**In May 2024 we had a total of 504 responses:**

* **Very good x 454**
* **Good x 28**
* **Fair x 5**
* **Neither Good nor Bad x 8**
* **Poor x 7**
* **Don’t know x 2**

**You told us:**

|  |  |
| --- | --- |
| Very good | 100% care and kindness |
| Good | 25 minute wait was frustrating or I would have given a very good. Nurse was brilliant - friendly, efficient, excellent experience once in the treatment room - |
| Very good | A friendly and professional service from Shirley. |
| Very good | A friendly, very efficient service. |
| Very good | Able to discuss my asthma treatment with the nurse in detail & able to agree a management plan |
| Very good | Again my latest visit confirms my view that Marazion is blessed with the best doctors and nurses we could wish for. These are difficult and challenging times for the NHS and yet our professionals carry on with thoroughness and professionalism and with a smile. Means so much. Thank you 🙏 |
| Very good | All explained clearly |
| Very good | All Staff were professional and friendly. |
| Very good | All went smoothly |
| Very good | All went very well |
| Very good | All went well, appears to be healing |
| Very good | Always friendly and helpful staff. To be commended 👍 |
| Very good | Always good, great reception team, the best surgery, for everything, availability of appointments when needed, test results and dispensary, Dr Robins takes time to explain everything, and really cares about his patients, and the running of the practice. Similarly Dr Locke has the same approach. Glad we live in Marazion and are under the care of Marazion Surgery. |
| Very good | Always professional & polite |
| Good | An excellent good appointment with Chloe … but she was running 20 mins behind time |
| Very good | Another very good consultation in having my shin dressed.  The nurse was professional, efficient and had a good knowledge of how the wound looked. Very pleased to hear that she thought the wound looked better and look forward to my next visit. Thank you Marazion Surgery |
| Very good | Answered questions about my condition satisfactory, thank you |
| Very good | App was on time despite surgery being busy, nurse was quick and efficient and also informative. |
| Poor | Appointment at 5 on Wednesday to be told that there was an error so as a result I had to wait until they had it in stock. Then appointment at 4.15 Thursday where the doctor wasn’t informative and refusing to answer questions. Due to me being bad with needles she showed no patience and stated she’s a duty doctor/on call and didn’t have the time to wait for me. surprisingly I would have thought that due to the doctors surgery’s error there would be more time and understanding then was received |
| Very good | Appointment completed in a professional |
| Very good | Appointment in good time - investigation ongoing. Dr Robbins inspires confidence |
| Good | Appointment on time |
| Very good | Appointment on time, friendly and professional nurse as usual. |
| Very good | Appointment on time. Friendly and efficient nurse. |
| Very good | Appointment punctual and procedure professionally carried out. |
| Very good | Appointment spot on time , friendly and efficient nurse , brilliant as always at this marvellous surgery. Thank you |
| Very good | Appointment time spot on. Quick and efficient as well as warm and friendly approach by phlebotomist. Thank you! |
| Good | Appointment was a bit late, but efficient. |
| Very good | Appointment, professional and efficient staff |
| Very good | Appt was late; but most informative details of my diabetic problems explained so specifically and directly by the charming nurse who attended me. |
| Very good | Arrived early and seen early. Efficient, painless blood tests |
| Very good | Arrived early for my appointment. Called in immediately. Nurse Leiworthy carried out the procedure in a proficient, professional, painless manner. Excellent. |
| Very good | As always the staff and the attention they give their patients is excellent. Thank you Chloe x |
| Very good | As always, very professional and efficient |
| Very good | As per |
| Very good | As previously stated |
| Very good | As stated |
| Very good | As usual excellent friendly prompt service. Really appreciated. Thanks. |
| Very good | As usual the doctor explained all the details regarding my medication to me which makes a great difference in understanding the reason for taking it all. Thank you. |
| Very good | As usual, good focus on the injury and excellent interest in treating the wound to the high standard that I’ve experienced at the surgery. I was prescribed antibiotics by Dr Lock and I’ m half way through them- they seem to be working- the injury is less irritable. Thanks again for all your efforts. |
| Very good | As usual, the nurse was understanding, thoughtful and helpful when it came to inspecting the wound and providing feedback to me of why the treatment was as needed. Thank you for your monitoring and kindness in dealing with my haematoma. Many thanks |
| Very good | As usual, very caring, thorough and thoughtful. Hannah Nicholls saw that the wound needed plugging and sought the aid of Chloe Gendall. Both managed to get some gunge out of the wound and were pleased with the progress made. Hannah then put a plug in and said that the outcome was pleasing. I am anxious now that the haematoma will gradually diminish in size and look forward to the next consultations. Thank you Marazion surgery. |
| Neither good nor poor | Attended for blood test. Afterwards, site was sore and next day, heavy bruising and aching. Had lots of blood test previously and never had reaction like this. Now bruise and ache is starting to subside. |
| Very good | Attended to in good time but I do understand if appointments run over time anyway. Dr Gilmore was very helpful and I felt at ease with her. |
| Very good | Because it was |
| Very good | Because it was |
| Very good | Because it was efficient and the staff member was professional. |
| Good | Because it was good and served the purpose of the appointment |
| Very good | Because it was very good |
| Very good | Because it was very good. Even though the arranged nurse was running late an alternative soon took over. |
| Very good | Because it was very satisfactory. |
| Very good | Because with my needle phobia the nurse helped me by following my lead and listening to me and take it at my pace which always helps when I have to come to the drs |
| Very good | Because your receptionist was so very helpful and Dr Tracy was exceptional in her lovely manner at my appointment with her and my follow up telephone call from her re my bone density scan and blood tests. So thank you all. |
| Very good | Both nurses were lovely and were very passionate and through with my elderly aunts treatment |
| Very good | Brilliant as always thank you |
| Very good | Brilliant service as always |
| Very good | Care , compassion and skill 100% |
| Very good | Care and compassion |
| Very good | Caring efficient consultant with helpful advice. |
| Very good | Caring, kind and skilled staff. On time. |
| Very good | Chance to chat about my concerns |
| Very good | Chloe always very helpful with any concerns I have regarding my medical condition |
| Very good | Chloe Gendall is an excellent nurse and. Punctual, factual, friendly and knowledgeable. A very enjoyable experience. Well done Marazion Surgery 👍 |
| Very good | Chloe is knowledgeable and understanding, we are lucky to have her |
| Very good | Chloe is very thorough and understanding |
| Very good | Chloe so calm and reassuring |
| Very good | Chloe the nurse was lovely and friendly |
| Very good | Chloe was excellent and very informative. Great asset to the surgery . Thankyou |
| Very good | Chloe was professional and friendly throughout the consultation. |
| Very good | Chloe was very professional friendly and full of advice |
| Very good | Chloe, the nurse was very professional very polite and had time to listen to me. The whole staff Marazion Surgery are Polite And helpful. |
| Very good | Chloe, the nurse was, as always extremely kind, caring and thorough. Always so lovely. Thank you. |
| Very good | Clear answers to my questions, and how to move forward |
| Very good | Clear, concise efficient diagnosis and prognosis |
| Very good | Cloie was very good friendly helpful kind love her to bits x |
| Neither good nor poor | Could not attend due to work |
| Very good | Covered all I wanted to know |
| Very good | Did not wait long and the doctor was kind and helpful |
| Very good | Didn’t have a long time to wait and was given the time by the doctor |
| Very good | Didn’t have to wait to long to see the doctor. All very satisfactory. |
| Very good | Didn’t have to wait. Tests done efficiently |
| Good | Didn't get to the bottom of the problem but I'm going for a MRI scan . Saw the physiotherapist. She was really nice . |
| Good | Didn't get what I believe is needed |
| Very good | Different dr but very polite and caring took the time to explain my concerns |
| Very good | Doctor explained the Procedure very clearly and put me at ease whilst having the injection. Excellent service from Marazion surgery. Thank you. |
| Very good | Doctor listened and dealt with my concerns with a clear understanding and offered a good plan of action to move forward. Excellent response by receptionist. |
| Very good | Doctor Lock is the best doctor |
| Very good | Doctor robbins really cares and listen . |
| Very good | Doctor spent time and helped with all questions |
| Good | Doctor was great but the 45 minute wait to see him was not. |
| Very good | Doctor was polite and efficient and explained my condition to me . |
| Very good | Doctor was very efficient and personable |
| Very good | Doctor was very helpful |
| Very good | Doctor was very personable and I was able to discuss my issues in depth. Thank you. |
| Very good | Dr Herdman listened to my concerns and contacted my Consultant at Derriford Hospital |
| Very good | Dr Herdman was extremely helpful, kind and professional. He took control of the situation immediately, referring me to the appropriate department in Treliske. He initiated the necessary drug therapy there and then. Very impressive. |
| Very good | Dr Herdman was patient and very thorough. It was a good experience. |
| Very good | Dr Herdman was thoroughly professional, kind and helpful. He discussed my current problem and is initiating appropriate treatment immediately. He has been of great help to me. |
| Very good | Dr Lock is always a pleasure to talk to and really puts you at ease. |
| Very good | Dr lock very understanding and very friendly |
| Good | Dr Ranabat is very kind and listens, and tries to assist, and this helps a lot. I did have to persist with saying I had injury to eye that it wasn’t just allergy as he thought, and the drops weren’t available in dispensary but luckily as had lift not bus yesterday, managed to get from Marazion chemist but are not making any difference yet. He was also helpful in hopefully contacting the health and wellbeing lady for me concerning overwhelm and not being able to remember her appts. And booking a new appt. |
| Very good | Dr Robbins very thorough and helpful. |
| Don't know | Dr Robbins was very polite and explained everything. |
| Very good | Dr Robins was excellent |
| Very good | Dr Tinkler, explained everything really well and decided a plan forward in relation to an ultrasound scan / liver scan . He was very good |
| Very good | Dr Tracy is so thorough, helpful, professional and kind. |
| Very good | Dr Tunstall v good doctor - quick efficient |
| Very good | Dr Tunstall was right on time and great at making my toddler feel at ease. Very thorough. |
| Very good | Dr was interested and helpful. She asked good questions and was very clear. |
| Very good | Dr was kind, and listened to all my concerns. A very good appointment. Thankyou |
| Very good | Dr was very helpful and I have a follow-up appointment very quickly |
| Very good | Dr was very helpful and responded very quickly to requesting an appointment for me to attend Hospital in Truro, which was 4 days later. His original diagnosis was confirmed. |
| Very good | Dr. Rygoll rang me just as she promised and patiently and kindly dealt with my concerns. |
| Very good | Easy sign in procedure, no long waiting time and extremely pleasant and helpful staff. |
| Very good | Easy to book ,didn't wait long .Helpful doctor |
| Very good | Easy to get appointment with telephone call back rather than continually having to redial. Dr Harling friendly and efficient. Quick referral for further checks |
| Very good | Easy to make appointment. Very useful physio consultation. Clear action plan agreed. Very satisfied. |
| Very good | Easy to talk to and came across very professionally |
| Very good | Effecient and friendly service |
| Very good | Efficient |
| Very good | Efficient |
| Very good | Efficient & knowledgeable |
| Very good | Efficient and friendly |
| Very good | Efficient and friendly |
| Very good | Efficient and friendly as always |
| Very good | Efficient and friendly service |
| Very good | Efficient and friendly service, thank you! |
| Very good | Efficient and on time friendly nurse |
| Very good | Efficient and pleasant staff. |
| Very good | Efficient and professional. Short wait before appt. |
| Very good | Efficient and treated with care |
| Very good | Efficient on time and thorough |
| Very good | Efficient professional and caring |
| Good | Efficient service |
| Poor | Eh |
| Very good | Ela Layworthy took my bld pressure and my weight and referred me to make an app with the chemist, all done most efficiently. |
| Very good | Ella did as I requested . |
| Very good | Ella Leiworthy is very kind and professional, and very good at her job. |
| Very good | Ella only took Some blood from me. |
| Very good | Ella was excellent, friendly and professional |
| Very good | Ella was professional and friendly as usual, however she was a bit surprised that I had this appointment for BP & bloods as late as it was …. She thought the idea was to have an appointment whilst I was on the new meds for 6 weeks to see if they help lower my pressure…. I had finished the 6 week course last Friday … however it seems a mid medication appointment wasn’t booked?  I don’t know if I was supposed to do it or whether the surgery would have judged the best time for it and booked it at that date??  I have a lot on my plate at the moment with Jude my wife and her post op issues …. So an appointment booked by the surgery would have been the way to go. However I’m seeing Laura in a week or so to get her assessment… |
| Very good | Ella was very kind and understanding |
| Very good | Emma explain |
| Very good | Emma was excellent in explaining the steps we were going to take regarding my appointment |
| Very good | Every one was very helpful and polite. |
| Very good | Everyone is cheerful, helpful. The nurses are calm, reassuring and a credit to the surgery. |
| Good | Everything explained clearly |
| Very good | Everything explained 👌 good experience |
| Very good | Everything fine |
| Very good | Everything fine |
| Very good | Everything is always good at the surgery |
| Very good | Everything was done very efficiently and I was given helpful advice |
| Very good | Everything was explained to me and then we discussed what was right for me. Professional and courteous. Thank you |
| Very good | Everything was fine, perfect |
| Very good | Excellent and friendly service as usual. |
| Very good | Excellent and professional service |
| Very good | Excellent as usual |
| Very good | Excellent attention as always . |
| Very good | Excellent attention as usual |
| Very good | Excellent cheerful pleased with all-round good and friendly service |
| Very good | Excellent consultation, professional and approachable. |
| Very good | Excellent consultation, well explained treatment. Friendly and professional |
| Very good | Excellent efficient and compassionate service |
| Very good | Excellent explanation and care |
| Very good | Excellent friendly and professional service |
| Very good | Excellent help/advice |
| Very good | Excellent helpful and understanding |
| Very good | Excellent level of care and information |
| Very good | Excellent professional service, friendly & approachable staff. |
| Very good | Excellent professionalism |
| Very good | Excellent service |
| Very good | Excellent service |
| Very good | Excellent service |
| Very good | Excellent service |
| Very good | Excellent service - very thorough and lovely manner |
| Very good | Excellent service as always. Thank you again. |
| Very good | Excellent service as usual |
| Very good | Excellent service many thanks. |
| Very good | Excellent service thank you |
| Very good | Excellent service, dealt with my concern effectively and with empathy |
| Very good | Excellent surgery and staff |
| Very good | Excellent treatment |
| Very good | Excellent visit |
| Very good | Explained diagnosis very well. |
| Good | Explained what might be happening with my ribs and gave me exercises. |
| Very good | Fairly short visit |
| Very good | Fantastic has always |
| Very good | Fast efficient service |
| Very good | Felt listened to , and was very helpful |
| Very good | First class service from all staff at the surgery, always clean and tidy |
| Very good | First class service,on time very professional. |
| Very good | Friendly |
| Very good | Friendly and efficient |
| Very good | Friendly and on time |
| Very good | Friendly and on time |
| Very good | Friendly and professional doctor thanks |
| Very good | Friendly and professional nurse |
| Very good | Friendly and professional treatment |
| Very good | Friendly and professional, clear information. |
| Very good | Friendly caring service |
| Very good | Friendly efficient service ☺️ |
| Very good | Friendly helpful considerate professional staff |
| Very good | Friendly professional efficient |
| Very good | Friendly, informative, efficient |
| Very good | Friendly, very helpful and positive. |
| Very good | Gemma was very good and i haven’t got Golfer’s elbow like dr lock said, trapped nerve in neck |
| Very good | Good |
| Very good | Good advice from Chloe |
| Very good | Good as always |
| Very good | Good explanation. Put my mind at rest. |
| Very good | Good knowledge and referred for blood tests. Dr has a nice manner and asked lots of questions. |
| Very good | Good nurse. Seen on time. |
| Very good | Good service |
| Very good | Good welcome, efficiency and friendly. |
| Very good | Got an appointment straight away and Tracy very good |
| Very good | Great doctor. Really friendly. Took the time to listen. And bang on time! |
| Very good | Great service and efficient and explained everything |
| Very good | Great service as always - Thank you |
| Good | Great surgery but I waited nearly 45 minutes over my appointment time |
| Very good | Had a collapse and what felt like the whole team of staff were on the scene to help. Wonderful, and thank you all. |
| Good | Had to wait an hour over appointment time. |
| Neither good nor poor | Had to wait over 30mins after appointment time |
| Very good | Handy evening appointment. In very quick |
| Good | Happy with my appointment. |
| Good | Happy with the Doctor, very helpful to myself and my son. |
| Very good | Hardly any waiting time in the surgery. I saw Laura very helpful and listened. |
| Very good | Helpful and informative |
| Very good | Helpful and informative consultation. I was listened to and given time. Thank you |
| Very good | I always find them very professional snd helpful |
| Poor | I am in the depths of despair, broken , my college and my school before they all said your GP can help… all she did was go on Google and give me websites and phone numbers… I don’t need a doctor to do that I can do it myself… referral to talking therapy with another human being would have been helpful.  And this was not the first time I asked for help and not the first time I received no help. |
| Very good | I came in to see Dr Lock for a kidney problem which he sorted but he also had to deliver some bad test results, whilst I was in a bit of shock he was amazing as always, best Dr ever |
| Poor | I don’t like the doctor I was given, he’s not very helpful, and not understandable doctor. Very sarcastic as well. I was no further forward than I was before see him. Had him previously and is always the same, other members of my family think the same too Very annoying seen as I waited nearly an hour |
| Good | I gave the above answer because there was some kind of mix up with my app but all resolved now. |
| Very good | I have had my leg dressed by several nursing staff members at the Marazion Surgery-all very competent, efficient and pleasant in their manner.  A little banter to put you at your ease, followed by a business like treatment and a brief word of advice before the next visit. Please thank them for their continued support and help. |
| Fair | I One of the receptionists quite argumentative and not thinking of the patient well-being in helping speed up getting better with messages to the doctor |
| Very good | I received a good service. |
| Don't know | I received a text saying the practitioner tried to ring me for my appointment. However, my phone had signal and I did not get a call. I rang the surgery and mu message was passed on but my appointment didn't actually happen |
| Very good | I received excellent care and treatment from the nurse. |
| Very good | I received excellent care. |
| Very good | i received respect and a prompt appointment from the receptionist and a very informative diagnosis from the doctor |
| Very good | I received very good care. |
| Very good | I saw Dr Locke & immediately he put me at ease explained why I had been called in to see him & as I was experiencing some pain I was examined to which a scan being recommended. Dr Locke is so kind & considerate & told me to book a blood test in 3 months. I love the fact that everything is explained to me & also any recommendations., even sending me txt with help for my condition at the moment. This surgery is great . |
| Very good | I signed in, and within 3 mins the doctor came out to call me, I was seen to professionally and had my prescription within 5 minutes of waiting. All very pleasant. |
| Very good | I was given a clear explanation. |
| Very good | I was given all the information I needed and I didn’t have to wait long - everyone was polite an informative . |
| Very good | I was given lots of information in a friendly manner |
| Very good | I was listened to and put at ease |
| Very good | I was listened to and we discussed my issues and the Doctor went through my options & we jointly arrived at the best way/meds to go forward. |
| Poor | I was literally 4 minutes late and doctor won t see me rhat s out of order considering I wa first patient and I always wayt 15 20 minutes to bee seen But she didn t cared at all and gained 10 minutes by jumping on next parient after waiting 4 minutes for me very disappointed |
| Very good | I was running late and the receptionist was super understanding and kind and even managed to liaise with the nurse to swap an appointment round to allow me to still have a blood test! |
| Very good | I was seen at short notice and the doctor was great |
| Good | I was seen early and the nurse was skilled, efficient, and full of information |
| Very good | I was seen on time and the lady taking my blood samples was friendly and professional. |
| Very good | I was seen on time and the nurse was very helpful as are all the staff at Marazion surgery |
| Very good | I was seen promptly and Nurse Tracie was professional and polite throughout my appointment. Reassuring and helpful in explaining my treatment moving forward, as well as giving me a prescription which was dispensed immediately. Thank you. |
| Very good | I was seen promptly and the nurse was very friendly and professional. |
| Very good | I was seen quickly and dealt with professionally. Thank you. |
| Very good | I was seen within an hour of phoning for an appointment |
| Poor | I was seven minutes late for my appointment (not on purpose- matters out of my control) when I arrived the electronic booking in system wasn’t working therefore nobody new I was there until twenty minutes after my appointment time. Whilst I understood punctuality is important and staff have to go home, it was a disappointing experience. I have to say other than this I have always had good experiences with the practice. |
| Very good | I was treated by one of the practice nurses, Mrs Nichols—- she looked at the wound on my right shin and immediately told me she thought that there might be an infection present because there was an unpleasant odour emanating from the wound. She wasted no time at all in reporting it to Dr Lock who saw me and prescribed a course of antibiotics for me to take over 5 days(4 per day). What excellent care, and I should like to thank all of you who have treated me with first class attention and efforts to get me back to full health. I send my sincere thanks to you all. |
| Good | I went in on time having got a same day appointment. The doctor was efficient and welcoming but I did have to ask him to repeat what he was saying several times because I found him hard to understand at times |
| Very good | Imogen (I think - sorry 😬) was really lovely and feel reassured that she is investigating my issues to diagnose me. Feel in very capable hands :) |
| Very good | In and out in no time |
| Very good | In on term and dealt with quickly and courteously |
| Very good | Informative |
| Very good | It is True |
| Neither good nor poor | It was a phone consultation and didn’t like the sound of the doctor on other end of line whom seemed to be an advocate of the Atkins diet and was none the better for speaking to them 🤷‍♀️ |
| Very good | It was an urgent blood test and they fitted me in very quickly |
| Neither good nor poor | Iwas disappointed |
| Very good | Just excellent as standard. |
| Very good | Just very thorough and understanding |
| Very good | Kind, informative and reassuring |
| Very good | Kind, thorough and understanding |
| Very good | Lindsay in reception was fabulous at sorting out an appointment very quickly for me following an e consult. Much appreciation to Dr harling also for seeing me after work at 530pm. Superb service |
| Very good | Listened to and treated with care thank you Tracey |
| Good | Listened to me , gave good advice |
| Good | Long wait |
| Very good | Lovely caring doctor and nurse |
| Very good | Lovely friendly nurse took my bloods could answer my question straight away and no fuss or discomfort |
| Very good | Lovely informal chat about my asthma with Chloe G. Always so professional and friendly. Thank you 👍 |
| Very good | Lovely kind doctor, gave great advice |
| Very good | Lovely nurse practitioner Tracy who was lovely and sorted out a prescription for my problem straightaway ..Thank you :) |
| Very good | Lovely staff amazing service Thank you |
| Very good | Lovely staff and very obliging and always very helpful |
| Very good | Made me feel relaxed 😌 |
| Very good | Made to feel relaxed and I felt doc kept me fully informed of what was happening |
| Very good | Made to feel welcome and put at ease during appointment |
| Very good | Marizion surgery Doctors and staff provide an excellent service and we appreciate your care. Thank you |
| Neither good nor poor | My answer above is not due to My appointment as that was all good and to time. The experience of booking my appointment was hard and upsetting the first phone call I made on 29th, I feel was not handled is the best way which may or may not have been recorded, I understand the system and that it isn’t easy dealing with everyone’s request but I personally have developed an anxiety of phoning for an appointment over that last few years as I know appointments are hard to come by. I try my best to plan ahead to book my B12 as I know I struggle if I go over it’s due date. Yes I missed the four week prior to booking my nurses appointment but sadly life events got in the way that I didn’t know what day of the week or month I was in but when asking if I could find a way to solve the issue so not to got over and being told to meet in the middle with the only options being offered were in the middle of the working day when I work 30miles away from the doctors surgery while trying to explain I struggle a lot if I got past my B12 due, but there was no room to move. But my biggest issue and worry is that it’s not right that a receptionist has the opportunity to hang up and end a call on a patient when they choose to, instead of being able to talk to them treat them will care especially after I had said I would see where we were if I was to throw myself off a cliff. I only call for an appointment when needed and find myself putting off calling as I don’t want to do not to have to feel like a burden to the system |
| Very good | My apontment with the Doctor on Saturday was excellent, very informative and helpful, thanks |
| Very good | My appointment on time and the nurse was pleasant, polite and professional. Time taken to listen to how my symptoms had been. |
| Very good | My appointment was on time & was dealt with in a very professional manner. Brilliant service. |
| Very good | My appointment was on time and the nurse explained everything and redressed my hand. |
| Good | My appointment was on time, routine and I was happy with it. The surgery was very busy having been closed for the Bank Holiday but the service was prompt and good. Thank you. |
| Very good | My appointment was really good. Delighted with the help I received. Lovely lady. Thank you. |
| Very good | My appointment was well in time. Very friendly and quickly done. |
| Very good | My issues were listened to and I was given a thorough explanation of my situation. I was given options, all of which were detailed for me to think about. I didn’t feel rushed and her knowledge was very helpful. |
| Very good | My problem was sorted to my satisfaction. Thank you. |
| Very good | N/A |
| Very good | N/A |
| Very good | Needed a chat desperately with on going situation. |
| Very good | Nice and helpful |
| Very good | Nice, informative doctor! |
| Very good | No delays and very efficient with a brilliant nurse |
| Very good | No problem |
| Very good | No problems all went smoothly |
| Good | No waiting around seen straight away |
| Very good | Not much waiting at all, nurse practitioner was very efficient, thorough and helpful. I had been expecting to see a doctor, not her fault of course but could reception let me know this in future please. All was well but always good to know.Thank you. |
| Very good | Nurse as very helpful and confident in her actions making the process a swift painless procedure. |
| Very good | Nurse Emma was cheerful, friendly, efficient and informative |
| Very good | Nurse Shirley was welcoming, punctual, cheerful and efficient |
| Very good | Nurse very professional and pleasant |
| Very good | Nurse was friendly and chatty. Promt and on time. |
| Very good | Nurse was very kind and professional |
| Very good | Nurse/Staff are Wonderful very Helpful and Kind and Caring. |
| Very good | Nurses are fantastic at their jobs + very friendly and helpful!! |
| Very good | On time , professional and friendly |
| Very good | On time and didn't feel a rushed call. |
| Very good | On time and efficient |
| Very good | On time and excellent blood taking (no bruise) 😀 |
| Very good | On time and given necessary information |
| Very good | On time and pleasant. |
| Very good | On time appointment. Very friendly, experienced and knowledgeable doctor who was very kind and explained procedure thoroughly before carrying it out with aplomb. |
| Very good | On time no fuss |
| Very good | On time, easy, relaxed, comfortable, professional |
| Very good | On time, friendly and efficient |
| Very good | On time, friendly, efficient etc |
| Very good | On time, helpful review |
| Very good | On time, very efficient & friendly staff |
| Very good | On time, very pleasant, well advised regarding injection. |
| Very good | On time. Felt very comfortable with the consultation and with further investigations initiated, |
| Very good | On time. Helpful and friendly staff. |
| Very good | Only a short wait and saw Dr Rygol who is kind caring and very thorough |
| Very good | Ontime, efficienct, polite staff |
| Very good | Our visit was very good. Appointment was on time, and person we seen was friendly and patient as my husband has dementia. He was spoken to and engaged in conversation. |
| Very good | Pleasant and efficient |
| Very good | Pleasant practitioner and on time. |
| Very good | Polite, prompt efficient & friendly |
| Very good | Professional and friendly |
| Very good | Professional and running ahead of time |
| Very good | Prompt & pleasant & courteous staff |
| Very good | Prompt and efficient |
| Very good | Prompt appointments easy logging in upon arrival |
| Very good | Prompt efficient service |
| Very good | Prompt excellent service |
| Very good | Prompt reaction to symptoms |
| Very good | Prompt, friendly service. |
| Very good | Promt efficient and friendly service as always . |
| Very good | Punctual and efficient |
| Very good | Quick and easy |
| Very good | Quick and efficient. |
| Very good | Quick and ontime |
| Very good | Quick, efficient and friendly treatment |
| Very good | Quick, efficient and no wait |
| Very good | Quick, efficient, polite and on time. What more could I want |
| Very good | Quick, pain free blood test from cheerful nurse who answered my questions fully. |
| Very good | Quick. and efficient |
| Very good | Re my telephone appointment with my GP: He listened patiently and offered reassuring and positive advice which was very helpful to me. |
| Very good | Really excellent, bloods taken with no discomfort by a really nice friendly nurse |
| Very good | Really kind caring professional doctors and nurses at marazion surgery |
| Very good | Really lovely friendly nurse always so polite and professional. Thankyou |
| Very good | Reassured and prompt treatment |
| Very good | Reception staff were very helpful. Dr Tinkler thorough and attentive even Though he was obviously having a very busy day. I’m very grateful for the care received from this surgery. Thank you. |
| Very good | Receptionist was very helpful and Dr Lock was very helpful and reassuring |
| Very good | Same as usual! But I would like an appt to see Dr Lock |
| Very good | Same day appointment. Doctor listened to everything I said and was very polite and was immediately supplied with all the medicine I needed. Could not ask for more |
| Very good | Seen an hour after calling the surgery. Thorough examination and bloods taken by doctor at appointment and follow up appointment given for following week. Kind friendly doctor who made me feel that everything was being checked over. |
| Very good | Seen early very good experience and painless. |
| Good | Seen on time . |
| Very good | Seen on time, I was listened to, advice and plans to go forward given, all good |
| Very good | Seen promptly, everyone was friendly. I left feeling much better. |
| Very good | Seen quickly, a kind and professional nurse. |
| Very good | Seen very promptly and professionally |
| Very good | Service was good |
| Very good | She was on time, efficient, friendly and with a good manner. |
| Very good | Shirl’s a Pearl; friendly & efficient. |
| Very good | Shirley checked my progress and provided advice should my issue recur. Despite being busy she also made time to advise on another minor, but frustrating, issue that I now know how to address. Excellent service again. |
| Very good | Shirley is always cheerful and happy to us even if she feels a bit down here you would not now thank you 😊🌞 |
| Very good | Shirley looked after me so well. |
| Very good | Shirley removed the stitches without me feeling a anything. Thank you. |
| Very good | Skilled, kind and caring staff. On time. |
| Very good | Stressful situation handled with care and sensitivity |
| Very good | Superb care as always |
| Very good | Thank you Dr Herman for alerting me to the need to start taking medication ASAP when the condition arises, then wait till after seeing a doctor. Appreciate you very much. |
| Good | Thank you Dr Robbins for the prescription. |
| Very good | Thanks |
| Fair | The appointment system is poor, I rang at 8 o'clock and was already over 30th in the queue, waited 45 mins. Also I was with 2 students first ,I was told one and not told that the whole appointment was going to take about 40 mins. I understand they have to learn but I think the patient should be better informed, I assumed the doctor would be in the room too. If it had been a problem of a personnel nature I'm not sure I would want a young male student in the room . |
| Very good | The appointment was on time and I saw my named Doctor ( having booked up 2 weeks ago) |
| Very good | The appt was on time. The nurse was extremely pleasant and queried my reaction to previous COVID injections, explained how I may be and what to do and gave me the appropriate paper leaflet on leaving. |
| Very good | The attention I received was delivered on time , efficiently and with a charming attitude. |
| Very good | The consultation was extremely professional and informative. Excellent service. Thank you to both doctors involved. |
| Very good | The consultation was professional, informative and conducted in a friendly manner. All my queries were answered and a way forward planned. Thank you. |
| Fair | The doctor didn’t seem to be too bothered about my problem. |
| Very good | The doctor gave me lots of time was caring and explained the procedure thoroughly. Put me at ease and made time to answer all my questions. Sorry I don’t remember his name but would be happy to see him again |
| Very good | The doctor I saw always takes every concern seriously and is always a massive help |
| Very good | The Doctor was empathetic and answered all my questions. I didn’t feel rushed. He performed the procedure very quickly and I didn’t feel any pain |
| Very good | The Doctor was very patient and kindly, and sent my info to the appropriate department immediately. |
| Very good | The doctor was very pleasant and listened and understood my concerns. |
| Very good | The doctor we seen was very good. |
| Very good | The dr was superb |
| Very good | The Dr was very helpful and informative. I appreciate him taking g the time to answer my questions. |
| Very good | The Dr was very reassuring |
| Very good | The fact you are offering Saturday appointments is brilliant as I work full time. But, Dr Lock was incredible. I went with concerns that I thought were not worth an appointment and he reassured me completely and found me the best course of action with little fuss and pure compassion. Dr Lock is great - thank you |
| Very good | The GP was very thorough and spent time listening to my concerns. I came away feeling reassured and a plan to move forward with. |
| Good | The injection was fine |
| Very good | The medic was very personable, helpful, reassuring and professional in the way she dealt with the new dressing on my leg. Gave advice on maintaining the dressings and I felt confident that things were improving. |
| Very good | The new phone service with call back us great . The receptionists were friendly and efficient it was a joy to talk to Dr Heardman and his students . I always get an appointment on the day. Wish the rest of the NHS was so well run |
| Very good | The nurse covered more than I expected. |
| Neither good nor poor | The nurse I saw was lovely, but it was an unsuccessful blood test. |
| Very good | The Nurse Prescriber I saw was professional, informative and friendly… |
| Very good | The nurse was brilliant |
| Very good | The nurse was polite and friendly as well as being efficient |
| Very good | The nurse was very professional |
| Very good | The nurses & staff are always kind & considerate. Thank you. |
| Very good | The nurses & staff at the surgery are always very helpful & caring when the patient is slightly nervous. Thank you all |
| Very good | The physio (Jemma) was very supportive and listened to me. I felt she explained the diagnosis and treatment plan well. I have a regime of exercises that I can do at home and take charge of my recovery. |
| Very good | The physiotherapist was really caring and explained everything and took the time to examine me fully |
| Very good | The Physiotherapist was very good helped me and took time the listen to the difficulties l was having . I came away with focused exercises |
| Very good | The sevice was very good at Marazion surgery |
| Very good | The staff |
| Very good | The staff are always helpful & caring which makes a big difference when attending for medical treatment. |
| Very good | The staff are always kind, helpful and polite and look after their patients |
| Very good | The staff are always very kind & helpful & make you feel at ease especially when you are waiting for test results. Thank you. |
| Very good | The staff are excellent 👌 |
| Very good | The staff, nurses and doctors look after us well polite and helpful. |
| Very good | The surgery service is second to none |
| Good | The team were very pleasant and professional |
| Very good | The very experienced nurse looked at, assessed, and proceeded to treat me with care, respect and appropriate dressings. She reassured me that the wound looked healthy and requested that I bring in the medical bandages that were supplied to me (in case I had a bleed.) I feel that there is certainly an improvement in the leg. Thank you Marazion Surgery! |
| Very good | There has been a quick response from when the problem was identified and communications have been easy and friendly 🙂 |
| Very good | There were no appointments available but my wound was leaking, I was worried, and due to recent surgery I could not travel far. The surgery/ nurses made a huge effort to squeeze me in to see someone - the relief was huge for me. I just needed the confirmation from someone who knew. Thank you, I know my recovery is on the right path. |
| Very good | Things were sorted out as much as possible and we ended up on the same page |
| Very good | Thorough and experienced doctor who is professional and approachable. |
| Very good | Timely reminder & useful, professional consultation with the asthma nurse |
| Very good | Top class Dr 😊 |
| Very good | top notch service as usual |
| Very good | Tracy was very efficient , friendly and professional |
| Very good | Tracy was very kind |
| Very good | Usual great service |
| Very good | Very attentive and caring |
| Very good | Very attentive staff. Dr checked my Xray results with me and provided more information than I had via the reception staff. My minor surgery was carried out very professionally. An excellent service as always, I am very grateful, thank you. |
| Very good | Very cheerful nurse made you relaxed. |
| Very good | Very efficient |
| Very good | Very efficient |
| Very good | Very efficient and friendly |
| Very good | Very efficient and pleasant nurse |
| Very good | Very efficient and reassuring. |
| Very good | Very efficient service |
| Very good | Very friendly |
| Very good | Very friendly and helpful |
| Very good | Very friendly and helpful staff |
| Very good | Very friendly and professional |
| Very good | Very friendly nurse, in and out in 10 minutes. |
| Very good | Very friendly staff |
| Very good | Very friendly staff, easy to make an Appointment with nurse. |
| Very good | Very friendly staff. The nurse who took my blood pressure readings was communicative, proficient and understanding. She also was the phlebotomist, performing venepuncture expertly and painlessly. Very professional. |
| Very good | Very friendly, efficient and helpful |
| Very good | Very friendly, helpful and knowledgeable staff members |
| Fair | Very frustrating despite having message from Dr to make appt to discuss blood test results when coming out from blood taking appt not able to do so. Told I can phone in 3 days to get a precbooked apot I another 2 weeks. |
| Very good | Very good |
| Very good | Very good explanation. |
| Good | Very good service |
| Very good | Very good service |
| Very good | Very good with explanation around cause of problem . |
| Very good | Very happy to have the student take my blood test. |
| Very good | Very helpful from start to finish putting me at ease from booking my appointment to seeing the Doctor who gave me the time to sort out my medical problems with following up plans. |
| Very good | Very informative |
| Very good | Very lovely young lady and prompt service |
| Very good | Very nice and friendly |
| Very good | Very nice and helpful |
| Very good | Very pleasant and helpful nurses hope the problem has now healed |
| Very good | Very pleasant nurse |
| Very good | Very polite, explained everything nice and clearly, perfect. |
| Very good | Very professional |
| Very good | Very professional |
| Very good | Very professional and empathic. Excellent service |
| Very good | Very professional and friendly |
| Very good | Very professional and friendly |
| Very good | Very professional and pleasant experience |
| Very good | Very professional and understanding |
| Very good | Very professional with appropriate care and understanding |
| Very good | Very prompt in being seen |
| Very good | Very prompt not late and dr explained what my symptoms meant for me very clear and easy to understand |
| Very good | Very prompt on time appointment excellent GP friendly and helpful couldn’t fault him |
| Very good | Very promptly seen, efficiently and respectfully treated. |
| Very good | Very quick and friendly |
| Very good | Very quick efficient administration of Spring booster. Grateful we were able to rebook & have booster when previously we were unwell on the original date. Many thanks to all. |
| Very good | Very quick, friendly and efficient - thank you |
| Very good | Very reassuring advice from GP |
| Very good | Very thorough and helped with another problem |
| Very good | Very thorough and informative |
| Very good | Very thorough consultation. Discussed and agreed a plan. Thank you. |
| Very good | Very understanding |
| Very good | Very understanding and thorough GP |
| Very good | Very well looked after by the doctor, who took time to understand the problem |
| Very good | Waiting time to a minimum. |
| Very good | Was called in on time and had my concerns answered. |
| Very good | Was listened too and more antibiotics 👍 |
| Very good | Well advised and looked after by Dr Robbins |
| Poor | Whilst on route to the surgery at 8.10am, I was called to say that my appointment was cancelled as the lady I was seeing wasn’t coming in. So my appointment didn’t happen. |
| Very good | Wonderful staff always cheerful, kind and caring |
| Fair | x |
| Very good | You act very quickly getting appointments. |
| Poor | You told me I had an appointment at 5pm of which I also received a text confirmation and a reminded stating “an appointment was booked”. After waiting one hour I was informed it was not an appointment at all and I was waiting for an emergency GP who wasn’t available and could not give any idea of how much longer I would have to wait. As I had only allowed time for a ten min appointment at 5pm I was unable to wait and my health issue continues. Sort your communications out, it wouldn’t take a lot to say that it was a waiting service with no estimated wait time and I could have made an informed decision as to whether this was possible for me instead of wasting an hour of my time. |
| Very good | . |

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