**In February 2023 we had a total of 475 responses; 97% (461) said that they were ‘EXTREMELY LIKELY’, or ‘VERY LIKELY’ to recommend our GP Practice to friends and family if they needed similar care or treatment. You told us:**

|  |
| --- |
| * Appointment was booked very quickly when I needed it. Appointment was on time. Very friendly and efficient nurse who took my blood. Very clear explanati
 |
| * A bit late but I expected that the surgery was very busy, the procedure was very professional and quick at no discomfort to myself
 |
| * All needs taken into consideration. An amazing, caring surgery
 |
| * All staff and Dr's. are very professional. It's aways professional
 |
| * All staff very efficient
 |
| * All very efficient. Excellent service
 |
| * Although I signed in 10mins early I was called in 20 mins late with no explanation/apology.
 |
| * Although not news I wished to hear, the doctor was clear, pleasant, and empathetic.
 |
| * Always friendly, kind and helpful.
 |
| * Always good at Marazion Surgery
 |
| * Always helpful kind very professional and supportive and most important make me better
 |
| * Always made to feel at ease and very professional, thank you
 |
| * An excellent on time appointment
 |
| * Appointment always on time and good treatment
 |
| * Appointment on excellent service.
 |
| * Appointment on time, straight in and out no messing about, it was a blood test, pneumonia injection and blood pressure, straight forward.
 |
| * Appointment on time. Very pleasant and sympathetic physio dealt with me and listened to what I had to say. Very satisfied with the service.
 |
| * Appointment was within 5 minutes of the time and my medication was changed to something better with no side effects. All good
 |
| * Appointments with Shirley are always on time, and she is always professional.
 |
| * As always brilliant staff. The best surgery in Cornwall!
 |
| * As always friendly and helpful
 |
| * As usual excellent care and explanation of proceduresThank you
 |
| * Because considering how busy the surgery was, I went in within 10 mins of my appointment time. Dr was very thorough without rushing my appointment.
 |
| * Because Gemma was the only one that listened to me when I said I was in pain. And bothered to send me for X-rays and a scan.
 |
| * Because I had a reminder to say that I needed an overall & appointment kept & Shirley our Nurse knows her work& was helpful in trying to explain some imp
 |
| * Because I have just moved to this surgery from Helston Medical centre and the doctor was very nice and caring. Helston was a nightmare to get to see anyone
 |
| * Because I waited three weeks for this appointment that you cancelled so I haven't even attended it and then you make a new one for a month away I'm disgusted
 |
| * Because I was told to make a routine appointment fir 2 weeks to see my doctor, then at reception I was told I couldn't do this as but was a Monday
 |
| * Because the nurse I saw was extremely good at taking my blood, and was bang on time which deserves the best score
 |
| * Called in on time and was reassured of my concerns
 |
| * Called in on time. Very efficient and effective interaction, as well as being pleasant and friendly - even though appt involved blood being taken! As eve
 |
| * Called through online and very efficient
 |
| * Came away feeling positive that my symptoms were understood!
 |
| * cheerful and prompt
 |
| * Clean, lovely staff, in and out before my app time
 |
| * Clear information given, kind nurse, relevant tests carried out
 |
| * Diabetic nurse was amazing so friendly, reassuring and caring credit to the surgery
 |
| * Didn't have to wait long. Blood taken easily.
 |
| * Doctor app on time, very patient and easy to talk to.
 |
| * Doctor genially cared about my health
 |
| * Doctor very kind and compassionate and through. Reception have always been helpful and informative also.
 |
| * Doctor was considerate and very thorough.
 |
| * Doors opened promptly, seen at appointment time. Emily was wonderful!
 |
| * Dr Herdman explained the conditions and treatments and I left extremely satisfied, thank you
 |
| * Dr Herdman is a Tonic, and we appreciate the time and trouble he takes to explain things, giving both short and long term possible outcomes.
 |
| * Dr Lock is the best.
 |
| * Dr Murphy was really helpful.
 |
| * Dr Robbins and Dr Lock are the most amazing, caring doctors who go above and beyond and so very grateful to them and their staff.
 |
| * Dr Robins very patiently listened to my query & gave a clear explanation. Change of medication. Very reassuring.
 |
| * Dr was running 40 minutes late. I had to cancel my dogs appointment at the vets . All we want is to be told Drs running late that's all. I had my results
 |
| * Duration time of appointment was too short. It did not permit adequate time to discuss individual nuances in a complex field . Diabetes ...
 |
| * Easy to log in for my appointment and I was seen on time. Nurse was welcoming, friendly and knowledgeable
 |
| * Efficient and in time
 |
| * Efficient, friendly, and explained what was happening clearly
 |
| * Efficient, friendly, professional - what more could one ask for :-)
 |
| * Emily is very friendly and efficient. The dispensary lady was the s
 |
| * Emily was lovely as always, professional, and friendly. I wish her e
 |
| * Even though I was late going into my appointment the staff were very friendly and helpful
 |
| * Everyone is good but 1 star less just for a bit of a wait, I understand things can sometimes run over that's why I gave 4
 |
| * Everyone was happy and helpful.
 |
| * Everything explained clearly and I feel that I was listened to and satisfactory answered
 |
| * Everything was checked and no waiting
 |
| * Excellent and helpful service friendly and supportive staff
 |
| * Excellent doctor friendly and thorough made me feel calm
 |
| * Excellent phlebotomy from Ella painless and no bruising
 |
| * Excellent service
 |
| * Excellent service
 |
| * Excellent service from the nurse and from the member of the reception staff who subsequently dealt with me. Everyone prompt and pleasant to deal with
 |
| * Excellent staff, always happy to help, chat, they have lots of patience and all do a wonderful job.
 |
| * Excellent surgery with excellent staff
 |
| * First class treatment
 |
| * For once the Doctor was willing to listen to the problems and asked relevant questions as well as cross referencing with my medical records.
 |
| * Found it difficult to get an appointment then to have it cancelled and had to wait another 3 weeks for an early appointment
 |
| * Friendly and helpful
 |
| * Friendly and skilled staffFelt supported and cared forPut at ease immediately
 |
| * Friendly caring atmosphere
 |
| * Friendly doctor, clear explanations
 |
| * Friendly efficient service
 |
| * Friendly efficient service
 |
| * Friendly efficient service
 |
| * Friendly efficient service
 |
| * Friendly efficient service Also very kind and sympathetic.
 |
| * Friendly efficient service. Procedure was explained clearly, and I felt completely at ease.
 |
| * Friendly prompt service
 |
| * Friendly, attentive and efficient as always. Thank you MZ Surgery
 |
| * friendly, helpful, smiling
 |
| * Gemma was extremely helpful in diagnosing the reason I am in pain, reassuring and welcoming, thank you so much.
 |
| * Gemma was very empathetic Thorough, had great listening skills and was extremely informative
 |
| * Good
 |
| * Good and thorough analysis
 |
| * Good explanations for treatment and actions being taken next. Polite manner and clear understanding of problems
 |
| * Good face to face consultation and outcome
 |
| * Good nurse very efficient
 |
| * Good service
 |
| * Great kindness shown to me and good help too she was brilliant
 |
| * Great practice and staff
 |
| * Great professional service
 |
| * Great professional service
 |
| * Great service and spot on time
 |
| * Had to wait a bit but treated courteously and professionally
 |
| * Had to wait half an hour for my appointment
 |
| * Hannah was professional, courteous and pleasant. 10/10
 |
| * Helpful
 |
| * High time this surgery offered weekend Saturday walk in appointments the population of Marazion has increased a great deal in the last decade,
 |
| * Highly professional and friendly as always.
 |
| * I always find everyone to be pleasant. My appointment was helpful, and I felt I was listened to. Thank you
 |
| * I chose this answer because I feel that she listened to me and because I feel that she is doing something about it and that is a relief for me
 |
| * I didn't have to wait long in the waiting room. The nurse I saw was very polite and friendly
 |
| * I expected to have a lecture regarding health but was listened to and treated with respect and kindness for which I'm grateful. If you do run a Lindor c
 |
| * I felt very happy and comfortable throughout the appointment
 |
| * I gave a 2 for Good. But this would be 1 Very Good if it wasn't for the fact that it is proving to be impossible for me to make an appointment with Dr
 |
| * I haven't been very well for a long time and this morning I was a few minutes late but was promptly seen, Emily was exceptionally. Thank you once again
 |
| * I was asked relevant questions and also it was suggested to me that I should have another blood test as it was some time ago that I had one. I had the va
 |
| * I was called in on time and the nurse was lovely. Very professional, friendly, calming and knowledgeable.
 |
| * I was even quickly
 |
| * I was seen by Chloe and she was very caring, helpful and took time to put my mind at rest.
 |
| * I was seen on time and the doctor was very informed and dealt with my needs brilliantly.
 |
| * I was seen on time and the nurse was polite and friendly and efficient
 |
| * I was seen on time. Dr Sugrue explained everything very clearly. I did not feel any pain. Aftercare was explained. Appt made for stitches to be removed.
 |
| * I was seen promptly, test results explained fully, and current health verbally addressed in a professional and caring manner
 |
| * I was seen reasonably on time and the test was done quickly and efficiently.
 |
| * I was seen very quickly by a nurse who took blood painlessly with a friendly manner
 |
| * If the rest of the NHS followed you guys then it would be in a much better position.
 |
| * It was informative and I felt like I was being listened to. Which is lovely. I have some work to do but feel confident
 |
| * It was my first visit, and the doctor was lovely
 |
| * it was very quick, and the nurse was very pleasant
 |
| * Just found the doctor informative and helpful, and patient
 |
| * Just had some bloods taken lovely nurse.
 |
| * Just very happy with my treatment
 |
| * Kind efficiency. True painless blood test and injection. Real skill.
 |
| * Kind, caring, informative and professional
 |
| * Knowledge and professional advice were good and time to wait was good.
 |
| * Lovely friendly staff
 |
| * Lovely nurse, always is
 |
| * Lovely professional staff.
 |
| * Lucy was reassuring and made me feel at ease
 |
| * Made me feel very relaxed a wonderful manor. Nothing was too much trouble.
 |
| * Marazion surgery staff are always very kind and caring. It's a joy to be treated by them
 |
| * My problem is well diagnosed.
 |
| * My response is a lovely friendly nurse making me feel at ease and explaining in a way that was understandable, I appreciate the staff and surgery very m
 |
| * New appointment made.
 |
| * New prescription will resolve the condition!
 |
| * No problem with the appointment
 |
| * Normally don't have to wait very long once booked in & doctor Robins is very attentive & professional with a good manner.
 |
| * Nurse good but reception poor and lack of communication, availability to book
 |
| * Nurse was efficient and professional
 |
| * Nurse was fantastic really struggled to find a vein but she persevered
 |
| * Nurse was on time, very friendly and very efficient in taking the bloods
 |
| * Nurse was very pleasant.
 |
| * Nurse Zoie is very thorough in explaining your condition to you.
 |
| * Okay
 |
| * On time, friendly staff and came out satisfied
 |
| * On time. Quick easy and nice staff
 |
| * On time and informative
 |
| * On time appointment, clear information given, seen straight away by duty doctor when nurse asked for their advice. Only negative is now having to wait fo
 |
| * On time appointment, clear instructions from the nurse.
 |
| * On time appointment. Kind, friendly nurse. Information given on NHS health check I can have
 |
| * On time appointment and excellent treatment
 |
| * On time, friendly staff
 |
| * On time, my questions answered. Very good
 |
| * On time, short and sweet
 |
| * on time. very professional. repeat prescriptions ready early. superb!
 |
| * once again, I am lucky to have a great surgery to call on and a reliable family member living nearby.
 |
| * Only ever see Emily Wonderful nurse
 |
| * Overall, very good service
 |
| * Perfect in all
 |
| * Physiotherapist understood my problem. Checked me thoroughly
 |
| * Pleasant and officiant
 |
| * Problem, not sorted, but I wanted to think about my decisions, told me to have a read about antidepressants,
 |
| * Professional and efficient
 |
| * Professional, helpful, and caring
 |
| * Prompt appointment- professional nurses
 |
| * Prompt service, compassionate staff, efficient.
 |
| * Prompt swift on schedule appointment. Thankyou which is great when we all have to get back to work ourselves
 |
| * Prompt, friendly, efficient
 |
| * Punctual, peaceful waiting room, nice receptionists & given time.
 |
| * Quick and efficient
 |
| * Quick and efficient, but never had a feet check done that fast.
 |
| * Quick and efficient.
 |
| * Quick and friendly
 |
| * Quick on time Vary polite staff
 |
| * Quick. not running late. nurse friendly
 |
| * Reassured that spot was not malignant and confirmed my thoughts on this and eczema treatment
 |
| * Received prompt, friendly care from the nurse at Marazion surgery today. Thank you.
 |
| * Reception staff friendly & helpful, GP listened to my concerns & quickly came up with a plan. Overall excellent efficient service & care.
 |
| * Responsive to my medical needs and quick decisive referral, gave test results on Saturday and issued medication on that afternoon
 |
| * Seen & sorted quickly & efficiently friendly helpful lady
 |
| * Seen on time and good instructions on how to use the blood pressure monitor.
 |
| * Seen on time. Treated with respect and given information required. Thanks
 |
| * Seen when expected and very attentive feedback
 |
| * She was great. On time Very helpful very professional
 |
| * Shirley was punctual efficient and friendly
 |
| * Simple, Emily is very good at taking blood. I am always happy to have her do the test.
 |
| * Simple, Emily Was So Professional with Her Work as well as the Rest of The Surgery Staff
 |
| * Specialist Nurse great, however because of my problem vein's in my leg's we need to have further consultation's to see what can be done to help my situation
 |
| * Staff always helpful and polite, nothing too much trouble xx
 |
| * Staff and doctors always very nice and pleasant and helpful
 |
| * Staff are always professional, helpful and kind
 |
| * Staff at Marazion surgery always are exceptional, very helpful, very caring . And today was no exception
 |
| * Staff at this fantastic surgery are always polite and very helpful.
 |
| * Staff were friendly and informative upon my first time checking in and collecting medication nurse was friendly and engaging during my consultation
 |
| * Such a nice doctor. Kind and helpful and followed up my concerns.
 |
| * Sympathetic and understanding nurse promptly attended to me.
 |
| * Talking with Shirley helped me relax for my blood pressure to go down. Such a relief!
 |
| * The appointment was ahead of time, and I was treated speedily with the minimum of fuss. Thank you.
 |
| * The appointment was at a convenient time, and I was a few minutes early. The nurse was very friendly and keen to put me at my ease.
 |
| * The appointment was very thorough, and I was able to collect my prescription from the dispensary at the same time which was really helpful. Thank you
 |
| * The blood test was carried out quickly and efficiently
 |
| * The booking computer failed to allow me to finish signing in
 |
| * The care I received was excellent! Many thanks
 |
| * The clean condition of the surgery, I was called in on or very near my appointment time and the person dealing with me was very friendly and professional
 |
| * The doctor was reassuring and quick with giving a steroid injection. He explained the procedure and the possible side effects clearly.
 |
| * The doctor was very informative and gentle. I didn't have to wait long for my appointment which was good because I was a little nervous. She gave me some
 |
| * The doctor was very nice and helpful.
 |
| * The doctor was very pleasant, and I felt relaxed. We then went through certain aspects of my medical history that I was anxious about and he explained eve
 |
| * The dr was lovely and explained everything to me and I was seen on time
 |
| * The lady who did my blood pressure was very welcoming and did a brilliant job
 |
| * The nurse and receptionist were both very pleasant and helpful
 |
| * The nurse and receptionist were very helpful.
 |
| * The nurse Ellie was thorough, kind and explained the procedure and answered questions. The actual procedure was completely painless and swiftly carried out.
 |
| * The nurse explained what she had to do very clearly and was very thorough in finding the correct vein her manor was excellent and clear with what she had
 |
| * The nurse I saw to take blood was so kind and loving. X
 |
| * The nurse was friendly and efficient.
 |
| * The nurse was professional informative and very pleasant and put me at ease
 |
| * The nurse was very good bless her it was nice having a chat to than
 |
| * The nurse was very helpful and efficient.
 |
| * The nurse was very kind, gentle and calming.
 |
| * The nurse was very pleasant and knowledgeable.She gave me time to ask questions.Excellent.
 |
| * The nurse who attended me, listened and was cheerful and most efficient.
 |
| * The team work well together. Friendly, professional.
 |
| * The tests were done quickly, and the lady was very kind
 |
| * The two young ladies were very cheerful and nice. Explained everything very well.
 |
| * They both put me ease and all went well
 |
| * Thorough and informative consultation
 |
| * Timely and lovely people
 |
| * Treated with respect and on time
 |
| * Very efficient and friendly
 |
| * Very friendly
 |
| * Very friendly & helpful Receptionist and the nurse who did the ECG & blood tests was patient & respectful.
 |
| * Very friendly and helpful nurse...felt very relaxed.
 |
| * Very friendly and informative nurse. Also, on time with Appointment.
 |
| * Very friendly and professional
 |
| * Very friendly, clear explanation of problem and recommended treatment.
 |
| * Very good but late.
 |
| * Very good service
 |
| * Very helpful and caring
 |
| * Very helpful and friendly
 |
| * Very helpful and understand
 |
| * Very helpful and understanding GP Dr Harling
 |
| * Very helpful staff who arranged blood tests at short notice required for hospital CT scan, thank you.
 |
| * Very informative consultation
 |
| * Very kind and professional
 |
| * Very pleasant and helpful young receptionist. No waiting.
 |
| * Very professional and caring
 |
| * Very professional, explained what was going to happen and very polite.
 |
| * Very prompt and efficient service. I was seen exactly at my allocated time
 |
| * Very prompt, friendly, efficient and informative. Lovely lady.
 |
| * Very quick very kind very appreciated.
 |
| * Very timely and efficient appointment
 |
| * Very very good attention as usual x
 |
| * Waited 15 mins to be seen .no one before me. Also the ECG machine wasn't working which should of been checked before I went in .
 |
| * WAS PUT AT EASE AND HELPFUL WITH CLOTHING ie Putting socks on having just had an hip replacement
 |
| * We have always had good service and been looked after well.
 |
| * Well-kept surgery. Friendly staff. Appointment on time. Treatment excellent.
 |
| * Yes the appointment was on time. The Doctor was very interested and focused giving time and reassurance. Thank you
 |

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