**In April 2024 we had a total of 464 responses:**

* **Very good x 407**
* **Good x 38**
* **Fair x 5**
* **Neither Good nor Bad x 7**
* **Poor x 5**
* **Don’t know x 2**

**You told us:**

|  |  |
| --- | --- |
| Very good | Appointment on time helpful and friendly staff and discussion with doctor excellent  |
| Very good | Very helpful and informed |
| Very good | ? |
| Very good | 10/10 |
| Good | 20 minutes late but very good otherwise  |
| Very good | 2nd of 2 appointments 1 after the other seen early. Brilliant same comment as previous.  |
| Very good | A friendly, helpful, and highly professional team throughout this Surgery as always. Dr Robbins was terrific…took time to explain everything and was extremely helpful and reassuring.  |
| Very good | A positive experience  |
| Very good | Able to get appointment same day as rang to make one  |
| Very good | Absolutely perfect  |
| Very good | Absolutely perfect,  |
| Very good | Actually went in before my appt time and all went perfectly |
| Very good | A Dr Robbins put me at ease and gave me enough time to express my concerns. He was clear in his explanations and thorough  |
| Good | After telling my doctor the symptoms I was experiencing, he was very patient in explaining his diagnosis, having examined me. He gave me a list of exercises to do which should, in time, alleviate the pain I am experiencing. The reassurance he gave me meant a lot as I was worried that the problem I have was more serious than it actually is. |
| Very good | Ahead of time quick and efficient  |
| Very good | All clearly explained with a plan how to proceed!  |
| Very good | All on time a friendly informative staff |
| Very good | All round great |
| Very good | All staff members were lovely as always.  |
| Very good | All staff very helpful & friendly |
| Very good | All went well  |
| Very good | Already really good  |
| Very good | Always efficient..lovely Doctor and most of all feeling safe with the knowledge that your practice is looking after us |
| Very good | Always feel looked after  |
| Very good | Always friendly and helpful |
| Very good | Always has time to chat about other worries I have  |
| Very good | Always professional  |
| Very good | Always professional but very nice and understanding  |
| Very good | An excellent consultation. Extremely informative friendly and professional. This was service of the highest order. THANK YOU  |
| Very good | App on time Doctor very approachable and informative. Thank you |
| Very good | Appointment at a time to suit me with my work commitments.  |
| Very good | Appointment bang on time, 15 minutes with doctor.-vg |
| Neither good nor poor | Appointment cancelled due to unavailability nobody advised of cancellation contacted surgery to ask what was going on was expecting a text back advising of a new appointment nothing received yet |
| Very good | Appointment early, very efficient nurse for Blood Test |
| Very good | Appointment on time. Very helpful and understanding.  |
| Very good | Appointment on time & staff brilliant as always  |
| Very good | Appointment on time excellent nurse always pleasant and understanding  |
| Very good | Appointment pre booked and doctor understood and dealt with my problem  |
| Don't know | appointment was cancelled  |
| Very good | Appointment was on time and efficient  |
| Very good | Appointment was on time and processed efficiently 😀 |
| Very good | Appointment was on time as usual. Excellent service |
| Very good | Appointment was on time, quick and friendly. |
| Very good | Appt on time and friendly staff |
| Very good | As always Chloe so friendly but professional. |
| Very good | As usual Dr Ramavat was patient and caring an after listening to my concerns we decided on a plan to help me move forward  |
| Very good | Attentive and professional  |
| Very good | Because I did not have to Make literally hundreds of telephone calls trying to get an appointment. The one telephone call it took to make the appointment was Answered by one of the professional receptionists You now have working at the Surgery. |
| Very good | Because I had a smear test, not the nicest thing in the world but the nurse was swift and the procedure relatively pain free |
| Good | Because I was carefully listened to  |
| Very good | Because I was given the help I needed at that time. |
| Very good | Because I went for my asthma check and nurse Chloe Gendal really listens to you and is very professional and friendly. |
| Very good | Because it service is very and friendly as always.  |
| Very good | Because it was |
| Very good | Because my appointment with Gemma was excellent. She answered all my questions fully, gave me advice to help keep mobile whilst waiting for hip operations. Was encouraging and positive. So friendly and easy to talk to.  |
| Very good | Because of the responsibility and knowledge of the nurse whom I saw. |
| Very good | Because that's what it was. |
| Very good | Because they are trying to look after me with their tests which is very much appreciated  |
| Very good | Because yet again an informative and friendly service where you feel you are important.  |
| Good | Better than it has been, booking seems better. |
| Very good | Blood taken efficiently by Shirley. I am usually very difficult as my veins are tiny.  |
| Very good | Brilliant as always even on a rainy day  |
| Very good | Brilliant service brilliant staff |
| Very good | Called in early, prompt, friendly, efficient  |
| Very good | Came away from appointment happy with answers to my questions.  |
| Very good | Caring response to my medical problem, performing investigations straight away. |
| Very good | Caring, interested, thorough, helpful, clear description of process to be followed. |
| Very good | Chloe was as helpful and happy as always. Supports you and listens to you.  |
| Very good | Chloe. Listened and was helpful as usual.  |
| Very good | Clear and helpful appointment  |
| Very good | Cloie was friendly and helpful.  |
| Fair | Confusion on Surgery part as to what should be done and when. |
| Poor | Daughters appointment time was 9:30am but wasn't seen until just before 11am. We expect a slight wait but this lengthy wait meant that another appointment I had elsewhere for 10:30 had to be cancelled. Upon taking the prescription to the surgery dispensary we were told that we she was not set up as a dispensing patient even though both parents are. Then we were told that none of our family should be dispensing patients. We have lived at our address for quite some years but it seems that as we were unable to live at the property for the 1st year due to renovation & attended st Ives surgery where we lived at the time that we are being penalised.  |
| Very good | Diagnosed well explained  |
| Very good | Didn’t feel rushed and was able to talk through my symptoms with the doctors. I also felt that the doctor explained clearly the next steps.  |
| Very good | Didn’t have to wait long, new dr was very thorough  |
| Fair | Didn’t see the dr I thought I was supposed to as he has been treating me for a very long time though the app was made from the surgery two weeks ago  |
| Very good | Doctor answered concerns |
| Very good | Doctor is helpful and easy to talk to. |
| Very good | Doctor listened made a plan inspired confidence at my 1st visit ... |
| Very good | Doctor Lock is a Very Good Professional. He knows what he’s talking about. |
| Very good | Doctor was kind, informative, helpful. All I could ask for. So lucky to have great surgery and doctors.  |
| Very good | Doctor was lovely and very informative got through to appointments on the morning surprisingly quickly.  |
| Very good | Doctor was superb - very helpful and pragmatic  |
| Very good | Doctor was very good, and receptionist very helpful,  |
| Very good | Doctor was very helpful and kind |
| Very good | Doctor was very thorough and me fill at ease  |
| Good | Doctor was very thorough but still do not have a definite diagnosis  |
| Neither good nor poor | Don’t recall the visit  |
| Very good | Dr Davies was very pleasant, listened, helpful, informative, and arranged follow ups, blood test etc  |
| Very good | Dr Herdman listens and I feel I can trust him  |
| Very good | Dr Herdman was very professional whilst being refreshingly jovial thus putting me totally at ease. He explained my newly diagnosed condition in a simple, easy to understand manner. Thank you to Dr Herdman.Much appreciated. |
| Very good | Dr Lock was very thorough with me as I was feeling so poorly and eventually sent me up to West Cornwall. He is always so kind and caring.  |
| Very good | Dr Lock is always friendly listens and very professional.  |
| Very good | Dr Ranabhat, was very nice, and thorough and submitted an email to Treliske Hospital right away. I received an appointment later that day.  |
| Very good | Dr Robbins as usual gave me time to discuss my concerns and suggested the appropriate treatment. My family are incredibly fortunate to have such a caring family doctor..The whole surgery is truly amazing. |
| Very good | Dr Robbins excellent Doctor |
| Very good | Dr Robbins gave further clarification and reassured my worries.  |
| Very good | Dr Robbins was great, made me feel at ease, didn’t feel rushed at my appointment.  |
| Very good | Dr Robbins was very patient and explained everything very clearly. I came away feeling reassured.  |
| Very good | Dr Robins was very understanding  |
| Very good | Dr Tucker was very thorough and was able to arrange all my necessary tests and booked me a follow up appointment. He took time to listen too. Very good Doctor  |
| Very good | Dr very helpful and is helping to sort out my problem  |
| Very good | Dr was most helpful and reassuring |
| Very good | Dr was running a bit late but was extremely thorough, very friendly and helpful |
| Very good | Dr was very thorough and offered a plan to get to the bottom of the problem  |
| Very good | Dr. Robbins sorted me out quickly which I appreciated. Plus he answered my questions. |
| Very good | Easy sign in, brilliant GP, unhurried experience, which is rare today.  |
| Very good | Easy to arrange appointment, on time, friendly and thorough. |
| Very good | Easy to book appt with Patient Access App. Actual consultation was excellent. |
| Very good | Easy to discuss with doctor who was super understanding  |
| Very good | Easy to make physio appt, physio listened well, did examination and provided useful advice |
| Good | Easy to sign in and appointment was on time  |
| Very good | Efficient & friendly! |
| Very good | Efficient and friendly |
| Very good | Efficient and friendly on the part of both Doctor and pharmacy. Great service thank you |
| Very good | Efficient friendly and excellent assistance. |
| Very good | Efficient in and out! |
| Very good | Efficient new booking service. |
| Very good | Efficient nice and friendly as always |
| Very good | Efficient, fast & friendly. |
| Very good | Efficient, friendly, on time  |
| Very good | Efficient, professional, caring experience. |
| Very good | Ella took Some blood and done my Blood Pressure  |
| Very good | Ella was excellent  |
| Very good | Ella was her usual friendly and efficient self which always puts me at ease. |
| Very good | Ella was professional and friendly. |
| Very good | Ella was very Professional  |
| Very good | Elle was friendly, efficient and professional. |
| Very good | Emily Fayer attended to me and was most efficient and very charming. |
| Very good | Emily is the best at Blood test’s in my eye’s and I always look for her to do the test |
| Very good | Emily was very informative and professional, she was polite and helpful  |
| Very good | Emma was very pleasant and clearly explained the probable cause of my discomfort and hopefully the ongoing treatment will relieve the problem. |
| Very good | Everyone very helpful.  |
| Very good | Every I met was helpful and cheerful. |
| Very good | Everyone from reception to the practitioner were very professional - I was kept informed and I didn’t wait long  |
| Very good | Everyone is always friendly and helpful. |
| Very good | Everyone was helpful and cheerful  |
| Very good | Everyone was helpful and cheerful  |
| Very good | Excellent  |
| Very good | Excellent  |
| Very good | Excellent  |
| Very good | Excellent consultation with friendly efficient doctor |
| Very good | Excellent quick appointment and excellent treatment, also appointment with hospital came today. |
| Very good | Excellent advice  |
| Very good | Excellent appointment with physio Gemma |
| Very good | Excellent care |
| Very good | Excellent care  |
| Very good | Excellent care and kindness  |
| Very good | Excellent consultation  |
| Very good | excellent doctor  |
| Very good | Excellent explanation, and time given. |
| Very good | Excellent GP. Prompt appointment.  |
| Very good | Excellent knowledgeable nurse very friendly and helpful |
| Very good | Excellent new call- back appointment system. Thorough consultation and swift arrangement of subsequent test appointments. |
| Very good | Excellent on time service  |
| Very good | Excellent service |
| Very good | Excellent service  |
| Very good | Excellent service  |
| Very good | Excellent service & staff.  |
| Very good | Excellent service, very efficient and friendly nurse and reception staff. No waiting for my appointment either went in exactly on time. |
| Very good | Excellent team of caring professionals very fortunate to be a patient at Marazion surgery  |
| Very good | Excellent very helpful  |
| Very good | Excellent, efficient, and prompt cheerful service, as usual. Thank you very much  |
| Very good | Expert advice for my cancer review with extremely helpful next steps and empowering as GP listened to me and offered guidance that took into account the physical and psychological impact of the diagnosis. This is medical practice at its best in my view.  |
| Very good | Explained my results put me at ease  |
| Very good | Extremely efficient, friendly nurse.  |
| Very good | Fantastic GP  |
| Very good | Fantastic service  |
| Very good | Fantastic service  |
| Very good | Fantastic service  |
| Very good | Fantastic staff at reception, pharmacy and the Dr. Many thanks |
| Very good | Faultless |
| Good | Finally getting my problem sorted out 😀 |
| Very good | First class service as always from our wonderful Doctors’ practice |
| Good | Found it helpful  |
| Very good | Friendly and caring  |
| Very good | Friendly and efficient  |
| Very good | Friendly and professional  |
| Very good | Friendly and thorough, very patient centred  |
| Very good | Friendly and very helpful staff from reception to appointment. Staff have gone above and beyond to fit appointments in for me. The nurses Ella and Chloe are just brilliant. Thank you |
| Very good | Friendly caring professional service. |
| Very good | Friendly efficient service ☺️ |
| Very good | Friendly in tine and painless blood test thank you  |
| Very good | Friendly on time and helpful |
| Very good | Friendly staff  |
| Very good | Friendly staff and informative  |
| Very good | Friendly staff as always, seating spacious |
| Very good | Friendly, knowledgeable staff |
| Very good | From making an appointment to seeing the doctor Dr Tucker I was I'm pain and I was sent straight to hospital to make sure all was OK so thank you as I know and feel happy and peace of mind  |
| Very good | Gemma is fabulous  |
| Very good | Gemma was extremely knowledgeable and caring and offered some really good advice. Thank you so much  |
| Neither good nor poor | Getting an appointment on the same day is 100% as always. That is fantastic. I’ve never heard of this lady doctor. She was ok, not very thorough in my opinion.  |
| Very good | Good appointment time and very good nurse  |
| Very good | Good communication, friendly and helped.  |
| Very good | Good consultation.  |
| Very good | Good Dr, made me feel at ease. We are blessed to have such a great surgery.  |
| Very good | Good friendly professional service. |
| Very good | Good information given  |
| Very good | Good nurse |
| Very good | Good service. Seen on time. Good follow up.  |
| Very good | Good time keeping, very polite friendly and efficient. Thank you  |
| Very good | Grateful as always |
| Very good | Great prompt and efficient service |
| Very good | Great service from the receptionist & doctor  |
| Very good | Great service, great staff. |
| Very good | Great Support from Marazion Surgery  |
| Very good | Great surgery  |
| Very good | Had a very friendly nurse help me at my appointment  |
| Very good | Had blood test, done, and left again. Very efficient. |
| Very good | Had some answers and medication  |
| Very good | Happy smiley staff in pharmacy and reception. Kind caring doctor |
| Very good | Happy with my appointment thank you  |
| Very good | Helped rearrange my appointments with friendly reception staff and had an appointment where I was spoken to and every query was addressed brilliantly  |
| Good | Helpful  |
| Good | Helpful  |
| Very good | Helpful 😊 friendly  |
| Good | Helpful doctor who listened to my concerns and gave a pragmatic assessment  |
| Very good | I always feel welcomed by Chloe and she is super supportive and informative  |
| Very good | I always get excellent care and attention from all the staff at Marazion surgery. Thanks 😀 |
| Don't know | I am very confused about this appointment date and time could you please enlighten me about it |
| Very good | I came for bloods with Ella. She never misses -always a quick and (relatively!) painless process. And I always get called in on time. Brilliant! |
| Poor | I came out none the wiser than when I went in and now not working as I can't walk and I haven’t been given any pain relief or any reason why my leg and foot are so painful. It's an absolute joke |
| Poor | I don’t feel this doctor really understands the problems I have with my feet. If they get worse and I need to see a doctor I will ask for a different one! |
| Very good | I feel like I’m finally getting the right help and the staff are very patient  |
| Neither good nor poor | I felt fit and active until my appointment and didn’t feel old at all until I was told that with healthcare I could enjoy ten good years. As my mum is well, independent and healthy at 94 I was hoping for a little longer😀 it is so wrong to make assumptions around age |
| Very good | I felt my appointment with my GP was not rushed, she gave me plenty of time to discuss my symptoms, listened to my questions and came up with an excellent plan in order to try and get to the bottom of the problem.  |
| Very good | I felt that my issues were being treated very empathetically and arrangements were made to further investigate matters  |
| Very good | I got an appointment as requested and the staff is outstanding, as always. 5 star service! |
| Very good | I had a phone consultation with Shirley. She was compassionate, empathetic, very understanding and sent information immediately. Thank you |
| Very good | I had an appointment in good time. Dr Robbins was very attentive and helpful. He explained options well and we agreed a plan to address my issues that I was very happy with. Excellent service.  |
| Very good | I have always been looked after well by the doctors nurses and other staff are always kind and helpful |
| Very good | I have been very impressed by all the, energetically proactive, contact and correspondence since I recently joined the Practice, from both the pharmacist and the reception team. They have been welcoming, friendly and efficiently helpful.My visit, yesterday, exemplified how good your establishment is.In particular I wish to mention Dr Ranabhat for his efficient but friendly professionalism. He was extremely kind and patient, dealing, knowledgeably and with immediacy a real problem which has burdened me for some time. My whole experience with regard to your Practice has been very positive, verifying that there is still hope for the health service. |
| Very good | I liked the new telephone system; I did not have to wait long to see the Dr. And the Doctor made me feel relaxed and took a lot of care over my problem. |
| Very good | I obtained an appointment easily and the doctor was most efficient, which resulted in an appointment the next day at Trelliske to complete my diagnosis and administer appropriate treatment. Thank you very much .NHS . |
| Very good | I rang in the morning and was given an appointment to coincide with my husband’s blood test which I was bringing him for that day  |
| Very good | I really don’t like blood tests but had a fantastic appointment with Ella who is very professional, quick and simply the best. Hopefully this good experience will help my anxiety for future blood tests. Thank you Ella.  |
| Very good | I received excellent care and treatment from Dr Harling. |
| Very good | I received good care and attention. |
| Very good | I saw the Doctor I wanted to see and the experience was excellent that you . |
| Very good | I saw the GP who I am registered with, not seen him in 5 years and he gave me lots of his time |
| Very good | I sent an e consult on Sunday and was seen on Monday afternoon. Dr Harling was very thorough and put my mind at ease.  |
| Very good | I was able to book appointment online and was seen quickly |
| Very good | I was advised informatively by the receptionist and consequently received a telephone call for a doctors appointment that afternoon. Great service and great doctor too. Thank you Marazion surgery!  |
| Very good | I was given some very sound advice and came away feeling very comforted  |
| Good | I was happy with the service  |
| Very good | I was listened to. Even though I didn't express myself clearly.  |
| Very good | I was pleased to have a face-to-face appt with the Doctor who explained the recent results found on a blood test. She gave me a thorough examination which put my mind at rest. Unfortunately she did not have the time to talk about another ongoing condition which concerns me. |
| Good | I was seen on the day but would have been happier to see a doctor However the nurse was very efficient and professional  |
| Very good | I was seen on time, The nurse was polite & friendly .  |
| Very good | I was seen on time and Dr Lock was very kind and listened to my problem, he was very thorough and explained his reasoning organised blood tests and poo tests, unfortunately the necessary kits for this were not available so I am awaiting their arrival. |
| Very good | I was seen on time and the nurse was pleasant and efficient. |
| Very good | I was very happy with the treatment I received  |
| Good | I would not have mentioned this but as you are asking, my appointment was 10.00am I checked in at 9.45 am but was not called until 11.00am long time waiting. Also the speaker that calls people in for there appointment is very quiet, sitting on one of the four chairs in the lobby near the front door with all the noise from people waiting and constantly talking it’s very difficult to hear when you are being called, I think a notice board saying be silent would help, the sliding glass door the receptionist uses every time someone is waiting to talk to them is also a noise problem if that is used when the call comes for your appointment it drowns out the doctors voice. What you need to understand some older people have poor hearing. I also noticed the button to open the front door is very intermittent, in the hour I was waiting many many people had difficulty in operating the switch/ button in fact most just pushed on the door and forced it open. A lot of people became frustrated as they push the button walk to the door and it does not open. I hope my feed back is not taken as a personal criticism it’s just a genuine observation. Regards  |
| Very good | In before my appointment and Ellie Leiworthy took blood and I have no bruise - brilliant |
| Good | Informative and good advice |
| Very good | Informative and helpful  |
| Very good | It was a quick and efficient service as was On the Day appt  |
| Very good | It was a slightly embarrassing issue but the doctor made us super comfortable and went above and beyond to explain everything clearly and put Benjy at ease.  |
| Good | It was good nothing else to say  |
| Very good | It was quick and efficient.  |
| Very good | Just brilliant  |
| Very good | Just very good service and a caring attitude. Thank you |
| Very good | Kind and helpful doctor and nurse |
| Very good | Kind and thorough |
| Very good | Laura explained everything to me but it was a shame I ordered the wrong medication through the NHS app due to my medication list not being updated. |
| Very good | Laura Penrose explained it all to me and changed it on the computer so hopefully I will get the correct medication next time. |
| Very good | Laura the pharmacist was great explained about my blood test and my options and we agreed a plan to see if l could bring down my cholesterol levels on my own .. will have another blood test in 3 months time  |
| Good | Leg dressing was much more comfortable felt as it was finely healing  |
| Very good | Listened to what I said, friendly and gave an explanation of plan to treat symptoms  |
| Good | Long wait of about ¾hr. Doctor kind but aa with most probably unaware/naive of the now very longterm failings of mental health 'support' in Cornwall and my poor experience with it, so have finally succumbed to antidepressants have resisted for decades and don’t want to take. Not ideal but given 'good' as everything else including doctor attention was ok.  |
| Very good | Lovely doctor  |
| Very good | Lovely friendly greeting from Ella when I went for my blood test. I have visited the surgery quite a lot over the past 8-9 months and can honestly say I have never had cause to complain. The staff are brilliant and the surgery is always clean and tidy |
| Very good | Lovely medical student Elle took my blood sample very easy to talk to and kind.  |
| Very good | Lovely Nurse who gave me all the information I needed very happy  |
| Very good | Lovely nurse, on time, informative and kind.  |
| Very good | Lovely professional physiotherapist.  |
| Very good | Lovely staff and a lovely practice. |
| Very good | Lovely Staff and an Amazing Practice. Keep up the good work. |
| Very good | Lucy was extremely knowledgeable in performing my procedure making me feel happy and relaxed. Thank you Lucy |
| Very good | Lucy was friendly, welcoming and had my stitches out in no time, and also explained how to look after the wound. |
| Very good | Lucy was great! Very efficient and caring.  |
| Fair | M |
| Very good | Missed original appointment but rebooked & done within 20 minutes. |
| Very good | Much improved telephone system. Lovely staff and doctors.  |
| Poor | My appointment was cancelled without telling me!! & mums appointment was 45min late! |
| Very good | My appointment was on time , The nurse was friendly & polite .  |
| Very good | My diabetic check was very informative and helpful. It was the 1st time I had met Emma, I was impressed. Thank you Emma!  |
| Very good | My doctor listened to me. is arranging further things like physio etc, and the receptionist was lovely too.  |
| Very good | My queries were answered clearly in a manner I understood. The Dr was very polite and understanding of my problem. |
| Very good | My questions were answered satisfactorily  |
| Good | Na |
| Very good | Never had any problems  |
| Very good | Never had any problems  |
| Very good | Nice greeting with a smile and a chat whilst preparing for blood test.  |
| Very good | Nice nurse very pleasant attitude. |
| Very good | No complaints  |
| Poor | No organisation, put sling on wrong more training required Very poor service, disappointed, |
| Very good | No problems |
| Very good | No waiting and friendly service  |
| Very good | Not sure how it could improve. Appointment On time, Emily was very polite and professional, never felt a thing 😀 |
| Very good | Nurse Chloe Gendal was brilliant, and I felt she really listened to me |
| Very good | Nurse Emily Faye who attended to me taking bloods and monitoring my blood pressure, was most efficient and charming. |
| Very good | Nurse was friendly efficient & informative & helpful. Also booked my next appointment  |
| Very good | Nurse was great,, seen on time, nurse was very efficient, friendly and helpful I was in and out in no time. 10 out 10 |
| Very good | nurse was most informative and knowledgeable a great help with  |
| Very good | Nurse was polite, friendly and helpful. I didn't even feel the needle go in and no bruising. Appt on time. Excellent  |
| Very good | Nurse was very polite and had a lovely smile and manner when welcoming me She was very professional in all ways with my blood test  |
| Neither good nor poor | Odd question, not sure what you're measuring  |
| Very good | On the day appointment … seen on time … first meeting with Dr Robbins. Evoked feeling of trust and organised a plan starting with bloods which were taken the same afternoon.  |
| Very good | On time, very pleasant, very informative jab was painless 😃 |
| Good | On time & efficient. Friendly  |
| Very good | On time & very constructive & considerate consultation  |
| Very good | On time and helpful  |
| Very good | On time and very friendly  |
| Very good | On time and very pleasant  |
| Very good | On time nurse very efficient  |
| Very good | On time polite clean surgery  |
| Very good | On time welcoming and explained procedure  |
| Very good | On time, efficient and friendly |
| Very good | On time, friendly and professional, good advice |
| Very good | On time, friendly, professional, and supportive Dr Lock. Thank you  |
| Very good | On time, pleasant lady took blood and phoned as arranged to give me results. |
| Very good | On time, quick and easy |
| Very good | On time. Very professional.Ella is expert at her job. Thank you. |
| Very good | On time. Well explained and executed blood test good.  |
| Very good | Once again I had a very good consultation with Dr Robbins who is always kind, attentive and very effective. Lucky to have him as a GP. |
| Very good | Ongoing consultation with genuine interest in the case and support |
| Very good | Only answer to give |
| Very good | Over the last ten years or so, Marazion surgery have been brilliant to me, even down to finding cancer in my right lung which have been treated and now in remission. So thankyou Marazion surgery 👍 |
| Very good | Pain free injection :-) |
| Very good | People at the surgery always look to help and make it a kind, easy experience for the patient. |
| Good | People should wear masks |
| Very good | Phoned on time answered all the questions and explained well |
| Very good | Pleasant  |
| Good | Pleasant phlebotomist who very efficiently took my blood without hurting me. Today I only have a small bruise.  |
| Very good | Polite professional  |
| Very good | Polite,helpful and friendly  |
| Very good | Problem dealt with there and then |
| Very good | Professional and efficient  |
| Very good | Professional and friendly.  |
| Very good | Professional care superb |
| Very good | prompt and courteousness  |
| Very good | Prompt and friendly service. |
| Very good | Prompt friendly service  |
| Very good | Prompt service |
| Very good | Prompt service  |
| Very good | Prompt service  |
| Very good | Prompt service. |
| Very good | Prompt, caring and efficient  |
| Very good | Prompt, friendly  |
| Very good | Quick & efficient  |
| Very good | Quick appointment call back on new phone system and great doctor attention.  |
| Very good | Quick efficient appointment made on Monday morning. I saw Dr Herdman who was excellent. He listened carefully to me and took a lot of time and care to come up with both a short term and long term plan to help my chronic cough. The pharmacy was able to provide all my medication (4 items ) very quickly. An impressive serve all round. Well done Marazion surgery. |
| Very good | Quick efficient and speedy referral |
| Very good | Quick service very efficient  |
| Very good | Quick service, little to no waiting! |
| Very good | Quick, profess, friendly, empathetic  |
| Very good | Really nice, kind nurse and knowledgeable.  |
| Very good | Receptionist Bella was very helpful and kind. Dealt with my appointment with ease and friendliness. Thank you Bella |
| Very good | Same as the first comment. Very friendly helpful staff. All clearly explained |
| Very good | Seen early, out before my appointment time, friendly nurse |
| Very good | Seen in time. Very efficient. Listened to my symptoms. Provided good feedback and advice and how I can progress with potential treatments.  |
| Very good | Seen on time and satisfactory result.  |
| Very good | Seen on time and treated very kindly. |
| Very good | Seen on time, bloods taken very carefully and swiftly - didn’t cause a bruise on my arm by going through vessel and out the other side. Lovely friendly nurse. |
| Very good | Seen quickly.  |
| Very good | Seen quickly. Test results explained clearly.  |
| Good | Service excellent but had to wait 30 minutes after appointment time. |
| Very good | Service was excellent as always. Thank you.  |
| Good | She was very thorough  |
| Very good | Shirley was as professional as ever |
| Very good | Simple blood test |
| Very good | Simply making a trip to the Doctors a pleasant experience  |
| Neither good nor poor | Sorry, don’t recall the visit  |
| Very good | Spoke to my doctor, got the answer I was hoping for. |
| Very good | Staff friendly, efficient, and professional. |
| Very good | Staff very efficient and friendly  |
| Very good | Standard of care and friendliness  |
| Very good | Such a great surgery  |
| Very good | Swift service and on time. |
| Very good | The appointment I had was dealt with efficiently. |
| Very good | The appointment was on time.The nurse was pleasant and efficient |
| Very good | The appointment was pretty much on time, nurse very friendly and informative. I had my shingles part 2 jab and was in and out in 5 minutes. Very efficient  |
| Very good | The clinical pharmacist I had an appointment with today was very good, but the pharmacy needs sorting out |
| Very good | The doctor was extremely helpful and understanding. |
| Very good | The doctor was kind and clear and gave me the time I needed  |
| Fair | The doctor was over 45 minutes late. Communicating this wait time to the patient when being booked in would be of benefit and provide transparency so you can let childcare providers or employers know.  |
| Very good | The doctor was pleasant and sympathetic. He explained things simply and provided reassurance. |
| Very good | The doctor was very helpful, listening to my concerns and giving me useful feedback. |
| Very good | The doctor was very kind and helpful. |
| Very good | The doctor was very kind, helpful and informative. |
| Good | The Dr was very helpful |
| Very good | The drs are excellent... |
| Very good | The new telephone system is working well, I managed to get an appt same day.All staff were efficient and courteous, Doctor Harling was professional and knowledgeable, helpful and kind. Thank you |
| Very good | The nurse is always a consummate professional with fabulous interpersonal skills and warmth. Also makes you feel you’re doing so well. She’s a treasure |
| Very good | The nurse is very friendly, |
| Good | The nurse was caring, understanding and professional in every way, i had a blood pressure monitor fitting for a few hours. Due to unforeseen circumstances my delivery of the monitor back to the surgery was late, i received a call from the surgery, the receptionist was very short with me and a little rude. |
| Very good | The nurse was friendly, courteous, and made me feel immediately at ease. |
| Very good | The nurse was very friendly  |
| Very good | The nurse was very helpful and friendly and supportive  |
| Very good | The nurse was very helpful and professional |
| Very good | The nurse was very helpful, friendly, and supportive.  |
| Very good | The nurse was well prepared, efficient, and knowledgeable. |
| Very good | The nurse who gave me the blood test was kind and did the test professionally.  |
| Very good | The nurse, Emma, was extremely thoughtful and understanding and asked me if it was ok if she used gel, or any action she was about to carry out. She kept me informed throughout the procedure as to what she was doing. I was so appreciative. |
| Good | The nurses are always professional, friendly, and kind |
| Very good | The service is always good, no matter how busy it is. The staff are always polite and kind |
| Very good | The staff are always amazing. Wonderful Doctors and nurses  |
| Very good | The staff are always welcoming and very professional  |
| Very good | The staff are excellent  |
| Very good | The Staff were lovely as always.  |
| Very good | The whole team is always very nice and explains everything very well. |
| Very good | They were very nice and easy to talk to |
| Very good | Thorough, considerate and a quick diagnosis |
| Very good | Took my blood |
| Very good | Tracey was very kind  |
| Very good | Tracey was very professional and made me feel at ease. |
| Very good | Unsubscribe |
| Good | Excellent nurse—. Competent, considerate, professional, and understanding. The process was carried out to a high standard, and I was free to go. Brilliant service! Thank you Marazion Surgery. |
| Very good | Vaccination was explained and staff friendly  |
| Very good | Very efficient  |
| Very good | Very efficient and lovely care from the nurse. I felt nothing was too much trouble.  |
| Very good | Very efficient service and nurse very professional  |
| Very good | Very efficient, competent, levelheaded, thoughtful and helpful nurse. Excellent efficiency. Thank you. |
| Very good | Very efficient, pleasant and competent at administering the treatment. It all ran smoothly and quite a fast, but unrushed pace. Thank you Marazion Surgery. |
| Very good | Very friendly and efficient as always |
| Very good | Very friendly & efficient service |
| Very good | Very friendly and competent staff |
| Very good | Very friendly and efficient  |
| Very good | Very friendly and efficient thank you. |
| Very good | Very friendly and good care |
| Very good | Very friendly and professional. |
| Very good | Very good |
| Fair | Very good on time  |
| Very good | Very good response.  |
| Very good | Very good service |
| Very good | Very good service |
| Very good | Very good service  |
| Very good | Very good service and very welcome |
| Very good | Very good with explaining everything  |
| Very good | Very good.  |
| Very good | Very helpful |
| Very good | Very helpful  |
| Very good | Very helpful and friendly  |
| Very good | Very helpful and friendly  |
| Very good | Very kind and helpful and very good at her job. |
| Very good | Very pleased with my appointment, in and out Very quickly, very professional.  |
| Very good | Very positive service |
| Very good | Very professional  |
| Very good | Very prompt, thorough & pleasant service.  |
| Good | Very quick. Didn’t hardly feel the needle to take blood.  |
| Very good | Very thorough examination and treatment  |
| Very good | Very welcoming, informative ! |
| Very good | Visit dealt with promptly and efficiently thank you. |
| Good | Waited 20 minutes after appointment time to see the doctor |
| Very good | Waiting room was clean and tidy. Staff friendly. Appointment was on time. Nurse very friendly and thorough.  |
| Very good | Was seen in time and all very efficient and friendly. Easy to book in and the staff all very attentive and friendly |
| Good | Would have been very good but the booking in screen failed to book me in despite going through to finish and consequently had to wait a further 25 minutes for my appointment. Everything else very good |
| Neither good nor poor | Would prefer an email to waiting around for a phone call |
| Very good | X |
| Very good | X |
| Very good | You are all very welcoming perlite  |
| Very good | Your staff are brilliant. A big thanks to Mrs Shirley Hatton. |

*Thank you very much for taking the time to respond. We appreciate your feedback and support.*