staff are very helpful.  |
| Good | Good appointment with the nurse  |
| Good | Good call back, and they were able to work around me because I also work.and the DR I saw was kind and thorough 10/10👍 |
| Very good | Good efficient doctor felt good when leaving  |
| Very good | Good experience  |
| Very good | Good friendly service.  |
| Very good | Good service and informative  |
| Very good | Good, experienced nurse. |
| Very good | Goof all round experience.  |
| Very good | Great as always. We are so lucky to have such an amazing Surgery.  |
| Very good | Great service |
| Very good | Great service.  |
| Very good | Great staff very helpful. Doctor was so lovely too |
| Good | Had a long wait to get through on Monday. Was able to get an appointment though which I was very grateful about. The doctor was very thorough and gave a clear explanation of what he thinks the problem is. |
| Very good | Had an infected left hand, Dr Ramabhat prescribed some cream for it |
| Good | Had an informative conversation about changing my medication from aleronic acid tablets to boron treatment for osteo problems. |
| Very good | Had really good care  |
| Very good | Hannah is very professional. She is also very pleasant. She also went out of her way to answer a question I wanted answered. |
| Very good | Hannah Nicholls dressed my wound in her usual confident manner and said that the granulation has started, despite the leg being still very swollen. I think special compression? Socks have been ordered for me which should help my leg to improve further. Much appreciated help. Thank you so much. |
| Very good | Helpful and have time to talk - not a quick in and out if you have issues you want to discuss  |
| Very good | Helpful and very nice as always even under pressure  |
| Very good | Helpful staff as usual. Seen a few minutes early. Thank you |
| Very good | Helpful, supportive, and friendly  |
| Good | I achieved what I intended  |
| Very good | I arrived early from my appointment, but the lady saw me straight away. |
| Very good | I didn't have to wait long, and I was seen quickly, probably in and out in less than 10 minutes  |
| Very good | I don’t know what you want  |
| Very good | I feel I’m being listened to and am at the centre of my care, making decisions’ with’ the GP |
| Very good | I feel I'm being looked after at Marazion Surgery and given time to explain my medical problems. The Doctors and staff are very friendly and helpful. |
| Very good | I felt blessed with the attention received |
| Very good | I found it easy to get an appointment to see a very pleasant doctor.  |
| Very good | I got dealt with in a timely fashion |
| Very good | I had a Doppler test on my injured leg and that has reassured me that my two legs have similar readings, so that is positive. There is still blood weeping from the haematoma and, according to Michelle, that’s ecxactly what we want. Excellent interest and care. Thank you very much to you in all at Marazion Surgery. |
| Very good | I had a same day appointment for an urgent issue, all staff were polite and helpful. The GP I saw was empathetic, thorough, and kind, and I felt listened to and in safe hands. Thank you.  |
| Very good | I have a medical issue (hay fever), the Doctor listened to my symptoms, described how we should tackle them, and my prescription will be ready for this Monday.  |
| Very good | I have always had good experiences when have an appointment 🙂 |
| Very good | I have been looked after very well. From the Doctor who saw me and the whole unit. |
| Very good | I have had a lot of appointments and treatment recently and all concerned have been polite, cheerful and helpful. Many thanks. |
| Very good | I have had the very best service from all the staff at the surgery, following my recent cancer scare, doctors appointments, asthma nurse and receptionists. outstanding care at a very difficult time. Thank you. |
| Very good | I managed to get an appointment on the day I rang, had a short wait, and was sorted by the Dr really efficiently. He was lovely.  |
| Very good | I really liked the attitude of the doctors towards me, thank you very much |
| Neither good nor poor | I received a call on my mobile after the blood test asking me to attend a diabetes appointment when I had only had the blood test that morning so there could have been no way my results were throughThis could be very worrying for some people and cause anxiety which could be avoided. Also, on a previous visit I requested that all calls should be to my landline and the mobile only used for texts. This was ignored. Service from the nurse excellent  |
| Very good | I saw a.young Doctor yesterday I was so impressed. They should be more like him on the Nhs. |
| Very good | I telephoned the doctors in the morning, and I was seen by the nurse in the afternoon. The nurse was very friendly and professional, and she reassured me about my injury and got a 2nd opinion just to be sure. Fabulous surgery!  |
| Very good | I was attended by a very efficient and friendly nurse who managed the ECD equipment in a very Professional manner.  |
| Poor | I was called for a DOAP blood test that I didn’t need as I had stopped medication 12 months prior. I took the morning off work.  |
| Very good | I was dealt with kindly and professionally and has everything explained to me.  |
| Very good | I was dealt with quickly and politely  |
| Very good | I was given an emergency appointment. Both Dr Lock and Bella were incredibly kind, professional and understanding of my situation. Lindsey kept me informed of the receipt of my records. I would like to thank them all.  |
| Very good | I was listened to, I wasn't rushed, my questions were answered fully and in a manner I understood. The outcome could have been lifesaving! |
| Very good | I was listened to, looked at and advised |
| Fair | I was requested to attend but error with the system as I had attended in March, so it was a wasted appointment  |
| Very good | I was s |
| Very good | I was seen before my actual appointment time. Shirley was friendly and professional throughout the check up and the best at taking a blood test ever! I barely noticed the needle going in. |
| Very good | I was seen by the nurse and had my blood pressure taken 4/5 times and it was high each time. She was concerned and spoke to the doctor, and he saw me before I went home and put me on medication.  |
| Very good | I was seen in good time and my wound was attended to efficiently. |
| Very good | I was seen promptly, and Emily was very efficient and helpful. |
| Very good | I was treated very humanely in spite of me thinking that I shouldn't have made an appointment  |
| Very good | I was very lucky and grateful to see my doctor on a Saturday to have my procedure done |
| Very good | I was worried and in discomfort. The receptionist went out of her way to be helpful and even had the appointment brought forward. Nurse Shirley was welcoming, cheerful and efficient she cleaned and dressed and bandaged my leg and made sure she informed me what she was doing and why.She reassured me and made me comfortable. Many thanks. |
| Very good | I went in for my appointment only about 10 minutes after the scheduled time. The GP knew why I was there. Advised me on the various options, prescribed some treatment and I was on my way home 10 minutes later |
| Very good | Immediately sent to hospital |
| Very good | In & out quick  |
| Very good | Informative; caring!  |
| Very good | Informative and caring  |
| Very good | Informative and polite |
| Very good | Informative, empathetic, and reassuring. Offered further consultations to answer any questions Thank you Dr Lock 🙂 |
| Very good | It was a pleasant experience  |
| Very good | It was a telephone appointment. Everything that needed to be said by both sides was said. |
| Very good | It's always a pleasure visiting the surgery. The staff, nurses and doctors are all very pleasant. The place always looks clean and tidy. |
| Very good | Ites |
| Very good | Just a professional visit, our daughter was having her jabs, and everything was laid out and ready to go including plasters etc and all information was given which was in a clear and understanding way. :) |
| Very good | Just Being Honest |
| Very good | Kind and helpful doctor who listened to my concerns. Very happy with treatment. |
| Very good | Kind and respectful.  |
| Very good | Kind and sympathetic care |
| Good | Left worried about tests ordered |
| Very good | Listened.  |
| Very good | Lovely Dr Robbins friendly efficient reception  |
| Very good | Lucy was very attentive, thoroughly explained procedures and benefits. Very supportive with a kind and reassuring manner. Joanne who arranged appointment was also very responsive and friendly. Thank you all |
| Good | Made to feel at ease. |
| Very good | Michelle Gerry did an excellent job of doing my blood test. I’m not the easiest so would recommend.  |
| Very good | Miss Leiworthy was very professional in dealing with my blood test |
| Poor | My appointment was 3.40pm 35 minutes later I was still sat in the waiting room, I cancelled the appointment and rescheduled it !! |
| Very good | My Dr gave me a good examination and found that I had a chest infection and supplied me with antibiotics  |
| Very good | My Dr gave my chest, temperature a thorough inspection and explained my problem in a language that was easy to understand and provided me with the appropriate antibiotics  |
| Very good | My GP is just brilliant! Also easy to communicate with whilst remaining extremely professional!  |
| Very good | My issue was dealt with thoughtfully and arrangements made to be referred to a specialist.  |
| Very good | my nurse was so lovely and understanding and solved my issue straight away!  |
| Neither good nor poor | N/a |
| Very good | New phone system where you call me back is brilliant for busy school run mornings don’t have to stay on hold for ages. Also, Dr Tinkler is always thorough and reassuring with any illnesses my children have, I felt like my son was fully checked over and assessed fully, instead of being told to just “keep going and see” without a check over, which is what we had at our old practice.  |
| Very good | Nice doctor  |
| Very good | No fuss, no long wait….just very good  |
| Very good | No queue on the phone and an extremely quick appointment  |
| Very good | No waiting and extremely efficient and friendly as usual |
| Very good | Not long waiting, clean and tidy surgery, friendly staff |
| Very good | Not rushed and listened to  |
| Very good | Nurse (Mrs Hatton) was quick and very efficient  |
| Very good | Nurse and receptionist very helpful  |
| Very good | Nurse friendly and competent and kept me informed as to what was happening  |
| Very good | Nurse Hannah Nicholls was pleased with the look of the haematoma and said the silver impregnated gauze was doing its job, albeit slowly, and that was positive news at this stage- 8 weeks since the injury.I cannot praise the staff enough/ all been excellent, trying to rid me of my problem.Many, many thanks for your help, Marazion Surgery. |
| Very good | Nurse put me at ease and dignity kept during appointment |
| Good | Nurse queried Pneumonia jab. Needed clarification as to why it was needed re health condition. I was then told it was because I had had my gall bladder removed. |
| Very good | Nurse Tracey was extremely efficient and effective. She was so very fast and yet still listened well. Not a moment was wasted! |
| Very good | Nurse very helpful and knowledgeable  |
| Very good | Nurse was very friendly and efficient. Great service all round |
| Very good | Nursing staff excellent as usual |
| Very good | On time. Extremely efficient appointment with a smile |
| Very good | On time - friendly - answered my problem - can park easily - what more can I say? |
| Very good | On time all good  |
| Very good | On time and efficient |
| Good | On time and efficient  |
| Very good | On time and friendly staff |
| Very good | On time and quick  |
| Very good | On time and very friendly  |
| Very good | On time appointment.  |
| Very good | On time knowledgeable and friendly  |
| Very good | On time with appointment and friendly nurse |
| Very good | On time, efficient  |
| Very good | On time, excellent consultation, excellent communication  |
| Very good | On time, friendly interaction.  |
| Very good | On time, organised and empathetic to my three-year-old  |
| Very good | On time, pleasant  |
| Very good | On time, polite and efficient  |
| Very good | On time, problem free, pleasant person  |
| Very good | on time, professional service, prompt feedback. |
| Very good | On time. Efficient & pleasant staff  |
| Good | Only issues were having to book by phone rather than in advance and had to wait at appointment. Staff and service all excellent  |
| Good | Overall, a good visit  |
| Very good | Patient tefreshed |
| Very good | Pleasant greeting and took time to ensure I was feeling good, and the appointment was an exact time |
| Good | Pleasant, informing |
| Very good | Professional and friendly  |
| Very good | Promptly seen & excellent consultation by sympathetic GP.  |
| Very good | Prompt and efficient  |
| Very good | Prompt and friendly  |
| Very good | Prompt and quick appointment  |
| Very good | Prompt collection from waiting room. Efficient cooperation between staff |
| Very good | prompt informative and pleasant  |
| Very good | Prompt thorough kind and efficient  |
| Very good | Prompt, efficient, polite and professional treatment.  |
| Very good | Prompt, professional, caring |
| Good | Punctual  |
| Very good | Punctual, efficient, and caring |
| Very good | Punctual, Friendly, Competent, Helpful. |
| Very good | Quick and painless.  |
| Very good | Quick appointment, easy to check in. Not a long wait and excellent result from professional, kind, listening doctor. |
| Very good | Quick efficient and professional.  |
| Good | Quick follow up following scan |
| Very good | Quick friendly service  |
| Good | Quick service. Arrived a bit early and was seen straight away |
| Very good | Quiet waiting room. Short wait. Pleasant staff. |
| Good | Quite punctual |
| Good | Ran a bit late but was then very efficient |
| Very good | Reassured, thorough |
| Very good | Reassuring consultation with a professional but approachable clinician. |
| Very good | Received kindness and understanding |
| Good | Resolved |
| Very good | Respect to Dr Herdman. I feel safe under his care, I have confidence in his treatment to maintain the status quo, if not get better. Thank you. |
| Very good | Satisfactory result. Thank you.  |
| Very good | Seen at the correct time, follow up the same day. Next appointment arranged etc. Staff very polite, informative, friendly & professional. |
| Good | Seen on time |
| Very good | Seen on time and as always, all the staff were polite & professional, thank you |
| Very good | Seen on time. Tracey was able to identify, prescribe and advise |
| Very good | Service always good |
| Very good | She was nice and patient. Helpful and friendly.  |
| Very good | Shirley called on tine and was clear in explaining the process follow up.  |
| Very good | Shirley is an excellent nurse; she should be on the GP's pay level! Always feel properly looked after by her, efficient and everything you'd expect a good medical professional to be. Thank you to her. |
| Very good | Shirley was brilliant as always and I didn’t feel a thing when she took the stitches out! She can take my stitches out anytime!! Thanks for being a great surgery  |
| Very good | Shirley, discussed my bloods review and gave me an ECG. |
| Very good | Sorted out some issues I have had |
| Fair | Spent a long time chatting and wasn’t really listening to what I was saying. He did give me the answer, but it was a long way to get it. I was told to get in the side door, but it was locked.  |
| Very good | Staff wonderful, surgery clean and friendly. |
| Very good | Straight forward. |
| Very good | Superb practice. Everyone is always very helpful, friendly, and highly professional. The team really cares. Thank you. |
| Very good | Superb service. Excellent Doctor who really understands issues but still friendly and considerate  |
| Very good | Swift service. Very helpful. |
| Very good | Swift, professional and very caring |
| Very good | The appointment was on time, and I got all the help and information I needed  |
| Very good | The appointment was on time and the nurse explained everything about my procedure - very clear and precise.  |
| Very good | The appointment was on time, and the nurse was friendly and efficient. |
| Very good | The appointment was on time. The nurse was efficient and informative and very professional. |
| Very good | The doctor and receptionist were very helpful. |
| Very good | The doctor explains procedures to me. |
| Very good | The doctor explained the test results clearly and easily to understand  |
| Very good | The doctor was kind, patient and thorough. I felt he did everything he could to help me find answers for my symptoms. |
| Very good | The doctor was very good, answered my queries and gave what treatment was required. |
| Very good | The doctor who I spoke to made one of the most difficult conversations in the world feel like a catch up with an old friend. He was personable and thoughtful. Genuinely incredible people skills. The whole thing was efficient and easy  |
| Very good | The GP I spoke to was very pleasant and listened. |
| Good | The GP was great, really quick, and the onsite pharmacy also was quick. Only piece of feedback is that my query had to be seen by emergency doctor as I couldn’t simply book an appointment. I had called the day before and was told to call back the next day and even then, I was told everything was fully booked. Not sure my complaint was ‘urgent’ but it seemed this was the only way to get it seen, Thanks |
| Very good | The knowledge of my medical condition shown by the nurse |
| Very good | The member of staff was very helpful  |
| Very good | The nurse I saw was extremely efficient, and reassuring  |
| Very good | The nurse was cheerful and efficient and explained what was going to happen. |
| Very good | The nurse was efficient and polite thank you.  |
| Good | The nurse was excellent and has 'very good' but I only gave 'good' because I was led to believe I'd see the Nurse Practitioner again, when came for bloods, as she was going to deal with a skin tag I had, and thus I was going to ask her to check why the painful eyeball I had might be no better after a week of treatment, instead of trying to see a doctor again, as I was coming in anyway and she's like a doctor, but as it turned out I was seeing only a Nurse who couldn't help, said she if any doctors free. There weren’t and I wasn’t allowed to see emergency doctor as had already seen one for it a week before (?yet I've seen multiple doctors for same issue before), or wait till next day to try get appt, so without transport I had to get to minor injuries where at last been referred to ophthalmology in Treelike as have ulcer in eye not clearing up. Minor injuries said it would have been better to be referred there initially (and save me time and stress of week of pain and worry - save NHS money maybe too). All these things matter when you have complex other issues and don’t drive, and your village surgery was taken away I think short-sightedly. Shame as all your nurses particularly as yesterday are so very good. |
| Very good | The nurse was extremely professional and helpful. She was very kind and friendly; a credit to the Practice. |
| Very good | The nurse was friendly and efficient, lovely.  |
| Very good | The nurse was kind and helpful  |
| Very good | The nurse was on time, efficient and friendly yet professional.  |
| Very good | The nurse was very gentle - no bruising. Also, very helpful and kind.  |
| Very good | The nurse was very good, didn't even feel injection and she took my blood pressure as I was worried about it |
| Very good | The nurse was very kind and informative.  |
| Very good | The nurse who attended me was most efficient  |
| Very good | The nurse who dealt with me was lovely. Knowledgeable, cheerful, quick, and thorough. A great asset to your team. I got there early and was dealt with early. All round great experience. Thank you all.  |
| Very good | The physio I saw was excellent personable  |
| Very good | The receptionist was extremely helpful and friendly and fitted me in for an appointment. Also, the lady at the pharmacy was very friendly. A pleasure to come into the surgery. |
| Very good | The service from Reception, Dispensary, Nurse Michelle and Doctor Lock was very caring and efficient |
| Very good | The staff are always friendly and welcoming. |
| Very good | the staff were very polite and understanding |
| Very good | The telephone consultations are excellent and timely  |
| Very good | This was a very thorough, professional & caring consultation. I got a clear explanation of my condition and a good steer for future self-help.  |
| Very good | This was the 2nd visit since the wound released some partially congealed blood. It has been bleeding again and plugged since, with a bandage that I think had a content of silver in it. — another lot of blood released yesterday and after being dressed it has been showing signs of releasing more blood on Saturday afternoon. I hope it is a good omen and I will not have to bother you for too much longer.First class help and explanations!!! Thank a million |
| Very good | Thorough and professional doctor |
| Very good | Thorough, kind, understanding and compassionate  |
| Very good | Time given by GP to fully discuss blood test results, clear advice and reassured no further action required. |
| Very good | Took time to listen to symptoms, gave explanation in understandable terms, very caring and professional |
| Very good | Tracy as always was very kind  |
| Good | Tracy found out the information I needed. Many Thanks. |
| Very good | Understanding of problem. Discussed procedure fully. |
| Poor | Unpleasantness from reception call. |
| Very good | Useful discussion. Positive outcome |
| Very good | very communication and prompt appointment at the surgery  |
| Very good | Very efficient  |
| Very good | Very efficient  |
| Very good | Very efficient & my blood test was back the same day with results of problems with my kidneys & a appointment has been arranged for me to speak to a doctor already. |
| Very good | Very efficient and friendly  |
| Good | Very efficient and friendly. In and out in no time. |
| Very good | Very efficient and kind nurse.  |
| Very good | Very efficient and punctual  |
| Very good | Very efficient fantastic GP  |
| Good | Very efficient. The reception team at the practice are very good, they go out of their way to help.  |
| Very good | Very friendly  |
| Very good | Very friendly and prompt, professional  |
| Very good | Very friendly staff  |
| Very good | Very friendly staff  |
| Very good | Very good  |
| Very good | Very good care as usual. Really nice helpful nurse.  |
| Very good | Very good l Service |
| Very good | Very good to see the nurse again, she is very friendly and efficient with carrying out all of the tests requested by the GP. |
| Very good | Very good treatment. Thank you.  |
| Very good | Very happy  |
| Very good | Very helpful |
| Very good | Very helpful |
| Very good | Very helpful  |
| Very good | Very helpful reception and a great locum doctor called Barry |
| Very good | Very helpful reception. And Dr robins is a fantastic doctor very lucky  |
| Very good | Very informative of what to expect from upcoming scan and very reassuring  |
| Very good | Very kind, cheerful nurse who saw me on time and gave good advice |
| Very good | Very pleasant and efficient. |
| Very good | Very pleasant meeting with the best doctor I have seen in over 50years |
| Very good | Very pleasant nurse and efficient  |
| Very good | Very pleased with the black compression sock and with the attention given to my injury.Although still bleeding/weeping, it is getting better so Hannah told me. It’ll be such a relief even it is finally better and I’m able to move around more easily.Another good consultation! Thank you Marazion Surgery Much appreciated, Thank you so much |
| Very good | Very professional |
| Very good | Very professional  |
| Very good | Very professional as ever and friendly  |
| Very good | Very professional. Made me feel relaxed |
| Very good | Very professional. Made me feel relaxed. |
| Very good | Very prompt, efficient, caring service.  |
| Very good | Very punctual, very helpful and friendly staff  |
| Very good | Very quick and efficient and friendly.  |
| Very good | Very quick and friendly  |
| Very good | Very quick but did have to wait 10mins when surgery not busy |
| Very good | Very thorough & pleasant. |
| Very good | Very thorough and friendly. |
| Very good | Very thorough consultation and helpful reception staff. Nothing was too much trouble, I’m very grateful |
| Very good | Very thorough, willing to take time to discuss and investigate  |
| Very good | Very through Doctor spends time with patient answering questions. |
| Very good | Waiting time to a minimum. Receptionist always helpful and pleasant |
| Very good | Was seen promptly for BP test  |
| Very good | Was slightly apprehensive about procedure but Lucy put me at ease. Thank you  |
| Very good | We as a family feel extremely lucky to have Dr Robbins as our family Doctor.Dr Robins always gives you the time to discuss your concerns and gives you really practical advice on how to best to manage your concerns. Excellent service in what is an extremely challenging times for over stretched surgeries. |
| Very good | Well-considered response to symptoms and warm first meeting |
| Very good | Well-explained  |
| Very good | Went in for my appointment only about 15 mins late, saw my GP face to face had a reassuring chat, left with a prescription and an appointment for next week to discuss another medical concern. Felt listened to |
| Very good | Went for blood test, normally have problems but this time it was carried out without any problems in a very competent and professional manner |
| Very good | When Emily takes my blood, I feel less anxious. Thank you.  |
| Very good | Whenever I have had appointments with Tracey, I have found her very friendly and efficient.  |
| Very good | Wick, efficient, friendly, and caring  |
| Very good | You always have time for your patience and a smile. |
| Very good | You are all very good and reassuring.  |
| Very good | Your staff are always kind and helpful.  |

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