**In November 2022 we had a total of 431 responses; 97.5% (420) 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:**

|  |
| --- |
| * A Great surgery and Pharmacy.
 |
| * A very pleasant and efficient practice nurse, top marks
 |
| * Absolutely first-class service and very polite and efficient
 |
| * Addressed my problem. But felt rushed and didn't seem very personable compared to years of other visits
 |
| * All the Dr’s, nurses and reception staff are fantastic !!
 |
| * All staff friendly and helpful
 |
| * always excellent
 |
| * Always excellent service, polite and helpful. X
 |
| * Always helpful
 |
| * Appointment exactly on time - very friendly nurse - bp check and blood test dealt with promptly and efficiently
 |
| * Appointment given within reasonable time scale of needing to see dr. Efficient system of collecting prescription at the surgery, efficient system of book
 |
| * Appointment on time friendly In and out no hassle
 |
| * Appointment on time and completed in a professional manner. Thank you.
 |
| * Appointment on time very pleasant and efficient
 |
| * Appointment on time, excellent staff
 |
| * Appointment on time - nurse polite &friendly - room clean
 |
| * Appointment running late through no fault of staff as broadband out. However, still increasingly difficult to make an on-going appointment to see a doctor
 |
| * Appointment time not met, had to wait 8 minutes, once seen promptly and efficiently dealt with.
 |
| * As always, a positive and friendly experience?
 |
| * As always just excellent treatment
 |
| * As previously said the receptionist wasn't very friendly. I had been stuck behind a big lorry so was literally a minute or two later, then the booking
 |
| * Aways pleasant receptionist plus kind an efficient nurse. An A Team!
 |
| * Because as usual very good and polite service.
 |
| * Because Chloe is Fantastic at Her Job. No problem with her at All. Love Marazion Surgery. Simply the Best.
 |
| * Because everyone at the surgery work as an extremely professional team and nothing is too much trouble, I feel both privileged and fortunate to be under
 |
| * Because I love the young receptionists & nurses at the surgery
 |
| * Because I received a friendly greeting on arrival. Helpful and efficient information and caring attention, in fact it was a delight. Thank you
 |
| * because once again I was treated with respect and pleasantly, thank you
 |
| * Because staff so friendly and efficient
 |
| * Because they were professional and informative
 |
| * Because we always get a good service throughout and never feel rushed even though they are very busy.
 |
| * Blood taken for tests. Procedure carried out very professionally.
 |
| * Booked on the screen when I arrived but it did not register that I had arrived. Waited an extra 10 mins before Nurse called to see if I had arrived
 |
| * Both Emily and Chloe are amazing!
 |
| * Care service by the doctor superb but would prefer not to have a 30 minute delay
 |
| * Cheerful helpful nurses
 |
| * Chloe is a lovely nurse, made you feel relaxed and talked you through procedure
 |
| * Chloe is an excellent nurse. Very caring & very thorough!
 |
| * Chloe is fantastic, easy to talk to and explains everything
 |
| * Chloe is very professional and caring.
 |
| * Chloe very thorough and attentive
 |
| * Chloe was excellent in every way. Thank you.
 |
| * Chloe was extremely kind, caring as well as highly skilled. She made me feel comfortable & that I was in safe/good hands - she was interested in me as a
 |
| * Chloe was kind and helpful
 |
| * Chloe was kind and professional.
 |
| * Chloe was very professional and made me feel much at ease. A great team at Marazion surgery, thank you
 |
| * Chloe your practice nurse was friendly, efficient and to the point and informative.
 |
| * Chosen this answer due to time waiting in waiting room before appointment. The nurse I saw (Michelle) was lovely
 |
| * Clearly listened to my concerns, had a pleasant manner, and escalated this quickly with a follow up appointment phoned through to me as soon as I got home.
 |
| * Competent and relaxed service.
 |
| * Doctor was very good. Explained results thoroughly.
 |
| * Dr Herdman is an outstanding GP. One of the best I've ever seen. Thanks
 |
| * Easy to confirm attendance at appointment, short wait to see nurse, efficient dispensary
 |
| * Efficient check in, minimal wait, efficient and friendly nurse
 |
| * Efficient, friendly, prompt
 |
| * Efficient, timely and a great nurse, well done and thank you.
 |
| * Emily is ace. On time, happy and can take blood like nobody else I've ever met. Thank you.
 |
| * Emily is always fantastic and reassuring. I always ask for her - it makes such a difference to see the same person each time
 |
| * Emily is always kind and caring. She takes the time needed to do whatever needs to be done and is very patient. She is always very helpful, knowledgeable
 |
| * Emily is an outstanding member of your staff. Extremely good at her job and you can have a laugh with her. Great appointment as always. Thanks
 |
| * Emily took my blood pressure and a sample. She answered all my questions and explained everything to me with kindness, and professionalism. Very impressive
 |
| * Emily was on time for my appointment she's always very happy and very good when taking my blood
 |
| * Emily was very good and caring, as was m
 |
| * Emma was very kind and efficient. Checking in was also straightforward
 |
| * Empathetic and professional manner.
 |
| * Everyone efficient and helpful.
 |
| * Everyone was really professional, but I needed to make another appointment in 3 weeks time and the computer appointments system is abysmal. It only allows appointments to be booked two weeks ahead.
 |
| * Everything is so efficient and organised.
 |
| * Excellent
 |
| * Excellent
 |
| * Excellent. Really good being able to see consultant locally in our own surgery and he was very thorough. Inspired confidence.
 |
| * Excellent advice given very reassuring
 |
| * Excellent as always can't imagine any better
 |
| * Excellent customer care, simple explanations
 |
| * Excellent prompt service nurse was lovely
 |
| * Excellent service
 |
| * Excellent service and very helpful
 |
| * Excellent service as always
 |
| * Excellent service as usual
 |
| * Excellent service nurse was brilliant
 |
| * Excellent service, friendly and efficient, thank you
 |
| * Excellent surgery, feel valued
 |
| * Excellent surgery, staff pleasant, helpful, and caring
 |
| * Excellent treatment from nurse
 |
| * Fantastic Appointment as usual. Emily is a lovely person and a credit to Marazion Surgery. Thanks.
 |
| * Fast and friendly
 |
| * Fast appointment, on time.
 |
| * Find all staff are friendly and respectful
 |
| * Friendly and efficient
 |
| * Friendly and knowledgeable staff, clean waiting area, always treated with dignity and respect.
 |
| * Friendly and very efficient service. Earlier appointment very helpful.
 |
| * Friendly and very helpful
 |
| * Friendly efficient service
 |
| * Friendly staff, no trouble getting appointments when needed.
 |
| * Friendly, knowledgeable. No faffing
 |
| * Friendly, quick service.
 |
| * Gemma showed full interest, I viewed both x-ray and MRI on screen, extremely helpful. She was very knowledgeable, informative, and helpful. Full marks...
 |
| * Gemma was excellent.
 |
| * Gemma was very efficient and well informed. Also a good listener
 |
| * Good
 |
| * Good treatment by a professional.
 |
| * Great and caring nurse
 |
| * Great service
 |
| * Had a blood pressure monitor fitted and it is not working properly
 |
| * Health care was lovely
 |
| * Helpful, cheerful attention to detail
 |
| * Highly knowledgeable and engaging physiotherapist. I would venture 'expert advice'.
 |
| * I always find the practice nurse to be really friendly and efficient
 |
| * I am a little confused why I wasn't offered oestrogen tablets and what do oestrogen do to help the menopause and why wasn't I offended a higher dose
 |
| * I arrived in time and wasn't kept waiting past my appointment time.
 |
| * I came in for a blood pressure test and a blood test I felt the nurse was very patient with me as I was agitated, and my blood pressure was high she was v
 |
| * I chose that because they all ways give very good service
 |
| * I didn’t feel a thing when my blood sample was taken, very quick & well done
 |
| * I feel that the Dr I saw spent the time with me and wasn't rushing me, even though he was late. As a whole I think you're all great and I'm never made to
 |
| * I got an appointment 1 week after first call and was seen on time. Physio was friendly, helpful, and clearly v competent. Gave logical and clear advice.
 |
| * I have been a patient at Marazion Surgery for 33 years and not once have I had any cause for complaint. Today no different. problem quickly identified and
 |
| * I have no complaints about Tracy who was a lovely lady, but I object to having to drive up to the Surgery for an appointment for a complaint I have ….
 |
| * I replied 1 for Very Good - because it was a very good consultation
 |
| * I saw Shirley the nurse who was more than helpful, absolutely perfect which is more than I can say for 1 member of staff front of house so to speak
 |
| * I thought Shirley Hatton was very thorough and asked a number of questions regarding my health and treatments I am receiving.
 |
| * I was seen on time and tested quickly and efficiently by a lovely lady.
 |
| * I was seen reasonably promptly, and the test was well done.
 |
| * I was seen straight away
 |
| * I was seen on time and the test was quickly and efficiently done.
 |
| * In my Opinion, Dr Paul Herdman is an Outstanding GP. I can't speak highly enough of him. He’s a massive asset to Marazion Surgery.
 |
| * It was a quick and easy appointment.
 |
| * It was so nice to not feel 'hurried' and I came away with a positive experience
 |
| * It was very good speaking to some one
 |
| * Lovely friendly nurse
 |
| * Lovely receptionist, Dr's and Nurses all very polite lovely surgery Thank you
 |
| * Lucy was lovely and very good at keeping everything low key
 |
| * Made me feel relaxed with something I felt really worried about, but all went well and feel so much better about my prolapse
 |
| * Marazion surgery only have wonderful practitioners. We are very lucky
 |
| * My answer already does this!!
 |
| * My appointment was bang on time
 |
| * My appointment was on time & very informative
 |
| * My first HRT appt was cancelled and I attended my second appt today at the Surgery and was advised there has been a mix up. Third appt scheduled for Wed
 |
| * My physiotherapist explained my diagnosis very clearly and gave me useful and realistic advice on how to help myself through exercises. I also didn't hav
 |
| * No wait and competent and friendly nurse
 |
| * No waiting and quick and helpful.
 |
| * No waiting time. Nurse very pleasant
 |
| * Not having had this procedure before, l was slightly uneasy. Not for long though, thanks to your nurse
 |
| * nothing too much trouble. brilliant!!
 |
| * Nurse was friendly, put me at ease and explained everything that she was doing during my visit.
 |
| * Nurse was lovely. Reception was super busy but dealing so patiently with everyone it was impressive.
 |
| * Nurse was very gentle and efficient
 |
| * Nurse was very nice
 |
| * Nurses was extremely friendly and helpful
 |
| * Obviously, he knew his stuff +was so caring +kind 2 my daughter who's problems were the reason why we went x
 |
| * On time and consideration
 |
| * On time and doctor listened and put my mind at rest
 |
| * On time and efficient and Friendly.
 |
| * On time and efficiently done
 |
| * On time and nurse was lovely
 |
| * On time and the nurse was lovely and quick at what she had to do
 |
| * On time no pain
 |
| * On time the nurse was lovely
 |
| * On time, efficient and helpful nurse
 |
| * On time, friendly and efficient nurse.
 |
| * On time, very pleasant and capable nurse.
 |
| * Once again I was treated with respect and no problem the young nurse was very good.
 |
| * People in the waiting room seemed to be waiting awhile today. There was a man waiting to go in before me. But my wait wasn't long.
 |
| * Physio seemed very knowledgeable and listened to what I had to say
 |
| * Pleasant and helpful
 |
| * Pleasant efficient professional
 |
| * Pleasant staff and always efficient.
 |
| * Procedure completed professionally and with care- thank you
 |
| * Professional and friendly
 |
| * Prompt appointment, friendly staff both in reception and in consulting room.
 |
| * Prompt efficient and friendly
 |
| * Quick and friendly
 |
| * Quick efficient friendly
 |
| * Quick, friendly, efficient.
 |
| * Really thorough blood tests, noted week's BP measures I'd taken, weighed me and good conversation.
 |
| * Reasonable timekeeping. Courteous, helpful nurse, took time to understand my history and update.
 |
| * Responses very welcoming surgery clean lovely atmosphere the nurse l see was absolutely fantastic kind caring friendly best doctor l have ever been to
 |
| * Saw Emily for blood though it does not matter who I see or why it is always excellent service
 |
| * Seen ahead of time, nurse friendly and knowledgeable as well as skilful. Pleasant experience.
 |
| * Seen on time and no long wait
 |
| * Seen on time, and the nurse was very pleasant.
 |
| * Seen on time, nurse friendly and quick. Probably should have given 1 as a response.
 |
| * Seen on time.
 |
| * Seen promptly, lovely nurse, social distancing in waiting room
 |
| * Service at the surgery is always first class. Even during the pandemic and since, I have felt that the service was personal, caring, and transparent.
 |
| * Shirley is excellent. Give her a raise.
 |
| * Shirley was very professional, polite and welcoming. She told me everything l wanted to know.
 |
| * Short wait but friendly efficient service.
 |
| * Short wait efficient service
 |
| * Short waiting room time. Doctor Imogen a very nice doctor to have a consultation with, very pleasant, took time to listen and dealt with my concerns. Goo
 |
| * Staff always friendly and efficient.
 |
| * Staff are always patient and friendly. Appt was on time
 |
| * Surgery provides a good service.
 |
| * Swift caring attention.
 |
| * Swift efficient friendly
 |
| * Terrific service as always. Friendly, helpful, and always professional.
 |
| * Thank you for the -- Prompt and courteous attention. The surgery is a credit to the NHS.
 |
| * The nurse was kind and friendly and nothing was too much trouble refreshing when you're nearly80!!!
 |
| * The appointment was prompt, the doctor explained the reasons for my symptoms perfectly and gave me good advice about the way forward, the receptionist wa
 |
| * The doctor spent time discussing each of my issues and has prescribed a way forward
 |
| * The doctor took time to explain my problems and worry's. I came out feeling a lot calmer and more reassured
 |
| * The Dr I saw was lovely, very reassuring but thorough.
 |
| * The locum doctor took time to listen to my problem and was extremely helpful
 |
| * The nurse I saw today Lucy was amazing I was so nervous having my coil out but it was over in seconds.
 |
| * The nurse took blood, didn’t even feel the needle go in, no rush, explained things to me, really good experience.
 |
| * The nurse was fabulous so helpful, and kind went beyond what she had to do we are really lucky to have this surgery.
 |
| * The nurse was lovely and very helpful
 |
| * The nurse was really nice very friendly and very professional. Didn't rush me great surgery.
 |
| * The nurse was very helpful, adding an extra test to my blood test
 |
| * The nurse was very pleasant, calm, and informative, although it was quite cold in the Surgery whilst waiting.
 |
| * The nurse was very professional and put me at ease explained everything very well also a a very kind person
 |
| * The nurse was well prepared, able to address questions, flexible and friendly.
 |
| * The phone call came later, and it was very good. Thank you.
 |
| * The service and information given were very good and helpful to me
 |
| * The staff are great and the nurse I saw is always happy and friendly
 |
| * The staff are very pleasant and look after us well
 |
| * The surgery is very good the service is excellent
 |
| * The whole procedure was explained. The doctor was very gentle.
 |
| * There was nothing to make me say otherwise
 |
| * This was my overall answer to my experience, which had been requested. I could not be any briefer. I am sorry if I have thrown the computer's off course.x
 |
| * Thorough process clearly explained.
 |
| * Timely friendly efficient
 |
| * Understanding
 |
| * Understanding and Reassurance in care
 |
| * Usual good treatment
 |
| * Very easy to check in for my appointment and the staff were very friendly and helpful. The doctor was very helpful and thorough and polite
 |
| * Very efficient and friendly.
 |
| * Very efficient, kind, caring and patient.
 |
| * Very friendly and efficient
 |
| * Very friendly staff
 |
| * Very friendly staff detailed explanations
 |
| * Very good and swift
 |
| * Very happy
 |
| * Very happy with the treatment l get from Dr Blight and I’m grateful to the kind lady in the pharmacy who helped me with my prescription.
 |
| * Very helpful
 |
| * Very helpful and caring. In these difficult times, it's so much appreciated x thank you x
 |
| * Very helpful and friendly
 |
| * Very helpful and knowledgeable
 |
| * Very helpful and very polite thank you
 |
| * Very kind and professional Thankyou
 |
| * Very knowledgeable, understanding and very helpful.
 |
| * Very nice cheerful staff, no long waits, and quick results. Thank you.
 |
| * Very pleasant and efficient nurse.
 |
| * very professional and comprehensive
 |
| * Very professional and friendly manner
 |
| * Very professional and friendly staff who are all very caring. The appointment was on time
 |
| * Very professional and lovely calm manner
 |
| * Very prompt and no time wasted
 |
| * Very prompt, professional and courteous.
 |
| * Very understanding patient and good explanation thank you Dr lock
 |
| * Was a very good visit
 |
| * Was felt with polite and quickly and doctor was so nice
 |
| * Was made to feel comfortable and the nurse was amazing I felt nervous, and she knew but she was so lovely, and it helped
 |
| * Well looked after treated really well
 |
| * Well-managed surgery and responsive surgery
 |
| * You’re looking after me ??
 |
| * You’re still looking after me
 |

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