

In May 2022 we had a total of 453 responses; 98% (445) 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:

- A good service, good to see the GP at the surgery, long waiting time even though it was the start of the day but this sometimes can't be helped.
- A very efficient and professional service from start to finish.
- All ran smoothly as usual.
- Always a first class service, very professional and everyone makes ...
- Answered all my questions
- App. On time, delightful helpful nurse.
- Appointment on time and nurse very engaging
- Appointment on time and staff very friendly and helpful
- Appointment on time, great bed side manner.
- Appointment on time. Blood taken in professional and friendly manner
- Appointment was on time and nurse very friendly.
- Appointment was on time and physio was very helpful and arranged a referral. The referral will take months but that's a separate problem
- Appointment was on time, physio was very kind and lovely with my son, very knowledgeable about his condition and helpful in terms of treatment options.
- Appointment was on time. The nurse was very professional and friendly. I felt very much at ease.
- Appointment was swift and professional
- Appointment with nurse on time, with very efficient and friendly service.
- Appointments running in excess of 30 mins late. Prescriptions issued without any advice as to why. Referred back to GP requests, never acted upon.
- Appt on time quick service no waiting
- Appt on time, nurse friendly with a smile.
- Appt on time, nurses friendly and informative & surgery clean & welcoming
- Appt on time. Felt a little more concern could have been shown on swelling as I believe I may have cellulitis. No pain relief for removal of staples
- Because I could not think of any better treatment.
- Because I was listened to, it was reassuring.
- Because it was friendly and quick and professional
- Because the new girl most patient.
- Because the nurse I saw gave me time and just listened when I needed someone to talk to .she was just lovely kind and compassionate to me at a time when I ...
- Booked in on time, Shirley answered all my questions, great service.
- Both Dr Lock and the receptionist on duty were very efficient and friendly.
- Brilliant and helpful staff. Nothing is too much trouble.
- Called in on time and very friendly nursing staff.
- Caring staff, clear information, communicated well with family member
- Chloe Gendall explained everything I needed to know excellent appointment, had time to listen which means a lot
- Chloe, the nurse, was punctual and dealt with me in gentle and efficient way
- Considerate, professional, clear in what needed to be done
- Consistent good attention
- Diagnosed well explained.
- Doctor was knowledgeable and personable

- Dr Lock took time to discuss my problem with me.
- Dr lock was very good with my husband
- Dr Lock was very helpful and informative
- Dr Robbins has been brilliant. Consciousness, expert and diligent.
- Dr Robbins is an amazing doctor...kind, thoughtful and very helpful. He could see the pain I was in with my hip and sent off a chase up letter. Brilliant
- Dr Robbins offered a face to face appointment and held an in-depth consultation. He made referrals and was very helpful giving full consideration to my p...
- Dr Robbins was very thorough and Nurse Hatton was brilliant
- Dr Robbins was very patient and treated a melanoma on my nose that he had spotted
- Dr Sugrue is so understanding and such a lovely GP who has always supported me for many years. It is always a pleasure to have a consultation with him.
- Dr Sugrue was very thorough and responsive to my needs
- Dr was great. Receptionist was rude. Mask wearing ridiculous
- Dr Robbins, was wonderful considering my health and the sad circumstances of my dear XXX. Thank you,
- Easy and quick
- Easy sign in. Excellent rapport with nurse.
- Efficient friendly staff
- Efficient on time and friendly service from Shirley
- Efficient service
- Emily was competent friendly and efficient. Appointment on time excellent service
- Emily was on time, friendly, helpful (also took my BP for pill check rather than me having to come back another day) took blood painlessly and I was in a ...
- Emma was extremely good and gave me confidence in her diagnosis.
- Everyone is friendly and helpful
- Everyone was very helpful and considerate
- Everyone was very polite and helpful
- Everything was punctual, communication was good and the support by the physio was very clear and informative.
- Everything went smoothly and was well organised
- Excellent and friendly as always
- Excellent care
- Excellent nurse and very friendly
- Excellent service
- Excellent service
- Excellent service
- Excellent service. Thank you
- Excellent treatment as always
- Excellent, knowledgeable, and friendly staff
- Expert, friendly service
- Felt at ease with Lucy. Excellent service. Thank you for caring.
- First class meeting with Dr Lock
- Friendly and efficient
- Friendly and informative nurse
- Friendly and informative. Nice atmosphere
- Friendly staff, made to feel very comfortable.
- Friendly very cheerful and on time
- Friendly, empathetic, caring, efficient and knowledgeable
- Friendly, knowledgeable staff

- Gemma very nice and helpful with lots of advice
- Good doctors and staff.
- Good system which worked well today
- Great doctor, patient and not rushed
- Great service and compassion, thank you
- Hannah is brilliant
- Hannah, pleasant
- happy to be seen promptly & with v helpful nurse who explained ever
- Helpful and polite nurse, also gave information re another condition. Reception also gave good response to the problem and another appt made. Thanks
- Helpful, informative and professional.
- I am always satisfied with Dr Robbins not only confident in his ability but his attitude is very good, listens to me and does not talk over me as some do
- I appreciate the professionalism, kindness & patience of drs and staff at Marazion surgery, particularly Dr Robbins in relation to my many related issues
- I came needing help for nervous exhaustion/panic attacks and then had to wait nearly an hour to see the doctor, setting me into panic attack mode.
- I didn't have to wait too long and Hannah was friendly and efficient
- I found everyone very helpful and kind.
- I saw Chloe and she is always very helpful and friendly and has always got time to talk to you and do anything she can to help and make you at ease
- I think the media are always moaning about doctor's surgeries. It's about time people realise just how hard the doctors & their staff work. It's easy to ...
- I was dealt with professionally and with efficiency.
- I was in and out quickly and the doctor I saw was lovely couldn't fault the service and advice thank you
- I was looked after very well and friendly staff
- I was made to feel comfortable therefore relaxed with my appointment Amanda and I apologise if I got the young ladies name wrong was the consummate professional
- I was seen on time and I was glad that people are still asked to wear masks and spaced in seating, given that a number of people in the waiting room were
- I was seen pretty soon and the doctor did his best.
- I was seen promptly by the nurse at the said appointed time. My med
- I was seen quickly, and in a friendly & efficient manner. Very good experience, thank you
- I went for blood tests & Doppler for getting stockings. I had seen doctor Thursday before with large hard painful swelling behind knee, he looked at it
- I'm anxious in medical surroundings. The nurse was very good, calm and reassuring
- In my reply, I am referring to the PSA blood test which took place at 9am on the 27 April. This was carried out with the skill of a professional nurse
- In on time and out quickly
- In out 5mins. Nurse explained reason for blood test
- In out and gone, nurse very pleasant
- It was on time
- I've chosen one because the doctor was very helpful with my problems & very friendly & very supported
- Just being 10mins late at 09.40hrs. Other than that I can't fault the service. If I was seen on time, I would have scored you a 1.
- Kind and helpful
- Kind friendly staff. Informative about procedures and result timeframe. Punctual

- Listened to what I had to say and explained things very well
- Lovely friendly, helpful nurse!
- Lovely nurse
- Lovely nurse, explained what I was having done & made me feel comfortable.
- made me feel comfortable n relaxed. also did a very gentle blood test.
- Marazion surgery is a first class surgery in every way, everyone is
- Me and my husband needed a blood test, requested for a consultant - When phoned for an app for bloods I wouldn't say the receptionist was rude but blunt..
- Meds all ready to collect-Emily works efficiently
- Mr Forgetful left the facemask in the car but was soon provided with a fresh one.
- My appointment was for 1140 am and I was seen at 1134am which was excellent a charming young lady did my injection most professionally and quickly.
- My appointment was on time . The GP I saw was kind, considerate, informative. I felt listened too. I felt I had time to voice all of my concerns with
- My reason for giving the score I have is because of the level of care and understanding that all members of staff have. The doctors are professional caring
- New patient, first visit - very impressed. Thank you
- New to the surgery - great service all round, thank you
- No fuss, no bother, simply efficient and pleasant with it.
- No waiting nurse
- Number one as surgery Marazion is brilliant
- Nurse very friendly and calm
- Nurse was very friendly and efficient as was the receptionist Thank you
- Nursing Staff very helpful and useful to see a friendly face again. I just wish the opportunity had been available at the same time as the review, with a
- On time, efficient, constructive
- on time. quiet waiting room. evening appointments suits me better
- On time and efficient. Very friendly
- On time appointment and very friendly nurse who explained exactly what was happening.
- On time, early if anything. Kind and efficient.
- On time, friendly, informative and helpful nurse
- On time, good explanation of diagnosis
- On time, nurse was friendly and very efficient.
- On time, professionally dealt with, friendly reception.
- On time, very quick, lovely nurse, was back out within 4 mins of my appointment time
- On time. Friendly
- Personal care and polite and helpful x
- Personal caring service carefully explained
- Polite, helpful receptionist. On time. Genuinely interested G.P who spoke with me and listened instead of the computer screen.
- Professional, caring and explains things. Very helpful
- Professional, competent and friendly.
- Prompt
- Prompt and friendly service
- Prompt timing. Very polite welcoming friendly nurse and relaxing appointment.
- Prompt appointment and pleasant GP, good environment and friendly staff, very satisfied.
- Punctual, friendly, time for additional questions if required
- Quick and efficient appointment
- Quick and polite
- Quick, reliable and informative

- Really excellent new GP, **Dr Shatwell**, listened and gave excellent advice. Also had a lovely demeanour. All staff very helpful as usual. The pharmacy sta
- Really good doctor made me feel positive about the future
- Reception team friendly and helpful. **Dr Robinson** was open in listening and ascertaining my concerns, informative with talking about potential reasons fo
- Second visit with an infected finger, finally a correct diagnosis from
- Seen quickly, friendly and professional service. Good communication.
- Seen spot on time nurse explained everything to me clearly. Very pleasant
- She was very good at her work. Carried it out professionally. Well
- She was very good and help full
- **Shirley Hatton** always friendly brilliant at her job
- Simply that the nurse in question was very professional albeit the procedure requested by the locum Dr was not carried out as no clear reason for the blood
- Simply the surgery is so efficient, friendly and effective at delivering the service a patient would ask for.
- So impressed with the service, second bar none.
- So pleased we have this surgery. Everything works so well.
- Sorry could not get the numbers right it should have been number one
- Staff are always polite, professional and friendly.
- Staff efficient and friendly.
- Super understanding sympathetic **Dr Robbins**, Thank you do much.
- The amount of care given by every member of staff is absolutely amazing, it is by far the best doctors surgery I have ever used and I feel privileged to
- The appointment was on time everything explained to me, a pleasant manner and very efficient I couldn't hope to be treated better.
- The appointment was on time, the service was efficient and carried out professionally.
- The check in system worked well. The appointment was on time. The nurse, **Amanda**, was friendly and efficient. However, I had been asked to bring a letter
- The doctor I saw was actually interested in me as a patient and a human being. This inspired my confidence.
- The Doctor was excellent and I very pleased with his care and attention. However the amount of time that has to be taken to complete the administrative
- The doctor was extremely understanding and sympathetic he gave me loads of time and concise information and advice
- The doctor was very considerate, very polite and showed genuine care.
- The doctor was very calming and didn't seem like he was rushing my appointment and actually made a conversation
- The examination was thorough and well explained.
- The GP was very supportive of my condition and listened making me feel very worthy of being there. Also the receptionist was very approachable and friendly.
- The inquiry I made was sorted and my appointment with the GP very helpful
- The investigation and the explanation of my knee and shoulder problem good and the treatment options and advice was very helpful and encouraging. It has
- The lady who takes my bloods is outstanding and so kind!
- The locum doctor was excellent and really helped me
- The nurse who saw me today showed a high standard of practice
- The nurse did an excellent job giving me my blood test only a small prick and no mark afterwards she was very pleasant and professional
- The nurse explained who the blood test was for, it didn't hurt or bleed much afterwards and she explained the next steps
- The nurse was brilliant

- The nurse was compassionate, understanding and brilliant at her job, her empathy was greatly appreciated by me x
- The nurse was friendly kind and made me feel at ease.
- The nurse was really good at taking my bloods and making me feel at
- The nurse we saw for my clip removal was so gentle... 29 clips out 7 minutes or so... she was brilliant.. hardly felt a thing!
- The nurse who took my bloods today was really friendly, professional
- the service was excellent
- The service was excellent appointment punctual my issue was fully explained
- The service was friendly, efficient and professional.
- The staff resolved the issue with the faulty attendance unit quickly and seamlessly checked me in for my appointment
- The surgery is always efficient and friendly with great advice care and help from all the staff
Thankyou
- They are amazing there
- They look after us so well
- They were very good and acted very fast
- Though I had to wait until I was seen, the help I received from the doctor was excellent
- Thought he was very thorough
- Unquestioning empathy and understanding.
- Very efficient, quick & charming.
- Very friendly and helpful
- Very friendly, efficient, and helpful nurse today.
- Very kind and friendly staff. Always seem to run on time too.
- Very knowledgeable and informative. Explained everything clearly in a pleasant manner.
- Very observational and took on board my extreme nervous needs, and adjusted accordingly
- Very pleasant staff. On time, no waiting around
- Very pleased with the consultation I had.
- Very professional and friendly. And quick
- Very quick and on time.
- Very quick and professional
- Very quick and the nurse was excellent.
- Very thorough and proactive
- Went in on time, nurse was friendly and welcoming putting me at ease. I needed a blood test so was on edge but she dealt with me professionally and witho
- Were efficient and Drs were able to examine my feet in a very pleasant manner
- Would have been a 1 but the appointment was late
- You did what was necessary within 5 minutes of the prescribed time - no problem.
- You said 1 minute, 17 minutes later I was answered
- Young lady attentive informative nice thank you

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