**In September 2022 we had a total of 443 responses; 98% (435) 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 nice doctor, explained things to me reassured me and would be happy to see him again, always a good team
 |
| * A very informative and professional experience.
 |
| * A very short wait (1minute) GP & nurse very pleasant & treatment very good.
 |
| * All brilliant as always thank you
 |
| * All good except appointment running 20 minutes late
 |
| * All so efficient and organised
 |
| * Although the Dr I should have seen hadn't turned up, I saw Dr Robbins, which was a bonus.
 |
| * Always an excellent service.
 |
| * Always caring, polite and professional.
 |
| * Always fantastic
 |
| * Always kind and efficient, lucky to have such a great surgery
 |
| * Always made to feel safe and validated. Mental and physical health listened too.
 |
| * Always very welcoming, friendly, drs listen and make time to hear what you're telling them. They make you feel comfortable and for that I'm so grateful.
 |
| * Always welcoming
 |
| * Amazing care taken to make me feel at ease
 |
| * Amazing service from all at Marazion service
 |
| * Answered my questions friendly manner
 |
| * Appointment felt rushed and I felt like the doctor wasn't interested in listening to my concerns about my health issues.
 |
| * Appointment on time, nurse was pleasant and efficient, gave information re follow-up.
 |
| * Appointment on time. Receptionist also very helpful
 |
| * Appointment on time. Felt relaxed with the doctor.
 |
| * Appointment over 10 mins late
 |
| * Appointment was on time, and she was efficient and friendly.
 |
| * Appointment was on time and the nurse was very pleasant and efficient
 |
| * Appointment was on time and very efficient done
 |
| * Appointment was spot on time and the nurse was very professional and friendly
 |
| * Appt was on time. Nurse was very friendly and welcoming and put my daughter at ease, whilst also being very efficient. Appreciated the effort with the ce…..
 |
| * As always, surgery and personal are brilliant.
 |
| * Attentive kind and efficient. Everything clearly explained
 |
| * Because as always the surgery staff nurses and doctors always make me feel I'm important
 |
| * Because good is good and very little is perfect -2
 |
| * Because it was very good.
 |
| * Because the practice is staffed by people who care
 |
| * Because the service is always first class
 |
| * Because the whole process was done in a very efficient manner. The nurse was delightful and I the appointment was on time, brilliant service
 |
| * Because you always perform well in my opinion.
 |
| * Because that's what I feel. The doctor and nurse are doing their best despite the turbulence.
 |
| * Best reception team ever
 |
| * Both the doctor and nurse were very professional and made me feel at ease and made sure I was ok at all times
 |
| * Called on time, lovely professional explained everything, fitted me up and I was out in less than ten minutes - absolutely a plus treatment.
 |
| * Can't fault the nurse or body mot I had
 |
| * Chloe is amazing!
 |
| * Chloe was friendly and put me at my ease; she was informative & understood my need to have things fully explained to make an informed choice. Very professional.
 |
| * Considerate nurse
 |
| * Considered and helpful advice and clear plan
 |
| * Cos it was a good doc I saw who was very responsive and didn't dismiss my problems unlike a different surgery that didn't give a damn
 |
| * Courteous efficient service but 10 min late for appointment
 |
| * Dealt with issues, sensitively, respectfully and gave some good advice.
 |
| * Didn't have to wait long, clinician was friendly and efficient.
 |
| * Didn't have to wait. Friendly helpful nurse
 |
| * Doctor and your nurse know what they are doing at the surgery.
 |
| * Doctor gave me good advice and options on my condition was attentive and helpful
 |
| * Doctor very friendly and informative. Gave me plenty of time to talk about issues. Thank you!
 |
| * Doctor was great, dispenser was great, receptionist was good
 |
| * Don't have to wait too long very friendly
 |
| * Dr Blight very friendly explained everything put me at ease and reassuring
 |
| * Dr Blight was very thorough and I felt listened to.
 |
| * Dr Lock explained everything in great detail and answered any questions I had. Thank you
 |
| * Dr Robbins. Super guy
 |
| * Easy and convenient service for this sort of consultation
 |
| * Easy and convenient.
 |
| * Easy check in to appointment, clean waiting room, excellent staff who dealt with my toddler's immunisations brilliantly
 |
| * Easy check on, seen on time, not rushed at appointment. Whether the appointment actually achieves anything remains to be seen.
 |
| * Efficient
 |
| * Efficient & polite service.
 |
| * Efficient and friendly as always
 |
| * Efficient and helpful staff.
 |
| * Efficient and was referred to the dr on duty regarding a concern.
 |
| * Efficient care from all, reception helpful to my needs and nurse considerate and caring
 |
| * Efficient, capable and communicative.
 |
| * Emily lovely as always in & out really quick.
 |
| * Emily was as friendly and helpful as ever and though due the unbearable pain we could not proceed with the BP Monitor, she was very efficient in suggesting …..
 |
| * Everyone very efficient.
 |
| * Everything was so straight forward as soon as I entered the surgery & did not have to wait long for my appointment
 |
| * excellent as always
 |
| * Excellent customer service. Very friendly and helpful
 |
| * Excellent explanation and care
 |
| * Excellent nurse and very good at her job.
 |
| * Excellent patient care
 |
| * Excellent quick service
 |
| * Excellent service
 |
| * Excellent service on time and lovely nurse
 |
| * Excellent surgery and facilities, staff always friendly and helpful
 |
| * Excellent surgery and facilities, staff friendly and helpful
 |
| * Exceptionally knowledgeable and attentive doctor
 |
| * Extremely attentive, nice, warm, kind, friendly, experienced, knowledgeable
 |
| * First class treatment given in a calm, assured and compassionate way.
 |
| * Friendly and as helpful as she could be. Put me at ease.
 |
| * Friendly and efficient.
 |
| * friendly and informative
 |
| * Friendly Efficient Comprehensive
 |
| * Friendly efficient service thanks
 |
| * Friendly, caring, helpful
 |
| * Friendly, efficient, on time, all very pleasant as usual at Marazion Surgery.
 |
| * Friendly, efficient, service
 |
| * Friendly, efficient. I have for the first time understood how to …...
 |
| * Friendly, informative and caring
 |
| * Friendly, informative and professional.
 |
| * Friendly, kind, answered any questions I wanted to know. Helpful
 |
| * Friendly, knowledgeable and gave good, clear advice on what to do and what the next step would be.
 |
| * Friendly, polite, helpful and professional staff at each stage. From booking the appointment to checking in at reception and seeing the nurses for the vaccine
 |
| * Friendly, professional staff who always put you at ease.
 |
| * Friendly, prompt and efficient
 |
| * Friendly, timely and effective. A great Surgery
 |
| * Friendly.. Efficient.. Great service.. Keep up the good work
 |
| * Gemma ( first contact physiotherapist) was knowledgeable and thorough. The appointment was ideal, and could not have been better.
 |
| * Gentle and sympathetic treatment.
 |
| * Good experience only waited 10 minutes for appointment
 |
| * Good service
 |
| * Good swift service done with a smile.
 |
| * Good timekeeping efficient blood sample taking
 |
| * GP was knowledgeable, kind, caring & supportive & made me feel that she had time for me.
 |
| * Great efficient and friendly service. Thanks!
 |
| * Great nurse, quick and painless drawing of blood. Thanks.
 |
| * Helpful, friendly, caring, kind and professional. Thankyou.
 |
| * I arrived at the surgery, signed myself in for my 10am appt and was called in straight away without waiting. Appt went well.
 |
| * I didn't have to wait a long time and I was in and out in no time
 |
| * I found the 2 nurses i saw today friendly and helpful. I didn’t have to wear a mask. Easy opening doors now.my prescription was delivered to me very quick as well.
 |
| * I found the appointment very useful. Chloe is great at explaining the best way to use equipment and manage asthma. She provided a prescription for me to
 |
| * I gave you a 1, very good, because the staff are always lovely
 |
| * I had a positive visit to Dr Robbins who answered all of my questions and explained my results fully
 |
| * I had an appointment at a convenient time and day. I didn't have to wait for very long once I arrived at the Surgery. My doctor was attentive, listened
 |
| * I received a phone call from the surgery with an appointment, after the doctor had received a hospital letter. I saw Dr Davey who explained my options
 |
| * I think the receptionists & staff are amazing & kind
 |
| * I was seen fairly quickly although I can't understand why I had to wait for 10 minutes anyway as it was an early appointment with seemingly no one coming
 |
| * I was seen in reasonable time and the test was competently and pleasantly done.
 |
| * I was seen in reasonable time and the test was efficiently done by a pleasant young lady. No complaints.
 |
| * I was seen promptly & treated in a professional, but friendly manner.
 |
| * I was seen promptly and the nurse was friendly and efficient
 |
| * I was seen promptly by the nurse
 |
| * I was seen very quickly. It was explained about the vaccine I received and the jab was painless!
 |
| * I was very anxious ringing for an appointment ..I know how busy you are. I was also concerned with my symptoms. The tel appt was given seamlessly and the gynae …
 |
| * It is always a worthwhileAppointment with Chloe.
 |
| * It was the usual combination of very friendly efficiency and care.
 |
| * It was very good
 |
| * Just excellent service. Emily very helpful. Also seen on time.
 |
| * Knowledgeable GP, helpful determined to find solution. Could have done with more time. Then it would have been 1
 |
| * Lovely nurse,
 |
| * Lovely nurse she explained exactly what she was doing to my legs and I felt so much better for having the test done
 |
| * Marazion surgery .as always looked after us .
 |
| * Member of staff, listened, supportive and attentive, so different from previous appointment 2021
 |
| * Michelle was friendly and efficient
 |
| * Mrs Hatton deals with my husband who has advancing dementia with great patience, humour and professionalism
 |
| * My son was booked in for his 16 week jabs. When we arrived we were told he wouldn't be able to have them as it was too soon
 |
| * My visit to the Surgery was on time and dealt with in a professional manner. Thank you.
 |
| * My visit today was quick easy the nurse kind and helpful and the receptionist was helpful too so THANK YOU
 |
| * No complaints and very cheerful staff
 |
| * No waiting, doctor listened to me, and nurse very good
 |
| * No waiting, kind nurse and very efficient
 |
| * Nurse Nicholls was great. Put me at ease and was very professional
 |
| * Nurse was friendly and gave great advice
 |
| * Nurse was very nice and helpful
 |
| * Nurse was very pleasant and chatty put me at ease and dead on time thanks
 |
| * Nurse was very professional and informative taking care and efficient
 |
| * Nurse was very efficient and friendly
 |
| * Nurse went above and beyond to make me feel comfortable
 |
| * Nurse. Was. Great.
 |
| * Nurses were really friendly and great with the kids, made them settle and feel at ease
 |
| * Ok
 |
| * On time, quick
 |
| * On time and friendly staff, felt very comfortable
 |
| * On time and very polite
 |
| * On time Answered my questions
 |
| * On time appointment courteous and friendly efficiency
 |
| * On time appointment, kind reassuring attention from nurse who answered all questions and administered a painless procedure! Thank you
 |
| * On time very friendly
 |
| * On time, cheerful pleasant & efficient nurse!
 |
| * On time, clean surgery, chatty and interested nurse
 |
| * On time, courteous and helpful response, clear concise information on next steps for my problem. Thank you
 |
| * On time, efficient and painless.
 |
| * On time. Painless blood test. All v friendly and efficient.
 |
| * Patient, professional staff and clear communication
 |
| * Physio appointment, efficient good advice and helpful
 |
| * Pleasant manner put at ease queries answered.
 |
| * Pleasant nurse
 |
| * Polite and efficient staff
 |
| * Polite cheerful efficient and sense of humour. Answered queries.
 |
| * Prescriptions were ready early and Shirley gave our pneumonia jabs painlessly!
 |
| * Professional, helpful, on time
 |
| * Prompt and helpful
 |
| * Prompt and informative
 |
| * Prompt caring efficient
 |
| * Prompt friendly expert experience. I also picked up medication from the pharmacy also an excellent ordering GC and delivery service. Excellent service
 |
| * Prompt, professional and kind
 |
| * Punctual, courteous and efficient
 |
| * Quick and friendly and had notes referring to additional request.
 |
| * Quick efficient and lovely professional staff
 |
| * Quick visit. Lovely nurse.
 |
| * Quick, efficient and pleasant experience
 |
| * Quick, efficient, friendly.
 |
| * Really good attitude from physio and useful advice
 |
| * Remarkable care and kind attention.
 |
| * Routine blood test and blood pressure check. All straightforward, on time and a nice nurse.
 |
| * Satisfied.
 |
| * Seen
 |
| * Seen spot on time and very pleasant and efficient receptionist
 |
| * Seen quickly and was able to go on from the nurse to speak to a doctor without having to go through the impossible task of making another appointment.
 |
| * Seen quickly on time and nurse friendly and considerate
 |
| * Seen quickly, nice staff
 |
| * She was very good
 |
| * Shirley always professional and understanding.
 |
| * Staff are lovely and very professional, check-in was simple, I was called more or less on time and the procedure was clearly explained.
 |
| * Surgery was clean and tidy. Staff were friendly and polite and the surgery was running on time
 |
| * Talking to my own doctor .and being treated in a very calm and considerate way
 |
| * The nurse that did my blood test was friendly and efficient.
 |
| * The appointment was on time
 |
| * The appointment went very smoothly and satisfactorily.
 |
| * The doctor I saw picked up on something on my notes.
 |
| * The health care assistant was very pleasant, made me feel very comfortable and did her job with great expertise.
 |
| * The lady that saw me today was very pleasant and know her job
 |
| * The lady was lovely explained everything clearly and helped put my mind at rest
 |
| * The nurse Chloe Gendall put me at ease and was so nice from the start, which is what you need when worried. She did her job professionally and kindly.
 |
| * The nurse was friendly efficient & informative. A very positive experience
 |
| * The nurse was great. Quick and quite painless. Always a Pleasure to attend. I should not say this. But I'm going to. Of all the surgeries I've ever b….
 |
| * The nurse was intuitive, helpful and friendly. The nurse helped me
 |
| * The Nurse was lovely she got on with taking my blood as I have done doing her job as she should have done
 |
| * The Nurse was most helpful, appointment was on time.
 |
| * The nurse was very communicative, and the appointment was very satisfactory
 |
| * The nurse was very nice, very polite, good with the needle which is good for me as i don't like needles.
 |
| * The nurse was very pleasant and helpful and nothing was too much trouble good at her job
 |
| * The nurse was very welcoming and thorough. Gentle and no bruising.
 |
| * The nurses are always kind and very helpful
 |
| * The physio was lovely and I couldn’t fault. I took 1 point off for the patronising unnecessary notice about face masks near the entrance, saying they’re no….
 |
| * The therapist was very thorough and had empathy - as have everyone I've dealt with at Marazion surgery. They're brilliant.
 |
| * The visit was very good, that’s why i gave it 1
 |
| * Timely, informative and efficient.
 |
| * Very calm and sympathetic service
 |
| * Very considering and accommodating helpful for the difficult situation I'm in
 |
| * Very efficient.
 |
| * Very efficient.
 |
| * Very efficient and informative. Inspires confidence. Helpful
 |
| * Very efficient service as always.
 |
| * Very efficient service from booking appointment to being reviewed by friendly caring practice nurse Chloe today Very happy with the care I received
 |
| * Very efficient, helpful and everyone had a smile even though it was busy.
 |
| * Very friendly and competent staff who are also very helpful
 |
| * Very friendly and efficient
 |
| * Very friendly and efficient
 |
| * Very friendly and helpful staff
 |
| * Very friendly and helpful staff thanks
 |
| * Very friendly staff
 |
| * Very friendly, approachable, knowledgeable, helpful, courteous, respectful & smiling
 |
| * Very good advice and guidance. Polite and friendly I couldn't ask for more.
 |
| * Very good at her job and a lovely person
 |
| * Very good customer care
 |
| * Very good service, and very very pleasant
 |
| * Very informative (gave exercises to do) and checked out the severity of my condition
 |
| * Very kind, thorough appointment.
 |
| * Very pleasant
 |
| * Very pleasant nursing made me feel at ease and very professional
 |
| * Very professional. Did not have to wait at all.
 |
| * Very prompt and very pleasant.
 |
| * Very quick in and out within 5 minutes the nurse was very friendly towards my son he left with a smile on his face and a sticker and certificate he's proud of
 |
| * Very thorough consultation not rushed and very informative.
 |
| * Very thorough, helpful and supportive nurse. Put on a new treatment to trial for a chronic condition.
 |
| * Was a good appointment.
 |
| * Was seen in time and received diagnosis with treatment - so very happy
 |
| * Wasn't feeling too good but I was listened to, and things were sorted. Much appreciated.
 |
| * Yeah very polite listen to me very understandable and I felt wanted that put it that way yeah that was it really excellent service thank you so much
 |
| * Young lady was very pleasant
 |
| * Your screen where patient s put date of birth in to confirm they are there for their appointment was not working that was only fault.
 |

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