**In March 2024 we had a total of 485 responses:**

* **Very good x 442**
* **Good x 31**
* **Fair x 0**
* **Neither Good nor Bad x 3**
* **Poor x 8**
* **Don’t know x 1**

**You told us:**

|  |  |
| --- | --- |
| Very good |  |
| Very good | .  |
| Very good | A |
| Good | A doctor that actually listened. |
| Good | A friendly atmosphere receptionist was very helpful. |
| Very good | A good ‘no nonsense’ doctor, had a problem, he gave a solution and I’m moving forward with diagnosis. NHS needs more doctors like this. |
| Very good | a lovely clean and friendly surgery  |
| Very good | Able to be seen at a convenient time due to work commitments.  |
| Very good | Advice was precise |
| Very good | After the initial stress of getting an appointment, my consultation was excellent  |
| Very good | All good  |
| Good | All staff helpful and friendly, including Registrar who saw me. |
| Very good | All went well  |
| Very good | Although I was late arriving at my appointment having phoned ahead, I was still seen by a very pleasant trainee doctor who explained everything about my appointment. Thank you. |
| Very good | Always very helpful thanks  |
| Very good | Always a pleasure to attend the surgery. All staff, nurses and GPs are very pleasant and encouraging. |
| Very good | Always excellent service, thank you so much |
| Very good | Always fantastic staff and professional  |
| Very good | Always friendly, and knowledgeable. |
| Very good | Always grateful for all you do, and staff are lovely thank you |
| Very good | always such a clean and friendly surgery.  |
| Good | Another patient was mistaken for me |
| Very good | Answered all my questions and gave me some useful information  |
| Very good | Answered my questions, arranged for x-ray. All excellent.  |
| Very good | Appointment given on day of request. Prompt referral to Vascular dept, excellent service. GP very good and efficient. Put my mind at rest.  |
| Very good | Appointment on time nurse very pleasant |
| Good | Appointment on time and Michelle was efficient redressing my wound |
| Very good | Appointment on time and quickly dealt with |
| Very good | Appointment on time, very pleased. |
| Very good | Appointment on time; all targets achieved! |
| Very good | Appointment on time. All went well  |
| Very good | Appointment on time. Nurse very pleasant and also informative and efficient. Great service. |
| Very good | Appointment was on time & pleasant staff |
| Very good | Appointment was on time and the doctor answered the concerns I had about the drugs I am taking also he is going to hopefully get the problem with my knee sorted out  |
| Very good | Appointment was on time, very helpful staff, efficient nurse  |
| Good | Appointment was running 90 mins late. Dr Blight is always lovely though so didn’t mind waiting. He made my son feel comfortable  |
| Very good | Appointments both on time, excellent service, and really helpful advice |
| Very good | Appt on time. Nurse very pleasant and took blood, pain-free experience! Thank you. |
| Very good | Appt was early!! |
| Very good | Apt on time, blood taken by nurse very comfortably. Nurse very pleasant, professional, and approachable. |
| Very good | As always treated fantastic  |
| Very good | As always very kind |
| Very good | As always, Dr Robbins is a very good Dr |
| Very good | As ever Dr lock helpful and kind  |
| Very good | As I said very good  |
| Very good | As usual as it was only a blood test I went in on time and was out again in minutes. Very good.  |
| Very good | As usual, the surgery was full of kindness and flexibility. Emily was due to do my ECG but as soon as she realised that I had blood tests with Emma one hour later she immediately offered to do both so that I wouldn't have to wait. She was reassuring, friendly and efficient, thank you so much Emily! |
| Very good | Because everyone is so lovely, and my doctors are brilliant  |
| Very good | Because I got great quality of care and advice on my health.  |
| Very good | Because I was in and out in no time atoll  |
| Very good | Because I was satisfied  |
| Very good | Because it was  |
| Very good | Because that was my experience  |
| Very good | Because the nurse and receptionist were very professional. |
| Very good | Because the service was very good… |
| Very good | Because the young lady that attended to me had such a lovely friendly manner and was very efficient, please pass on my thanks to her for making it a pleasure, not a pain! |
| Very good | Because the young lady that attended to me had such a lovely friendly manner and was very efficient, please pass on my thanks to her for making it a pleasure, not a pain! |
| Very good | Because they were  |
| Good | Blood extracted perfectly  |
| Very good | Blood test carried out fine |
| Very good | Blood test on time, smoothly done. |
| Very good | Blood test performed quickly and efficiently. Also, reason given as to why it was necessary (liver/kidneys). |
| Very good | Brilliant as all ways  |
| Very good | Brilliant Saturday service available - cheerful and kind  |
| Very good | Called in early. Fully informed of procedure and was given time to check on follow up. Appointment was made at reception before leaving. Nurse was very pleasant and professional. |
| Very good | Called in on time, friendly nurse,  |
| Very good | Called on time and resolved my concerns  |
| Very good | Came for thumb injection for arthritis. Convenient weekend appointment. Procedure clearly explained to me and administered efficiently by Dr Herdman.  |
| Very good | Care and kindness  |
| Very good | Care and kindness  |
| Very good | Caring doctor who was lovely and understanding  |
| Very good | caring staff nothing was too much trouble |
| Very good | Charlotte was very knowledgeable about my wound care, and I would recommend her. |
| Very good | Chloe is a superb female health nurse, very skilled and knowledgeable. Because of the position of my cervix, I’ve never had a smear test before that doesn’t hurt up until yesterday. I’m so grateful.  |
| Very good | Chloe is excellent! |
| Very good | Chloe the nurse was lovely and explained everything clearly to us and what we needed  |
| Very good | Chloe was amazing!  |
| Good | Chloe was as usual very helpful and has explained that I need to disregard her advice at my diabetic review on the 5 February 2024 and stay on 52 units of insulin! |
| Very good | Chloe was very efficient and helpful |
| Very good | Chloe was very friendly and professional. Removed the stitches from my shoulder quickly and painlessly. Absolutely no problem! Thank you |
| Very good | Chloe was very professional in her assessment of my hip surgery wound and gave me expert advice on care to aid its healing |
| Very good | Chloe was very thorough and listened to me and helped with the situation in hand. |
| Very good | clear and on time |
| Very good | Convenient appointment in reasonable timescales. Productive, reassuring, and helpful appointment with referral. Overall excellent! |
| Very good | Didn't have to wait Appointment was on time nurse was very professional knowledgeable friendly and polite. |
| Very good | Didn't have to wait too long to see Chloe and Chloe was very nice  |
| Very good | Didn’t wait long and the lady I saw was very pleasant. |
| Very good | doctor good listen  |
| Very good | Doctor Lock was extremely thorough in his examination and explained clearly what I needed to do. |
| Very good | Doctor Tucker was very friendly, caring, knowledgeable and efficient. A proper "old-fashioned" doctor. |
| Very good | Doctor very kind and thorough, really made me feel well cared for.  |
| Very good | Doctor was friendly helpful  |
| Very good | Doctor was polite, took his time to explain and made a point of supporting a military veteran |
| Very good | Doctor was very kind and had a lovely way about him even though he did only look 16 |
| Very good | Doctor was very pleasant and checked everything out |
| Good | Don't find phone appt as good as face to face  |
| Very good | Dr Dixon was kind and patient, and very helpful. I left feeling reassured and with a plan of action.  |
| Very good | Dr Harley was very helpful and showed concern & patience and arranged for me to have a call to make an appointment for blood tests. Which is now arranged. This kindly consultation is reassuring after surgery. |
| Very good | Dr Harling was excellent and very kind. |
| Very good | Dr Herdman is excellence as always. |
| Very good | Dr Lock and all the staff were, as always so kind, caring, helpful and thorough. Thank you.  |
| Very good | Dr Lock gave me the time to explain my condition and gave me excellent instructions on how to manage it. As usual Marazion Surgery gives excellent care. |
| Good | Dr Lock made me feel he listened, and I didn't feel rushed. Arranged for more tests  |
| Very good | Dr Robbins had clearly read my notes and was helpful and sympathetic  |
| Very good | Dr Robbins was very good. |
| Very good | Dr Robbins as usual gave me the time to explain my concerns and gave me advice by putting the appropriate treatment in place. Excellent surgery. |
| Very good | Dr Robbins fantastic as always  |
| Very good | Dr spent time listening & advising our queries  |
| Very good | Dr Tucker was very helpful and thorough.  |
| Very good | Dr was patient and thorough  |
| Very good | Dr was very kind, helpful and listened to me. She was so lovely. |
| Very good | Dr. Herdman provided clear and sensible advice which was very helpful. |
| Very good | Due to my circumstances and appointment was made to fit me in. The practitioner was thorough and very caring and supportive  |
| Very good | Early appointment, worded so well with working  |
| Very good | Easy appointment making. Very helpful nurse and staff.  |
| Very good | Easy to get an appointment. |
| Very good | Easy to sign in and did not wait long to be seen. Staff very professional  |
| Very good | Efficient |
| Very good | Efficient  |
| Very good | Efficient  |
| Very good | Efficient and timely  |
| Very good | Efficient booking staff. Dr Robbins allowed time to diagnose the problem. |
| Very good | Efficient, friendly.  |
| Very good | Efficient, polite. |
| Very good | Efficiently dealt with by a charming nurse  |
| Very good | Ella was friendly and efficient in obtaining my bloods.  |
| Very good | Elle, the nurse, was friendly, very efficient and took time for a brief chat. All very good. |
| Very good | Emily was very helpful and thorough  |
| Very good | Emily was very professional  |
| Very good | Emma the nurse was really lovely and very through and explained everything. Superb treatment …However I found the receptionist quite rude which is not your normal standard as I usually find your reception staff very helpful and happy but have not had the pleasure of dealing with this lady.  |
| Very good | Empathy and support shown with a follow up plan agreed. As always excellent service, thank you to Dr Robbins and all the staff for going the extra mile.  |
| Very good | Every single person that works at the surgery are always so friendly and helpful.  |
| Very good | Everyone is so professional and caring |
| Very good | Everyone was friendly, professional, and understanding. |
| Good | Everyone was polite and helpful, and I didn’t have to wait too long |
| Very good | Everyone was so helpful and kind and friendly  |
| Very good | Everything associated with the surgery is top notch! Professionalism, friendliness, and service! |
| Very good | everything on time and helpful  |
| Very good | Everything was explained really well and put me at ease |
| Very good | Everything was in order! All results are positive, I came away feeling good about myself. |
| Very good | Everything went painlessly and friendly  |
| Very good | Everything went smoothly  |
| Very good | Excellent appointment system. Doctor listened and cared.  |
| Very good | Excellent communication and service  |
| Very good | Excellent friendly and efficient |
| Very good | Excellent friendly staff  |
| Good | Excellent once I saw the nurse, the wait was about 10 mins, not a problem for me but it could have been for others more time pressured. |
| Very good | Excellent procedure no pain, excellent ‘bedside’ manner for want of a medical term. Very friendly yet professional. Great experience.  |
| Very good | Excellent professional procedure, given by a charming efficient nurse. |
| Very good | Excellent response by Dr L with regard to my acute breathing difficulties - ensure I got the further hospital investigations and treatment that same day. Lovely manner and very reassuring. Thank you  |
| Very good | Excellent result and helpful  |
| Very good | Excellent service from the surgery as always. thank you  |
| Very good | Excellent service thank you  |
| Very good | Excellent service, everything discussed and explained, very friendly and helpful.  |
| Very good | Excellent service, diagnosis and treatment all within 10 minutes. Fantastic  |
| Very good | Excellent treatment by Dr Robins |
| Very good | Explained and polite  |
| Very good | Extremely helpful  |
| Very good | Fast efficient booking system and check in very polite friendly helpful staff  |
| Very good | Faultless Caring Service |
| Very good | Felt at ease, listened to my concerns, thanks |
| Very good | Felt reassured and cared for ☺️ Thank you 🙏🏻  |
| Very good | First class attention  |
| Very good | First class service  |
| Very good | First time seeing Dr who was very pleasant and listened to my concerns  |
| Very good | For first time a doctor that really cared I was not in just for the random 10 minutes there was no rush and could talk everything we needed to. Kind caring polite never seen this before in NHS doctors  |
| Very good | Friendly professional excellent service |
| Very good | Friendly & caring |
| Very good | Friendly and efficient  |
| Very good | Friendly and efficient  |
| Very good | Friendly and supportive  |
| Very good | Friendly efficient service ☺️ |
| Very good | Friendly efficient service ☺️ |
| Very good | Friendly efficient service ☺️ |
| Very good | Friendly efficient service 😊 |
| Very good | Friendly, helpful regarding wish to have echocardiogram as soon as possible because I need holiday insurance to go to Greece in May. Quite relaxing |
| Very good | From my first contact with the reception to my last with Doctor Blight I was treated with great speed, kindness, and knowledge. |
| Very good | Gave me good advice  |
| Very good | Gave me useful feedback  |
| Very good | Good & friendly, as always |
| Very good | Good consultation with doctor. |
| Very good | Good friendly staff  |
| Very good | Good patient care |
| Good | Good positive advice. |
| Good | Good service  |
| Good | Good service  |
| Very good | Good treatment. |
| Very good | Got appointment with doctor of my choice  |
| Very good | GP listened to my worries and discussed best way forward . She took a very patient cantered approach valuing my opinion of what I needed but also gave really good medical advice on treatments and options. She considered the opinions I had had from other Dr’s and I felt there was a clear plan going forward.  |
| Very good | Great friendly professional service  |
| Very good | Great friendly service |
| Very good | Great friendly service  |
| Very good | Great staff everywhere  |
| Very good | Happy I’m getting help with my problems. |
| Poor | Have been told on last two visits that my cholesterol level is the highest ever seen but can cannot seem to be able to see a doctor or specialist to get help . Very stressful  |
| Good | Helpful  |
| Very good | Helpful and friendly  |
| Very good | Highly satisfactory. Thank you.  |
| Very good | Holistic approach to issues raised |
| Very good | I felt a bit desperate and needed advice and guidance.  |
| Poor | I came to see a doctor about my shoulder , I have a bone poking out where it shouldn’t be , the doc said it could be Arthritis or because of my strap on my bag , she said I need to see the physio then maybe an X-ray after waiting for 4 days for a physio appointment only to be told I need an urgent X-ray , why didn’t the doc just organise an X-ray ? Instead of leaving me 4 days in pain, I don’t understand this  |
| Neither good nor poor | I didn't attend!!! |
| Good | I didn't come to the surgery for an appointment yesterday I came to make an enquiry about test results and was asked if I wanted to see a doctor that afternoon or have a phone consultation, I chose a phone call, and it was as good as a visit. |
| Good | I didn’t see a diabetic nurse, but Elle was very friendly and efficient. My appointment was at 2 pm - a long time to fast!!! Wish I could have had an appointment early morning. |
| Very good | I feel unwell and I don't know what's wrong. Dr Ranabhat was thorough and kind, gave me plenty of time, took note of everything I said, and was very prompt in arranging some diagnostic tests today.  |
| Good | I felt listened to… |
| Poor | I felt quite disappointed as the person who conducted my health check seemed bored, had poor interpersonal skills, and didn't attempt to talk to me about my health. After a few perfunctory questions and taking blood said "that's it" |
| Very good | I got an explanation for my concerns  |
| Good | I had to wait 40 mins |
| Very good | I knew what was going to happen and it was done efficiently, and my jab was painless |
| Very good | I like the new phone system. Being able to hold your position in the queue and get a call back is really helpful especially when I am working. Reception was helpful and friendly. Receiving texts to let me know rough time of my phone call was also helpful and Dr Lock is a great Dr who really listens to you and cares. Thank you!  |
| Very good | I liked the doctor. He listened to me and told me what was wrong with my knee. |
| Very good | I received a telephone appointment which satisfied my requirements…thank you  |
| Very good | I saw a Dr I had seen before. I rang at 8 am and got appt fo11.I was seen in time and was treated very well |
| Very good | I think Shirley was great with this tedious procedure  |
| Very good | I thought good attention was given to my concerns. Now waiting for understanding of the test results |
| Very good | I was able to see a Dr on the day and he was very thorough and helpful  |
| Very good | I was called on the phone and the conversation with the Doctor was excellent. |
| Very good | I was dealt with promptly and efficiently.  |
| Very good | I was given an appointment very promptly and it was on time. Tracy was most helpful and not only referred me straight away but arranged a prescription.  |
| Very good | I was given time and space to talk. Dr Robbins is helpful and concise  |
| Very good | I was listened to and relevant letters are being sent to specialists, so my enquiry was dealt with, although the clinician was on the keyboard typing her back was to me.most of the time and she didn't really take a break to acknowledge I was even there, at times. I was telling her my problem, so although typing, I'm hoping she put what I was telling her on the letter. I think a little bit more patient liaison and communication would have been a little more welcoming and more professional, instead of feeling like 'I wasn't there'. |
| Very good | I was listened to, and action was taken.  |
| Very good | I was seen on time and the doctor gave me reassurance and a diagnosis. with then a treatment plan  |
| Very good | I was seen on time and the nurse was competent and very pleasant, she put me at my ease |
| Very good | I was seen promptly by a friendly confident nurse who took my blood sample efficiently and without fuss.  |
| Very good | I was seen quickly  |
| Very good | I was seen quickly, and Dr Tucker was very thorough  |
| Very good | I was seen quickly, and the doctor was thorough and caring. |
| Very good | I was seen to quickly |
| Very good | I was seen very promptly and was dealt with patience and understanding  |
| Very good | I was slightly late for my appointment and the receptionist and the nurse took the time in the trouble to fit me in. Well done and thank you. |
| Very good | I was slightly nervous before my appointment. Both Shirley and Dr Harling were very reassuring and put me at ease. The procedure was over before I knew it and wasn’t as bad as I’d expected. Please thank them both. Best wishes.  |
| Very good | I'm difficult to take blood from but was taken with no problem, very professional  |
| Good | I'm glad to be seen, however my conditions are affecting my work, I appreciate that everything is being dealt with as quickly as possible, overall, I'm happy with service provided. |
| Good | I'm still in pain |
| Very good | informative and timely |
| Very good | It was Good Service  |
| Very good | It was on time, very friendly, warm, and reassuring appointment  |
| Very good | It was very good  |
| Very good | It was very well explained. |
| Neither good nor poor | It would have been better if l could have fasted overnight and had bloods done in morning instead of 16:40 pm.  |
| Very good | Just a blood test |
| Very good | Just enjoyed the help I received  |
| Very good | Kate has been very friendly but thorough during the appointments I have had with her. I’m sure that will continue after her next move. Good luck for the future Kate and many thanks!  |
| Very good | Kind and helpful |
| Very good | Kind prompt and efficient  |
| Very good | Knowledgeable and understanding  |
| Very good | Laura was very helpful and gave me all the support needed |
| Very good | Love nurse, great friendly service  |
| Very good | Lovely doctor, kind and caring.  |
| Very good | Lovely friendly nurse. Very thorough & informative. Felt very at ease & well cared for & listened to. Thank you  |
| Very good | Lovely helpful staff, thank you |
| Very good | Lovely nurse and the lady on reception was cheerful and very helpful. 10/10 today |
| Very good | Lovely staff and seen on time |
| Very good | Lucky to have a cancellation and all very helpful.  |
| Very good | Marazion Surgery Provides a Great and Convenient Service  |
| Very good | My appointment was very relaxing and felt at ease. Thank you |
| Good | My appointment was on time & I was prescribed appropriate medication.  |
| Very good | My concerns were fully met with information and reassurance. I did not feel hurried and could therefore feel satisfied with the whole experience. |
| Very good | My Doctor is amazing. He takes time to ensure I'm understanding everything, he explains what I'm unsure of and takes the appropriate action whenever necessary. |
| Very good | My doctor was attentive, caring and professional. A very good doctor.  |
| Good | My dressing was changed, and the wound has healed so no further appointments needed! |
| Very good | My GP is always very good with me and gives me good advice  |
| Very good | N/A |
| Very good | Never any complaints on Marazion Surgery, always received excellent service.Much appreciated Dr Robins an out of hrs appointment, therefore more relaxed & extra time to converse on situation.  |
| Poor | Never had the phone call.  |
| Very good | No |
| Good | No problems |
| Very good | No problems to report  |
| Very good | No problems! |
| Very good | No reason not to. |
| Very good | No waiting in and out. With a warm welcome  |
| Very good | Nurse Emma Daly was friendly, helpful, and efficient. Could not be better. |
| Very good | Nurse really friendly and appointment was on time. |
| Very good | Nurse was patient, listened and gave me excellent advice, thankyou |
| Don't know | Nurse was pleasant, but nothing resolved. I had seen 2 pharmacists before making this appt and now feel frustrated and not listened to. Why, when I phoned for a doctors appt, was I not told that I would be seeing a nurse? I tried to follow the new government procedures by visiting a pharmacy, but feel totally let down. I have to say, I have never felt like this before. The health service has always been very good. Shame it had to change! |
| Very good | Nurse was very friendly and answered my questions. Very professional  |
| Very good | Nurse was very good and made me feel very comfortable.  |
| Very good | Nurse was very helpful and listening. |
| Very good | Nurse was very helpful and showed keen interest in the new Aktiia 24 hrs blood pressure system I am using.  |
| Very good | On time - excellent treatment  |
| Very good | On time all went well  |
| Very good | On time and all aspects of the review covered. |
| Very good | On time and friendly and efficient  |
| Very good | On time and good advice Very pleasant as well.  |
| Very good | On time and not rushed  |
| Very good | On time and quick |
| Very good | On time and friendly nurse both sympathetic and supportive  |
| Very good | On time appointment  |
| Good | On time everything was ok |
| Very good | On time very professional and easy to talk to.  |
| Good | On time, clear advice given  |
| Very good | On time, considerate, informative and treatment identified!  |
| Very good | On time, efficient & very helpful & friendly  |
| Very good | On time, friendly & professional  |
| Very good | On time, friendly and understanding Dr |
| Very good | On time, very helpful as always. |
| Very good | On time. Great it was a Saturday morning  |
| Very good | Overall the issues I needed to discuss were addressed, the appointment wasn’t rushed, I felt listened to, and even though I have a few different concerns I’m feel I’m on the right path. Thanks to Dr Robbins for his patience  |
| Very good | Perfect service good chat about issues |
| Very good | Phone at correct time. Helpful and collaborative. |
| Very good | Pleasant and efficient  |
| Very good | Pleasant and helpful doctor |
| Very good | Pleasant staff. Samples taken without pain. On time appointment. Good service xx |
| Very good | Problem dealt with.  |
| Very good | Problem dealt with.  |
| Very good | Problem solved  |
| Very good | Professional  |
| Very good | Professional and considerate  |
| Very good | Professional and thorough Service |
| Very good | Professional care and treatment  |
| Very good | Professional, efficient, and friendly.  |
| Very good | Professional, took her time and explained things well. Five stars. |
| Very good | Prompt & efficient |
| Very good | Prompt & efficient |
| Very good | Prompt and attentive |
| Very good | Prompt and efficient service  |
| Very good | Prompt and friendly service  |
| Very good | Prompt and friendly treatment |
| Very good | prompt and informative  |
| Very good | Prompt and polite  |
| Very good | Prompt and professional  |
| Very good | Prompt appointment and friendly staff  |
| Very good | Prompt appointment very helpful receptionist on the phone. GP addressed all of my concerns and was kind and patient. Pharmacy staff helpful and swift in dispensing my medication As always, a very positive experience at the surgery.  |
| Very good | Prompt appointment! VG support received. |
| Very good | Prompt efficient  |
| Very good | Prompt professional service |
| Very good | Prompt telephone call saving time for me and the surgery  |
| Very good | Punctual, friendly and efficient service from a professional member of staff at a first class GP surgery. |
| Very good | Punctual and thorough  |
| Very good | Punctual friendly & great service from the nurse thank you  |
| Very good | Punctual service and really helpful person who treated me could not fault |
| Very good | Punctual, efficient, and friendly.  |
| Very good | Punctual, friendly, informative, efficient.  |
| Very good | Punctual. Speedy. Friendly! |
| Very good | Quick and easy to get appt |
| Very good | Quick and friendly...was seen before my appointment and very easy as usual  |
| Very good | Quick appointment and good attention from the Doctor. |
| Very good | Quick appointment and professional help |
| Very good | Quick easy friendly polite Saturday appointment-brilliant surgery and service |
| Good | Quick response one the phone |
| Very good | Quick service. Efficient and cheerful staff |
| Very good | Quick turnaround and excellent doctor  |
| Very good | Quick, efficient, friendly service |
| Very good | Quickly done and helpful.  |
| Very good | Rang in the morning, saw a doctor who was excellent so thorough and really took time to listen to me |
| Very good | Really appreciated a weekend appointment and as usual Dr Robbins was very supportive and efficient.  |
| Very good | Really friendly and helpful. Clear instructions given to solve the medical issues. |
| Very good | Really good care  |
| Very good | Really nice Doctor who explained what was happening and made me feel comfortable. |
| Very good | Saw cheerful and happy nurse who helped and cleaned my wound |
| Very good | Saw GP. Problem sorted |
| Very good | Seen on time and very helpful staff |
| Very good | Seen on time, easy to book the vaccine appointment. |
| Very good | Seen promptly and I felt that I was listened to. |
| Very good | Seen promptly. Lovely nurse.  |
| Very good | Shirley took time to listen &answer all questions I asked  |
| Very good | Shirley was professional and informative as usual. |
| Very good | Shirley was very good. Friendly  |
| Very good | Since joining Marazion Surgery have been very impressed with all aspects of the care given and the polite and professional attitude from every member of staff  |
| Very good | Slight wait, but the nurse was fantastic - sorry can’t remember her name!  |
| Very good | Smooth and efficient as usual, very satisfied |
| Very good | XXXX was extremely anxious about having blood tests, but Ella was amazing with her. She put her at ease and got her blood without causing any distress to XXXXX. She came out of the appointment feeling very happy and said she wouldn’t feel scared to have blood tests again. Thank you so much Ella. |
| Very good | Speed of getting an appointment, appointment on time |
| Very good | Speedy appointment, seen on time, reassuring consultation, and prescription medicine ready on leaving.  |
| Very good | Spot on - as usual |
| Very good | Spot on time, friendly polite nurse. |
| Very good | Staff were excellent as always, reassured me about my ongoing health issues  |
| Very good | Staff were friendly, polite, and professional. |
| Very good | Staff, as usual very pleasant and polite. My appointment with Tracy Brettrell was excellent, I felt listened to, and she dealt with my request immediately. Very impressed indeed. |
| Very good | Such a kind empathic Dr Ranabhat. I felt listened to and now understand my blood test results as they were well explained. Thank you  |
| Very good | Superb nurse. Excellent knowledge  |
| Very good | Supportive, open, and honest consultation with referral made to provide ongoing treatment and support.  |
| Very good | Surgery called as they could not make scheduled appointment so made earlier one. Lovely Dr  |
| Very good | Surgery very clean and tidy, comfortable waiting room, staff as always kind and supportive,  |
| Very good | Surgery was very quiet I was seen to very quickly. |
| Very good | Swift efficient and friendly service  |
| Very good | Talked about the way forward |
| Neither good nor poor | The appointment was 30mins late, Dr didn’t seem to know why I was there. It had been an anxious 2 wks wait for FIT test results. Got asked why I was there and then he just said yeah that result was all ok. I went through again why was there in the first place, then there was a series of googling to try to find out what it might be, I said didn’t Dr Robbins make any notes from my last appointment, and then he looked and read back. I was told to book for blood test to look at whatever wasn’t looked at in the first lot of tests. I asked what I should say and he said it will all be in the system. I have now just left West Cornwall hospital after being told there are no notes on the system to have a blood test. After spending about 15-20 mins with the doctor all that was recorded for my appointment, as told by the receptionist, was that ‘feet flared up, medication prescribed’, nothing about low iron levels and possible reasons why and what we are looking at, which is why I was asked to book blood test. I know you see hundreds and thousands of patients, but I’m pretty disappointed to be honest, especially as I am a person who will only ever go to the doctors if something really isn’t right.  |
| Very good | The appointment was on time and I was treated in competently and friendly manner.  |
| Very good | The appointment was on time. The nurse took my advice as to which vein worked best. She used a butterfly needle as I requested. The blood came out and filled all the receptacles required. No big bruise or oedema today. She was very pleasant and efficient. Well done. I told her. |
| Very good | The clinicians were on time, caring and very professional. The surgery was spotlessly clean, all staff were very polite and caring.  |
| Very good | The consultation was very informative and reassuring  |
| Good | The doctor I felt was very good but because of such a short time with him I couldn't have all my problems talked about. I now have to make another appointment which I assume will take at least another one to two weeks. |
| Very good | The doctor I saw was clear, thorough, and put me at ease and followed up later by phone to let me know about my referral and give me some tips on how to ease the pain! |
| Very good | The doctor took the time to listen and understand my symptoms and instituted a treatment plan |
| Very good | The doctor was concise understood my symptoms and prescribed appropriate treatment. A good experience. Thank you  |
| Very good | The Doctor was thorough and considerate 👍 |
| Very good | The doctor was very easy to discuss my problem with.  |
| Very good | The doctor was very helpful  |
| Very good | The doctor was very kind and helpful. |
| Very good | The Dr explained the treatment options using the screen to help me see the flow chart. He gave me time and listened. Had a little bit of humour which was helpful. |
| Very good | The Dr phoned me when she said she would, and I got my meds to kill me pain after my op thank you 🤗 |
| Very good | The Dr was very nice and gave me medication to try with view to seeing her again in couple weeks’ time. |
| Very good | The follow up phone consultation was very informative and reassuring  |
| Very good | The GP was lovely and really listened to me |
| Very good | The health care assistant put me at ease, explained the tests, was interesting and interested and very kind.  |
| Very good | The information and assistance provided by our Surgery deserves support and recognition.  |
| Very good | The nurse and the pharmacist are good asset to our surgery and the rest of the staff. |
| Very good | The nurse called me in on time and was very friendly and professional. |
| Very good | The nurse I saw was lovely. Asked to take my blood pressure which hadn’t been checked for a long time. Gave me my pneumonia vaccination & told me I could have the shingles too which I was unaware of. Was also very happy to look at a couple of other things for me. A good experience, thank you.  |
| Very good | The nurse took my blood she did it in a very professional and pleasant manner not leaving a mark  |
| Very good | The nurse was lovely, really polite kind and efficient  |
| Very good | The nurse was lovely chatty and professional as always  |
| Very good | The nurse was very efficient and gave me helpful information |
| Very good | The nurse was very good |
| Very good | The nurse was very good and ahead of schedule  |
| Very good | The nurse was very kind and made me feel at ease  |
| Very good | The nurse was very kind and welcoming. |
| Very good | The nurse whom I had not met before was well prepared and aware of the fact that more than one issue needed to be dealt with.  |
| Very good | The nurses are always kind and helpful. Thank you.  |
| Very good | The physio listened to my concerns and reassured me. Onward investigations are to be arranged. A really nice lady.  |
| Very good | The physiotherapist was informative and confidence inspiring  |
| Very good | The physiotherapist was very knowledgeable and helpful. The appointment was on time. Excellent service. |
| Poor | The receptionist was lovely and very kind. My experience of seeing the GP was no compassion, empathy or help at all.  |
| Very good | The review of my changed medication regime was concluded efficiently, and my recent test results were summarised clearly. |
| Very good | The service is excellent. Everyone is so friendly and do everything to make visits easy. The GPs and nurses are brilliant and always want to listen and help. So glad I'm part of this practice. A massive thank you.  |
| Very good | The service the staff are extremely kind and helpful  |
| Very good | The surgery was able to book me in for a blood test on a day’s notice. The health professional was also excellent at taking bloods and friendly. |
| Very good | The usual extremely high level of professional care and attention given in a particularly friendly manner.  |
| Very good | The usual remarkable caring, professional and attentive treatment that we are lucky enough to regard as normal.  |
| Very good | The usual remarkably very high level of friendly care with the emphasis on preventive attention that is a feature of this particular practice that we are lucky to take as the norm! |
| Very good | The whole surgery is really understanding and go out of their way to meet all needs |
| Very good | The young lady doctor was so lovely and caring  |
| Poor | They refused to see me coz I was 4 mins late. I don't want another appointment  |
| Very good | This particular nurse was friendly, smiley and put me at ease. |
| Very good | Thorough examination talked through everything made me feel at ease  |
| Very good | Thoroughly  |
| Very good | Tracie was lovely and listened made me feel at ease and explained everything  |
| Very good | Understanding and helpful  |
| Very good | Very caring, explained everything and polite  |
| Very good | Very competent physio with knowledge of my issue. Fully explained my injury, possible complications, and recovery time as well as exercises. Top class as ever.  |
| Very good | Very constructive & caring consultation with much helpful information given.  |
| Very good | Very courteous and sorted in 2 mins  |
| Very good | Very easy and lovely nurse |
| Very good | Very efficient as always |
| Very good | Very friendly and checked another issue which saved another visit |
| Very good | Very friendly and efficient treatment with clear explanation |
| Very good | Very friendly and helpful advice |
| Very good | Very friendly and professional  |
| Very good | Very friendly competent nurse. |
| Very good | Very good |
| Very good | Very good  |
| Very good | Very good doctor  |
| Very good | Very good explanation of medical problem and examination. |
| Very good | Very happy with efficiency, nice nurse, all good thank you. |
| Very good | Very happy with my appointment  |
| Very good | Very helpful  |
| Very good | Very helpful advice |
| Very good | Very helpful and reassured me on one or two points I needed to ask nurse was also very pleasant |
| Good | Very helpful friendly & polite |
| Very good | Very helpful, professional, and courteous  |
| Very good | Very informative and calm. Most efficient and have already been contacted by the hospital. Many thanks. |
| Very good | Very kind  |
| Very good | Very knowledgeable and friendly  |
| Very good | Very nice and efficient  |
| Very good | Very nice Dr, professional and actually (for me) got things done. Hope he stays at Marazion Surgery. |
| Very good | Very pleased with the help I received  |
| Very good | Very professional  |
| Very good | Very professional & informative.  |
| Very good | Very professional 👍🏿 |
| Very good | Very professional and friendly  |
| Very good | Very professional and friendly.  |
| Very good | Very professional and referred for pain spinal injection hopefully helpful medication and a follow up call after trying the medication for 2 weeks thank you  |
| Very good | Very professional and thorough service appointment on time would recommend this practice to anyone  |
| Very good | Very professional, attentive, and personable. No waiting and very efficient |
| Very good | Very prompt and caring visit |
| Very good | Very prompt to get an appointment and right on time. Tracy gave a diagnosis and referral for an ultrasound scan and a prescription straight away. Excellent service! |
| Very good | Very quick and very friendly staff |
| Very good | Very thorough consultation, clear advice with blood tests at the same time.  |
| Very good | very thorough examination reassuring and informative  |
| Very good | Very thorough, efficient service  |
| Poor | Waited for 40mins and had to leave  |
| Very good | Was seen on time. Not a rushed appointment. Nurse explained procedure and confirmed why I was there before proceeding.  |
| Good | We were called in 15 minutes late to our appointment and were told that since it was her first UTI, we don’t need to do anything so I’m not really sure why we had an appointment  |
| Very good | Welcoming friendly staff, pleasant service, and advice. Always been seen promptly and things explained in an understanding manner.  |
| Very good | Went in on time very friendly explained everything  |
| Very good | Went in. On time cheerful staff  |
| Very good | X |
| Very good | Yes, the person was very polite very informative I felt relaxed, and it was a good time of your sharing and put my mind at ease that's it really |
| Very good | Yes, but can you make aware at the point of booking the appointment online for blood tests, that fasting for 12 hours is required beforehand. I booked my appointment for 12pm and would have taken an earlier slot if I had been made aware. Otherwise, very good, thank you. |
| Very good | Young lady friendly and very efficient  |

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