**In January 2023 we had a total of 417 responses; 98.8% (403) 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:**

|  |
| --- |
| * Always great service and staff.
 |
| * Always looked after very well, thank you
 |
| * Always professional and friendly.
 |
| * Always see Emma when need to - Very good nurse
 |
| * Always treated with respect and professionalism
 |
| * Always treated wonderfully by all staff
 |
| * Always very helpful and professional thanks for you great service.
 |
| * An excellent service as always
 |
| * App on time and very nice and professional nurse
 |
| * App was on time. Both the dr and the nurse were gowned up and very professional re a minor surgical op.And asked first if I was ok and any questions etc ...
 |
| * Appointment on time - procedure carried out professionally by a student doctor supervised by nurse 10/10
 |
| * Appointment on time & very helpful
 |
| * Appointment on time and completed in a very professional manner happy with advice received
 |
| * Appointment on time, very helpful nurse.
 |
| * Appointment on time. Blood test expertly taken by Emily. An efficient, painless experience. Very pleased.
 |
| * Appointment on time. Emily took my blood with confidence and good humour and seems genuinely interested in the wellbeing of her patients.
 |
| * Appointment on time. Very helpful and pleasant Asthma Nurse.
 |
| * Appointment was on time. Gemma was delightful and very knowledgeable, and we had a good amount of time to discuss the condition
 |
| * Appt on time & very efficient & friendly
 |
| * Appt on time, great nurse.
 |
| * Appt was on time and staff friendly & helpful.
 |
| * Appt was on time with Chloe. Felt understood and able to ask questions. Chloe was her usual welcoming and informative self. I also feel that the surgery
 |
| * As a patient we always get to see our GP even in these challenging times for the surgery. So very much appreciated and never feel rushed. Thank you.
 |
| * As ever, all needs are taken into consideration. All staff are so helpful and caring.
 |
| * Because Emily wuzzz GR8
 |
| * Because I waited over 25 minutes past my appointment because you were short staff, you should resource to meet the demand you commit too rather than inc
 |
| * Because it was good
 |
| * Because it went well & efficient.
 |
| * Because my appointment was on time the staff that I saw were very friendly made me feel welcome my visit was Excellent
 |
| * Brilliant thankyou
 |
| * Called in early. Easy to understand diagnosis and details re follow up.
 |
| * Check in was easy. Waiting time short and all staff courteous and professional
 |
| * Cheerful and pleasant staff, made to feel at ease, comfortable and clean and tidy surgery
 |
| * Chloe Gendall is just brilliant. Supportive, informative, and kind.
 |
| * Chloe gives professional care and compassion, always with a smile.
 |
| * Chloe made awkward appointment feel comfortable and process smooth while taking the time to listen to my concerns
 |
| * Chloe very friendly and efficient.
 |
| * Chloe very polite and great communication of vaccs
 |
| * Cloe did an excellent job efficiently in a most friendly manner.
 |
| * Covid19 jab No 4, flu jab No 1, pneumonia jab No 1. Many blood samples, all up to date.
 |
| * Didn't see nurse I was meant to, and it felt rushed
 |
| * Doctor and nurse both great treatment, as always delighted with surgery
 |
| * Doctor listened, took time, and showed real interest in my needs. Thank you.
 |
| * Dr Blight is great. He's informative and is evidently interested enjoys his position
 |
| * Dr Harling was excellent. She listened, advised and we have a plan moving forward. Great service.
 |
| * Dr lovely man but I couldn't care less about my problem was more concerned about my sleep depreciation didn't seem that bothered about that.
 |
| * Efficient and friendly staff.
 |
| * Efficient, friendly service, as always
 |
| * Efficient. Knowledgeable. Professional
 |
| * Emily and the front of house staff were kind efficient and professional.
 |
| * Emily is always friendly and efficient
 |
| * Emily was lovely and I didn't feel a thing (had bloods taken)
 |
| * Emily was polite, efficient, and friendly
 |
| * Everyone's very kind and helpful.
 |
| * Everything was explained in detail
 |
| * Everything was explained in detail, and I felt that I was being given her full attention
 |
| * Excellent and proficient service on a range of issues.
 |
| * Excellent appt with Emily
 |
| * Excellent as always
 |
| * excellent as per!!
 |
| * Excellent care
 |
| * Excellent doctor helped me
 |
| * Excellent doctor
 |
| * Excellent facilities, kind, and friendly people very caring
 |
| * Excellent nurse.
 |
| * Excellent quick service on time
 |
| * Excellent Service
 |
| * Excellent service by nurse
 |
| * Excellent service, staff are friendly and helpful, love this surgery
 |
| * Excellent staff member
 |
| * Explained well about the procedure, appointment on time, friendly etc all good.
 |
| * Extremely friendly, informative, and helpful nurse.
 |
| * Fabulous Service as Always
 |
| * Fast friendly service nurse was very good at interacting with my son
 |
| * Felt comfortable and treated well.
 |
| * Friendly, efficient, on time, no complaints, thank you
 |
| * Friendly and informative
 |
| * Friendly and professional
 |
| * Friendly and punctual
 |
| * Friendly efficient service ??
 |
| * Friendly efficient service. Make you feel they really care
 |
| * Friendly helpful staff who resolved my issue quickly and effectively. Many thanks
 |
| * Friendly polite staff, doctor thorough genuinely interested and helpful, super-efficient pharmacy!
 |
| * Friendly professional caring not rushing listening so lucky to have Marazion surgery
 |
| * Friendly, efficient service
 |
| * Full discussion of issues and chosen treatments going forward. Given time to fully explain issues that have a bearing on wellbeing. Timescales set for fo
 |
| * Good service
 |
| * Good service and on time
 |
| * Got the job done
 |
| * Great service
 |
| * Greeted well by the receptionist. Dr Barry Turner was very caring and understanding and I felt at ease with the whole visit. Thank you
 |
| * Hannah was very pleasant and efficient, and blood taken very proficiently
 |
| * Have had prompt service
 |
| * Health check carried out and pneumococcal jab done, concern with spot checked
 |
| * Helpful and pleasant staff, excellent facilities and comfortable
 |
| * Helpful and polite
 |
| * I am always pleased with the service I get from the surgery and the staff
 |
| * I chose it because that is what happened, even the pharmacy was spot on.
 |
| * I didn't have to wait long, the staff were friendly and professional.
 |
| * I felt cared after by an understanding doctor who didn't write off any of my symptoms. Thank you. Dispensary team was just as lovely. Thanks
 |
| * I found the doctor very pleasant and helpful, not only did my blood
 |
| * I had to wait for over an hour for an 8.45 appointment.
 |
| * I had two appointments this morning: one routine and one more urgent. Both appointments were fulfilled quickly, efficiently, and informatively.
 |
| * I have an awful feeling that I gave a rating of 5 thinking that signified an excellent experience. I was thinking of the five star rating system used b
 |
| * I have been coming to your surgery for 22 years having monthly, then 3 monthly blood tests and blood pressure. over the past couple of years these proced
 |
| * I have chosen (1) because I was made to feel at ease, the nurse listened to me and gave me some very useful tips a professional approach throughout
 |
| * I have had nothing but good care and service for over 30 years. Excellent surgery, no complaints. All staff are friendly and caring.
 |
| * I was able to raise all my current health issues and dr Robbins answered each one with helpful answers, advice, and actions where necessary.
 |
| * I was assessed and clearly advised on how to potentially clear my hearing problem
 |
| * I was happy with everything
 |
| * I was listened to and had very thorough answers, putting my mind at rest. Thank you.
 |
| * I was made to feel at ease, everything was well explained to me, and the Nurse I saw was really pleasant. I can't thank her enough.
 |
| * I was seen bang on time and Mrs. Hatton was efficient and knowledgeable.
 |
| * I was seen on time by a very pleasant and efficient lady, as always seemed to be the case at this surgery.
 |
| * I was seen reasonably on time and the test was well done.
 |
| * I was treated with kindness and professionalism and follow-up investigation was arranged and explained clearly.
 |
| * I was treated with respect & all matters of concern were dealt with. I came home feeling positive & knew I was in good hands. Everything is going to be o
 |
| * I wasn't waiting too long and good service
 |
| * I would have given 1. But was surprised to have to wait around ten minutes so early in the day
 |
| * It includes the measure of confidence that I have in the surgery.
 |
| * It was fairly easy to get an appointment. Dr Locke was very thorough and took the time to listen to my concerns.
 |
| * It's good to be treated by such pleasant approachable professionals
 |
| * Just so lovely to see Dr Lock. So considerate and actually listening.
 |
| * Kind, caring and compassionate dr. Nearly on time appointment.
 |
| * Left uncertain as to how to proceed will have to call surgery on Monday for more information
 |
| * Locum doctor was great
 |
| * Looked after very well and nurses were very caring and pleasant
 |
| * Lovely helpful gp
 |
| * Marazion Surgery, has never let me down, over many, many years.. I'm
 |
| * My appointment followed a barium swallow x-ray I'd had at RCHT before Christmas. Tracey was very helpful regarding medication for that. She was also happy
 |
| * My appointment was on time and carried out in a thoroughly professional way.
 |
| * My appointment went very smooth could not have gone any better and the person who attended to me was very professional.
 |
| * My nurse was so lovely, listened to me and was so nice , patient with me .thankyou
 |
| * Nice friendly staff,
 |
| * Not fit for purpose!
 |
| * Nothing much i had to wait after my appointment time by 20 minutes
 |
| * Now I went to see the physio and have previously met Dr Lake and both have been pleasant and professional.
 |
| * Nurse friendly no waiting
 |
| * Nurse informed me of procedure and what to do if needed
 |
| * Nurse on time carried injection very professional
 |
| * Nurse was friendly on time and very efficient, appreciated her kind words
 |
| * Nurse was very good at explaining how my blood test results were
 |
| * Nurse's manners and friendly personality created a friendly atmosphere
 |
| * On time, efficiency, very pleasant. Thankyou
 |
| * On time, quick & nurse very good
 |
| * On time. Efficient and friendly service by excellent member of staff.
 |
| * On time and caring
 |
| * On time and done with love and care
 |
| * On time and efficient
 |
| * On time, caring attention, and professionally carried out. Painless procedure.
 |
| * On time, efficient and attentive
 |
| * On time, efficient and pleasant. The nurse was locum.
 |
| * On time, polite and very pleasant staff
 |
| * On time. Professional, caring staff. Not rushed. Medical student observing was confident, polite, and attentive.
 |
| * Only gave a 2 because had to wait 25 mins otherwise great.
 |
| * Perfect service, great nurse!!
 |
| * Perfect, polite etc
 |
| * Physio gave me timely advice, was able to answer all my questions and gave me exactly what I needed, thank you.
 |
| * Pleasant nurse practitioner, smiling desk staff, able to deal with request. Perfect.
 |
| * Pleasant phlebotomist and blood taken and out door very quickly.
 |
| * Procedure efficient, and on time.
 |
| * Professional and caring treatment
 |
| * Professional and friendly
 |
| * Professional, kind, on time
 |
| * Prompt efficient service, from Nurse, Pharmacy & receptionist
 |
| * Quick and efficient
 |
| * Quick to book in, minimal wait for appointment, caring, knowledgeable and helpful GP.
 |
| * Quickly seen and have been referred to physio at SW Cornwall hospital through Gemma at the surgery. Very thorough and supportive.
 |
| * Really helpful
 |
| * Receptionist and Dr empathetic
 |
| * Receptionists so patient & helpful: peaceful surroundings.Very helpful when making appointments- can't praise you all highly enough. Thank you.
 |
| * Sadly, I didn't attend as I have a very bad cold I thought it wise
 |
| * Same as always, a friendly, on time appointment,
 |
| * Sat in the reception for 45 minutes, registered for appointment and apparently, I wasn't even entered on the system. Double appointment then missed.... t
 |
| * Seen on time- knowledgeable staff & very professional
 |
| * Seen on time, doctor very helpful.
 |
| * Seen on time. Friendly polite doctor who made me feel at ease. Problem discussed without feeling rushed. Hopefully problem resolved. Immediate provision
 |
| * Shirley Hatton was so lovely, patient and very kind ..Took time to explain everything to me and arranged an extra blood pressure monitor for me ..She was
 |
| * Short wait
 |
| * Short wait and doctor great very happy,
 |
| * Sorry made a mistake meant to put 1, drs and surgery are excellent
 |
| * Surgery brilliant as always.
 |
| * The appointment itself was very good, but I had to wait several weeks for it, hence giving a slightly lower score
 |
| * The appointment was very professional and friendly putting my wife and I at ease and giving us confidence in the doctor.
 |
| * The appointment was well taken care of, and the nurse was very gentle and helpful.
 |
| * The asthma nurse, Chloe, was excellent. She was very thorough and comprehensive in our discussion about my Asthma Plan and review of medication. She is v
 |
| * The diabetes nurses at the surgery are very informative, professional, pleasant and knowledgeable.
 |
| * The doctor was friendly and kind. He understood my concerns and made a referral which reassures me that I will get treatment if I need it.
 |
| * The lady l saw explained everything and was so kind and did not rush me at all
 |
| * The nurse I saw today was lovely. Put me at ease was professional and very likeable. An asset to the surgery
 |
| * The nurse I saw was friendly, she also took some bloods to save me returning. I really appreciated her time.
 |
| * The nurse was so lovely and very helpful!
 |
| * The nurse was very competent informative and pleasant.
 |
| * The nurse was very friendly and made me feel at ease and was very helpful.
 |
| * The nurse was very happy and made me feel comfortable.
 |
| * The practitioner was excellent in practice and attitude, but nearly 20 mins after my appointment time I feel could be improved.
 |
| * The service was brilliant... I was out at ease and made an unpleasant procedure more relaxed and quicker
 |
| * The surgery are always helpful and caring. They look out for all your needs (mental and physical) and are really accommodating.
 |
| * The young lady Emily that I saw was very helpful ,and kind, I am not too good with needles and was in for blood test
 |
| * They did what it said on the tin, and they did it very well. Thank you, they always do, I am lucky to be with a such good practice.
 |
| * Thorough, efficient, relaxed, and excellent communication skills!
 |
| * Thoughtful understanding patient. Very good service
 |
| * Time waiting for Heart monitor Appointment, however fine being fitted by Nurse who was dedicated to what she does.x
 |
| * Tracie listens; is empathetic, thorough, and very clear with next steps. Thank you
 |
| * Very easy and professional
 |
| * Very efficient in everything they do, and they have always got time for you i cannot fault any of them in any way
 |
| * Very friendly and efficient puts you at ease
 |
| * Very friendly and very efficient
 |
| * Very friendly nurse. Made the process relaxing.
 |
| * Very friendly, professional, and knowledgeable.
 |
| * Very good nurse.
 |
| * Very good service
 |
| * Very good service, but 20 minutes is too long to wait in a potentially infectious waiting room. It should be possible to wait outside in a car
 |
| * Very good surgery lovely staff no faults at all
 |
| * Very helpful and friendly staff
 |
| * Very kind and efficient.
 |
| * Very kind and friendly nurse. Appt on time
 |
| * Very pleasant and efficient appointment.
 |
| * Very polite and helpful
 |
| * Very professional service.
 |
| * Very professional.
 |
| * Very understanding, , helpful doctor
 |
| * Was first appointment of the day and was seen late.
 |
| * Went in about 7 minutes past appointment time. Was greeted by a friendly face by someone who seemed to remember me. My details were on the computer scree
 |
| * Went in on time, greeted with a smile , nice and friendly but prof
 |
| * Went in on time, nurse very pleasant
 |
| * What else do you want me to say I cancelled due to illness in future will no longer respond
 |
| * When I phone up in the morning you get to see a doctor the same day plus all the staff are friendly pleasant and professional & you get your prescription
 |

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