

**In June 2021 we had a total of 79 responses; 69 said that they were 'EXTREMELY LIKELY' and 6 said that they were 'Very Likely' or 'Likely', to recommend our GP Practice to friends and family if they needed similar care or treatment. You told us:**

- Appointment on time.  
All staff polite, friendly and professional.
- Appointment was late. Otherwise everything was A1!
- Appreciated having a quick appointment and having a physiotherapist at the surgery.
- Check in was good, seen on time, Covid infection control measures excellent, staff friendly and efficient.
- Clean premises. On time. Good social distancing. Fantastic friendly helpful staff
- Efficient, professional and compassionate treatment, thank you
- Excellent care as always and very covid safe
- Excellent service
- Excellent surgery and excellent staff
- Friendly professional and efficient
- Friendly helpful receptionist. Nurse explained everything to me. Good car parking.
- Good service and professionalism.
- Good service as always
- I chose 1 as Gemma explained things clearly and simply, both the diagnosis and way forward in the short term and possibilities for the longer term. She's a great addition to the practice.
- I was straight in for my appointment, had my treatment and all fully explained to me. I felt very safe, reassured and my treatment is going well. Thanks to all the Staff.
- Just a very comfortable and pleasant experience, it's the same every time I come to Marazion surgery...very friendly helpful staff, lovely environment to visit
- No problems, straightforward procedure. Would have given a 1 if nurse was a bit more upbeat!
- Nurse very helpful. Took blood pressure on request as an unplanned extra.
- On time and very efficient
- On time good nurse
- Polite, on time, friendly and efficient.

- Receptionist and GP helpful. Not keen on the telephone triage though... doesn't seem an adequate way to assess all patients, and likely to put off some from self-referral, which is risky.
- Receptionist was helpful on the phone  
Having a physio available at surgery good idea  
Links given to exercises to do  
Waited a long time at reception on arrival whilst team chatting behind the desk yet I was the only patient present - not helpful as I had a very painful foot and that's why I was there  
Ladies at pharmacy on way out super friendly, quick and helpful.
- Rude reception staff
- Seen on time and everything went well. Staff lovely as always.
- Unlike many experiences with doctors in the past, Dr Gamble 'LISTENS' & that is very reassuring. She is always thorough with explanations on possible causes, possible paths to resolve and so on. :-Very thorough.  
Very efficient.  
Very caring.  
Very reassuring.
- Waiting room well kept. Appointment time was kept within tolerances.  
Nurse was pleasant, friendly and attentive.

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