

In October 2021 we had a total of 135 responses; 123 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:

- A cheerful and helpful experience
- all brill!
- Appointment was at a very convenient time for people who work normal hours and the clinic was working on time and very pleasant.
- Called me in following Optician's report; was this really necessary when so many people want F2F appointments? Dr had not read notes.
- Efficient
- Efficient friendly staff
- Excellent service
- Felt safe, friendly staff and quick attention
- Friendly, helpful staff, well organised.
- Great friendly service
- Have always received the best treatment a specially during the Pandemic & was same this morning x
- I only had to wait about 8 minutes past my appointment time before being called in. The nurse was ready for me. She listened to my concerns around not being able to access the blood tests I had at Treliske 2 weeks ago. Had Mz surgery been able to access them this blood test would possibly have been unnecessary . The nurse also listened to my concerns about the amount of waste that is going on in the NHS at the moment partly because of Covid but also because of possible over testing. The nurse also listened to my concerns about the packaging of the drugs I have regularly and has requested that I have bubble pack with the days of the week printed on them. I did not feel as though she wanted to shoo me out.
- I think we have the best surgery and all the doctors and staff are very professional and pleasant to deal with, thank you
- It was easy to book and appointment went smoothly
- It was good
- Made to feel very at ease about a potential taboo medical issue
- Mrs Ferris has been extremely supportive and has spent a great deal of time trying to heal up the site of my biopsy. As usual all the staff be it Medical or administrative at Marazion are so caring and professional. Thank you.
- My blood test failed to get analysed so I now have a 3rd appointment
- Nurse Chloe shows great knowledge & understanding & dealt with my issues very well.

- On Time. Clean. Friendly.
- Quick, easy and friendly
- Really appreciate being able to see physio at the surgery and not awaiting a referral. Physio was brilliant and perfect that she has children's physio experience.
- Really very grateful to all the staff at Marazion Surgery for all their help and support.
- Seen on time. The Receptionist was incredibly helpful me solve a problem. We are at the surgery twice a week for my husband have his dressing changed. Total respect for all the staff. They are wonderful and we are extremely grateful for the level of care. Thank you Marazion Surgery
- Staff were very friendly and professional and was seen promptly after arrival.
- The attention from your surgery has always been excellent, and again this morning.
- Unfortunately arrived 2 minutes late due to traffic in the village. Was 10 minutes late checking in after the lady before me at the desk was sorting something out. I had anticipated that I may not be able to have my appointment if it made the rest of the schedule late, although I had not anticipated how rude the receptionist would be. She informed me that not only could she not reschedule my appointment, I MUST move to a GP in Bristol now that I am there 4-5 days a week during term time (30-40% of the year..) but I MUST move, she can't reschedule the smear test, "off you go!" basically! I tried to explain that I wanted to stay with the Marazion surgery as I like the Doctors and the receptionists are (usually) really friendly and helpful and the e-consult service is really good and I like the pharmacy my prescriptions go to, but I couldn't get a word in and she made it pretty clear I should leave and never come back! I couldn't believe how rude she was. Especially as when I booked the appointment on the phone and explained that I was in Bristol during the week but back for half term, she was fine with that and made sure I could get my smear booked in. All in all a very unpleasant experience.
- Very good service
- Very impressed as always with the care and attention we receive. Libby is a wonderful nurse and we appreciate her and all the other nurses for all they do. Thank you
- Very nice to see doctor face to face and he was very helpful and friendly
- Very organised in and out in minutes. Thank you
- Very professional and quick
- Very prompt and pleasant
- Very short wait. Very polite and informative consultation.

- Well organised. Friendly staff. All very efficient.

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