

**In July 2022 we had a total of 554 responses; 96% (536) 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 very efficient young lady and my appointment was on time
- Again thank you
- All on time, cheerful professional staff
- All staff fantastic
- All the staff a polite and helpful and I appreciate the help that they are giving me ie blood test for my diabetes etc thankyou
- All went smoothly
- All went very smoothly Nurse **Chloe** answered all my questions.
- Although didn't get the result had hoped for to help long term, regarding treatment, I feel my doctor did his best and listened to my concerns, and explain
- Although running late the Dr did not rush my examination, he was most attentive, considerate and caring. Excellent service from **Dr Blight**
- Always friendly, helpful and extremely professional.
- Always good service at Marazion Surgery
- Always had good service at Marazion surgery
- Always have excellent service.
- Always professional and a very happy Nurse ... **Chloe** really is an asset to the surgery and patients. Always ready to help and listen superb qualities.
- Always, helpful, friendly and polite,
- An excellent service, always on time quick and efficient
- Appointment was on time, **Chloe** the diabetes specialist was very professional and helpful
- Appointment not on time. But do appreciate surgery has busy times.
- Appointment on time and the nurse was friendly but professional.
- Appointment on time everything went smoothly very good
- Appointment on time nurse had pleasant attitude and was friendly
- Appointment on time, everyone pleasant, vaccination done efficiently. Always happy with Marazion surgery.
- Appointment on time, shame about the 31 phone calls it took to make an appointment 3 weeks ago, but I was lucky I know someone who had to try 73 times,
- Appointment on time, very pleasant and efficient care from the nurse. Excellent.
- Appointment on time. Thorough health check and all results and questions fully explained and answered. Follow up issues addressed, and timescales given
- Appointment was on time
- Appointment was on time
- Appointment was on time and nurse made me feel very comfortable
- Appointment was on time and the nurse was very friendly and informative
- Appointment was on time HCA was pleasant and chatty x
- Appointment was on time, a very professional nurse,
- Appointment was punctual, Nurse **Chloe**'s approach was professional and personable. Thanks
- Approximately 50 min delay for my Covid vaccination and no written record of the type of vaccine Very disappointed
- Appt on time, nurse caring and professional. Always excellent service at surgery
- Appt was good and on time, but ladies toilet not working and still the same days later.
- Appt was on time. Procedure was quick and efficient.

- As a new patient I have been so impressed compared to long term poor service from previous surgeries/GPs. Quick check in, no waiting time, friendly and efficient
- As always service was great. **Emily** was so lovely as always. Thank you.
- As I have said before the surgery and all the doctors and staff are
- As professional and helpful as ever, all as smooth as clockwork
- Because he's good
- because I cant find fault with anything or anyone down there
- Because I got a very friendly efficient service on time.
- Because I went in on time, and my bloods were taken with no hassle. Nurse was quick and good as I have an aversion to needles. In and out in no time at all.
- Because I'm always treated with the up most respect and care.
- Because it was on time no waiting that is appreciated very good
- Because the service I received was professional pleasant & efficient.
- Caring and efficient nurse thanks
- Caring and polite
- Caring manner.
- **Chloe** (whom I saw) was professional & friendly. Couldn't fault her - all excellent! Thank you.
- **Chloe** explains things well helpful with any queries friendly
- **Chloe** has a very caring and understanding approach to her job. She gave me help and guidance today.
- **Chloe** was helpful and knowledgeable and kind
- Confusing saying spoke to me but my ears won't working to hear asked my daughter to ring but wouldn't speak to her because data protection
- Dead on time
- Did not have to wait long nurse friendly and thorough
- **Dr Lock** was very understanding, and he is the Best Doctor.
- Doctor was very helpful and informative and has recommended me to a specialist to see, very good service
- **Dr Battle** is positive, and constructive and a great help with my Parkinson's.
- **Dr Davey** was wonderful spent quality time discussing all issues was very knowledgeable and caring didn't feel rushed as normally feel we have to be quick
- **Dr Shatwell** didn't have a mask on, saying that she didn't have to and invited me to take mine off if I preferred, I declined. She did then offer to wear one
- Dr was excellent.
- Dr was very helpful.
- **Dr. Shatwell** is lovely and really put me at ease when I was feeling quite anxious. Marazion Surgery must be down as one of the best in the country.
- **Dr. Sugrue** was excellent in every way. I thank him very much.
- Ease of checking in and actions taken in waiting room to avoid too close contact with others. Appointment on time. Nurse very pleasant and discussed reas
- Easy to get appointment. On time. Nurse was informative and pleasant.
- Easy to use the self check in. Seen within minutes. Waiting room empty.
- Effective and efficient. Great staff.
- Efficient and friendly
- Efficient and pleasant
- Efficient friendly
- Efficient on time, perfect
- Efficient, friendly, informed me as to what was being done. Excellent!
- Efficient, pleasant and very few patients waiting.
- **Emily** is so lovely & so easy to speak to. Taking blood I never have a bruise & I don't usually feel the needle either.

- **Emily** was very good. I was only in the surgery for 5 minutes. I booked in, sat down, got called in and had a blood test, never been that quick ever.
- Even though we had to wait a bit for our appointment the nurse we saw was brilliant, very caring and helpful.
- Everything about it really good from speaking to **Rachel** yesterday to seeing **Dr Robbins** this morning
- Everything in the process from booking appointment to being seen on time perfect all staff very lovely and helpful.
- Everything was explained very clearly. At no point did I feel rushed.
- Everything was on time. Friendly and informative. Good surroundings and easy booking in system Generally a very good service
- excellent timing. caring and friendly nursing and reception staff.
- Excellent care as usual at Marazion Surgery today.
- Excellent facilities staff always friendly and helpful
- Excellent knowledge and really friendly & personable. Even made an appointment for me to see the doc. Great, thank you
- Excellent nurse,
- Excellent quick service
- Excellent Service, was above and beyond- very thorough.
- Excellent service and punctual times for appointments
- Excellent service on time and treatment first class
- Excellent service. No waiting time and a professional service
- Excellent service. Thanks.
- Excellent surgery and staff
- Excellent treatment by **Lucy**
- Fantastic nurse and receptionist
- Fast and efficient service by friendly staff
- FAST AND PLEASANT
- Faultless friendly and efficient
- Felt like I was listened to and he considered lots of factors. Didn't feel rushed
- Friendly and efficient staff
- Friendly and efficient.
- Friendly and helpful
- Friendly and helpful reception and dispensary staff. Very kind and lovely nurse saw me early. Everything about your surgery has been perfect so far
- Friendly and knowledgeable staff
- Friendly and polite
- Friendly and professional staff both on the prescription counter and also the nurse and phlebotomist that I saw were also very kind. Also appreciated no
- Friendly and reassuring
- Friendly efficient service
- Friendly efficient staff
- Friendly nurse Thankyou
- Friendly, efficient, and helpful.
- Friendly, efficient, and professional.
- Friendly, interested GP who explained everything and was very reassuring.
- **Gemma** was so lovely and explained everything in laymen's terms. Really helpful x
- Good appointment availability, friendly, informative and supportive appointment with nurse **Chloe**.
- Good around my working hours and also my own Doctor
- Good experience all round explained everything well

- Good eye contact. She was efficient and professional when taking blood. A good experience all round. Thank you.
- Good face to face consultation with the GP.
- Good service
- Good service
- Good service and quick
- Good Service very manly
- Good staff appointment on time.
- Great nurse. didn't wait long.
- Great service
- Great staff & service
- Great, friendly and efficient service as usual. Thank you
- Had to wait for 25 mins but it's the first time I've had to wait during my treatment
- Hardly any waiting time, quick and efficient treatment
- He was much better than the last doctor he put my mind at ease
- Helpful and efficient
- Helpful and pleasant staff,
- Helpful receptionists and friendly thorough doctor
- Helps make you relax
- Hi, didn't wait long. Clean room. Good meeting with the doctor.
- I am sorry but I don't know how to explain very good in any other way.
- I attended an appointment today and disappointed to find some other patients not wearing a mask and worse a dog came in with a patient and running around
- I can only reiterate what I've said on previous texts, first class
- I felt that Mrs Hatton was patient with me and took the time to look at my past history to resolve an issue thereby saving me a 10 mile journey to a podiatrist.
- I find Marazion surgery very efficient and supportive, and all their appointments have been on time with my reminders on texts all staff are very very efficient
- I found the doctor sympathetic and understood the problem and really did his best to get the right treatment for me.
- I got my blood test on time and efficiently; the young lady did an excellent job- virtually painless.
- I have always found the service provided by the surgery to be first class. I am so glad I transferred to it last year.
- I have received excellent service and help from the surgery. Dr Robbins has provided first rate advice and has been very thorough.
- I like this GP.. and actually all the GPs, nurses and receptionists in this super practice. Dr Shatwell is friendly, patient and efficient, listens and e
- I signed in on the usual screen when I arrived and sat in the waiting room thinking that I was going to be called in in the usual manner. When 45minutes
- I took my son in for routine injections, the nurse was lovely and knew how to settle my son he didn't even cry, she had stickers and a little certificate
- I was seen close to the appointment time. Nurse , cheerful and friendly, blood pressure and blood sample taken without any problems.
- I was seen promptly & staff was efficient
- I was seen within 5 minutes of arrival and had a very good examination and answers
- I was surprised that the doctor asked me 'why Was I there today?' as though I am there every day. I was only there because the oncologist had said I need
- I was very pleased with the understanding and positive responses I received and future arrangements that has been made. It was a very productive consultation.
- I wasn't made to feel I was an inconvenience
- I went in on time, was expected, the nurse was kind and professional . Couldn't ask for more

- In and out quickly
- Information was clear; investigations were thorough
- Informative, thorough, friendly but professional.
- Invited to attend. Friendly, polite and put at ease with a future appointment given for a follow up. Good service. Thanks
- It is doubtful what your survey actually means. My Covid 5<sup>th</sup> Jab was dispatched quickly and efficiently
- It was good to have a face to face conversation which made it easier to explain my symptoms and concerns with feedback
- It wasn't the blood test I was booked in for but it was resolved quickly.
- Just a very good service
- Just like to say thank you
- Kept informed regarding long wait.
- Knowledgeable. Listened well.
- Lee put me at ease about procedure and was very informative- total asset to the practice.
- Little waiting time Dr excellent things put in place for further tests
- Lovely caring, compassionate nurse **Kate**. Went above and beyond
- Lovely nurse. I hate blood tests but didn't feel a thing :)
- Lovely, kind and informative nurse.
- Managed to get bloods from me first time which I am grateful, she was a lovely and compassionate nurse
- Marazion Surgery is exceptional in the service it has provided for me on every occasion. A very efficient and well-run practice.
- **Mrs Hatton** is an experienced professional and good at her job
- My appointment today with Nurse **Shirley Hatton** was very good. She was friendly and efficient, covering everything that needed to be checked. Many thanks.
- My appointment was on time, I was given the appointment that suitable for me ,and the staff are wonderful.
- My appointment was only a few minutes late the nurse put me at ease while she was doing my diabetic check up. Feet bloods and blood pressure I asked did
- No complaints at all
- No prob getting an appointment. The new lady doctor was patient, kind and informative. Excellent service. Thank you
- No waiting about the nurse was very kind and pleasant
- Not a rushed appointment and I've known **Mrs Hatton** for many years so she was a familiar face and very easy to talk too
- Not good news for me but **Dr Robbins** made me reassured and that the process moving forward was explained thoroughly and I guess we'll see what happens
- Not on time but acceptable efficient and treatment up to date
- **Nurse Venning** was very thorough and pleasant
- Nurse very very pleasant. Blood extracted quickly with no repeats. 10 out of 10.
- Nurse was very thorough and most helpful with a pleasant personality
- Ok
- On both visits my appointments were on time and efficiently dealt with.
- On reflection I felt the visit was a waste of time as I explained my hip condition had got progressively worse and I was also concerned about this as I a
- On time
- On time very helpful and friendly
- On time, very professional , and very pleasant .
- On time and efficient
- On time and nurse was very efficient thanks

- On time appointment and hassle free
- On time efficient polite
- On time in and out which is very good thank you
- On time, efficient, kind
- On time, pleasant and courteous phlebomist, good information..
- On time, pleasant, quickly actioned
- On time, very professional
- On time. Very efficient. Particularly friendly and kind. Everything a patient could ask for, and a little bit more.
- Organised friendly staff lovely GP's
- Polite and helpful staff. No problems, seen in a decent time
- Poor injection technique for covid vaccine
- Precise and personal care
- Professional, caring and efficient
- Prompt and friendly
- Prompt consultation, GP taking forward further investigations, appreciate efforts to obtain diagnosis to determine any further treatment. Thank you.
- Prompt, informative, pleasant, quick.
- Punctual and very friendly - put my mind at ease re being a "needle
- Quick and efficient, and professional friendly service.
- Quick and professional nurses
- Quick to book appt. Lovely staff. Well organised.
- Quick, efficient, caring and nurse explained everything very clearly .
- Really top service as always, pleasant , efficient, knowledgeable.
- Reasonable waiting time and friendly staff
- Seen on time, purpose for appointment was explained
- Seen on time, quick appointment flagged due to cancellation, thank you.
- Seen On time. Good friendly service.
- Seen very quickly. Nurse very kind and efficient
- Shirley was lovely
- Shirley was really nice and friendly. She explained everything regarding my results and further questions I asked were answered thoroughly. She was helpful
- Short wait and doctor sorted things out quickly
- Short wait and nurse sorted things out quickly
- Smooth and pain free injection as well as lovely personality.
- So polite as I have found everyone thankyou
- Speedy appointment with a very caring nurse
- Staff Always polite, treatment yesterday was very efficient.
- Such pleasant staff
- Surgery busy but I didn't wait for long, a pleasant experience and efficient as usual.
- The doctor was very kind and took a lot of the discussing even the little problems. Thank you.
- The booking in machine didn't work again 12 weeks on. Reception officious manner. Booked me in using her computer and told I didn't have an appointment
- The doctor really listened and acted very swiftly
- The doctor was patient and thoughtful.
- The experience was first class.
- The Marazion surgery has always been helpful and respectful in everything they have done for myself and my wife.
- The nurse and doctor seemed very though and explained everything to me in the way I could understand, they are worth their weight in gold

- The nurse I saw was brilliant, lovely, polite and very helpful
- The nurse I saw was professional, friendly, empathetic, and knowledgeable
- The nurse I saw was very kind and sympathetic as I was so upset
- The nurse involved explained the Doppler Test well and in a manner I could understand. She was friendly and reassuring, a great asset to the NHS.
- The nurse was extremely pleasant, she explained everything to me. She answered all my questions quite thoroughly. She was very easy to talk to.
- The nurse was friendly and helpful, explaining to me.
- The nurse was very efficient and easy to get on with.
- The nurse was very helpful and polite...
- The nurse was very informative and also a nice friendly person
- The nurse was very professional, pleasant, and friendly
- The nurse who did my doppler test yesterday was really lovely & very
- The person I saw was attentive, knowledgeable and understanding of the issue at hand
- The person who took my blood, was, very professional with understand
- The reason I gave it 1 is because Dr Robbins is very kind understanding and a brilliant doctor.
- The receptionist was so helpful in every way
- The staff are always so polite and helpful. The nurse I saw yesterday really made me feel at ease when I went for my blood test
- The surgery was running late and the Nurse apologised. She need not have. She took some blood and I didn't feel a thing. All in all a pleasant visit
- The team at Marazion were helpful. Kind and very efficient. Top class.
- Told to come for bloods then told they were not needed. Tried to order a repeat prescription which now needs the doctors approval so another trip now needed
- Very efficient and quick
- Very efficient HCA, I asked for bp check as well, and also checked on a result whilst there.
- Very efficient in appointment making, reminder sent ,appointment on time ..... all good
- Very friendly and very pleasant made me feel at ease
- Very friendly, efficient, and professional
- Very friendly, timely and helpful.
- Very friendly. Efficient.
- Very good service and very friendly helpful staff
- Very good service the physio was most helpful couldn't ask for better
- Very good service with lovely Care Assistant, Emily I think.
- Very good staff and good service. Fitted my appointment around my full time job
- Very happy with my appointment thankyou.
- Very helpful and friendly and knew what would help me excellent
- Very helpful and friendly advice. Very informative.
- Very helpful and friendly nurse. Very approachable and very open.
- Very helpful and informative
- Very helpful and pleasant staff.
- Very helpful friendly nurse
- Very informative
- Very informative review with the Dr.
- Very pleasant and efficient. Thank you.
- Very pleasant nurse
- Very pleasant reception and the nurse was so kind and made me feel important and worth listening to
- Very professional, explained everything, thoroughly nice person
- Very prompt, professional and friendly service.

- Very punctual appointment, Very reassuring practitioner , informative but casual approach
- Very quick and on time
- Very quick to be seen, nurse was very gentle I hardly felt blood being taken. Overall very efficient
- Very quick, efficient and friendly service
- Very thorough, informative, professional, and personable
- Very thorough, polite and answered all my questions with a follow up scheduled for later. Couldn't have asked for more.
- Waited less than 10 mins after allotted appointment time. The **Dr Shatwell** was very helpful. Very positive experience
- Welcoming, helpful and giving helpful information.
- Were helpful and friendly staff
- Wonderful empathetic Dr who really listened and understood my issues. Sunday surgery is a fantastic service from our super Marazion team.
- Young doctor, extremely good face to face, very knowledgeable and just nice!!
- Your staff are always helpful, kind and understanding of the patients needs.

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