**In July 2024 we had a total of 537 responses:**

* **Very good x 488**
* **Good x 30**
* **Fair x 6**
* **Neither Good nor Bad x 5**
* **Poor x 8**
* **Don’t know x 0**

**You told us:**

|  |  |
| --- | --- |
| *Very good* | *.* |
| *Very good* | *.* |
| *Very good* | *.* |
| *Very good* | *(On behalf of patient) the doctor was attentive, he listened and examined the patient* |
| *Very good* | *A very friendly, knowledgeable and helpful consultation. Thank you.* |
| *Very good* | *A very professional and expedient appt.* |
| *Very good* | *A very understanding doctor and seem to get things moving.*  |
| *Very good* | *Absolutely brilliant service, nurse was very friendly, quick and efficient, I was in and out in no time.*  |
| *Very good* | *Absolutely outstanding customer service.*  |
| *Very good* | *Again excellent, thorough consultation with empathic GP who was reassuring. It was helpful to discuss my concerns and fears with her following recent illness- thank you*  |
| *Very good* | *All good stuff people. Keep it up. Thank you! Xx* |
| *Good* | *All my questions were answered*  |
| *Very good* | *All staff very helpful. Dr really listened to me to try and sort problem.* |
| *Very good* | *All the questions I asked were answered straight away* |
| *Very good* | *All the staff are always very helpful and courteous*  |
| *Very good* | *All the staff are very friendly and professional*  |
| *Very good* | *All three staff were friendly, knowledgeable and put me at ease. The appointment went smoothly and ran on time. The after care and follow up were explained well.*  |
| *Very good* | *Already sent my reply indicating that I received excellent treatment*  |
| *Very good* | *Although I waited for an appointment the surgery and Dr lock was very efficient and polite no complaints*  |
| *Very good* | *Always so helpful thank you*  |
| *Very good* | *Always very helpful thanks*  |
| *Very good* | *always excellent service* |
| *Very good* | *Always first class service*  |
| *Very good* | *Always get listened to by Chloe and discuss the way forward*  |
| *Very good* | *Always good service from all the staff in the surgery* |
| *Very good* | *Always kind and efficient* |
| *Very good* | *Always on time, lovely nurses and brilliant service* |
| *Very good* | *Always professional!* |
| *Very good* | *Amazing staff*  |
| *Very good* | *Another good experience- was seen by a very efficient nurse who cleansed the leg and dressed it in what seemed like little time. I have started to walk again- yesterday, I did 3 miles. All the staff at the surgery are very encouraging- they have positive outlook and are always upbeat in their appraisals.Thank you so much Marazion Surgery.* |
| *Good* | *appointment went well, no problems except I do not check my messages so did not fast* |
| *Very good* | *App on time, nurse v friendly and helpful* |
| *Very good* | *Appointment booking callback system was good. Appointment within a few hours.Dr appointment and discussion good. Blood test and clear follow up. Everyone was happy!! Thank you.*  |
| *Very good* | *Appointment had to be changed but I was seen later that day by a very friendly and professional nurse. I really rate my doctors surgery. They are always supportive and I normally get seen on the day I telephone.*  |
| *Very good* | *Appointment invitation and reminder was very good.* |
| *Very good* | *Appointment on time and lovely friendly nurse, amazing as always!* |
| *Very good* | *Appointment on time and my questions at the desk were dealt with efficiently*  |
| *Very good* | *Appointment on time and very friendly staff* |
| *Very good* | *Appointment on time despite IT issues(global). Helpful advice from the physio. Information about onward results.*  |
| *Very good* | *Appointment on time with excellent service*  |
| *Very good* | *Appointment on time. Nurse very informative and efficient.* |
| *Very good* | *Appointment was ahead of schedule which is fine. My blood sample was taken in a friendly and professional manner, I was helped with a couple of questions and my second shingles vaccine was administered even though not booked in. Excellent in all respects.*  |
| *Very good* | *Appointment was on time and quick*  |
| *Very good* | *Appointments with Chloe and Ella. Both excellent at what they do.* |
| *Very good* | *As always*  |
| *Very good* | *As always Ella was caring, professional and understanding. She is a credit to Marazion Surgery.* |
| *Very good* | *As always helpful staff* |
| *Very good* | *As always Nurse Michelle Gerry was pleasant and efficient and asked Dr. Lock to look at my wound, which he did carefully and sympathetically and ordered more antibiotics.Impossible to have better treatment. Thanks to all concerned.* |
| *Very good* | *As always the staff at Marazion Surgery were professional & polite, thank you.*  |
| *Very good* | *As usual an exceptional service offered* |
| *Very good* | *As usual I was looked after in a very professional and friendly way and Shirley was very helpful and sorted out my next appointment.* |
| *Very good* | *As usual you are all so kind and helpful and professional.*  |
| *Very good* | *Attended for routine blood pressure and blood test. Saw Emily at the appointed time. Procedure carried out professionally. efficiently and pain free. Emily a credit to the Practice.* |
| *Very good* | *Attending only my second appointment after changing surgeries I found it very pleasant and helpful.*  |
| *Very good* | *Barry was friendly and knowledgable and solved my issue.* |
| *Very good* | *Because Doctor Lock is the Best. he has time for his Patients*  |
| *Very good* | *Because having been a patient at Marazion for over 40 years, the service has always been exemplary and continues to be brilliant, thank you.*  |
| *Neither good nor poor* | *Because I didn’t even need this appointment as I had attended the same appointment two/three weeks ago and you already had the results back. It was a total waste of my time and the fact that someone else could have had that appointment*  |
| *Very good* | *Because I know and like the Doctor and she knows me and is aware of my medical history over some years.* |
| *Very good* | *Because it was* |
| *Very good* | *Because it was helpful professional and kind* |
| *Very good* | *Because it was very good* |
| *Very good* | *Because it was Very Good thank you* |
| *Very good* | *Because the doctor put my mind to rest over something that's been bothering me for a long time*  |
| *Very good* | *Because the doctor was great, just had to wait 40min from my appointment.* |
| *Very good* | *Because the nurse was brilliant*  |
| *Very good* | *Because the person I saw was very helpful and compassionate*  |
| *Very good* | *Because the surgery are always on top of everything that concern everyone*  |
| *Very good* | *Because they listen to me, don’t rush me, and they have been great for the last 20 years* |
| *Very good* | *Because when I eventually got through doctor was excellent*  |
| *Very good* | *Blood taken easily and I am really difficult*  |
| *Very good* | *Blood test. Never felt a thing. Thank you* |
| *Very good* | *Booked in advance, seen by a approachable Doctor*  |
| *Very good* | *Both nurses are excellent.*  |
| *Good* | *Both the doctor and nurse were very nice, however, my appointment felt like an oversight and not really like a serious check up. The doctor was nice but he spoke so much about himself and his children and thoughts that I didn’t feel I wanted to speak. This was not done obnoxiously on his behalf, just a chatty doctor. My child’s appointment was good.* |
| *Very good* | *Brilliant always on time*  |
| *Very good* | *Brilliant as always*  |
| *Very good* | *Brilliant service* |
| *Very good* | *Brilliant service as always* |
| *Very good* | *Brilliant service as always* |
| *Very good* | *Brilliant staff and service*  |
| *Very good* | *Called in early. Pleasantly greeted and reason for tests explained. Blood test done painlessly and speedily. Advised when results should be ready. Also advised as to how monitor my results via the nhs app.*  |
| *Very good* | *Called in on time treated out promptly.* |
| *Very good* | *Called in right on time* |
| *Very good* | *Care and kindness*  |
| *Very good* | *Care and kindness*  |
| *Very good* | *Care and kindness*  |
| *Very good* | *Care and kindness 150%* |
| *Very good* | *Care, support and kindness*  |
| *Very good* | *Care, support and kindness*  |
| *Very good* | *Chloe Gendall is superb! Kind, knowledgable and supportive :)* |
| *Very good* | *Chloe is a professional and knowledgable person* |
| *Very good* | *Chloe is always so very pleasant and has time for you.* |
| *Very good* | *Chloe is excellent at her job* |
| *Very good* | *Chloe was as helpful as ever* |
| *Very good* | *Chloe was excellent as ever including giving practical ideas around managing my asthma and related conditions. Thank you* |
| *Very good* | *Chloe was extremely helpful and considerate*  |
| *Very good* | *Chloe was very helpful and caring*  |
| *Very good* | *Clean & professional*  |
| *Good* | *Completed everything*  |
| *Very good* | *Consistently good service*  |
| *Very good* | *Dealt with kindly and with patience. Appointment on time.*  |
| *Very good* | *Didn’t have to wait long and Shirley was lovely as always*  |
| *Very good* | *Doctor explained my questions I asked* |
| *Good* | *Doctor gave me answers to my questions and reassured me that I didn't need surgery thank you for that.* |
| *Very good* | *Doctor Herdman made me feel at ease and he was excellent in his examination, and consequent discussion. I was extremely worried prior to the appointment, but Doctor Herdman performed brilliantly. Professional and caring. Thank you !* |
| *Very good* | *Doctor listened and referred back to notes where necessary and acted on all*  |
| *Very good* | *Doctor listened to me and explained next step with possible treatment after hospital appointment. Which has already been booked.* |
| *Very good* | *Doctor Lock is always the best*  |
| *Very good* | *Doctor put my mind down at rest and explained the procedure I was going to have in hospital.* |
| *Very good* | *Doctor Ranabhat was very informative, reassuring and helpful.*  |
| *Very good* | *Doctor was good*  |
| *Very good* | *Doctor's nurses and all staff are professionals* |
| *Very good* | *Dr Harling listened & understood exactly my problem and came up with a very good solution. I didn’t feel at all rushed and felt she was very easy to talk to.* |
| *Very good* | *Dr Harling was patient, knowledgeable, empathetic and very professional in her approach to my health issue. I have never received such excellent treatment from a general practitioner in my whole life. I feel reassured that I have made the correct decision in changing from my previous surgery to Marazion. Ruth Tod deserves a lot of praise too for her outreach work at the Pain Cafe which made me decide to change surgeries.* |
| *Very good* | *Dr Harling was professional, caring and very knowledgeable, particularly with reference to my problem. She was very approachable, immediately putting me at ease and in the friendliest manner, advised how I should best continue with prescribed treatment.*  |
| *Very good* | *Dr Herdman listens, assesses and acts with professionalism*  |
| *Very good* | *Dr Herdman was very helpful and informative.* |
| *Neither good nor poor* | *Dr just checked some red marks on my head, will have to see what happens.* |
| *Very good* | *Dr listened to me and didn’t rush me*  |
| *Very good* | *Dr lock did everything he possibly could to help sort my problem and has referred onto appropriate services*  |
| *Very good* | *Dr Lock examined me thoroughly, answered all my questions and put me in touch with Doctors that l needed answers from, in a most efficient manner.* |
| *Very good* | *Dr Lock made me feel at ease and he listened to my concerns.*  |
| *Very good* | *Dr Lock was very caring he listened to us, and looked carefully into the scans and dealt with issues and referred where necessary*  |
| *Very good* | *Dr Lock was wonderful as always and gave pointer as to my issues and so we are working on that*  |
| *Very good* | *Dr Lock was very understanding and helpful. He is very caring and we feel very happy to have him as our doctor.* |
| *Very good* | *Dr Robbins excellent as always!*  |
| *Very good* | *Dr Robbins is an amazing doctor. After contact with several other professionals, Dr Robbins showed great knowledge and understanding of my situation. He listened carefully to details of the whole event, the lead up to it, and what had happened after. He did checks there and then, and ordered other tests. He showed empathy and compassion, and understood fully the seriousness of what was happening. He listened carefully to my concerns. I am very grateful for all he did. Thank you*  |
| *Very good* | *Dr Robbins took the time to listen, explain and reassure. He took my concerns seriously, was person-centred and thoughtful in his approach. Reception and admin staff were all polite, professional and kind.*  |
| *Very good* | *Dr Robbins was so caring and was ready to help the situation.* |
| *Very good* | *Dr Robbins was so kind, caring and thorough as always. Thank you.* |
| *Very good* | *Dr Robbins was very thorough and referred XXXXX for further tests* |
| *Very good* | *Dr Robins was very good at explaining my condition, and the up and coming treatment he is doing for me.*  |
| *Good* | *Dr Tinkler gave me some idea of what I requested and pointed me in the right direction. Thank you.*  |
| *Very good* | *Dr Tinkler running 15 minutes late but that’s not an issue, he took the time to explain my problems and also any future problems which may occur and what to look for*  |
| *Very good* | *Dr Tinkler was very Understanding.* |
| *Very good* | *Dr top notch*  |
| *Very good* | *Dr. Herdman was thoughtful and considerate. I am thankful.*  |
| *Very good* | *Dr. Rohannabhat (? sp.) very clearly explained the results of my 08/07/24 blood test - over which there had previously been some confusion. Therefore, I left the surgery no longer feeling concerned that on 15/07/24, I had been told I had "kidney disease" ...* |
| *Very good* | *Due to lack of computers the staff did very well signing out my prescription.* |
| *Very good* | *Early appointment; excellent and professional prognosis; received a clear straightforward exercise plan. Thank you* |
| *Very good* | *Early, friendly, very professional and supportive service once more- thank you 🙏😎* |
| *Very good* | *Easy & straight forward, nice staff & on time appointment, which really matters during my working day.* |
| *Very good* | *Easy to get app & on time.* |
| *Very good* | *Easy to get the appointment, seen quickly and looked after well*  |
| *Very good* | *Easy,professional and what I expected* |
| *Very good* | *Efficient*  |
| *Very good* | *Efficient and friendly*  |
| *Very good* | *Efficient and friendly*  |
| *Very good* | *Efficient and friendly service* |
| *Very good* | *Efficient and knowlegable* |
| *Very good* | *Efficient and professional*  |
| *Very good* | *Efficient as always.*  |
| *Very good* | *Efficient service*  |
| *Very good* | *Efficient service as always.* |
| *Very good* | *Efficient, and clear, warm, welcoming.*  |
| *Very good* | *Ella gets the vessel first time every time. She is also very knowledgeable.*  |
| *Very good* | *Ella Leiworthy was very professional and friendly*  |
| *Very good* | *Emily is just the best you have when it comes to sucking my blood out 😊* |
| *Very good* | *Emily the nurse was very good plus I was in and out on time.* |
| *Very good* | *Emily was spot on as usual. Thank you.* |
| *Very good* | *Everyone is always friendly and efficient Thankyou*  |
| *Very good* | *Everything completed perfectly!* |
| *Very good* | *Everything completed perfectly!* |
| *Very good* | *Everything explained carefully so you understand everything*  |
| *Very good* | *Everything smooth from booking appointment, reminder, to seeing the doctor.*  |
| *Very good* | *Everything was as expected*  |
| *Very good* | *Everything was explained and I was shown how to do all the exercises*  |
| *Very good* | *Everything was explained well & my care was paramount & explained what was going to happen next. Very happy with my treatment so far.* |
| *Very good* | *Excellent advice, appointment was on time* |
| *Very good* | *Excellent approach and manner from the GP Registrar. Resulted in fast and efficient referral with appointment made within 30 minutes of leaving the surgery.* |
| *Very good* | *Excellent as always*  |
| *Very good* | *Excellent as always*  |
| *Very good* | *Excellent as usual thank you.* |
| *Very good* | *Excellent care and kindness*  |
| *Very good* | *Excellent explanation of problem and way forward.*  |
| *Very good* | *Excellent phlebotomy.* |
| *Very good* | *Excellent service as always*  |
| *Very good* | *Excellent service as always at this Surgery. I saw Dr Robbins who is always extremely helpful, friendly and informative and always makes me feel very well looked after and allows plenty of time to listen and resolve any concerns. Thank you.* |
| *Very good* | *Excellent service as always. No problems, nurse and doctor very good.* |
| *Very good* | *Excellent service with a last min appointment! 👍👍👍🕺* |
| *Very good* | *Excellent service with a smile* |
| *Very good* | *Excellent service, very informative*  |
| *Very good* | *Excellent service. On time. Staff member very helpful and gave full explanation*  |
| *Very good* | *Excellent service. Friendly, informative and efficient*  |
| *Very good* | *Excellent services* |
| *Very good* | *Excellent staff, very friendly and knowledgeable*  |
| *Very good* | *Excellent surgery, clean and comfortable, staff extremely friendly and helpful*  |
| *Very good* | *Excellent surgery, staff kind, courteous and knowledgeable*  |
| *Very good* | *Excellent surgery, staff friendly and knowledgeable very good atmosphere*  |
| *Very good* | *Excellent treatment* |
| *Very good* | *Excellent treatment from Shirley & Ella, caring and professional*  |
| *Very good* | *Excellent treatment. Thank you.*  |
| *Very good* | *Excellent treatment. Thank you.*  |
| *Very good* | *Excellent treatment. Thank you.*  |
| *Very good* | *Excellent, empathic, approachable and thorough GP who was very patient and kind - Thank you*  |
| *Very good* | *Explained everything about the new tablets nothing to worry about*  |
| *Very good* | *Fast and efficient*  |
| *Very good* | *Fasting Blood Test dealt with efficiently and promptly.*  |
| *Neither good nor poor* | *Feel like I wasn’t fully understood* |
| *Poor* | *Felt like I was wasting her time my conditions were not recognised by her felt she was very unsympathetic then left to drop my shorts in front of a window looking out on the car park.If I'm ever left in a situation that I have to see her again I will be changing doctors surgery as she makes me feel like I'm meant to suffer at home and not go to a doctor*  |
| *Very good* | *Felt listened to and treated with respect.* |
| *Very good* | *Felt listened to, at ease and got good feedback* |
| *Very good* | *First class efficient service as always*  |
| *Very good* | *First class service*  |
| *Very good* | *Friendly & efficient HCA & seen early* |
| *Good* | *Friendly and efficient*  |
| *Very good* | *Friendly and efficient*  |
| *Very good* | *Friendly and fast appointment*  |
| *Very good* | *Friendly and professional GP who gave me lots of information and treatment choices.*  |
| *Very good* | *Friendly and reassuring* |
| *Very good* | *Friendly helpful and informative* |
| *Very good* | *Friendly helpful and informative*  |
| *Very good* | *Friendly professional*  |
| *Very good* | *Friendly professional and knowledgeable*  |
| *Very good* | *Friendly, courteous service, accommodating and efficient.*  |
| *Very good* | *Friendly, quick and answered my question*  |
| *Very good* | *Gave the time, consideration and professionalism needed to complete a TEP form.*  |
| *Very good* | *Gemma is fabulous and ensured I knew my next steps*  |
| *Very good* | *Gemma was interested and very helpful. She understood my problems* |
| *Very good* | *Gentle and cheerful nurse. Explained everything in enough detail to be clear but not overwhelming.* |
| *Very good* | *Good experience* |
| *Very good* | *Good experience with my GP*  |
| *Very good* | *Good explanation of the procedure and made me feel valued. First class service.* |
| *Very good* | *Good result, positive and cheerful member of staff*  |
| *Very good* | *Good Service*  |
| *Very good* | *GP was very helpful and gave me a lot of information*  |
| *Very good* | *Great and friendly service* |
| *Very good* | *Great friendly and caring service* |
| *Very good* | *Great knowledge from Dr Blythe regarding the possible nutritional causes of my symptoms. Thorough blood testing* |
| *Very good* | *Great service provided*  |
| *Very good* | *Great service with a smile!* |
| *Very good* | *Had a blood test. Efficient and quick. I’m not sure if I’ve seen this nurse before.🤔. Excellent x* |
| *Very good* | *Had the 2nd shingles injection didn’t feel a thing thank you so much*  |
| *Very good* | *Hannah was very pleased with the improvement of the wound and said it looked healthy. The advice that I have received from the surgery re. exercise has been heeded and I try to go for a 2 mile walk each day. The leg is feeling better, but my speed is still a little low. Hopefully, it’ll improve the more I do. Thank you Marazion Surgery- you’re all so positive.* |
| *Very good* | *Have always been pleased to see Shirley Hatton as I have found her to be very helpful and professional* |
| *Poor* | *He had no idea what he was doing, was googling up all different rashes asking if I think that’s what it was, as if I was the doctor* |
| *Very good* | *Helpful and caring*  |
| *Very good* | *Helpful and efficient young lady*  |
| *Very good* | *Helpful and most informative appointment*  |
| *Very good* | *Helpful, smiles, thorough instructions of what to do.* |
| *Very good* | *Helpful* |
| *Very good* | *Highly informative and everything clearly explained!* |
| *Neither good nor poor* | *I couldn't make an appointment with the nurse for vital blood works that need doing because the doctor must request it, so I accepted that. Sat down and a woman went up to the reception and said I would like a blood test and blood pressure No explanation such as, " as your doctor requested it?" I was a bit upset really and the in the doctors I wasn't seen by a doctor but registrar. With Dr Locke attending*  |
| *Very good* | *I felt Dr Lock was very understanding and patient in my concerns.*  |
| *Very good* | *I felt I was dealt with so well. The doctor had time for me and explained things clearly. During the process the doctor took my pulse which seemed to concern her. She felt I should have an ECG and I have an appointment next week. That is excellent service.* |
| *Very good* | *I found the people that I saw were polite, to the point, and did the job.* |
| *Very good* | *I got an appointment the same day* |
| *Very good* | *I got an appointment same day, and the staff were great.* |
| *Good* | *I had blood taken. Which I don't like but the nurse was lovely. I never felt a thing.* |
| *Poor* | *I had explained on the phone that I was coming due to an assault. Spent half an hour getting there and half an hour waiting only to be told I would have to go to a&e due to it being a criminal case. Somebody could have rung me to fold me this instead of wasting my day and leaving me sitting there in pain.* |
| *Very good* | *I have been in UK 17 years, and I can say without a doubt that a Marazion Surgery is absolutely outstanding in every aspect of customer service ( needs) . Extremely polite, professional service, I definitely feel well looked after every time when I need a support in terms of my health. Thank you so much for that you doing an amazing work🫶* |
| *Very good* | *I have no complaints, I was treated with care and attention.*  |
| *Very good* | *I have recently moved surgery to yourselves and it is refreshing to listen how nice the staff are when dealing with patients nothing to much trouble for them 10/10.*  |
| *Very good* | *I have to have more appointments to completely sort out the problem. For me it was a sensitive problem but at my initial appointment my doctor has completely put me at my ease* |
| *Poor* | *I phoned on 10th June with symptoms of lithium toxicity. I needed to book a blood test and speak to a doctor for advice. I was told that I wouldn't be able to speak to anyone that day, but was to phone at 8 the next morning. At the time, due to some of the symptoms, I was not able to think properly, I just knew I needed a blood test. I now know the advice should have been to go to a and e. I don't expect a receptionist to have all the answers to every condition, but I was desperately trying to get help, and I don't feel I received the right advice, or a chance for an emergency appointment. This concerns me greatly going forward.*  |
| *Good* | *I realise that to assess my problem on the phone was unreasonable, therefore I will book appointments.*  |
| *Very good* | *I received kind and caring help as always!* |
| *Very good* | *I saw Dr Robbins who is an excellent GP. He listened to me carefully. Examined me thoroughly. Went on to explain what he thought was going on with me. He has referred me for a CT scan just to check all is well. I left feeling reassured that everything possible was being done to solve my problems.* |
| *Fair* | *I saw my chosen doctor, having booked two weeks in advance, and the appointment was on time*  |
| *Very good* | *I saw the physio following spinal surgery four weeks ago. She shared her really deep and expansive knowledge with me in a way that I could understand properly. Through the exercises she has shown me she has given me the tools to ensure the best outcomes from my surgery. I left feeling like the future is going to be good.* |
| *Very good* | *I switched about 2 weeks ago from morrab and honestly worlds apart. It had taken me 2 years to get a doctors appointment and even then I kept being told I only got 15 minutes. Your surgery is a world apart amazing friendly staff and quick appointments*  |
| *Good* | *I think to get seen straight away is good.* |
| *Good* | *I thought she was very helpful and understanding* |
| *Very good* | *I was accommodated for 2 apps in one visit. And it was very punctual and quickly done with great efficiency.* |
| *Poor* | *I was kept waiting for over an hour, before l could see my consultant.* |
| *Very good* | *I was listened to, and happy with the course of action to be taken* |
| *Very good* | *I was only attending to have a blood pressure monitor fitted for the day & everything went well, but when I had to take it off I found that I couldn’t switch it off so it was constantly going off every few minutes. Was glad to hand it back in the next morning.* |
| *Very good* | *I was seen in good time and the doctor answered all my questions*  |
| *Very good* | *I was seen promptly, and everything was explained to me*  |
| *Very good* | *I was seen promptly, & looked after in a very friendly but efficient manner*  |
| *Very good* | *I was seen quickly and put at my ease* |
| *Very good* | *I was seen quickly as I had been vomiting continuously for 2.5 days. I was prescribed anti sickness tablets which worked for me.*  |
| *Very good* | *I'm always welcomed, staff are friendly and very helpful.* |
| *Very good* | *In and out with no pain at all* |
| *Very good* | *In early blood taken, no bruise!* |
| *Very good* | *Informative and understanding. Kind and thoughtful.* |
| *Very good* | *Informative, professional; thoughtful*  |
| *Very good* | *Informative, thorough and good informal atmosphere*  |
| *Fair* | *Invited for a diabetes blood test but not informed to fast so unable to proceed. Rebooked for next week.*  |
| *Good* | *It was a telephone consultation with Shirley. She is always easy to talk to and she informed me of my results after recent tests (blood tests, BP and Hba10*  |
| *Very good* | *It was just a good service without the absolute rubbish that other practices have adopted since COVID. I feel very lucky and grateful, thank you.* |
| *Good* | *It was on time and quick*  |
| *Very good* | *Ithe staff was very very helpful good job done* |
| *Very good* | *Job well done. Thank you.*  |
| *Good* | *Just good* |
| *Very good* | *Kind; caring; professional thanks*  |
| *Very good* | *Kindness and care....* |
| *Very good* | *Knowledgeable, understanding nurse with empathy. Very kind* |
| *Very good* | *Listened and dealt with problem efficiently* |
| *Very good* | *Listened to what I had to say - and gave me the time I needed to do this. Offered assistance where he could.* |
| *Very good* | *Lovely* |
| *Very good* | *Lovely girl who took my blood test, although I went a little dizzy , she handled the situation very well and professionally.*  |
| *Very good* | *Lovely GP, understanding and easy to talk to* |
| *Very good* | *Lovely helpful nurse* |
| *Very good* | *Lovely nurse, friendly and efficient* |
| *Very good* | *Lovely nurse, friendly and efficient*  |
| *Very good* | *Mrs Hatton has been sorting my bloods for many years and has been great at boosting my confidence re warfarin management and has a very calm, reassuring manner at every visit - exactly what I need. Brill!!* |
| *Very good* | *My appointment was bang on time, friendly and informative nurse* |
| *Fair* | *My appointment was for 2pm it was 35mins late* |
| *Good* | *My appointment was on time, and everything went well* |
| *Very good* | *My appointment was pretty much on time and the blood was taken very quickly*  |
| *Very good* | *My appointments were with Ella and Chloe, both professional, friendly and put me totally at ease.* |
| *Very good* | *My telephone consultation was on time and the doctor was responsive.* |
| *Very good* | *N/a* |
| *Very good* | *Nice late Appointment, very friendly nurse. Straight in and out.* |
| *Good* | *No* |
| *Poor* | *No point having an appointment when you have to wait 40 minutes and no apology*  |
| *Very good* | *No waiting, very thorough*  |
| *Very good* | *No waiting. Lovely nurse. Efficient and helpful* |
| *Very good* | *Nurse Chloe had done research and really knew her stuff. Appointment was on time and efficient. Thank you*  |
| *Good* | *Nurse did what was needed*  |
| *Very good* | *Nurse Elle was very professional and friendly. She answered my questions and was very efficient. Great service from a fantastic nurse.* |
| *Very good* | *Nurse very nice and efficient.*  |
| *Fair* | *Nurse was pleasant but my arm hurt after a simple blood test. When I got home I had an arm covered in blood, and now have a big purple bruise. Never had an arm like this even through chemo treatment.* |
| *Good* | *Nurse was very helpful*  |
| *Very good* | *Nurse was very helpful and professional*  |
| *Very good* | *On time* |
| *Very good* | *On time; attentive & kind .* |
| *Very good* | *On time and as helpful as ever.* |
| *Very good* | *On time and efficiently done* |
| *Very good* | *On time and friendly.*  |
| *Very good* | *On time and helpful*  |
| *Very good* | *On time and the nurse was helpful and efficient*  |
| *Very good* | *On time efficient pleasant* |
| *Very good* | *On time efficient and friendly*  |
| *Very good* | *On time prompt and courteous*  |
| *Very good* | *On time very pleasant helpful staff. Relaxed atmosphere all good thanks* |
| *Very good* | *On time, efficient, and friendly.* |
| *Very good* | *On time, extremely pleasant and knowledgeable nurse* |
| *Very good* | *On time, friendly and efficient.* |
| *Very good* | *On time, friendly and painless* |
| *Very good* | *On time, polite efficient nurse, all good*  |
| *Very good* | *On time, professional, kind and caring*  |
| *Very good* | *On time, very professional and found the vein first time.👍* |
| *Very good* | *Our newborn baby’s first GP review and immunisations. Dr Lock was very understanding not only from a professional level but personally also. Dr Lock was very patient and listened to what we had to say, we did not feel rushed and he allowed us time to discuss any concerns. He came across very approachable and professional in his manner and our son was at ease in his hands.Practice Nurse Lucy was very reassuring with us as new parents and considering she was having to administer injections to our newborn, she was very gentle. Lucy gave us valuable information regarding the immunisations including leaflets which proved very helpful when we’d forgotten some of the information. Lucy was very approachable with her kind and professional manner.Reception staff made you feel very welcome and listened to any requests, whether that was me or another patient stood in the queue. Pharmacy were incredibly fast and turning around 3 prescriptions written for myself and my Son and did not have to wait, again they kept me updated whilst they sorted the final medication out and nothing was too much trouble. Considering the IT outage that day that effected the country, Marazion managed this without any obvious stress and took it in their stride with no trouble. With the pressures that GP surgeries face, it appears Marazion hold a great team to keep excellent care going.* |
| *Very good* | *Overall experience 5 stars* |
| *Very good* | *Overall great* |
| *Very good* | *Painless and quick*  |
| *Very good* | *Painless and quick.*  |
| *Very good* | *Personable and kind doctor*  |
| *Very good* | *Physio was brilliant*  |
| *Very good* | *Pleasant and efficient*  |
| *Very good* | *Pleasant and efficient service.* |
| *Very good* | *Pleasant and efficient staff* |
| *Very good* | *Pleasant and informative staff* |
| *Very good* | *Pleasant and not too long to wait.* |
| *Very good* | *Polite professional experience* |
| *Very good* | *Professional*  |
| *Very good* | *Professional and caring*  |
| *Very good* | *Professional and caring services*  |
| *Very good* | *Professional and efficient*  |
| *Very good* | *Professional and efficient service* |
| *Very good* | *Professional and in formative* |
| *Very good* | *Professional and Informative*  |
| *Good* | *Professional attitude-I could do with some advice regarding my raised cholesterol though following my results from these blood tests* |
| *Very good* | *Professional friendly staff*  |
| *Very good* | *Professional service* |
| *Very good* | *Professional. Straight to the point. Privacy and dignity respected. Good outcome.*  |
| *Very good* | *Prompt and efficient*  |
| *Very good* | *Prompt and efficient😊* |
| *Very good* | *Prompt and friendly*  |
| *Very good* | *Prompt Appointment Made ...Great Doctor...Meds Availability in Pharmacy..Bonus* |
| *Very good* | *Prompt appointment and short waiting time* |
| *Very good* | *Prompt appointment, clear and concise info given, made to feel comfortable and at ease.* |
| *Very good* | *Prompt attention. Knowledgeable and attentive practitioner.*  |
| *Very good* | *Prompt call, explained test results well, listened to concerns, asked pertinent questions and explained next steps*  |
| *Very good* | *Prompt efficient attention*  |
| *Very good* | *Prompt service and treatment, from very polite and helpful staff.*  |
| *Very good* | *Prompt, efficient, informative*  |
| *Very good* | *Prompt, friendly* |
| *Very good* | *Prompt, friendly* |
| *Very good* | *Prompt, friendly* |
| *Very good* | *Prompt, friendly*  |
| *Very good* | *Prompt, friendly*  |
| *Very good* | *Prompt, friendly, efficient thanks* |
| *Very good* | *Prompt, friendly, helpful* |
| *Very good* | *Questions answered well* |
| *Very good* | *Quick and efficient*  |
| *Very good* | *Quick and no assault*  |
| *Very good* | *Quick easy in and out, on time appointment, polite, friendly, experienced staff*  |
| *Very good* | *Quick efficient professional chatty* |
| *Very good* | *Quick response by surgery to scan results. Didn't have to wait for an appointment. Dr Herdman was very thorough. I definitely feel that I am being well looked after.* |
| *Very good* | *Quick, professional*  |
| *Very good* | *Rang for appointment and got one for that day and given first class treatment from the minute the receptionist answered the phone the appointment with the doctor and excellent service from the dispensary*  |
| *Very good* | *Really appreciated how calm & reassuring Tracy was and that she showed me she had locked the door*  |
| *Very good* | *Really nice nurse appointment on time all good*  |
| *Very good* | *Really sensible helpful appt* |
| *Very good* | *Reception listened to my needs and arranged a same day appointment. Dr Blight took time with me and was excellent in all respects. Thank you everyone.* |
| *Good* | *Satisfactory outcome*  |
| *Very good* | *Saw Shirley who I have been to many times. Always solves any issues I may have and I always come away satisfied* |
| *Very good* | *Seen on time, all staff polite,* |
| *Very good* | *Seen on time, lovely nurse.*  |
| *Very good* | *Seen on time. Nurse very professional*  |
| *Very good* | *Seen promptly and referred have already had an appointment for an assessment.* |
| *Very good* | *Seen promptly, nurse very kind and gentle* |
| *Very good* | *Seen quickly. Nurses kind and efficient*  |
| *Very good* | *Service very good when I had appointment. But was given an afternoon appointment for bloods that needed taking in the morning. So had a wasted trip.* |
| *Very good* | *Shirley is always happy and welcome you with a smile 😃👍*  |
| *Very good* | *Shirley very competent and professional as always* |
| *Good* | *Shirley was very thorough and informative*  |
| *Very good* | *Simple blood pressure test carried out efficiently* |
| *Very good* | *So efficient .. as always*  |
| *Very good* | *Sorry can’t remember her name but the nurse was very friendly and also professional.*  |
| *Very good* | *Staff and nurse was very nice and helpful and welcoming.* |
| *Very good* | *Staff are always friendly caring and helpful, could not be better.* |
| *Very good* | *Staff are caring and very professional* |
| *Very good* | *Staff extremely helpful & friendly*  |
| *Very good* | *Staff lovely and efficient. So much better than my previous surgery* |
| *Very good* | *Staff very caring.* |
| *Very good* | *Staff very friendly and professional* |
| *Very good* | *Standard of care and kindness*  |
| *Very good* | *Straight forward blood test no problems* |
| *Good* | *Straightforward On time. Very pleasant appointment*  |
| *Very good* | *Superb friendly service who go the extra mile for all their patients. The understanding, care and support I have received has been outstanding.*  |
| *Very good* | *The caring and careful support that I’ve received is now showing positive results- I now reckon, that with a bit of luck, I should only need about another month or so dressings and that is wonderful news, bearing in mind that I damaged my leg and was seen on the same day, the 9 th April, about 14 weeks ago! Thank you all so very much.* |
| *Very good* | *The consultation was very thorough, and I felt listened too and the GP did not make it feel rushed in anyway*  |
| *Very good* | *The doctor I saw was very kind, understanding, and actually listened to what i had to say.* |
| *Very good* | *The Doctor listened carefully and was helpful.*  |
| *Very good* | *The Doctor took time to go through all my recent appointments before discussing with me the next stage of my treatment. Thought the Doctor was first class* |
| *Very good* | *The doctor was caring and explained what would happen next.* |
| *Very good* | *The doctor was friendly, efficient and caring. I didn't feel hurried at all.* |
| *Very good* | *The doctor was very efficient*  |
| *Very good* | *The doctor was very good and listened to my problems and making sure that I can phone anytime when I am struggling*  |
| *Good* | *The doctor was very good he was a locum and he was very helpful*  |
| *Very good* | *The Dr listened to me and acted on the information I provided, taking what I said, seriously - a very different experience from my last interaction with another Dr at this surgery regarding a different health condition.*  |
| *Fair* | *The emergency Dr that I saw was running extremely late which I understand taking on the role of the emergency Dr for that day. When I eventually went in to see him he spoke about the disadvantages of antibiotics in great depth and even though I went in with signs of a kidney infection I was doubtful I was going to be prescribed them. He then went on talking for a further 10 minutes about things that didn’t need to be said. I have many infections and I know what to expect and how to cope but the way he was talking I felt was very patronising. Having sat there for an hour an 1/2 being unwell all I wanted to do was get in and go home not sit there listening to a lecture. Not a happy experience.*  |
| *Very good* | *The feeling that my Doctor is helping and supporting me with my medical problems.*  |
| *Very good* | *The HCA was on time, very efficient and pleasant.*  |
| *Neither good nor poor* | *The health care assistant was very good, but told me I didn't need a blood test as I'd recently had one. This was going to be a fasting blood test so having fasted I wasn't happy! My bp was fine.* |
| *Very good* | *The lady was friendly and very professional*  |
| *Very good* | *The locum doctor was very good he was so helpful with my condition*  |
| *Very good* | *The nurse always gives me good care and is easy to talk to.*  |
| *Very good* | *The nurse checked my name & date of birth & that I had come for blood tests & my Pneumonia injection. Very kind & caring & I never felt a thing. Lovely nurses at this surgery.* |
| *Good* | *The nurse I spoke to was very helpful & measured me.* |
| *Poor* | *The nurse took my bloods, but didn't get the right tests done on it, despite me checking at the time. The blood test now needs to be repeated, but can't be done for a week after the test was originally done. Not only is this a waste of everyone's time, I am now having to continue to take my medication without knowing if my levels are safe for an additional week. This isn't acceptable when I am recovering from suspected lithium toxicity and am needing to monitor the effects of being back on the drug carefully. I feel let down and am extremely worried about being on such a dangerous drug, with this level of care.* |
| *Very good* | *The nurse was brilliant, caring and I was very comfortable*  |
| *Very good* | *The nurse was excellent, explained things and was professional and personable.* |
| *Very good* | *The nurse was friendly, answered all my questions and helped me to understand how to use NHS app for other services.*  |
| *Very good* | *The nurse was helpful, friendly and smiley. Which is exactly what I want.* |
| *Very good* | *The nurse was lovely* |
| *Very good* | *The nurse was quick painless and polite.*  |
| *Very good* | *The nurse was quick, efficient, pleasant and reassuring. 10/10*  |
| *Very good* | *The nurse was very kind and helpful.* |
| *Very good* | *The nurse was very pleasant helpful and advised me what she needed to do and what happens next so kind and friendly credit to the surgery please pass on my thanks*  |
| *Very good* | *The nurse we saw was very, very good knew what she was doing and very pleasant thank you, A lovely first class Surgery* |
| *Very good* | *The nurse who performed my blood test was amazing. Very gentle, professional and very happy to help and answer my questions..Thank you so much for exceptional service..* |
| *Very good* | *The nurse who took bloods was very efficient and the doctor I saw for other issues was most calm, patient and didn’t rush things. I haven’t seen him before but he was a lovely young doctor.*  |
| *Very good* | *The person taking the blood was very kind and thoughtful*  |
| *Very good* | *The pharmacist was very good and reassuring and helpful as you all are.*  |
| *Good* | *The phone call was in the allotted time. The doctor i spoke to was friendly and listened to what i said and took it all on board, and was able to renew my medication for me after assessing the situation.* |
| *Very good* | *The Physiotherapist Gema Rowland is exceptional,*  |
| *Good* | *The physiotherapist was really lovely, but I did think I was going to have actual physiotherapy/massage. She did give me a sheet with some exercises on it which was helpful.* |
| *Very good* | *The radiographer was very thoughtful and took her time to check everything and explained what she found as she went. she didn't rush and made sure she checked everything*  |
| *Very good* | *The service at Marazion surgery are exceptional, so polite friendly and understanding. Never been to a doctors surgery like it.*  |
| *Very good* | *The staff have all been so friendly and helpful, an absolute revelation after my experience at my last Surgery!* |
| *Fair* | *The staff were brilliant, and everything was fine on an operational basis but at the end I needed to make another appointment and that’s why you have a middle score. I was not able to conclude what I was required to do by yourselves ie book an appointment then and there and now have to re-engage at some random times costing you and me time and money and me more stress.* |
| *Very good* | *The surgery staff are always professional, kind and fast.* |
| *Very good* | *The telephone consult occurred at the time agreed. It was a suitable and convenient method for the meeting and saved me having to take time off work to travel to the surgery in person. Shirley was friendly and professional, putting me at ease and answered any questions I had.* |
| *Good* | *The treatment was very good but not all my questions were answered satisfactorily.* |
| *Very good* | *The two nurses who I saw were very helpful and made me feel at ease. Also the lady on the reception case was very welcoming.* |
| *Very good* | *The usual excellent attention and service*  |
| *Very good* | *The whole experience was pleasant. The member of staff was very helpful & considerate*  |
| *Very good* | *The.nurse was lovely. Very professional and kind. Thank you.*  |
| *Good* | *They listened* |
| *Very good* | *They listened to me*  |
| *Good* | *This was a routine blood test. The appointment was almost on time, the nurse was capable, amiable and professional.* |
| *Very good* | *Time spent with me. Very detailed consultation*  |
| *Very good* | *Timely and efficient*  |
| *Poor* | *Told me to shush 😳 while she typed told me not to take ibuprofen because I’m on candesartan but didn’t offer an alternative said she didn’t know what to do but wait for the appt at derriford I’ve been waiting in severe pain every day since March sadly I will refuse to see her again I’ve tried not to be rude or offensive here but it’s all true 🤷‍♀️* |
| *Very good* | *Took the time to explain everything and very thorough*  |
| *Very good* | *Top service as always, seen in good time, nurse was friendly and helpful.*  |
| *Very good* | *Tracy was very kind*  |
| *Very good* | *Treated well* |
| *Very good* | *Usual answer: efficient, prompt attention received.* |
| *Very good* | *Usual great service* |
| *Very good* | *Usual kindly professional care.* |
| *Very good* | *Vaccination carried out professionally*  |
| *Very good* | *Very attentive, patient-centred approach* |
| *Very good* | *Very caring staff* |
| *Very good* | *Very competent Physio giving good explanation and a remedy for my problem. Open to another visit if concerns.* |
| *Good* | *Very efficient*  |
| *Very good* | *Very efficient*  |
| *Very good* | *Very efficient, friendly & punctual* |
| *Very good* | *Very efficient and kind*  |
| *Very good* | *Very efficient service, I was made to feel good and well cared for.* |
| *Very good* | *very efficient staff* |
| *Very good* | *Very efficient, very caring* |
| *Very good* | *Very friendly and efficient*  |
| *Very good* | *Very friendly and efficient service*  |
| *Very good* | *Very friendly and helpful doctor.* |
| *Very good* | *Very friendly and helpful staff* |
| *Very good* | *Very friendly professional lady*  |
| *Very good* | *Very friendly quick service*  |
| *Very good* | *Very friendly staff*  |
| *Very good* | *Very friendly staff*  |
| *Very good* | *Very friendly, helpful, understanding, caring and listen to whatever you have to discuss.*  |
| *Very good* | *Very good experience* |
| *Very good* | *Very good nurse removing stitches never felt a thing thank you*  |
| *Very good* | *Very good service*  |
| *Very good* | *Very happy with the treatment I received*  |
| *Very good* | *Very helpful*  |
| *Very good* | *Very helpful and friendly staff*  |
| *Very good* | *Very helpful and pleasant*  |
| *Very good* | *Very helpful, friendly, professional, nice*  |
| *Very good* | *Very helpful, knowledgeable very professional*  |
| *Very good* | *Very helpful.* |
| *Very good* | *Very helpful and pleasant*  |
| *Very good* | *Very informative on my condition*  |
| *Very good* | *Very kind*  |
| *Very good* | *Very kind and professional.*  |
| *Very good* | *Very kind, caring Doctor very Professional service.* |
| *Very good* | *Very knowledgeable and helpful* |
| *Very good* | *Very nice and helpful*  |
| *Very good* | *Very nice and informative*  |
| *Very good* | *Very nice lady delt with me efficiently and a pleasure to speak to. Took my blood sample no bruising or bleeding after.* |
| *Very good* | *Very pleased with the treatment today. The swelling on my leg is gradually going and I am now walking 2 miles per day which I think is helping the healing process.As usual, first class treatment and interest in how I’m getting along. Thank you Marazion Surgery.* |
| *Very good* | *Very Polite and efficient. A pleasure attend.* |
| *Very good* | *Very professional*  |
| *Very good* | *Very professional treatment given by Hannah* |
| *Very good* | *Very prompt friendly service*  |
| *Very good* | *Very quick and efficient.* |
| *Very good* | *Very quick and painless*  |
| *Very good* | *Very quick and painless*  |
| *Very good* | *Very quick and polite nurse* |
| *Very good* | *Very swift post-appointment services plus doctor was very thorough and understanding*  |
| *Very good* | *Very thorough chat, Dr obtained clarity on history and explained ramifications well of each issue in discussion which I was grateful for.*  |
| *Very good* | *Very thorough discussion about problem, and clear explanations about future options*  |
| *Very good* | *Very useful*  |
| *Very good* | *Waiting time was fine, staff very helpful.* |
| *Very good* | *Was given excellent advice on my condition* |
| *Very good* | *Well I was running a couple of minutes late which I’m not comfortable with but was not too concerned because my appointments are usually a little late so I barely had time to warm the seat up in the waiting room and I was called in, blood taken and on my way. All good. Thankyou*  |
| *Very good* | *Well I work for Nhs myself so I know what its like. Always working hard especially the receptionist. Always contacted or a reminder. The whole surgery are working as a team. Keep up the good work 👏*  |
| *Very good* | *Went in on time had blood taken efficiently and professionally and was in my way home 5 minutes later* |
| *Very good* | *Went through everything thoroughly. Excellent care* |
| *Very good* | *You look after me very well for which I thank you very much.* |
| *Very good* | *Young lady took four samples of blood, so professional and kind , forgot her name but if you can link it with my appointment time then please pass on my comments.* |

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