**In October 2022 we had a total of 423 responses; 97.5% (412) 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:**

|  |
| --- |
| * A1 response, care, and attention from all staff, especially GP.
 |
| * Absolutely fantastic service. Thank you
 |
| * All good and an appointment with duty doctor giving peace of mind.
 |
| * All staff were helpful and efficient.
 |
| * Always helpful informative
 |
| * Always a warm welcome and very helpful
 |
| * Always efficient and friendly
 |
| * Always fantastic service
 |
| * Always good, friendly, and efficient.
 |
| * Always on time, lovely nurses
 |
| * Always pleasant and efficient
 |
| * Always polite, welcoming, helpful, and always with a smile -ace-
 |
| * Apart from a little miscommunication regarding a telephone appointment rather than a face to face my experience was 1
 |
| * Appointment punctual, friendly atmosphere, nurse very efficient and put me at ease
 |
| * Appointment at a convenient time in early evening. I didn't have to wait too long and staff very good.
 |
| * Appointment on time polite
 |
| * Appointment on time. Doctor listened and dealt with my issue. I didn't feel rushed.
 |
| * Appointment on time. Friendly and efficient nurse. Procedure carried out in appropriate manner.
 |
| * Appointment was for blood pressure and kidney function checks. Seen on time and procedures carried out, professionally friendly manner. First Class treatment
 |
| * Appointment was on time and friendly professional staff
 |
| * Appointment was on time, Dr was excellent in every way, could not have been better.
 |
| * Appointment was on time. Nurse was both efficient and friendly. The atmosphere in the surgery is both business like and yet you still feel like a real
 |
| * Arrived slightly early and seen earlier than appointment time - appreciated as it was for my young son. Lovely nurse, interacted really well with my son
 |
| * As always very friendly and helpful staff who are very efficient and caring.
 |
| * As before - friendly, helpful, and informative
 |
| * As before - friendly, informative, and caring
 |
| * As usual everything went smoothly staff as usual very good
 |
| * Asthma nurse very friendly and able to be on a level with my son to ensure that she got information from him and not just myself as a parent - empowering
 |
| * Because everyone did what they should have done and did it with a smile on their face, they usually do!
 |
| * because I there is always room for improvement
 |
| * Because I value the service that the NHS provides
 |
| * Been to Emma before -very gentle and considerate
 |
| * Blood test. Excellent example of getting blood from a stone.
 |
| * Both Emily and Shirley were fantastic.
 |
| * Both last Friday's appointment to remove a mole, and this morning's appointment with Emily to take bloods and remove stitches were 10/10. I'm very grateful.
 |
| * Both nurse and doctor very friendly and listened to me so all good
 |
| * Both nurse's excellent
 |
| * Called for routine BP check. Quickly in and out.
 |
| * Chloe listens, is always helpful & puts you at ease.
 |
| * Chloe was most helpful in giving me the results of my blood tests. She was very good in all other ways with advice. Thank you very much.
 |
| * Clear explanation of problem with options conveyed in a kind manner
 |
| * Completely efficient meeting
 |
| * Did not have to wait long, nurse was very good
 |
| * Doctor was thorough in her enquiries of my health and medication. Was most welcoming and helpful to me, in fact it was an absolute pleasure to meet her.
 |
| * Dr is always friendly and knowledgeable, surgery is always nice and clean and staff are always polite, friendly and helpful
 |
| * Dr Rygol very good, comprehensive history taking & exam. Arranged admission for me to SDAU at Truro hospital for further investigations
 |
| * Dr Robbins is a star
 |
| * Dr Sugrue explains everything and is very understanding and unhurried.
 |
| * Dr was excellent but I spoke to your surgery nearly 12 months ago ref ADHD diagnosis and associated stress and it's only now going through.
 |
| * Dr was helpful and understanding
 |
| * Dr was very professional
 |
| * Dr was very reassuring after recent heart tests. Good to have a face to face appointment, makes a world of difference. Thank you.
 |
| * Dr, understood my problem, tried to help me with the constant pain.
 |
| * Dr Lock made me feel very much at ease, and that my concerns were listened to, and actioned accordingly. Not a long wait for the appointment, either. Thank you
 |
| * Easy parking. Little waiting time. Pleasant nurse and I actually didn't feel the needle for blood test. Thank you
 |
| * Easy to book an appointment then very easy to tell them I was here and hardly waited was in and out in minutes
 |
| * Excellent service
 |
| * Efficient and attentive
 |
| * Efficient and friendly
 |
| * Efficient the nurse very friendly and chatty. Happy patient
 |
| * Emily was extremely efficient and informative
 |
| * Emily was kind and caring.
 |
| * Everyone at the practice is excellent- receptionist, pharmacy, nurses, and especially the doctors it's the best Doctors practice I have ever been fortuna
 |
| * Everything is well organised - didn't wait long for my appointment & was made very welcome by the receptionist
 |
| * Everything very satisfactory thank you
 |
| * Everything was fine
 |
| * Everything was well done as usual but I had to wait 20 minutes. In the event, it was unavoidable since a wheelchair had smashed-off a door jamb! Not your fault!
 |
| * Everything went smoothly.
 |
| * Excellent advice and caring attitude
 |
| * Excellent consultation with good outcome.
 |
| * Excellent nurse
 |
| * Excellent service - Smooth procedure professionally completed Thankyou
 |
| * Excellent service by Chloe, professional and friendly
 |
| * Excellent service well explained, and all questions answered. Perfect
 |
| * Excellent service. Appointment on time and requirements dealt with quickly and efficiently
 |
| * Excellent straight to the point talk and am very happy with the result
 |
| * Excellent surgery wonderful caring staff
 |
| * Fast and efficient service but took time to explain
 |
| * Felt listened to, much better face to face and positive advice and plan going forward
 |
| * Felt very comfortable and at ease during an anxiety inducing appointment
 |
| * Friendly & Efficient
 |
| * Friendly, reassuring and professional
 |
| * Friendly and efficient
 |
| * Friendly and reassuring staff
 |
| * Friendly efficient service
 |
| * Friendly efficient service thanks
 |
| * Friendly staff, only brief waiting time. Clear communication from staff
 |
| * Friendly, efficient, service, thank you
 |
| * Friendly, informative, caring and professional
 |
| * Friendly, knowledgeable, and supportive clinician. Useful text reminders for upcoming appointment.
 |
| * Friendly, professional, thoughtful service.
 |
| * Friendly, welcoming, and efficient, thank you
 |
| * From the reception to Dr Shatwell to the pharmacy I received excellent knowledge and service
 |
| * Gemma was happy, polite, professional, informative, and understanding. It was great to see Jack the trainee. I always support Marazion Surgery in giving
 |
| * Given thorough assessment and exercises to do.
 |
| * Good customer service
 |
| * Good service friendly and nice
 |
| * Good to hear the diagnosis
 |
| * Great doctors
 |
| * Great service all round
 |
| * Great service although my appointment was slightly late the Dr I saw was very apologetic which I appreciate
 |
| * Had to wait ten minutes but service was professional and caring
 |
| * Helpful and friendly nurse
 |
| * Helpful friendly and informative
 |
| * Helpful, kind always polite and with a nice smile.
 |
| * I attempted multiple times over two weeks to arrange a very brief call with a GP before my health check at 17:50 yesterday. My own wife, who is a GP, tol
 |
| * I felt rushed, I was unsure whether I had heart burn (acid) or indigestion - the nurse seemed frustrated that I didn't know the difference.
 |
| * I found the nurse very professional, pleasant, and cheerful.
 |
| * I found this consultation to be very useful. A scheduled review allows you to look at the bigger picture and to consider your general health rather than
 |
| * I gave 1 because I never get any bad Service except being forgotten, it was A Great Service. Michelle was a Very nice Lady.
 |
| * I had to cancel my appointment as I wasn't well
 |
| * I had to give blood for tests. I’m not good with needles but the nurses could not have been better .I think I'm no longer worried after their perfect care .
 |
| * I have always had good service at Marazion, and the dedicated staff are brilliant.
 |
| * I have been a patient at your surgery for approximately 20 years or more and I have never had anything to complain about.
 |
| * I like the atmosphere & the Staff
 |
| * I need a new phone
 |
| * I saw a doctor and did
 |
| * I saw Shirley for blood pressure tests both sitting and standing. As always, she was very pleasant and efficient
 |
| * I understood 1 meant very good. What more do you want?
 |
| * I was listened to.
 |
| * I was met by a friendly nurse who made me feel very at ease for my appointment today whilst being very professional and informative
 |
| * I was once again so impressed with all aspects of my appointment. I was seen on time and the nurse was welcoming and put me at ease. The procedure was do
 |
| * I was seen on time and the test was done well by a pleasant young lady.
 |
| * I was seen on time by a very friendly Nurse. When a problem appeared, the nurse spoke to the Doctor and action was taken. Thank you
 |
| * I was seen straight away by a friendly nurse who arranged for the extra blood test that I asked for. The receptionist quickly let me know the progress of
 |
| * I went in on time, the nurse was ready for me, she was polite and dealt with my blood test professionally and easily.
 |
| * If I have been given the wrong results, and the consequences of that information, if left unaddressed effects my health, work and general well being. I
 |
| * It was nice to see old staff
 |
| * Kind and considerate nurse.
 |
| * Knowledgeable, friendly, efficient,
 |
| * Laura was lovely and very good at her job. Not good with needles but at ease with her.
 |
| * Lovely caring nurse perfect
 |
| * Lovely nurse - took me in early, checked with GP which bloods required & very competent
 |
| * Lovely nurse who explained everything to me clearly, no delay in appointment time too
 |
| * Lovely nurse, however was not able to pre book an appointment to see the doctor, no appointment available, first thing on a Monday?
 |
| * Lovely nurse. Concerned about my BP and explaining I need to have a monitor. Then went to have my Covid and flu jabs. Again very kind friendly staff.
 |
| * Marked as a 2 due to waiting time otherwise would have been a 1. Nurse Chloe great.
 |
| * Mrs Gendall was lovely and talked all my procedure through, made me feel comfortable and relaxed, very professional and friendly. I had an evening appo
 |
| * Mrs Gendall was very nice, very professional, explained everything and put you at ease .
 |
| * Ms Corin was professional, on time, and explained everything to me and answered any questions. Excellent
 |
| * My appointment was on time & the nurse who treated me was friendly very efficient & reassuring thank you
 |
| * My appointment with Chloe was very good, she is always very pleasant and understanding and explains things so I am able to understand.
 |
| * My reason for my appointment was explained to me very clearly. The doctor was very thorough.
 |
| * Never had any problems with doctors or nurses there all good
 |
| * Nice to see a happy smiley nurse doing a wonderful job.
 |
| * No appreciable delay to appointment time, excellent doctor service.
 |
| * Not as smooth as using.
 |
| * Nothing wrong with the actual appointment - just a bit of a wait to get in to it.
 |
| * Nurse Gendall. Very professional and helpful. Lovely lady.
 |
| * Nurse Hatton was very friendly and efficient
 |
| * Nurse was friendly, on time, had access to medical record and gave good feedback.
 |
| * Nurse was polite and efficient
 |
| * Nurse was very accommodating.
 |
| * Nurse/HCA was lovely, on time and very child friendly. Well done xx
 |
| * Nurses and Doctors do a great job. They deserve a payrise.
 |
| * On time and caring
 |
| * On time and caring
 |
| * On time and very friendly nurse with a professional approach
 |
| * On time appointment and all issues addressed in detail. Did not feel at all rushed
 |
| * On time considerate and efficient
 |
| * On time Polite and efficient
 |
| * On time polite and efficient
 |
| * Overall, I chose 2 and was pleased with the result
 |
| * Perfect
 |
| * Physio great, dispensary very helpful.
 |
| * Pleasant, efficient, and friendly staff, hardly any wait time and great communication between staff members.
 |
| * Polite and efficient manner.
 |
| * Polite and professional
 |
| * Practice Nurse was excellent as always
 |
| * Professional and efficient young lady delt with me
 |
| * Professional and friendly service
 |
| * Professional, kind, and appointment on time.
 |
| * Professional, reassuring,
 |
| * Prompt and friendly great
 |
| * Prompt service. Easy pain free blood test. Kind staff
 |
| * Prompt, efficient and friendly
 |
| * Provided with all required information
 |
| * Punctual, pleasant lady and informative.
 |
| * Quick & pleasant nurses
 |
| * Quick and efficient service
 |
| * Quick service and lovely nurse
 |
| * Quick, easy. Later evening.
 |
| * Quick, efficient and courteous appointment, well done. Thank you for being a great surgery.
 |
| * Ran out of flu vaccine even though our appointment was booked well in advance. Then couldn't book two Covid jabs for myself and husband, I don't drive, i
 |
| * Real care and attention. Definite valuable work behind the scenes. Medically very helpful.
 |
| * Really helpful on reception with my questions and extremely pleasant nurses when being seen.
 |
| * Really nice doctor didn't rush me listened to what I had to say. lovely receptionist very helpful .
 |
| * Really quick and efficient, and really nice people.
 |
| * Really warm and welcoming nurse for whom nothing was too much trouble!
 |
| * Receptionist was very helpful. Despite me being unable to see asthma nurse because Dr Blights appointment ran late, she was lovely. Dr Blight is a wonder
 |
| * Running to time and Emily Fayer was brilliant
 |
| * Seen on time
 |
| * Seen on time, nurse was very helpful and polite. All good.
 |
| * Seen on time, nurse welcoming and considerate. Receptionist thorough and polite
 |
| * Seen on time.
 |
| * Seen on time. Problem discussed and referred to the doctor. Appointment today. All went smoothly.
 |
| * Seen promptly and nurse very friendly.
 |
| * Seen quickly, efficient and friendly nurse
 |
| * Service always efficient and pleasant an overall good service
 |
| * Service received from both the diabetics nurse and the reception staff was excellent and being professional beyond reproach.
 |
| * Smooth, friendly efficient service.
 |
| * Such a friendly greeting by the nurse and great suggestions going forwards
 |
| * The appointment was on time and the nurse was very efficient
 |
| * The appointment was on time, I felt comfortable, the nurse was very nice, helpful and informative. Very good service.
 |
| * The appointment was on time. The nurse was prepared for it. She was knowledgeable and helpful.
 |
| * The assistant practitioner was well prepared and professional. She explained the procedure clearly and exhibited empathy with the patient.
 |
| * The Doctor and Nurse were very good at their job.
 |
| * The Doctor explained things to me and took the time to listen to my concerns. She showed compassion which was very kind.
 |
| * The doctor was fantastic his name was Simon. Thankyou
 |
| * The doctor was pleasant& inform to me of my health problems
 |
| * The doctor was very helpful about my problems, but no progress was made re my feeling of constant fatigue
 |
| * The Dr listened and recognised there was an issue. Not much empathy was shown. For someone with a chronic condition this is disappointing.
 |
| * The GP Suzanne was fantastic this morning. Very caring. Explained everything properly. I would give a 10/10. Lovely lady. Thanks.
 |
| * The nurse I saw was quick, efficient, and very helpful
 |
| * The nurse made me comfortable, and she was professional with her work
 |
| * The nurse was pleasant, efficient, and competent.
 |
| * The nurse was very good at what she does, she took my blood without me even realising she'd put the needle in - that's a first in my experience, she was
 |
| * The nurse was very good with both her job and the giving of information relating to what was going on. Top marks from me.
 |
| * The physio was thorough
 |
| * The practice received a letter from clinical oncology relating to my treatment but took no action. I had to chase for an appointment and when I attended
 |
| * The staff are always helpful, friendly, and professional
 |
| * This is my new Doctors Surgery, and everyone is so pleasant and helpful
 |
| * Today was quick and easy!
 |
| * Very attentive and detailed with examination and explanation.
 |
| * Very efficient in my last visit.
 |
| * Very efficient, friendly, helpful staff.
 |
| * Very efficient. Pleased to get my flu jab at the same time.
 |
| * Very friendly doctor and helpful
 |
| * Very friendly, and found my difficult veins straight away,
 |
| * Very friendly, professional, caring, put me at ease. Gave all information. Never rushed the appointment. Outstanding service
 |
| * Very good
 |
| * Very happy with Dr Robbins.
 |
| * Very helpful
 |
| * Very helpful and informative and put me at ease straightaway
 |
| * Very helpful and knowledgeable.
 |
| * Very helpful receptionist, very happy thank you
 |
| * Very helpful, professional, and friendly team
 |
| * Very helpful, thorough, professional, explained clearly
 |
| * Very informative and helpful and you can tell they care
 |
| * Very kind & considerate, always puts me at ease... Laura when she took bloods.
 |
| * Very knowledgeable and helpful
 |
| * Very nice nurse and very accommodating
 |
| * Very nice nurse. Explaining procedures and equipment. Felt at ease.
 |
| * Very pleasant nurse and in time, great service.
 |
| * Very pleasant nurse and not long to wait, all good
 |
| * Very pleased felt listened too.
 |
| * Very quick and well organized
 |
| * Very quick, very friendly.
 |
| * Was seen early had a full and instructive conversation regarding ongoing treatment. Fully satisfied with service delivered
 |
| * Was seen just over 5 mins past the appt time which was great, and all done quickly and efficiently
 |
| * Welcoming and efficient.
 |
| * Well organised and good customer service skills
 |
| * Went into nurse on time, pleasant and professional
 |
| * You’re lucky did that one, hate having giving feedback on everything all the time. Marazion surgery is very good on the ball with appointment.
 |

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