

In June 2022 we had a total of 385 responses; 96% (374) 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:

- All needs were taken in to account...mental health and physical and I really appreciate this. I couldn't do the appointments without the mental health un
- All questions answered in a concise manner which could be understood.
- Always an excellent service at Marazion
- Always a good caring appointment
- Always extremely good care & service at this Surgery and an exceptional team of professionals.
- Always friendly
- Always very good service, friendly and on time.
- **Angharad** is truly committed and compassionate young lady in her work as a pharmacist. Her immense care and knowledge is unparalleled by one so young
- Appoint on time. **Lee** very professional in taking blood and made to feel relaxed.
- Appointment
- Appointment on time and the Nurse (**Emma, I think**) was very pleasant and gentle. Thank you
- Appointment on time, condition taken seriously with urgent referral
- Appointment on time, straight in and out no messing about, it was a blood test, straight forward
- Appointment was on time and effective
- Appointment was on time and efficient but person I saw did not have her long hair tied back which is an infection control risk especially when performing
- Appt on time. The nurse was very friendly, informative & receptive
- As always, extremely caring and pleasant staff, thank you for being there when needed.
- As usual on time and with care
- Because it answered our questions even if slightly behind schedule.
- Because **Lee** (can't recall his surname) was so kind, pleasant and efficient.
- Because of staff shortages had to wait 15 mins for appointment and at reception had to wait to book appointment. Otherwise all good
- Because the meeting face to face n meet a real person that knows her stuff n discuss options is most welcome in this world off txt messages feel much mor
- Because the nurse was very helpful and answered my questions
- Because you are always looked after. Best surgery around.
- Bit of a wait, but treatment excellent
- Blood taken by trainee. Very impressed
- Both appts lovely staff. Felt relaxed. Very efficient
- Cheerful efficient nurse
- **Chloe** gave me a very thorough check to see if I suffered from Asthma, she was informative and reassuring I will look forward to seeing her again to help
- **Chloe** is so professional and makes you feel easy and most importantly she sorts the problem...Top marks Chloe
- **Chloe** is very professional but also very affable. She made me feel less anxious and talked me through all the steps and the procedure. 11/10 nurse
- **Chloe** was lovely, very efficient and friendly. No problems at all
- **Chloe** was very informative, friendly and very willing to help

- Conscientious also friendly
- Dealt with by a very helpful and approachable assistant practitioner.
- Didn't have to wait long. Quick and efficient procedure.
- **Dr Blight** was very reassuring, professional and took my issue seriously.
- Efficiency professional pleasantly friendly polite
- Efficiency, patience and friendliness
- Efficient and friendly
- Efficient check in and appt was on time
- Efficient check in on computer, appointment time was spot on. Polite charming staff.
- Efficient friendly service
- Efficient knowledgeable and friendly
- **Emily** was very friendly and efficient
- Everyone is always very helpful no problems at all
- excellent service from friendly and professional nursing and reception staff.
- Excellence service. very helpful and kind.
- Excellent reception area and waiting room, staff kind and considerate and friendly
- Excellent service all round
- Excellent service from a professional, friendly practitioner. She was skilfully able to get blood samples from me without issue, whereas sometimes my ve
- Excellent service, staff fantastic always treated well
- Excellent, knowledgeable and friendly staff
- Fast and professional service.
- Fast friendly helpful
- Fast, efficient, successful, well done!
- Friendly and efficient
- Friendly and happy staff
- Friendly and professional
- Friendly efficient and helpful no waiting though I was late arriving
- Friendly efficient service
- Friendly not but not condescending and helpful.
- Friendly, efficient, booking in system working again post covid, music in waiting room drowns out crushing bores but obscures patient names and room for
- Friendly, helpful and efficient **Dr Herdman** 10/10
- Friendly, well-kept premises, efficient.
- **Gemma** the Physiotherapist I saw today, was extremely helpful and wonderfully kind.
- Girl on pharmacy was polite and helpful as was the nurse.
- Good advice and prompt attention
- Good because the room was clean and tidy. Only good as I had to wait about 25 past my appointment time
- Good communication and punctual.
- Good experience by professional staff
- Good service
- Good welcome, comfortable seating, friendly and knowledgeable nurse who was on time.
- GP seemed like he had time to talk and understood my daughter's mental health issues
- GP very approachable, discussed problem, gave good advice and referred on for scan. Thank you everyone at the practice
- GP was kind, patient and I felt valued and listened too. Thank you
- Great advice given
- Hardly had to wait, tests done quickly and efficiently
- He was nice, kind, made me feel at ease.

- Heart failing - quick response from **Dr Robbins** - admission details from **Dr Tinkler** also appreciated
- Helpful, friendly, professional, efficient
- How long have excellent friendly service as usual
- I arrived on time checked in and waited to be called. After 15 mins I saw the nurse leave her room so I enquired at reception if the nurse was behind time
- I felt at ease with the nurse and she was really lovely
- I made an appointment with **Emily**, the nurse, several weeks previously, as either Emily or **Shirley** can painlessly and easily take my monthly bloods. I ha
- I rushed to be at the surgery on time but had to wait ten minutes after my appointment time to be seen. Otherwise it would have been a very good. Sorry.
- I was confident in the surgery . Booking in was simple and the physio I saw was brilliant!
- I was asked to come in to review my medication and to bring my medication with me. I received two reminders. On arrival for my appointment, I was told
- I was seen quickly and efficiently. I had 2 appointments and one followed the other very quickly.
- I was treated with respect and kindness, my questions were answered clearly concisely.
- I went for a blood test and I got my blood test quickly & efficiently - **Hannah** was good. Also I appreciate how quickly you have produced my prescribed me
- I would prefer to see my doctor more often, but completely understand why this doesn't happen. Calling up for an appointment at 8am can be very stressful
- It is not my responsibility to have drugs discontinued, when prescribed, by leading clinicians in this field. Each drug is endorsed or agreed by regu
- It was very good
- I've always had a kind and caring service from all the staff. I've often commented on the high standards provided by the nursing staff who in lots of cir
- I've chosen this answer because **Dr Robbins** made me feel at ease whilst I was explaining things and actually listened. I'm happy with the outcome and the
- Jeez I am in pain I don't need this
- Just great service for me as I'm struggling with my condition what a lovely nurse so understanding
- just perfect - as per previous (multiple visits)
- Kind and efficient blood taking
- Kind and helpful
- Lovely nurse
- Lovely young nurse who took my blood, very friendly
- My appointment was on time and the doctor was fantastic and I had extra medication to get and the pharmacy had these in stock
- No fuss in and out in less than 5 minutes and nurse explained what the injection was for couldn't ask for better service
- No overcrowding, quick and efficient.
- No problems
- No waiting GOOD DOCTOR nothing too much trouble
- No waiting time, friendly nurse, in and out without any delays
- No waiting. Clean waiting room. Nurse kind informative and efficient at taking blood. Next appointment made easily. Pharmacy helpful too
- No waiting. Kind and helpful staff
- Nurse **Hatton** was very helpful
- Nurse listened to my questions, reassured me and gave good advice.
- Nurse very efficient and did not have to wait long for my injection
- Nurse very friendly & reassuring. Excellent
- Nurse very good

- Nurse was lovely. On time. Explained what need to be done
- Nurse was lovely, informative and caring. Seen straight away.
- Nurse was lovely. Informative. On time. Receptionist also very nice.
- Nurse was super polite and helpful
- Nurse was very kind and helpful
- Nurses and NHS stag have a difficult job and do Not need the criticism thrown at them by "so called small minded critics"
- Nurses attitude excellent...knew what she was doing taken my blood on first attempt normally leave like a dartboard...
- On time, nice nurse
- On time and effective consultation only negative 2 weeks to wait for simple blood tests but I understand the NHS is on its knees so I am thankful for this
- On time. Good advice. Listened to my needs
- On time, **Chloe** was brilliant, friendly and professional
- On time, friendly etc
- On time. Very helpful
- Outstanding surgery & outstanding staff very grateful as so helpful
- Over 40 minutes late going in with no apology. Also a non-patient came in visiting from Australia and was seen within 5 minutes.
- Pleasant helpful professional
- Pleasant manner of doctor and painless injection.
- Pleasant nurse, appt on time
- Pleasant receptionist then didn't have to wait long. Consultation was thorough with appointment for follow up blood test and scan.
- Polite and professional service
- Professional, friendly nurses who explained everything I needed to know.
- Prompt and efficient service.
- Prompt and efficient.
- Prompt and informative.
- Prompt response and thorough examination
- Punctual and excellent phlebotomist
- Punctual supportive patient and answered my questions
- Quick, easy, no problems
- Quick, efficient, and friendly.
- Quick, efficient, on time
- Really appreciate **Dr Herdman's** time and helpfulness re the matters I raised with him.
- Really friendly helpful nurse. Makes all the difference!
- Reason why The surgery is excellent and staff always pleasant and helpful
- Same day appointment and nice to see surgery is almost back to normal.
- Seen on time and dealt with pleasantly and efficiently
- Seen on time in friendly efficient manner very pleased
- Seen on time, nurse very efficient.
- Seen quickly & management plan agreed with the asthma nurse
- Service very good and **Emily** very friendly
- Service was excellent. Very thorough and professional. Also very prompt. Appointment was on time. Thank you!
- Short waiting time, treated very kindly, felt reassured
- Signed in not long to wait doctor explained everything came away happy
- Speedy check in. **Shirley** was lovely, very reassuring but thorough. She answered all my questions. Very pleasant appointment

- Speedy service, as usual, no complaints.
- Staff are always friendly and are happy to help. It's a pleasure to deal with the nurses, who are always positive and cheerful.
- Staff are very friendly and professional
- Staff reception were helpful and kind and so was the nurse overall very good. I can't complain
- Swift and easy to get an appointment and thorough unhurried consultation.
- Swift and friendly
- The appointment my dad had was different to the text I received. Meaning we had a long wait.
- The appointment was punctual, thorough and polite.
- The Dr was very good but there will be a 31 wk wait for an important part of my treatment. The NHS NEEDS MORE FUNDING!
- The G.P. listened to my problems and his response was very helpful. I am confident that my issues are going to be resolved.
- The lady was punctual, considerate and very helpful.
- The nurse I saw was very kind and helpful.
- The nurse I saw, **Chloe**, was really good and put me at ease about my appointment and what would happen after. Thank you
- The nurse that I saw was very kind and smiley.
- The nurse was really friendly, efficient and extremely helpful.
- The nurse was really kind and considerate and the appointment was on time
- The nurse was very good at job
- The nurse who took my blood this morning made me feel so comfortable. I don't like having blood taken, but when she said a scratch coming.. I didn't even
- The pharmacist was very pleasant, thorough and made me feel at ease throughout the visit.
- The Practice nurse was very thorough and put me at ease with questions I had. Very efficient with covering everything with my copd
- The reception staff were very efficient and friendly and the nurse was really pleasant and good at her job
- The service was quick and efficient. I appreciated the space in the waiting room from a Covid perspective.
- The visit was very good thank you
- The young doctor I saw was very thorough and explained recent tests I had done, he was both patient and reassuring.
- There was no delay and the nurse was lovely
- they are brilliant
- Very efficient
- Very efficient and friendly as always
- Very efficient and friendly.
- Very efficient service and care taken
- Very empathic professional lady who listened and took note of all my concerns and guided me to the correct course of treatment in her professional opinion
- Very friendly and efficient staff always welcoming, kept informed at all times
- Very friendly professional service .was very nervous to have treatment ,nurse was amazing !
- Very friendly. Professional and efficient
- Very good and efficient consultation. Prompt action.
- Very good kind service
- Very good positive discussion
- Very good service as usual and very polite
- Very helpful
- Very helpful and answers any of my concerns regarding the tests
- Very pleasant helpful Doctor,

- Very pleased with all the staff at the surgery
- Very professional and caring job well done
- Very professional consultation. Would have benefitted from being longer but receptionist would not let me book 2 appointments, so this was no reflection on GP
- Very professional, non-judgmental and kind.
- Very prompt appointment and friendly and informative nurse all around a good experience.
- Very prompt appointment, helpful reception, reassurance from GP very much appreciated.
- Very prompt, professional and friendly service.
- Very quick appointment. Friendly nurse.
- Very short wait
Quick injection by nurse and out almost before I knew it.
- Very smiley kind nurses for the children's' vaccines
- Very welcoming the receptionist & Gemma the physio also very friendly & very helpful
- Waited 1.5hrs and still didn't see a doctor and cannot book another appointment I was on time and no reason was given for the delay
- Went in on time, lady polite and efficient. No fuss and clear when answering questions.
- Your staff are extremely polite and helpful. The appointment was on time and the nurse efficient in taking my blood. Thank you

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