

**In September 2021 we had a total of 62 responses; 58 said that they were 'EXTREMELY LIKELY' and 4 said that they were 'Very Likely' to recommend our GP Practice to friends and family if they needed similar care or treatment. You told us:**

- All went smoothly!
- Always so professional & kind.
- As always with my blood test, professional and friendly, Shirley has time to have small talk , helps to put you at ease , that balance is good , never have to wait long plus appointments usually always on time .
- Because Gemma was Very Good.
- Because the appointment was postponed because the nurse is ill
- Clean, friendly staff on time and well organised
- Doctor was patient kind and courteous
- Dr Murphy was absolutely brilliant, She made me feel very relaxed and was very thorough!
- Efficient, friendly, and Covid safe.
- Efficiently and caringly dealt with.
- For being very helpful and supportive, very professional with positive advice, having empathy and understanding
- Friendly efficient and very helpful
- Friendly efficient service
- I have always had excellent treatment at Marazion Surgery
- I would have given it top marks but I did not get the specified nurse I had booked to do my blood test. Shirley Hatton
- On time and very efficient
- Quick, timely service, with great care and support.
- So far, I have found all permanent 'on the floor' staff members to be polite and efficient. The permanent doctors and nurses I've seen have never made me feel silly and always take time and care - not dismissive and always polite
- The ECG was carried out efficiently but the staff shortages make extra difficulties for staff and patients.
- Very friendly staff. The nurse was lovely, and made me very comfortable for what is not a particularly nice procedure. Thank you.
- Very friendly, efficient treatment. Thank you very much!
- Warm friendly manner, efficient, helped me sort out another issue without hesitation.
- We always have good service. Polite and helpful. Never had any problems in 31 years.

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