**In August 2024 we had a total of 559 responses:**

* **Very good x 510**
* **Good x 34**
* **Fair x 3**
* **Neither Good nor Bad x 5**
* **Poor x 6**
* **Don’t know x 1 (appt didn’t happen)**

**You told us:**

|  |  |
| --- | --- |
| Very good | . |
| Very good | . |
| Very good | . |
| Good | 1/2 hour wait |
| Poor | 25 minutes late for a 9:45 appointment! Told I need to contact cardiology dept I explained that this had been done successfully previously by the surgery! During listening to my chest stopped to answer the phone no explanation or apology! No apology for late start! I have always received the absolutely highest standards previously! Minutes after arriving home member of your staff rang me with up to date details re cardiology! Excellent thank you! |
| Fair | 45mins late, but Dr Lock as usual was 1st class  |
| Good | A health check was a great unexpected service. The only problem was they got my height wrong which affected my BMI and that worried me as I was told I was a bit overweight. Once we sorted the height out my BMI was normal, but it had worried me. Apart from that thank you for a great friendly efficient service. |
| Very good | A thorough examination and informing about one's health. |
| Very good | A very detailed, friendly but professional consultation. Thank you. |
| Very good | A very kind Dr who is thoroughly investigating health issues |
| Poor | After being sat in the waiting area with two young children for half an hour, only to be told my daughter did not in fact need the vaccination she was booked in for. Despite the fact I double checked upon booking with the receptionist. |
| Very good | All around very good service, explained everything that was going on in a non-condescending way |
| Very good | All colleagues very helpful & informative  |
| Very good | All Staff were polite, efficient and professional. |
| Very good | All the doctors, nurses and admin staff are wonderful at Marazion surgery. Doctor Herdman in particular was clear in his diagnosis of my condition, thorough in his explanation, suggested a suitable short-term solution and put me at ease, which is no mean feat. Thank you to all.  |
| Very good | All the staff at Marazion are so very kind and approachable. |
| Very good | all very pleasant and helpful  |
| Very good | Allowed full discussion with Dr of symptoms & it's resolution |
| Very good | Always a good and friendly service best doctor surgery I've ever known |
| Very good | Always brilliant service  |
| Very good | Always excellent treatment from Shirley |
| Very good | Always friendly staff that help in every way, thank you all! |
| Very good | Always get great service  |
| Very good | Always on time for my appointment and very professional service, thanks  |
| Very good | Always professional and polite |
| Very good | Amazing staff  |
| Very good | Appointment completed in a professional manner |
| Very good | Appointment completed in a very professional manner - Thank you |
| Very good | Appointment on time and friendly staff as always  |
| Very good | Appointment on time and positive outcome  |
| Very good | Appointment on time, familiar face (Shirley) and out in minutes.  |
| Very good | Appointment was exactly on time, and I didn’t feel rushed during it. Friendly and efficient as always  |
| Very good | Appointment was on time  |
| Very good | Appt on time, dealt with quickly and efficiently  |
| Very good | Appt timely, nurse very efficient, friendly and gave information accordingly, also checked notes for another test and made new appt regarding that. Thank you |
| Very good | As always, a quick no quibble service  |
| Very good | As always, all staff are pleasant, helpful and efficient. |
| Very good | As always at Marazion Surgery, happy friendly and very helpful staff. Thank You all Xxx |
| Very good | As always everyone - reception, dispensary, nurses and doctors are pleasant and helpful |
| Very good | As always excellent but I wonder why I wasn’t told about the change from Edoxaban as I only saw Shirley on 14 August for my annual review. Why Are you changing it? Also, I don’t take it with food so why do I need to take the new one with food? I find this very disturbing that I have to make this change.  |
| Good | As always Nurse Chloe was polite and professional throughout my appointment, patiently listening to & answering my questions. Appointment a tad late, but appreciate everyone is busy, thank you.  |
| Very good | As always, the staff are excellent. Thank you |
| Very good | As always, the staff are very accommodating, polite and friendly. |
| Very good | As always very happy with the service at Marazion Surgery  |
| Very good | As I have regular B12 injections, the nurses are very kind and professional. |
| Very good | As usual at Marazion Surgery, I was given an appointment promptly and was treated with the utmost care and courtesy. I was also given a follow up appointment to be checked at the end of my antibiotic course.  |
| Very good | As usual all of you are very kind and reassuring  |
| Very good | As usual Marazion Surgery gives excellent care. Thank you. |
| Very good | A short wait and very pleasant staff. |
| Very good | At last, the dressings are finally off and the remaining wound is open to the air. Thank you so much to Shirley Hatton who sanctioned the action and will see me next Friday to finally assess the progress made, in what will hopefully be the last visit to the surgery for this injury!! It has been a long time, so a MASSIVE THANK YOU to all concerned! |
| Good | Attention second to none |
| Very good | Attentive, matters dealt with thoroughly and satisfactory manner. |
| Neither good nor poor | Average appointment  |
| Very good | B cos u are xx |
| Very good | Because as usual we was treated politely and not rushed and felt well cared for.  |
| Very good | Because it was.  |
| Very good | Because its the best surgery in the country by a country mile |
| Very good | Because Shirley is Shirley and I feel comfortable with that |
| Very good | Because the nurse was efficient and pleasant  |
| Very good | Because the surgery is the best in Cornwall Thank you |
| Very good | Because you were able to slot me in. |
| Very good | Best service I've received  |
| Very good | Blood test performed quickly  |
| Very good | Bloods taken, not a fan, the nurse was lovely, didn’t hurt one bit, I was in and out in no time at all. |
| Very good | Booking in advance was fantastic for a non-urgent appointment.  |
| Very good | Booster MMR for me and my husband, in and out in one-minute, excellent service! |
| Good | Brief appointment, quelled my anxiety with good advice and a plan. |
| Very good | Brilliant doctor and understanding. |
| Very good | Brilliant doctor |
| Very good | Brilliant staff. Very friendly. |
| Very good | Called in on time, everything explained, courteous service as always  |
| Very good | Care and kindness  |
| Very good | Care and kindness  |
| Very good | Chloe is brilliant at making you feel positive about controlling asthma. She explains new types of inhaler etc. and changes in practices. It is also a good chance to check about anything you're worried about or don't understand, and to order a new space chamber, replace a worn-out peak flow meter etc. |
| Very good | Chloe is very caring  |
| Very good | Chloe was so friendly, interested and I felt she had time for me, which I never experienced at my last Surgery. A revelation! |
| Very good | Chloe was very informative and helpful  |
| Very good | Clear friendly advice |
| Very good | Condition we are trying to improve is going according to plan  |
| Very good | Consistently good treatment at Marazion Surgery.  |
| Very good | Contacted by text when phone signal failed |
| Very good | Courteous, competent nurse and on time |
| Very good | Dealt with efficiently and promptly  |
| Very good | Dealt with promptly and efficiently  |
| Very good | Delightful and v thorough doctor |
| Very good | Didn’t have to wait for 40 minutes to speak to someone (in person and on the phone). Posed a question. Was got back to very promptly. Appointment booked for less than a week’s time. Appointment was on time (I know this cannot be helped when not on time but it is so nice when it is!). Everyone was very kind, helpful, friendly and listened to without prior agenda. Brilliant!  |
| Good | Doctor fine on phone but needed to see her which I initially tried to do, but neither of my two buses fitted around the appts left despite ringing at 8am. It’s all extra stress in an already stressful life. We really need an outpost surgery in st erth again, removing it has definitely impacted on my health via inability to even see a doctor so I let things go till really chronic or until I can v rarely have a lift. Even just coming to deliver samples takes at least 2 hours due to reliance on the now often v late bus service. We need the surgery's doctors to lobby for either a better bus service or to please reconsider reinstating the village outpost to be more in alignment with the Hippocratic Oath and general care of the patients historically registered with you. I have multiple issues now and am not allowed to ask about each at each appt but have no hope of getting multiple appts in the two half hour slots my buses allow a day. PLEASE think more of st erth patients with no car transport. |
| Very good | Doctor had time and did not rush me out  |
| Very good | Doctor knew history and listened well. |
| Very good | Doctor knew the background and gave a swift and decisive prognosis over the phone |
| Very good | Doctor Rygol was great. Saw through my condition from start to conclusion.  |
| Very good | Doctor very thorough |
| Very good | Dr Harling phoned at appointed time & listened carefully to my problem. Gave me reassurance and suggested treatment. |
| Very good | Dr Harling listened to me, and I did not feel rushed. She also gave advice on a second issue which was not on the original agenda. Thank you Dr Harling. |
| Very good | Dr Harling was very helpful and has given me medication to alleviate a chest infection  |
| Very good | Dr Herdman is an exceptional GP - he gives time and space to patient and considers overall/holistic aspects. I always feel listened to. He is also very down to earth and pragmatic.  |
| Very good | Dr herdman very professional, friendly and reassuring  |
| Very good | Dr Imogen R ... was thorough and kind and looked after mum ... over and above ... we can't praise her highly enough. Thank you Dr Imogen. |
| Very good | Dr Johnathan Lock acted promptly and sympathetically to admit me to Royal Cornwall Hospital- where I am now being assessed and treated. |
| Very good | Dr Lock reviewed my pain meds  |
| Very good | Dr Lock was thorough in his examination and informative as to the prognosis and treatment options.  |
| Very good | Dr Lock was very attentive, listened and was efficient in acting to help with my problem showing both care and kindness. Thank you.  |
| Very good | Dr Lock was very empathetic, examining me and taking an interest in my worries about my hair loss, explaining possibilities and ordering appropriate blood tests to investigate whether there is a medical reason. At reception the young lady I spoke to was also very helpful, explaining the option of going to WCH for a blood test which would be sooner than at the surgery and how to go about that. It made me feel much better when my worries were taken seriously. |
| Good | Dr prescribed antibiotics, for my head wound, and booked a blood test for next week  |
| Very good | Dr Ranabhat was very courteous, thorough and listened to all of my concerns. |
| Very good | Dr Ranahbat was excellent and reassuring in answering my questions. |
| Very good | Dr Robbins is a very thorough doctor in my opinion. He listens well and initiates investigative procedures when the symptoms/causes of difficulties are not obviously apparent. I feel very confident and secure when interacting with him.  |
| Very good | Dr Robbins was very good at my shoulder injection |
| Very good | Dr Robbins is a fab Dr, also receptionist (don't know her name, older lady with glasses) is amazing, have spoken to her on several occasions and always has a smile and very polite  |
| Very good | Dr Robbins is always so professional but caring for his patients too |
| Very good | Dr Rygol was excellent in every way possible. One of the best doctors I have ever seen. She listened and at last l got some action.  |
| Very good | Dr Rygol was very caring and I feel she has done all she can to help my situation.  |
| Very good | Dr Tinkler covered all the information I needed to understand about my problem. He was caring and kind and agreed a route forward with physio and medication should it be required as it is a controlled drug but is on my prescription if needed. |
| Very good | Dr very good explained what I should do he was very helpful and nice  |
| Very good | Dr very helpful and was excellent in forming a plan going forward  |
| Very good | Dr very thorough with questions, listened to answers and explained the blood results and the importance of taking Statins. Showed empathy and kindness a worthwhile phone call |
| Very good | Dr was great  |
| Very good | Dr was v thorough, and helpful. Reception and pharmacy staff were absolutely brilliant  |
| Very good | Dr. Blight was friendly, professional and a good listener. I was a little later going into the appointment than scheduled, but for that late in the afternoon it was not a problem. My problem was thoroughly discussed, and a variety of solutions explained clearly. Overall, a successful outcome as far as I am concerned thank you. |
| Very good | Easy to arrange appointment and Doctor explained clearly  |
| Very good | Easy to get appointment. Fast but cautious advice. Very helpful dispensary. |
| Very good | Efficient |
| Very good | Efficient and professional as usual.  |
| Very good | Efficient positive care. |
| Very good | Efficient and friendly |
| Very good | Efficient and friendly  |
| Very good | Efficient and friendly  |
| Very good | Efficient and thorough service  |
| Very good | Efficient professional friendly service provided by the member of staff I had an appointment with. |
| Very good | Efficient service, doctor very thorough, no waiting |
| Very good | Efficient, everything clearly explained |
| Very good | Efficient, friendly and on time |
| Good | Efficient, gave me confidence  |
| Very good | Efficient, polite, informative thanks  |
| Very good | Efficient. Informative. Reassuring.  |
| Very good | Efficiently, promptly |
| Very good | Ella is always warm friendly and professional. Literally no waiting time - a very efficient service- thank you  |
| Very good | Ella is very friendly and excellent with her phlebotomy technique.  |
| Very good | Ella was lovely and having my blood taken didn’t hurt  |
| Very good | Ella was lovely as always and the good news is my BP is the lowest it’s been for donkeys!!  |
| Very good | Ella was lovely as always, we were both thrilled that she magically managed to lower my blood pressure to almost normal… a phenomenal achievement 😉😁👍 thanks everyone  |
| Very good | Ella was very professional and friendly  |
| Very good | Emily is a credit to the surgery…Great nurse. |
| Very good | Emily was very professional and friendly |
| Very good | Everyone at the surgery is professional and efficient yet warm and friendly. Excellent service from all. Many thanks. |
| Very good | Everything first class |
| Good | Everything that needed to be done, was done. And on time too. |
| Very good | Excellent  |
| Very good | Excellent - esp due to Nurse/practitioner Lucy Nicholls  |
| Very good | Excellent as always  |
| Very good | Excellent attitude- very helpful  |
| Very good | Excellent care |
| Very good | Excellent care as usual. Very happy.  |
| Good | Excellent care from GP. 1st Receptionist (responding to Econsult) quite forceful/lacking compassion  |
| Very good | Excellent Doctor Excellent Service  |
| Very good | Excellent doctor.  |
| Very good | Excellent friendly service  |
| Very good | Excellent knowledge and professionalism by Chloe, gives patient confidence. |
| Very good | Excellent lady was thorough and listened to me! |
| Very good | Excellent postnatal check with Dr Davey-very relaxed and compassionate. Incredibly easy to talk to including around difficult subjects. He considered my husband as well. Was great with baby. Treated us as a whole family unit. Very happy Baby’s jobs with nurse Michelle. Excellent explanations, compassionate and also asked about me-very inclusive again. The registrar who was sitting with her was also lovely and very good with baby, talking to XX making him smile, respectful-involved in the appt just the right amount. It will be nice to see him working independently when he is able. Also excellent communication and help with appts from reception staff before and after and again today when I had to sort out medication as I forgot yesterday whilst there! Very good experience all round.  |
| Very good | Excellent professional care given |
| Very good | Excellent service. Polite and punctual |
| Very good | Excellent service and thoughtful and kind staff |
| Very good | Excellent service as always |
| Very good | Excellent service Dr Herdman was very helpful  |
| Very good | Excellent service thank you.  |
| Very good | Excellent service. Thank you.  |
| Very good | Excellent service. Thank you.  |
| Very good | Excellent staff and Doctors |
| Very good | Excellent surgery comfortable and clean staff very welcoming and pleasant  |
| Very good | Excellent surgery, clean, tidy and comfortable, staff friendly and approachable, helpful and knowledgeable  |
| Very good | Excellent treatment as always. Thank you.  |
| Very good | Excellent treatment thank you.  |
| Very good | Excellent treatment. Thank you.  |
| Very good | Excellent treatment. Thank you.  |
| Very good | Excellent treatment. Thank you.  |
| Very good | Excellent treatment. Thank you.  |
| Very good | Excellent treatment. Thank you.  |
| Very good | Exercises to do.  |
| Very good | Explained everything concerning the results so it was easy for me to understand  |
| Very good | Extremely efficient.  |
| Very good | Extremely kind and helpful doctor  |
| Very good | Fantastic treatment and always listen. |
| Very good | Fantastic service, friendly and professional  |
| Very good | Fast and professional  |
| Very good | Fast efficient service |
| Very good | Fast, friendly and professional as always  |
| Very good | Fast, professional blood sample taking thank you.  |
| Good | Felt as though the advice given by the doctor was rather vague  |
| Very good | Felt I was listened to and every effort made to resolve my concerns.  |
| Very good | Felt like the Doctor really gave me the time to go through everything. It didn’t feel rushed  |
| Very good | Felt very comfortable speaking with Dr Ranabhat. Thank you. |
| Very good | First class and polite every visit.  |
| Very good | Friendly sympathetic, competent and business-like doctor who provided excellent solutions to all of my current medical worries |
| Very good | Friendly and efficient  |
| Very good | Friendly and efficient, but getting irritated by these messages |
| Very good | Friendly and helpful  |
| Very good | Friendly and helpful Nurse |
| Very good | Friendly and informative |
| Very good | Friendly and informative  |
| Very good | Friendly and knowledgeable nurse.  |
| Very good | Friendly and professional |
| Good | Friendly chat with nurse  |
| Very good | Friendly doctor, answered all questions thoroughly, examined my son carefully and explained treatment options to us clearly. We felt secure and reassured after our appointment with her.  |
| Very good | Friendly efficient and on time  |
| Very good | Friendly efficient service ☺️ |
| Very good | Friendly efficient service ☺️ |
| Very good | Friendly efficient service ☺️ |
| Very good | Friendly efficient service on time |
| Good | Friendly nurse  |
| Very good | Friendly nurse, quick in and out. |
| Good | Friendly professional attitude,  |
| Very good | Friendly service, professional experience with my GP today very rewarding appointment.  |
| Very good | Friendly staff who explained everything that was happening. |
| Very good | Friendly staff, appointed bang on time!  |
| Very good | Friendly, professional service  |
| Very good | Gemma (physio) was brilliant at explaining what was going on with my issue and moving forward with the support I need. She was friendly, helpful, professional and I didn't feel rushed at all  |
| Very good | Gemma is always thorough and positive and feel so much better after seeing her.  |
| Very good | Gemma really listened and was really helpful and informative about x-ray results and the next steps. |
| Good | Good |
| Very good | Good all round. Really friendly receptionist. Dr Robbins was kind, knowledgeable and didn’t make me feel stupid.  |
| Very good | Good care  |
| Very good | Good explanation of tests and as always staff all very efficient and kind |
| Very good | Good follow up. Text reminders. Pleasant staff. Overall excellent  |
| Very good | Good Service |
| Very good | Good service  |
| Very good | Good Service  |
| Very good | Good surgery  |
| Very good | Good treatment  |
| Very good | Got through ok to book appointment and although I had a not insignificant wait the doctor was great - friendly, kind, great communicator and efficient. |
| Very good | GP was lovely and very professional and polite  |
| Very good | Grateful for the swift attention given to me |
| Very good | Great Service  |
| Very good | Great staff.  |
| Very good | Had some bloods taken by one of surgery nurses. Have had same nurse before, she was very professional, and I hardly knew she had taken blood - good job! |
| Very good | Hardly any waiting time and very efficient and kind attention.  |
| Very good | Helpful and informative  |
| Very good | Helpful and knowledgeable. Thanks |
| Very good | Helpful run through of Meds and general health - Shirley very pleasant and efficient as always |
| Good | Hopefully the injections will help my hands. |
| Very good | Huge thanks to the lovely receptionist who was so kind walked me to the car, then phoned me to check I was ok later  |
| Very good | I always receive good treatment from the GPs and Nurses. My appointment on 1 August was with Dr Harling. She was very considerate and helpful.  |
| Very good | I am difficult when having blood taken as veins are tiny and deep but I was treated with much care and concern. Your health care assistants are wonderful and a credit to your surgery  |
| Good | I can’t praise the surgery enough from the receptionists to seeing a doctor on the same day. I did feel that the doctor was not at all compassionate and I felt that some things she said made me feel awkward. I’m not sure if this is her usual manner as I’ve never seen this Doctor before.  |
| Very good | I cancelled the appointment via the NHS App and that worked well.  |
| Very good | I did not have to wait to be seen. The nurse was efficient and friendly. |
| Very good | I felt comfortable and it was a quick efficient appointment, thank you. |
| Good | I got an appointment on the same day. Doctor was kind and helpful. |
| Very good | I have always found the team at Marazion to perform their duties in a professional Manner. This appointment was no different. |
| Neither good nor poor | I have bruising and a reddish lump on the site where blood was taken for testing. I was once told that I have "good veins" and, when blood has been taken, there has never previously been any bruising. |
| Very good | I managed to get a same day face to face appointment  |
| Very good | I only went for a blood test - taken on time. Pleasant staff |
| Very good | I received a great service. |
| Very good | I saw a kind and caring GP and everything was resolved. Thanks  |
| Very good | I saw a kind and knowledgeable GP. My appointment was on time and everything was resolved. Thank you.  |
| Very good | I saw Shirley & as ever she was professional & friendly  |
| Very good | I think the best bloods I have ever had taken. Did not feel anything brilliant. |
| Very good | I was able to get an appointment on the morning I phoned. The doctor I saw (Barry Tucker) was excellent & managed my symptoms exactly in the way I had hoped. As a result I was seen in the emergency eye clinic at Treliske later the same day |
| Very good | I was able to see a dr on the day of ringing & the dr I saw was lovely & very polite.  |
| Very good | I was promptly dealt with in a professional and friendly manner.  |
| Very good | I was running late and was still seen by the Doctor |
| Very good | I was seen by Michelle who is always helpful and positive. I think she was somewhat surprised that the wound had started to scud over too early and she removed it so that further granulation could take place. Hopefully, things will heal more as she expectedbefore scudding over. Despite this setback, I am pleased with the progress made.Many thanks to all the nurses that have treated me. |
| Very good | I was seen on the day requested  |
| Very good | I was seen on time and the nurse was friendly and knowledgeable. However, when I got home about 15 minutes after my appointment I received a text advising to make an appointment to have my blood pressure taken. Why was this not flagged up on my notes when I was on the surgery literally 15 minutes before the text! Now I have to make another appointment which is taking up time for both of us!  |
| Very good | I was seen quickly and the nurse practitioner I saw was very helpful |
| Very good | I was seen, listened to, heard, understood and treated in a professional manner |
| Very good | I was so pleased with outcome and explanation that was given to me. I can't complain. |
| Very good | I was very glad I checked with Dr Herdman as he agreed I needed a further week of antibiotics for cellulitis which had not cleared up still.  |
| Very good | I went for routine BP and blood tests, but I flagged up another concern which turned out to UTI and I was given an antibiotic. So professional and caring so "on the ball". |
| Good | I would have liked a plaster or cotton wool over my pneumonia jab hole as I walked around Penzance with 3 blood stains on my sleeve afterwards! |
| Very good | I’m very impressed with all care I have received from the surgery  |
| Very good | If this was with Ella, I’ve done this already but it was all good!!  |
| Very good | In and out very quickly  |
| Very good | Informed, professional and have enough time to discuss a complex problem. |
| Very good | Issue dealt with efficiently with full explanation of treatment and forward expectations. Appointment on time. |
| Very good | It was a routine blood test which can be problematic as my veins bend. Often I end up with both arms covered in bruises. Ella was brilliant. She found a vein immediately and there isn’t a bruise to be seen. I shall ask for Ella next time. |
| Very good | it was on time and very pleasant nurse  |
| Very good | it was on time and wasn’t in very long  |
| Very good | It was very good |
| Good | It would have been "very good" but the room the Dr was using was very hot and airless, with poor ventilation, which was concerning as it would keep germs in. The window was being kept barely open. The Dr's advice was however very helpful. |
| Very good |  |
| Very good | Just a brilliant surgery, always happy and polite staff, will do their best to help you 😃 |
| Very good | Just the right balance of friendliness and professionalism  |
| Very good | Kind and concerned dr |
| Very good | Kind and efficient  |
| Very good | Kind caring informative and professional  |
| Very good | Kind professional treatment |
| Very good | Kind, helpful and informative |
| Very good | Kindness and professionalism  |
| Very good | Knowledgeable and treated with dignity  |
| Good | Listened |
| Good | Listened to and responded to |
| Very good | Lovely attitude towards an old lady and very informative on the various medications I am taking. |
| Very good | Lovely helpful doctor  |
| Very good | Lovely Nurse treated me with respect & dignity, very friendly & approachable  |
| Very good | Lovely staff make you feel welcome. |
| Very good | Lovely surgery and lovely welcoming staff. |
| Very good | Lovely surgery Hannah was very professional and so helpful & reassuring  |
| Very good | Lovely, friendly and very professional nurse.  |
| Very good | Lovely, kind, caring and professional as always. Thank you. |
| Very good | Marazion are always efficient, welcoming and reassuring. |
| Very good | Marazion surgery is always helpful, kind and efficient.  |
| Very good | My appointment was on time - was efficient and the nurse was very nice and helpful  |
| Very good | My appointment was on time. The nurse was friendly and I didn't feel any discomfort when she took the blood. Thank you! |
| Very good | My nurse was Shirley, and she seemed very pleased with the progress my leg wound has made- all to the committed work of the nurses at Marazion Surgery, I might add.Thank you all for excellent support. I have another appointment on Friday. Let’s hope for good news! |
| Very good | My questions were answered and helpful information  |
| Don't know | My telephone appointment never happened  |
| Good | Needle did not hurt. Nurse polite  |
| Very good | Nice and friendly clinician.  |
| Very good | Nice friendly service |
| Very good | Nice GP, knowledgeable and caring |
| Very good | Nice knowledgeable lady, only downside was the wait to be seen hey ho. |
| Very good | No issues |
| Very good | No problems. Everything smooth  |
| Very good | No waiting, lovely doctor |
| Very good | No waiting. All done quickly and efficiently |
| Fair | Not impressed  |
| Very good | Nurse Emily gave me the time to explain my concerns felt much better. Excellent care. Thank you. |
| Very good | Nurse Hatton is excellent! |
| Very good | Nurse so kind and explained everything that she was going to do. |
| Very good | Nurse very helpful and informative |
| Very good | Nurse very informative  |
| Very good | Nurse was clearly very capable, caring and communicated well  |
| Very good | Nurse was very informative attentive and gave me appropriate leaflets etc. thank you |
| Poor | On Friday 9th Aug was expecting a call from the duty doctor, Dr Herdman. I waited by the phone at home all day and evening but was not contacted at all. Having been through open heart surgery followed by a nightmare of problems these last few months I was concerned when I had a funny turn and nearly passed out in Penzance. On the way home we called at the surgery in the hope of seeing a doctor and was given an appt with Dr Herdman.  |
| Good | On time and did what it had to do!  |
| Very good | On time and pleasant staff |
| Very good | On time efficient and caring  |
| Very good | On time efficient nurse  |
| Very good | On time friendly |
| Very good | On time pleasant staff happy atmosphere making visit relaxing |
| Very good | On time, courteous, friendly, helpful |
| Very good | On time, efficient and courteous. Advice given and appt made for blood test.  |
| Very good | On time, efficient and friendly. Great surgery, always get appointment when needed and calls about test results. Reception staff always friendly. You must have good systems and training. Othe surgeries could learn from you |
| Very good | On time, friendly and efficient  |
| Very good | On time, lovely nurse and excellent service |
| Very good | On time, lovely nurse and good service |
| Very good | On time, process explained |
| Good | On time, quickly seen and professional  |
| Very good | On time, thorough, friendly. |
| Very good | On time; very efficient  |
| Very good | On time. Efficient with reasons for treatment given.  |
| Good | Overall good service, friendly staff and not running too late |
| Good | Patient doctor |
| Very good | Perfect, everything was fine  |
| Very good | Phone answered promptly diagnosed easily and directed to appropriate treatment with appointment on the day - all perfect! |
| Very good | Physiotherapist was extremely helpful. Gave me good clear information and answered my queries thoughtfully and appropriately - can’t praise her or the system enough! Well done |
| Very good | Pleasant person and on time |
| Very good | Pleased with service  |
| Very good | Pleasant and professional. |
| Very good | Pleasant and professional. |
| Very good | polite and friendly |
| Very good | Polite, efficient and puts you at ease |
| Very good | Professional and friendly |
| Very good | Professional and pleasant. |
| Very good | Professional prompt respectful  |
| Very good | Professional treatment  |
| Very good | Professional, caring and respectful |
| Very good | Professional, friendly, efficient  |
| Very good | Professional, friendly, efficient, informative  |
| Very good | Professional, friendly, punctual  |
| Very good | Professional, understanding and listened to me |
| Very good | Prompt & pleasant service  |
| Very good | Prompt and caring  |
| Very good | Prompt and caring service |
| Good | Prompt and efficient  |
| Very good | Prompt and efficient service rang in time and explained everything clearly  |
| Very good | Prompt and friendly service  |
| Very good | Prompt and on time and very professional  |
| Very good | Prompt appointment & GP was patient & very thorough  |
| Very good | Prompt appointment friendly nurse  |
| Very good | Prompt appointment with a very friendly and attentive nurse more importantly I didn’t feel the injection. |
| Very good | Prompt attention, efficient service.  |
| Very good | Prompt reply in the morning and a morning appointment. Doc was thoroughly good. |
| Very good | Prompt, efficient service  |
| Very good | Prompt, excellent service  |
| Very good | Prompt, informative and efficient. A great service all round.  |
| Very good | Punctual appointment. Dealt with sympathetically. Reason for treatment fully explained  |
| Very good | Quick & efficient  |
| Good | Quick and easy and professional  |
| Very good | Quick and easy Check in good and happy nurse.  |
| Very good | Quick and efficient. |
| Very good | Quick and friendly |
| Very good | Quick and friendly service  |
| Very good | Quick appointment and pleasant service |
| Very good | Quick efficient service |
| Good | Quick friendly service- although vaccine wasn’t quite painful |
| Very good | Quick, on time and super-efficient  |
| Good | Quite late getting in to see doctor but consultation was thorough and informative  |
| Very good | Ranjan is a respectful, kind doctor who has time for his patients. We wish every doctor was like him ♥️ |
| Very good | Ranjan roughly on time; Dr R is likable and easy to deal with and always listens to what the patient is saying; gives good advice; and follows through with any required further appt admin and treatment. |
| Very good | Rang as promised and helpful on phone |
| Very good | Rang me when they said they would and answered all my questions. Very good service  |
| Very good | Really lovely doctor, very professional and personable  |
| Very good | Really pleasant asst practitioner. Did all tests needed. Very efficient  |
| Very good | Reception staff really good at their jobs, I was in really bad pain and needed a doctor’s appointment which they got me in, doctors saw me & prescribed some stronger pain killers which has eased my back pain which is now bearable. |
| Very good | Receptionist very friendly. Empty waiting room so didn’t have to worry about catching anything!! The nurse who gave the injection did it quickly and I was in, and out before I knew it.  |
| Very good | Receptionist was brilliant. |
| Very good | Saw a nurse, who was so kind and gave excellent care |
| Very good | Saw Dr Robbins who was very helpful , friendly and very professional . I wasn’t rushed at all even though it was late in the day - thank you  |
| Very good | Saw nurse for blood test and she got it first time. Excellent.  |
| Very good | Saw the physio, she explained the reasons for my pain and gave me some exercises to carry out. Didn't have to wait long for the appointment. |
| Good | Seen almost on time |
| Very good | Seen early and great service  |
| Very good | Seen on time and nurse fully informed me of what was going to happen for the appointment  |
| Very good | Seen on time, efficiently, referee on but hopeful  |
| Very good | Seen on time. All explained.  |
| Very good | Seen on time. Efficient. Process explained.  |
| Very good | Seen on time. Friendly staff |
| Very good | Seen promptly and efficiently  |
| Very good | Seen promptly, everything was explained clearly, and I was listened to. Fantastic service. Thank you.  |
| Very good | Seen promptly, professionally dealt with. |
| Very good | Seen promptly. Everything explained.  |
| Very good | Seen very quick doctor looked at me not my age. |
| Very good | Service very good  |
| Very good | Simply a great service through out |
| Very good | So caring, thorough and professional.  |
| Very good | So friendly and welcoming  |
| Very good | So kind - she listened to everything - even though it wasn’t face rot face I felt very well looked after and reassured  |
| Very good | Spot on! Emily.  |
| Very good | Staff (HCA) was very knowledgeable and explained stuff. |
| Very good | Staff & Professionals really lovely no long waiting times and easy to make appointments Thank you |
| Very good | Staff always friendly and professional. |
| Very good | Staff always very professional, helpful and friendly |
| Very good | Staff excellent and short waiting time |
| Very good | Staff give a good balance of friendliness and professionalism  |
| Very good | Staff very friendly  |
| Very good | Superb service regarding both booking the appointment and Dr Lock. Please send my greatest thanks  |
| Very good | Swift, professional.  |
| Very good | Taking things seriously to check for everything |
| Very good | Thank you Dr Herdman, for looking after me. |
| Very good | The appointment flowed  |
| Poor | The appointment was 25 mins late and she never apologised she then hadn’t read anything so asked what she could do for me? when the surgery had called to tell me a doctor wanted to see me! She proceeded to tell me she was waiting for a call so may have to ask me to leave! Obviously, I had been anxious since receiving the call and being given a same day appointment! She was very erratic with me and said well I wasn’t her patient so didn’t know what was going on surely this is why there are notes? |
| Very good | The appointment was on time and the nurse was professional and pleasant |
| Very good | The appointment was on time, very efficient and health check was straightforward  |
| Very good | The appointment was on time, with a friendly nurse. |
| Very good | The appointment was professional clear and kindly handled |
| Very good | The appointment with Dr Robbins last week and the appointments with the two nurses this morning were all very good in every way. Thank you very much. |
| Very good | The call from doctor was on time covered issue well and concluded satisfactorily. |
| Very good | The Doctor and staff are good I am in good hands thank you. |
| Very good | The doctor explained what was going on with regard to my health. I was reassured. |
| Very good | The doctor I saw was absolutely lovely! She took care to understand the issue and also discussed my issues with hormone therapy. She not only prescribed more antibiotics but took another swap and is investigating a referral. Fabulous service! |
| Very good | The doctor listened and understood my thoughts and feelings. |
| Very good | The doctor saw me at the allocated time and was able to suggest a way forward with my treatment. |
| Very good | The Doctor took time to listen to my concerns and prescribed medication. Great service as usual from Marazion surgery. Thank you. |
| Very good | The doctor was kind, very thorough. Explained the symptoms, treatment very precisely and options which I have.  |
| Very good | The doctor was prompt and arranged some tests |
| Very good | The doctor was very caring |
| Very good | The doctor was very caring and interested in solving my problem  |
| Very good | The doctor was very helpful and kind. |
| Very good | The doctor was very nice, took her time, and over all understood what I was saying, very pleased. |
| Very good | The Dr did not rush me and had time to listen to my issues.  |
| Very good | The Dr was reassuring about my problem, how I was treating it, and that it would not prevent my hospital procedure from occurring today, which it did not. He was kind, a good listener, and instantly inspired confidence. |
| Very good | The Dr was very attentive and considerate and it resulted in my desired referral to see a skin consultant.  |
| Very good | The Dr was very informative.  |
| Very good | The Dr's and nurses are so helpful and put you at ease if you are afraid of needles and always happy. |
| Very good | The GP was extremely helpful and did not rush through my consultation, having listened to my concerns. I have been a patient at Marazion Surgery since 1979 and have found all the staff there of a consistently high standard.  |
| Very good | The Medical assistant who removed my stitches was very gentle and even when I said ‘Ouch’ was I reminded the women where more stoic!!! I am now better informed.  |
| Very good | The nurse called me from the waiting area before my scheduled appointment time. She was friendly, efficient and professional and ensured I was aware of timescales and how I would check for my test results (use of the NHS app) |
| Very good | The nurse Chloe was very good, and easy to talk too etc. she had time to talk to me  |
| Very good | The nurse I saw was lovely professional and really polite and made me at ease. Thankyou  |
| Very good | The nurse that did my blood test made the experience a lot better, first time so was a little nervous and she helped me relax :)) |
| Very good | The nurse that took my blood test was excellent. Got my vein first time didn’t feel a thing the surface I get Marazion Surgery is excellent. |
| Very good | The nurse was sensitive and helpful. |
| Good | The nurse was so good with our daughter, and we felt our concerns were listened to. |
| Very good | The nurse was so kind and very efficient |
| Very good | The Nurse was thoughtful, helpful and respectful |
| Very good | The nurse was very kind and helped me with my treatment.  |
| Very good | The nurse who gave our injections was very pleasant and efficient  |
| Very good | The nurse, Lucy, saw both myself and my husband together even though our appointments were 30 mins apart. Also punctual efficient and friendly. The receptionist who organised the appointments at short notice was very helpful. |
| Very good | The patient advisor on the phone was kind and considerate and went out of her way to find us an appointment with a duty doctor. My daughter was seen very quickly after arriving and the doctor was very thorough, calm and professional. I was able to collect the prescriptions very quickly from the dispensary where the staff were also both friendly and professional. As a family, we feel very lucky to be registered with Marazion Surgery. Thank you. |
| Very good | The person I saw had looked into my previous history with me filling in anything which wasn't there. It also informed what she thought was the best way forward after her investigation. |
| Very good | The procedure was painless and left no mark.  |
| Very good | The service at the surgery is always A1 |
| Very good | The service from call center to having my daughter seen and things looked at were fantastic and efficient. Dr. Rygol is very professional, talented and compassionate doctor. Everyone in the team are amazing in what they do. Thanks to all Marazion surgery staffs. |
| Very good | The service my wife and I received was excellent |
| Very good | The service was efficient friendly & professional  |
| Very good | The staff are always pleasant, caring and polite....which makes u feel at easy before u even see any nurse or practitioner...can't fault . |
| Very good | The staff are always very helpful  |
| Very good | The staff were efficient, helpful, friendly and professional. |
| Very good | The staff were very courteous, helpful and efficient. |
| Very good | The surgery as a whole, is, by far, so accommodating, efficient and friendly. |
| Very good | The usual fast, friendly and professional service we have come to expect from Marazion Surgery. Thank you. |
| Very good | This surgery is one of the best ,great staff both in clerical and medical termsIt’s one of the reasons I didn’t move out of Marazion  |
| Very good | Thorough and engaged. |
| Very good | Thorough explanation of symptoms  |
| Very good | Thorough telephone call |
| Neither good nor poor | Took 4 days of ringing at 8am until I got an appointment and was I unable to pre book. Otherwise, staff and patient care is excellent. |
| Very good | Tracey listened and was very helpful  |
| Very good | Tracey listened to me, and we put a plan in place to investigate further plus giving me options of what I’d like to do  |
| Very good | Tracey was excellent. She had read my notes and knew exactly the reason for my visit. Very good not often happens but I realise their busy, but it does save time having to explain each time |
| Very good | Tracey was Excellent. She had read my notes saving me all the trouble of explaining my problem. So much more efficient than having to explain. Really good. Thank you |
| Very good | Tracy was first class with everything  |
| Very good | Treated with respect and treated well  |
| Very good | Treatment given; all questions answered. Brilliant as always. |
| Very good | Treliske told me to ask my doctor some questions that needed answering regarding my procedure, before I have it, so I did, and got everything answered and explained …. And my last blood test results and my last CT scan result explained…in details…,. Couldn’t have been better appointment 🤓 |
| Very good | Understanding doctor  |
| Very good | Usual kindly and reassuring care. |
| Very good | V prompt and efficient response |
| Very good | Very approachable Doctor easy to talk to, very helpful and sorted a blood test and put my mind at rest. Thankyou  |
| Very good | Very caring |
| Very good | Very clear and very polite  |
| Very good | very competent |
| Very good | very competent all round |
| Very good | Very easy to book. Appointment was on time. Emily was very friendly and helped keep my anxiety at bay. Shirley called with a full explanation of my results.  |
| Very good | Very easy to get an appointment using call back system. Much better than old way.  |
| Very good | Very efficient  |
| Very good | Very efficient. |
| Very good | Very efficient and friendly nurse thanks for all the long-term dressing changes!  |
| Very good | Very efficient and friendly staff |
| Very good | Very efficient and friendly visit |
| Very good | Very efficient and professional |
| Very good | Very efficient but with a relaxed manner |
| Very good | Very friendly  |
| Very good | Very friendly and helpful nurse. Also, on exactly correct time for telephone assessment  |
| Very good | Very friendly and professional  |
| Very good | Very friendly people  |
| Very good | Very friendly, processional and reassuring 😊 |
| Very good | Very good  |
| Very good | Very good service  |
| Very good | Very good service  |
| Very good | Very good surgery and staff  |
| Very good | Very helpful and explained everything I needed to know  |
| Very good | Very helpful friendly staff |
| Very good | Very helpful. |
| Very good | Very informative chat with nurse, thanks  |
| Very good | Very kind and efficient nurse. |
| Neither good nor poor | Very knowledgeable and considerate. |
| Very good | Very pleasant and professional  |
| Very good | Very pleased with being made welcome and explained process and time taken with my consultation  |
| Very good | Very pleased with the service. |
| Very good | Very professional and answered all my questions |
| Very good | Very professional and so helpful  |
| Very good | Very professional, & friendly explaining test results clearly. |
| Very good | Very professional, thorough & caring consultation with Dr Ranabhat |
| Very good | Very prompt appointment time, very helpful and friendly staff |
| Very good | Very quick  |
| Very good | Very quick, pleasant nurse |
| Very good | Very swift and caring, thank you  |
| Very good | Very thorough appointment  |
| Very good | Very thorough & polite |
| Very good | Very thorough in examination, friendly, professional, |
| Very good | Very understanding Doctor and a good outcome |
| Very good | Was explained everything I wanted to know |
| Very good | Was treated quickly, thoroughly and respectfully as ever by Dr Harling enabling me to get my vital v infrequent bus back. She also offered to enquire with the surgery manager on the problems I've been having trying to get my partner temporarily registered here, which has caused such unnecessary extra anxiety, for which I'm awaiting results. All this helps not add to my existing high stress levels.  |
| Very good | Was very polite and understanding  |
| Fair | Waste of an appointment  |
| Very good | We always found the staff to be very helpful and most importantly we feel we are listened too  |
| Very good | We have a good doctor  |
| Very good | We have a good surgery  |
| Very good | Welcoming and experienced nurse |
| Very good | Welcoming, friendly, helpful, professional, felt heard.  |
| Neither good nor poor | Well I still don’t know my test results from my recent blood test as they are not in the nhs app (please can you add them). I was required to do a fasting blood but after one attempt I had to leave. The lady is brilliant who tried to take my blood, but I freaked out due to my fear of needles and being so hungry. |
| Very good | Well informed about what was happening and explained about how it worked. |
| Very good | Whenever I have an appointment at the surgery I always feel I'm in good hands and come away feeling very satisfied that everyone has done their best.  |
| Very good | Yippee!! I have been signed off!! I cannot thank you all enough for the individual and specialised treatment that the staff at Marazion Surgery have provided for the last 20 weeks or so!! It’s been a long haul, but I am so pleased the wound has finally healed and I look forward to keeping out of trouble!!! Brilliant! A special thanks to the Reception staff for being so helpful, interested and patient!! |

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