

In March 2021 we had a total of 84 responses; 76 said that they were 'EXTREMELY LIKELY', and 7 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:

- A great surgery with on site pharmacy!
- Because as per usual everything was dealt with utter care and professionalism, and of course a smile, thank you
- Doctor treated me like an intelligent human being not just an addict, nurse was lovely and helpful as usual, took her time even tho was very busy surgery
- Efficient, friendly staff. COVID secure, felt safe attending the surgery.
- Excellent knowledgeable staff and quick service
- Friendly and efficient
- Friendly and efficient service
- Friendly and professional as ever. Felt very Covid safe.
- friendly lady punctual
- Had a wasted journey as was called for a smear test but it wasn't due. Nurse Brodie though explained thoroughly some screening that I'd had previously at the hospital which was reassuring to know.
- I felt safe within surgery. Nurse very caring and professional.
- I gave a 1 very good, because the nurse was lovely, I felt at ease which made it a happy time,
- I was seen very promptly and the nurse was very efficient and pleasant.
- I was welcomed from walking into the reception area and given clear instructions what to do, where to go and what would happen next, I didn't wait too long to be called and the nurse was there to greet me, who explained everything throughout in a clear simple way.
- Laura was friendly and professional. However at the reception I was requested to wash my hands at the WC. The state of the WC was not good with water and used paper towels on the floor. Overall the service was excellent with the exception of the toilet.
- Marazion surgery staff are always friendly, I have had a phone appointment with a nurse and it was excellent service
- My irregular heart rhythm makes readings awkward for the staff.
- Polite, safe, friendly and on time
- Quick. friendly. efficient.
- Really professional staff who made me feel very at ease
- Seen very quickly for blood test in an evening clinic, due to work. Results and updated medication dealt with quickly, and information

provided via text message. Excellent service. All staff are professional and welcoming. Highly recommend the practice.

- Swift and efficient
- The medical staff were clear, calm, informative and friendly. They made me feel safe, and worked with care and efficiency. It is not a comfortable procedure but they made it as smooth and easy as it could be. Thank you
- The nurse today - Elizabeth, I think - couldn't have been kinder or more patient. Thank you.
- The nurse was very friendly and professional, and I have always found everyone at the surgery excellent
- The reason I have made those comments is that I have been a patient at Marazion Surgery for 31 years and the treatment I have had over that time is rated No 1 all the time
- The reception staff were very helpful and the nurse was very friendly and lovely with my little boy.
- Very efficient and helpful
- Very helpful receptionist. The nurse was equally so. They were also cheerful.
- Very pleased with all the staff I came across today. But, as mentioned, I thought some ventilation would have been in order.
- Was seen early. Everything very smooth. Really grateful to my Surgery, wonderful staff x

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