

In May 2021 we had a total of 144 responses; 139 said that they were 'EXTREMELY LIKELY' and 4 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 polite, fast and efficient service - I am very grateful!
- A very efficient process and ran well by all staff
- All staff were friendly, kind and professional.
- Always so polite and helpful.
- An exceptionally well organised practice. Friendly and considerate staff.
- App on time. Dr asked relevant questions before inoculation.
- Assessment Very good because of recent registration and offer of Covid vaccination very quickly. And staff friendly, helpful and professional.
- Because they accommodated me with an earlier appointment.
- Dr Lock knew me. Rather than being a name which nobody has any idea about.
Receptionist was polite a rare thing at the surgery these days. Didn't treat me like I was in the wrong for daring to turn up for an appointment.
- Dr was very nice. Everything clean, explained well and completed fast.
- Easy checking in for appointment, short waiting time, efficient friendly medical professional providing the medical treatment
- Everyone was very helpful and courteous. It was a straightforward visit
- Everything is Well run at Marazion, one way system works very.
- Excellent, I felt very safe and so pleased to get my treatment today.
- Fast, efficient, very pleasant staff.
- Friendly, competent and efficient.
- Friendly and listen to me with my condition and was very helpful in referring me for further tests
- friendly informative helpful
- Friendly staff (nurse Ferris)
- Friendly staff always makes sure everything's okay
- Good Service.
- Good service. Seen on time.
- I chose "1 very good" because the surgery was very well organised, I was seen on time and was spoken to which helped me relax while having my vaccine.
- I felt a little rushed but
- I forgot my appointment. They called to remind me. I could still come. And they were very friendly, sweet and polite to me.

- I found the experience to be very efficient and timely. I was asked relevant questions before the jab and then given necessary advice to rest for a period of time to make sure I had no ill effects.
- I have chosen option 1 because I have always experience very good service from the surgery and the pharmacy. All staff are amazing.
- Informative and reassuring doctor, very happy to have seen him.
- Marazion surgery staff have been professional and continued with caring treatment of patients. Their efforts rolling out the vaccinations have been exemplary.
- Nurse explained everything clearly and quickly
- Prompt respectful attention & as Blood Test hardly any discomfort .x
- Quick friendly and knowledgeable
- Quick in and out
- Quick, efficient and friendly
- Really well organised.
- Receptionist was on the phone for a good 3 or 4 minutes dealing with a patient which made me late booking in that I'd arrived for my appointment. Nurse was then running 30 minutes late - not complaining about that as things happen out of her control but it would have been nice to be told she was running that late when I arrived.
- Smooth and friendly quick service. Well run.
- Staff were pleasant and efficient.
- Swift, excellent and friendly service.
Good job done by nurse Lucy.
Thank you.
- The nurse was very polite and informative, a pleasure to have had my vaccination by her.
- Today the arrangements for the Covid jabs was smooth and very professional throughout. Polite meet & greet, limited waiting time, followed by a quick visit for the vaccination. Thanks
- Very efficient service and booking slot on time. No complaints and much appreciated. Keep up the good work
- Very friendly and helpful members of staff
- Very professional and swift delivery of service
- Very prompt treatment and follow up, very friendly and helpful staff
- Very sympathetic and caringly dealt with at this visit.
- Welcomed immediately, simple process, waited only moments to be called in, met by my own GP so felt very comfortable. Just superb service from a superb surgery

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