

In November 2021 we had a total of 161 responses; 144 said that they were 'EXTREMELY LIKELY', and 14 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 good appointment, trying a new approach to get healing started. Cannot fault the dedication of the nurses in very difficult times.
- 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 understanding.
- All Staff are very helpful and friendly.
- Always there, always efficient and so caring. Outstanding service for this beautiful surgery
- Appt on time and very caringly dealt with
- As always, a friendly, clean environment, with staff who obviously care, despite the ongoing pressures.
- As ever very efficient and friendly team at the surgery. Good communication throughout and brief waiting time for appointment. Having recently moved from another area I am always impressed with the excellent overall service from Marazion Surgery!
- Because the staff are always very helpful and caring
- Because the staff are so nice, appointment on time, and blood test done very efficiently
- Blonde bombshell was immaculately presented.
- Clear and informative. Nice manner. Left feeling much better, thank you
- Dealt with very professional with appropriate care and attention
- Dr Killeen and Shirley were both friendly and informative and put me at ease. I would like to say it was a pleasure to be there, well as much as it can be a pleasure when you're having your coil removed and a new one put in!! Seriously they were both fantastic and a true credit to the surgery
- Easy to make an appointment via email far better than phone. No wait and excellent treatment/advice.
- Efficient and well organised
- Everyone at the surgery always very friendly and helpful. Thank you.
- Everything always goes smoothly.
- Excellent care taken as always
- Excellent doctor !
- Excellent service, I felt well cared for.
- faultless as usual!
- Friendly and professional as ever. Felt very Covid safe.
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- Friendly, informative, punctual and efficient.
- Friendly, professional and put me at ease during a painful procedure.
Thank you
- I based my rating of Very Good on the following. I saw the practice nurse at the scheduled time, she was very professional in carrying out the blood pressure tests and taking my blood sample. She also advised me to have another blood pressure check in about three weeks time as it was a little on the high side today.
- I feel reassured and understood during my appointments and my mental health which affects my appointments is taken as equal to my physical health.
- I have been back to the surgery for a repeat of a leg problem that started back in May this year. Despite the nurses best efforts and excellent care, and tests to sort my problem, the condition has still returned and is spreading and getting worse. I do feel that Covid is at the forefront of everything - to the detriment of everything else. Thats nobody's fault, but it is affecting my rating.
- I was pleasantly surprised by the receptionist as well as the Dr ... it was my 1st visit I'm housebound usually but glad I had the chance to go & meet them!
- I was seen on time I had 2 appointments which were one after the other. Reception was very efficient and friendly. Very clean and tidy surgery and COVID safe
- I wasn't happy with the way the reception lady spoke to me. Her manner was very abrupt. I was a couple of minutes late for my appointment, which I apologised for and I also had to wait while she was on the phone talking to a patient, before I could book myself in. By this time my appointment time was 8 minutes prior. I didn't like the way she spoke to me in front of other patients. She was quite rude. Never had a problem before, and the nurse was lovely, so the rest of my experience there was no problem at all.
- I wasn't kept waiting long. All staff I saw were friendly, helpful and efficient. The GP was thorough and didn't rush the appointment
- In and out no problem thanks
- Kind professional nurse
- Laura the nurse was super lovely & made me feel very at ease.
- Nurse was lovely, very kind and caring.
- Nurse was very pleasant and kind, no waiting , just got on with the job. Very pleased with my flu jab.
- On time and smoothly run.
- Polite, helpful, perfect

- Prompt efficient service from the nurse. Polite staff. Clean safe waiting room.
- Prompt service with happy smiley faces.
- Reassuring treatment
- Reception, the nurse and dispensary were all welcoming, caring and respectful.
- Service was excellent as usual
- Smooth visit from reception to Nurse appt. Nurse pleasant and informative.
- Staff are always kind as well as professional.
- Staff attentive and polite, appt was on time and nurse was efficient, gave feedback and further information. Thank you
- Supplied me with a mask because I forgot mine and felt it all very efficient.
- The locum GP I saw really took the time to complete a holistic assessment of both my mental and physical health and we were able to agree a joint plan of treatment and review.
- The nurses and Doctors are all very supportive and willing to listen.
- The nursing care is faultless. I appreciate how hardworking yet caring the nurses are - excellent.
- The staff were quick, friendly and efficient.
- The young nurse was excellent and the service top notch
- Treated with care and respect. Even though the surgery was so busy all staff just make you feel at ease.
- Unfortunately, nurse Jennifer was not able to draw any blood after 3 tries. Appointment now rebooked for 14th December.
- Very caring practice nurse thank you
- Very caring, Active listening and very patient.
- Very happy with service
- Very helpful and informative with any questions I had
- Very pleased with the care i had from physio and advice
- was quick as it was wrong day and i was the only one there
- Wonderful friendly and well trained staff. Service was also running on time.

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