

**In April 2021 we had a total of 115 responses; 113 said that they were 'EXTREMELY LIKELY' to recommend our GP Practice to friends and family if they needed similar care or treatment. You told us:**

- Appointment on time, receptionist helpful and friendly same goes for the nurse  
Above all I felt safe
- Appointment was on time. Staff were reassuring, efficient and cheerful.
- Because my appointment was with Dr Sugrue whom I have much respect and trust in
- Courtesy, politeness and civility. But then you receive as you give. Carer's are to be respected.
- Dealt with quickly in a professional and friendly manner.
- Dr Killeen was very helpful
- Easy process to check in, clear guidelines and great staff as well as superb medical attention
- Efficient friendly staff
- Efficient, pleasant and friendly
- Efficient. Excellently organised and prompt to time.
- Enthusiastic staff and they gave me a mask! ? X
- Everyone is very caring, and so kind and understanding.
- Everything professional and efficient and safe
- Everything was really good. Well organised.
- Everything went very smoothly. efficient as always
- Excellent
- Excellent service. Kept to time given. Very efficient. Pleasant to deal with.
- Friendly and efficient staff
- Friendly cheerful staff, appointment running on time, plus the surgery had doors and windows open so light and airy
- Great service
- I chose 1 because everyone at the Surgery was friendly and professional, I was made to feel at ease and was in and out in only a few minutes
- I Scored You 1 For Your Usual Very Exceptional Service...  
Everybody At Marazion Surgery Are Always Very Caring & Sympathetic Towards My Needs...  
All Are Totally Professional In Their Roles...  
Many Thanks,

- I thought it was very well organised and the staff are always very friendly helpful and efficient.
- I was straight in, straight through, straight out. Very safe, very efficient, I was so grateful to receive my second vaccination. Thank you all, stay safe.
- It was all so easy, early no waiting, Charles and I went in together, the nurse was lovely as always, made it enjoyable,
- Marazion surgery is superb the staff are excellent and the nurse I saw was outstanding  
Well done all
- My visit was without stress & pleasant. I was dealt with QuickTime & efficiently. Thank you very much.
- No queue covid safe no delays excellent experience
- Practice nurse's and all other associated staff were very professional and courteous. It was a pleasure to be a patient. A credit to the surgery and the NHS.
- Re covid vacc experience! Speedy efficient polite!
- Seen immediately by friendly helpful staff.
- Sorry got numbers wrong way round it should have been 1, very well run.
- Staff very caring and very careful.
- the dr was very helpful and he put my mind at ease
- The nurse - Shirley Hatton was excellent and really attentive, and asked me to come back to check that it was getting better/healing :)
- The service at Marazion surgery was on time and excellent
- The service was very efficient and all staff were polite and helpful.
- The staff were polite, efficient and pleasant. The appointment was conducted quickly, pleasantly and on time.
- The visit was quick & efficient with a friendly reception & the vaccination deftly done; thank you.
- Very helpful and caring
- Very efficient service provided and kept to time.
- Very efficient service, on time, nurse informative and reassuring.
- Very friendly and helpful members of staff
- Very friendly, professional and efficient. An excellent service.
- Very friendly, professional and reassuring. Excellent!!
- Very good quick service, pleasant nurse
- Very polite and friendly
- Very well run, on time appointment for Covid clinic
- Was stood for a long time in reception waiting to be able to let them know I had arrived for my appt.

The nurses care was good. I had 4 attempts to take blood. Needed a 2nd nurse who again was very good.

- We always have a prompt and good service.
- We have always been satisfied with your care and attention
- Well organised. Polite friendly staff. In and out in 5 mins
- Well organized and efficient.
- Well organized, polite, caring and efficient.

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