**In September 2024 we had a total of 506 responses:**

* **Very good x 460**
* **Good x 31**
* **Fair x 2**
* **Neither Good nor Bad x 3**
* **Poor x 8**
* **Don’t know x 2**

**You told us:**

|  |  |
| --- | --- |
| *Good* | *A computer system had failed so staff having to hand write information slowing appts up. I didn’t mind waiting though.* |
| *Very good* | *A skilled professional performance. Objective achieved. Well done!* |
| *Very good* | *Absolutely brilliant female doctor - really eased my concerns as a first time Mum and I felt supported.* |
| *Very good* | *After a manic lunchtime appointment when the surgery was full and loud and really hard work for the staff, it was nice to return for a 4.15pm follow-up appointment when it was like a different world!! I was treated very well at both appointments, but it was far more relaxed at the later one.* |
| *Very good* | *After decades of the same digestive issues now a lot, lot worse, hopefully I am finally going to get some answers in order to move forward and even one day heal from this issue. Dr. Lock is easy to speak to which is always important.* |
| *Very good* | *All at the surgery are very respectful and helpful great service!* |
| *Very good* | *all depts at Marazion surgery are very good & efficient* |
| *Very good* | *All good.* |
| *Very good* | *All of the staff who work at the surgery are very helpful and courteous*  |
| *Very good* | *All staff in the surgery are polite knowledgeable and professional.*  |
| *Very good* | *All the staff do everything in their power to help and support you in brilliant care. Communication is fantastic.*  |
| *Very good* | *All was dealt with quickly and efficiently* |
| *Very good* | *All went according to plan. Hopefully a new regular arrangement?*  |
| *Very good* | *Always a brilliant service* |
| *Very good* | *Always excellent service* |
| *Very good* | *Always fantastic service*  |
| *Very good* | *Always friendly and welcome*  |
| *Very good* | *Always get good service from the nurses* |
| *Very good* | *Always good* |
| *Good* | *Always good at this surgery*  |
| *Very good* | *Always helpful and professional.*  |
| *Very good* | *Always polite and helpful considering how difficult things are with the NHS*  |
| *Very good* | *Always polite and professional*  |
| *Very good* | *Always polite and thoughtful and helpful 😊* |
| *Very good* | *Always professional*  |
| *Very good* | *Always very efficient and seen on time. My only issue with the surgery is not having the ability to skip recorded message. Having to listen to the whole recording again and again every time your que space is updated. Drives me insane.* |
| *Very good* | *Amazing service as always*  |
| *Very good* | *Appointment was on time and the nurse was very attentive and pleasant*  |
| *Very good* | *Appointment made quickly and seen on time* |
| *Very good* | *Appointment on time and knowledgeable staff* |
| *Good* | *Appointment on time and quick*  |
| *Very good* | *Appointment on time good treatment.*  |
| *Very good* | *Appointment on time. Nurse Ella is very good at talking blood!!* |
| *Very good* | *Appointment was on time and nurse very informative and helpful as always.*  |
| *Very good* | *Appointment was on time and nurse was efficient and friendly*  |
| *Very good* | *Appointment was on time and the nurse was friendly and informative of what the blood test entailed.*  |
| *Very good* | *Appointment was on time, pleasant nurse treated me*  |
| *Very good* | *Appointment was on time; treatment was thorough and beneficial with follow up appointments booked for me straightaway.*  |
| *Very good* | *Appointment was on time. Nurse was professional and friendly*  |
| *Very good* | *As always excellent treatment*  |
| *Very good* | *Asthma nurse Chloe is always very helpful and efficient*  |
| *Very good* | *Barry is very informative and has delt with issues pronto*  |
| *Very good* | *Because as always treated with care and respect. That said as always very efficient as well.*  |
| *Very good* | *Because everything’s explained and I feel better when I left surgery*  |
| *Very good* | *Because it is true* |
| *Very good* | *Because it was true* |
| *Very good* | *Because it’s true*  |
| *Very good* | *Because it's true* |
| *Very good* | *Because the service at Marazion Health Centre is always excellent.* |
| *Very good* | *Blood samples taken in a flash. Always very impressed. Take great care at putting patients at ease.*  |
| *Very good* | *Booked quickly online felt listened to and given good care* |
| *Very good* | *Brilliant*  |
| *Very good* | *Called at 8.15 and had appointment at 11.30 and was also fitted in for appointment with physio at same time while I was there. Kind and friendly staff. Thank you.* |
| *Poor* | *Called for a review about my medication for post-natal depression / anxiety.After explaining to the doctor I think I’m having ‘come down’ effects after abruptly stopping my previous antidepressants, he didn’t even seem to notice? I then said I’m still really struggling and crying most days and finding myself losing my temper with my young child and baby, and I need help. He just asked me what is that I think we should do with my medication and if I wanted to try yet again another antidepressant. I said I didn’t think I was allowed anything other than citalopram (what I had just been taken off) and sertraline (which he started me on 3 weeks ago). He didn’t know why and I said because like I said before I’m still breast feeding my baby, so he agreed. He didn’t seem bothered with the fact I’m asking for help and just said to up the dose to 100mg (after coming off the highest dose of citalopram he only started me off on a low dose of sertraline) and just to have a catch up in a few weeks if I still have concerns.Just didn’t feel heard at all. Even after trying to say I’m struggling.*  |
| *Very good* | *Called for an appointment at 8.15 and was seen at 11.30* |
| *Very good* | *Called on time* |
| *Very good* | *Care and kindness*  |
| *Very good* | *Care and kindness*  |
| *Very good* | *Caring professional staff* |
| *Very good* | *Chatty, helpful and informative*  |
| *Very good* | *Cheerful and caring nurse* |
| *Very good* | *Chloe always helps you with any problems you have got who's the best of her ability very friendly lady 😄* |
| *Very good* | *Chloe the nurse was really friendly and professional*  |
| *Very good* | *Chloe was very friendly, helpful and informative*  |
| *Very good* | *Cleared up my concerns.* |
| *Very good* | *Clinic running late but the receptionist came and informed everyone. Always feel that you have been listened to and given time. No problem waiting shows they have time to listen to patients. Never feel rushed and always professional*  |
| *Very good* | *Clinic was running late but we were all informed. When treated very professional, sent straight to community hospital where I was diagnosed from having a heart. Great the dr was on the ball. Couldn’t have had better treatment.*  |
| *Very good* | *Competent nurse and appointment on time* |
| *Very good* | *Comprehensive explanation of test results*  |
| *Very good* | *Covered all queries*  |
| *Very good* | *Didn’t feel rushed. Issue taken seriously. Solutions suggested.*  |
| *Very good* | *Discussed my cholesterol and worked on a plan to change diet. Good clear information given.*  |
| *Neither good nor poor* | *Doctor cannot change hospital appointment in a month and has no answer to a uncertain outcome* |
| *Very good* | *Doctor Herdman was very thorough and I could not wish for more.* |
| *Very good* | *Doctor Tinkler very thorough* |
| *Very good* | *Doctor was brilliant,*  |
| *Very good* | *Doctor was excellent and got me into hospital within hours of seeing him* |
| *Very good* | *Doctor was thorough and understanding* |
| *Very good* | *Doctor was very attentive and polite*  |
| *Very good* | *Don't have any problems with the surgery*  |
| *Very good* | *Dr Handling has been excellent liaising with me about some health needs over the last week and very helpful when I’ve needed help while away. Really holistic view of me and my health and remembers family situation at the moment. Clinically very thorough and efficient and made an onward referral and fed back straight away. Just excellent all round. I feel so grateful that Marazion surgery is my surgery and for the care given to me as I compare this to the care relatives have elsewhere where the care they receive is so inferior compared to my experiences at Marazion surgery.*  |
| *Very good* | *Dr Herdman explained all my blood tests to me and was so helpful. So kind as well.* |
| *Very good* | *Dr Herdman made me feel comfortable and was very helpful answering my questions. Good patient manner* |
| *Very good* | *Dr Imogen Rygol was beyond amazing, she was helpful and really listened to me. I felt heard for the first time in a long time.* |
| *Very good* | *Dr listened & discussed - very sympathetic. Felt very worthwhile outcome* |
| *Very good* | *Dr Lock sorted referral quickly. Thank you.*  |
| *Very good* | *Dr Lock always puts my boys at ease, he's so caring and attentive, makes you feel heard and we leave reassured that we're getting the right treatment*  |
| *Very good* | *Dr Lock was very respectful and friendly*  |
| *Very good* | *Dr Robbins always gives me the time to express my concerns then prescribes the appropriate treatment and always explains this in detail.*  |
| *Very good* | *Dr Robbins is a very thorough and kind doctor*  |
| *Very good* | *Dr Robbins is so patient, engaging and is concerned about your overall health. You feel valued.* |
| *Very good* | *Dr Robbins was kind, gentle and efficient*  |
| *Very good* | *Dr Tinkler listened and acted!*  |
| *Very good* | *Dr Tinkler was great and has got me the right treatment it my second day in hospital now and feeling a bit better*  |
| *Very good* | *Dr took time to listen and explain* |
| *Very good* | *Dr Tucker was very kind and understanding to Mum and was able to set things up as we wanted.*  |
| *Very good* | *Dr Tucker always thorough, listens and approachable* |
| *Very good* | *Dr Tucker is patient, kind and knowledgeable*  |
| *Very good* | *Dr Tucker very friendly and efficient*  |
| *Poor* | *Dr wanted me to have urgent chest pain scan, but I got to wait one month for a phone call and I want to contact doctor*  |
| *Very good* | *Dr was kind, clear and helpful.* |
| *Very good* | *Dr was very kind and understanding*  |
| *Very good* | *Dr. Davey was caring aware of my concerns and reassured me*  |
| *Very good* | *Dr. Harling was very good as ever and was also happy to enquire on my behalf about my partner's problems registering as a temporary patient here, plus she saw me on time as well as giving a thorough investigation, so I was able to safely get my bus back. All this makes a huge difference by not adding to the stress levels I’m currently experiencing.*  |
| *Very good* | *Dr. Lock deserves recognition for his kindness and care towards his patients* |
| *Very good* | *Dr.Robbins was very patient and helpful* |
| *Very good* | *Easy to book from link. Appt on time*  |
| *Very good* | *Easy to get appointment. Excellent consultation. Brilliant helpful staff* |
| *Very good* | *Efficient*  |
| *Good* | *Efficient and clear health advice.* |
| *Very good* | *Efficient and friendly*  |
| *Very good* | *Efficient and helpful nurse gave me a shingles vaccination and checked blood pressure*  |
| *Very good* | *Efficient and on time* |
| *Very good* | *Efficient and painless* |
| *Good* | *Efficient and polite* |
| *Very good* | *Efficient and polite nurse, in time. Arranged for a further BP monitor. Thanks*  |
| *Very good* | *Efficient kind service. Went in on time if not slightly early.*  |
| *Very good* | *Efficient.*  |
| *Very good* | *Ella was as always friendly, helpful and professional .* |
| *Very good* | *Elle very pleasant and efficient and appointment on time*  |
| *Very good* | *Emily was very kind to mum and listened to what we had to say. Lovely to see her again.* |
| *Very good* | *Envy time I need to visit all the staff are polite and listen also professional and patient.* |
| *Very good* | *Everyone at Marazion Surgery is helpful, polite and efficient - it’s like a happy, hardworking family. Thankyou* |
| *Very good* | *Everything from. Speaking with receptionist to follow up call and appointment and new prescription. Whole process couldn’t fault it.*  |
| *Very good* | *Everything made clear*  |
| *Very good* | *Everything was explained very well and I didn’t feel the injection at all* |
| *Very good* | *Everything was fine, nurse explained everything to me, very polite.* |
| *Very good* | *Excellent as always* |
| *Very good* | *Excellent care and attention*  |
| *Very good* | *Excellent consultation given as an emergency appointment. Can't praise the whole staff at Marazion surgery enough. Well done everyone.*  |
| *Very good* | *Excellent nurse/practitioner*  |
| *Very good* | *Excellent patient care from caring GP Dr Tucker and super helpful reception and dispensary staff.* |
| *Very good* | *Excellent patient care through the whole booking service (Sharon on reception) and GP appointment, an amazing Doctor, Barry Tucker who listened and gave me excellent advice and support. Thank you all.* |
| *Very good* | *Excellent practitioner. Very speedy service* |
| *Very good* | *Excellent professional service as usual*  |
| *Very good* | *Excellent see*  |
| *Very good* | *Excellent service as always* |
| *Very good* | *Excellent service as always*  |
| *Very good* | *Excellent service as usual at Marazion surgery always polite and efficient*  |
| *Very good* | *Excellent service by Dr Lock had time for me and listened. Explained everything well to me. One of the best doctor's I've seen.* |
| *Very good* | *Excellent service by receptionist on booking, and from doctor.*  |
| *Very good* | *Excellent service, as always, courteous and efficient.* |
| *Very good* | *Excellent service. Thank you.*  |
| *Very good* | *Excellent service. Thank you.*  |
| *Very good* | *Excellent surgery, staff very friendly and helpful nurses and doctors explain what they are doing and why*  |
| *Very good* | *Excellent surgery, clean and comfortable, all staff friendly and helpful, doctors easy to talk with*  |
| *Very good* | *Excellent treatment and thorough diagnosis*  |
| *Very good* | *Excellent treatment as always*  |
| *Very good* | *Explained thoroughly what's the test for.* |
| *Very good* | *Extremely professional she gave me the exercises that I needed left happy*  |
| *Very good* | *Fabulous staff in every way. I've never been to such a caring and well-run surgery! 10/10* |
| *Very good* | *Fantastic attention*  |
| *Very good* | *Fantastic service*  |
| *Very good* | *Fast efficient service*  |
| *Very good* | *Felt comfortable*  |
| *Very good* | *Felt listened to and had time to ask questions which all were answered very clearly*  |
| *Very good* | *First class service*  |
| *Very good* | *First class surgery, admin staff friendly and cordial, clean and tidy, nurses and doctors explain everything*  |
| *Very good* | *First time I have seen a Dr in 8 years due to bad experiences in the past. Dr Imogen was so lovely, listened, was so calm, caring and professional and put me at my ease.Hugely appreciate the time she took with me. Worth the wait.* |
| *Very good* | *Friendly and efficient* |
| *Very good* | *Friendly and efficient* |
| *Very good* | *Friendly and efficient*  |
| *Very good* | *Friendly and efficient as always* |
| *Very good* | *Friendly and helpful* |
| *Very good* | *Friendly and informative*  |
| *Very good* | *Friendly and on time* |
| *Very good* | *Friendly and on time*  |
| *Very good* | *Friendly and professional* |
| *Very good* | *Friendly and professional.* |
| *Very good* | *Friendly and reassuring.*  |
| *Very good* | *Friendly and very competent*  |
| *Very good* | *Friendly and very professional staff member.* |
| *Very good* | *Friendly caring service* |
| *Very good* | *Friendly Efficient*  |
| *Very good* | *Friendly efficient service ☺️* |
| *Very good* | *Friendly nurse blood taken and didn’t feel a thing*  |
| *Very good* | *Friendly service. I did not feel as though I was inconveniencing the doctor.*  |
| *Very good* | *Friendly staff*  |
| *Very good* | *Friendly welcoming receptionist, she was very caring, and sorted me a phone appointment the same day. Spoke to Dr Frank Davey when I was in a state of considerable distress; his response was empathic, not rushed, and thorough. I felt very heard and understood. Thank you to all.*  |
| *Very good* | *Friendly, Knowledgeable and helpful* |
| *Very good* | *Friendly, efficient, professional* |
| *Very good* | *Friendly, helpful. Explained procedure. Not felt rushed* |
| *Very good* | *Gemma gave me lots of time, explained very clearly and I felt listened to and then helped - felt very positive afterwards.* |
| *Good* | *Gemma is very professional. Trust her completely.* |
| *Very good* | *Go was very thorough and made me feel at ease* |
| *Very good* | *Good and honest 👌*  |
| *Good* | *Good advice*  |
| *Very good* | *Good attentive dr*  |
| *Very good* | *Good chat about medication that I take. Advice given.*  |
| *Very good* | *Good communication, fast action*  |
| *Very good* | *Good doctor, listened to me and I have a clear idea of what is going to happen* |
| *Good* | *Good information*  |
| *Good* | *Good information given relating to steroid injecting* |
| *Very good* | *Good old Shirley,* |
| *Very good* | *Got all the answers I ask*  |
| *Very good* | *GP referred me for a series of blood tests which will hopefully eliminate any concerns around the symptoms lam currently experiencing.*  |
| *Very good* | *Great nurse*  |
| *Very good* | *Great sensible and well considered advice*  |
| *Very good* | *Great service* |
| *Very good* | *Great service*  |
| *Very good* | *Great service the physiotherapist really listened*  |
| *Very good* | *Great with my little girl having her nasal flu and ready to answer questions*  |
| *Very good* | *Had a very thorough consultation*  |
| *Very good* | *Had adequate time to discuss issues. Very professional...* |
| *Very good* | *Had appointment on Monday had a phone from the ent department at treliske Tuesday for appointment Thursday had a biopsy ultrasound scan and camera down my throat can’t ask for better treatment than that excellent*  |
| *Very good* | *Had my asthma check up, very thorough and helpful.* |
| *Poor* | *Had no idea what my symptoms are and offered very little help while in meantime symptoms no better still in a lot of discomfort*  |
| *Very good* | *Hannah is a lovely nurse appointment prompt and on time*  |
| *Very good* | *Hannah was super lovely and looked after me*  |
| *Good* | *Health care assistant was friendly and appointment on time*  |
| *Very good* | *Helpful* |
| *Very good* | *Helpful and efficient and on time.* |
| *Very good* | *Helpful info and service from reception to doctors visit* |
| *Very good* | *Helpful response* |
| *Very good* | *Hi Dr Robbins is a very good Dr I have a few problems and Dr Robbins sent me for all these different tests to try to sort out what is wrong with me once I got past the reception girls it took me three months to get to see Dr Robbins which I think is disgusting when you're not well you want to see your own doctor and they keep on pressuring you see a nurse you know yourself when you've got to see a doctor but he is very good and helpful 🤔😊* |
| *Very good* | *I always feel I'm in very good hands whenever I go to Marazion Surgery. Professional and friendly.*  |
| *Very good* | *I am always put at ease when I am there and everyone is so polite and helpful.*  |
| *Very good* | *I am grateful that a physio therapist is available at my surgery. I think this saves on painful waiting times within the NHS. Well done. Gemma is also very knowledgeable and kind. Many thanks* |
| *Poor* | *I arrived 10 minutes before my appointment which was at 10.15am but did not get so see the doctor till 10.50am. I was very annoyed with this as I had another appointment with my bank in Penzance at 11.15.* |
| *Very good* | *I did not have to wait too long to see the doctor, and Dr Ranabhat was excellent*  |
| *Fair* | *I explained why I wanted the appointment (to talk about my perimenopausal symptoms) and was given an appointment with what turned out to be a doctor with little experience in this field. I had specific questions about the menopause and HRT that he could not answer. He said he would need to speak to a more experienced ‘female’ colleague in order to get the information I needed and that he would call me to let me know when my prescription was ready. The menopause is obviously a very important topic that impacts 50% of the population so it strikes me as odd that he wouldn’t know much about it. I now have a prescription yes but I am not as well informed as I hoped to be. I also found that trying to book an appointment was very difficult.*  |
| *Very good* | *I felt my concerns were addressed to my satisfaction. Felt at ease.*  |
| *Very good* | *I had 3 appointments, the last one I was out before my allocated time! Physiotherapist, RSV inoculation and fasting blood. Gemma, the physiotherapist was friendly and listened to me. She was very professional and didn't talk down to me which was great! Lucy and Emily were professional too, with smiles. They were also gentle with the needles!* |
| *Very good* | *I had a new dressing for my leg, and instructions how to take it off for washing, then replacing it with relevant instruction for keeping the wound clean, dry and healing well. I am on holiday for 3 weeks so will not be able to have weekly dressings in surgery. Also a recent blood test showed a warning about my results which were discussed in depth. A further follow up appointment to be made, nearer the time, for December. Thank you to all the Staff at Marazion surgery.* |
| *Good* | *I had an injection, and it went smoothly*  |
| *Very good* | *I have a wound on my leg and had to have it dressed for about 5 weeks after a fall. Shirley Hatton helped me so much and she was fantastic ❤️*  |
| *Very good* | *I mentioned needing support straps to the receptionist on the Friday, had an appointment booked for the physio Monday and got my straps with a lovely physio lady ☺️* |
| *Poor* | *I need contact from the doctor how to get an urgent scan of my chest for blood flow to and from my heart.* |
| *Very good* | *I never have a problem with the surgery at Marazion.* |
| *Very good* | *I received prompt care and excellent treatment. Thank you.* |
| *Very good* | *I saw a very pleasant doctor the same day I called to make appointment. He took time to listen and reassure me about my diagnosis and gave thoughtful advice over a concern I had. I didn’t feel rushed during the appt* |
| *Don't know* | *I visited your clinic and was told that they would register you for an ultrasound, but there has been no news.* |
| *Very good* | *I was able to discuss my BP worries* |
| *Very good* | *I was able to get through and book an appt in a very short time.* |
| *Very good* | *I was attended to on time and got best service*  |
| *Very good* | *I was examined thoroughly and felt looked after*  |
| *Very good* | *I was given the option of a cancellation, which I took. Very efficient appointment*  |
| *Very good* | *I was given very good feedback from a recent MRI scan*  |
| *Very good* | *I was listened too and helped. Wonderful Dr and staff* |
| *Good* | *I was on time; my appointment was on time. I received prompt diagnosis and dressing, with follow up appointments booked for me straightaway. I was grateful for the care and attention given, and the surgery was busy.*  |
| *Very good* | *I was pleased with the information l received in the telephone conversation with the Doctor. Thank you*  |
| *Very good* | *I was seen by 2 student doctors and was pleased to help out. Was then seen by the doctor who was evaluating them. Getting better from the diagnosis given currently.* |
| *Very good* | *I was seen on the same day that I rang up and the Student Doctors and Doctor were attentive and thorough throughout the consultation and with the diagnosis. The Doctor arranged for me to be seen immediately at West Cornwall Hospital for further tests rather than Treliske which I am very grateful for.* |
| *Very good* | *I was seen promptly, and my problem was carefully and thoroughly investigated. I was given clear instructions on treatment and how to proceed. Very pleased, thank you.* |
| *Very good* | *I was seen promptly for the RSV jab by nurse Lucy Nichols who also answered my query about aftereffects. In the pm appt I saw Dr Rebecca Harling who was more than thorough in assessing my problem and gave me information and expertise in how to provide the samples required for sending off for analysis . She was so friendly and kind.*  |
| *Very good* | *I was seen quickly by a very friendly and competent nurse, Chloe* |
| *Very good* | *I was seen the same day of the consultation.* |
| *Very good* | *I was very happy with my appointment ☺️* |
| *Very good* | *I was very well cared for with kindness and attention to detail. I am very grateful for the care this surgery offers.*  |
| *Very good* | *I wasn’t kept waiting and the nurse was lovely as always*  |
| *Very good* | *I went in on time for a blood test. The person I saw knew why I was there, had everything ready for the blood test, took my blood painlessly and I was out again within 4 minutes. What more could I possibly ask* |
| *Very good* | *I would add that having a little anxiety beforehand the doctor very quickly put me at ease with a confident diagnosis. He also wrote down the medical term for it. His manner was efficient, but I never felt rushed. Excellent care. Thank you.* |
| *Neither good nor poor* | *If you look at my past comments they are all positive and it saddened me yesterday to come to reception and be met by X. I felt I was an hinderance and she let down all the other receptionists who have been more than helpful. It’s an attitude one doesn’t need as the face of your surgery* |
| *Very good* | *In on time and friendly effective service*  |
| *Good* | *Information, helpful, kind, caring doctor. I do think as a recommendation please could you have a small amount children’s toys to pass the time in the waiting room. If possible, with some wipes for parents/carers to clean after use.* *RESPONSE: Due to Infection Control Guidelines we prefer not to offer children’s toys in the waiting room.* |
| *Very good* | *It didn’t hurt* |
| *Very good* | *It was an excellent consultation with Chloe. I felt part of the discussion and that we were on the same page. The service from the surgery from booking in to leaving was outstanding! Highly recommend this surgery!*  |
| *Very good* | *It was efficient and covered everything* |
| *Very good* | *It’s always good*  |
| *Very good* | *Just brilliant*  |
| *Very good* | *Just simply the best*  |
| *Very good* | *Just the usual great service at Marazion Surgery*  |
| *Very good* | *Kind courteous professional treatment* |
| *Very good* | *Listened to and action taken*  |
| *Very good* | *Listened to and helped*  |
| *Very good* | *Little waiting time and a result from bp check was very positive. The nurse was very helpful. Thank you.* |
| *Very good* | *Lovely caring appt.* |
| *Very good* | *Lovely caring doctor*  |
| *Very good* | *Lovely caring nurse*  |
| *Very good* | *Lovely lady who gave my daughter her flu vaccine and we had a certificate and sticker for bravery which was much appreciated. She also saw us ahead of schedule as we had arrived early.*  |
| *Very good* | *Lovely professional and friendly staff* |
| *Very good* | *Lucy knew what she was doing*  |
| *Very good* | *Lucy took a pad off my Scar.* |
| *Very good* | *Marazion surgery is fantastic. Drs that listen and care. Despite huge pressures drs maintain a knowledge of patients and treat patients comprehensively. Pharmacy dispensary staff are caring and efficient again under pressure as are reception staff. I’ve found Dr Harling an exceptionally good dr. (I work myself in the nhs and know when a service is good !)*  |
| *Very good* | *Marazion surgery is the best I’ve ever been associated with* |
| *Very good* | *Michelle was very helpful, and I left confident and reassured.* |
| *Very good* | *Ms Leiworthy ? was lovely to mum and was excellent in carrying out mum's blood test.* |
| *Very good* | *My Doctor is amazing empathic and knowledgeable I hope she stays forever*  |
| *Poor* | *My 11am appointment was not recognised - on checking in on the machine I was sent to Reception, who did not have a record of the appointment. It was made for me by the member of Staff I saw last Friday, not by me. But something had gone wrong, apparently. I was asked to come back at 2.30pm by which time it would all be clarified. I agreed to return at 2.30pm.At my 2.30pm appointment I was told it was for a new dressing on my right leg. I said it was only put on last Friday, and was due to be checked next Friday. I said my understanding was that the 11am appointment was for an "annual review" with a Doctor. As there was nobody available to do that and only 10 minutes allocated, I was advised to rebook another appointment for the annual review.I live in St Erth, my husband had driven me to the surgery TWICE in one day, neither of us were very happy with the waste of our time, and everyone else's time at the surgery, which was packed! I appreciate mistakes can happen, but it was not resolved, and I now have to attend again to try to get it sorted.* |
| *Very good* | *My appointment was on time, pleasant and efficient nurse.* |
| *Very good* | *My appointment was on time, the nurse was both friendly unprofessional. Everything went smoothly and a follow up arranged.*  |
| *Very good* | *My appointment was prompt, and all staff are kind and considerate 😊* |
| *Very good* | *My ongoing treatment is working, thanks to you all at the surgery.* |
| *Very good* | *My treatment was perfect*  |
| *Very good* | *My visit was punctual, informative and painless with a very pleasant Nurse.* |
| *Very good* | *Never had to wait more than a few minutes for the appointment*  |
| *Good* | *Next steps were agreed. Telephone consultation convenient when working full time.* |
| *Very good* | *Nice friendly service* |
| *Very good* | *Nice staff and appointment always in time* |
| *Good* | *Nice surgery easy access plenty of parking spaces*  |
| *Very good* | *No long wait for appointment, Dr Tinker was very helpful* |
| *Very good* | *No problems*  |
| *Very good* | *No wait and nurse was very good*  |
| *Very good* | *No waiting and quick appointment*  |
| *Good* | *No waiting. Appointment fine. Nurse lovely.*  |
| *Very good* | *Not many surgeries have a physio* |
| *Very good* | *Not rushed and excellent caring manner*  |
| *Very good* | *Nurse Chloe has a good understanding of my Diabetes and my care* |
| *Very good* | *Nurse was brilliant*  |
| *Good* | *Nurse was friendly and helpful* |
| *Very good* | *Nurse was her usual efficient and friendly self. Result was in target, and I enjoyed meeting Mahir Taha I think he was called, during my 10minutes. A lovely man like that fits in well with the staff at this fab Surgery* |
| *Very good* | *Nurse was professional, informative and nice.* |
| *Very good* | *Nurse was very friendly and patient.*  |
| *Good* | *Ok time and prompt attention*  |
| *Good* | *On time* |
| *Very good* | *On time* |
| *Very good* | *On time, very efficient & pleasant*  |
| *Very good* | *On time and a GP who was so friendly and didn’t rush* |
| *Very good* | *On time and a very nice helpful nurse* |
| *Very good* | *On time and effective*  |
| *Very good* | *on time and efficient* |
| *Very good* | *On time and efficient*  |
| *Very good* | *On time and fully explained process* |
| *Very good* | *On time and heart monitor fitted*  |
| *Very good* | *On time and pleasant nurse* |
| *Very good* | *On time and very thorough* |
| *Very good* | *On time appointment*  |
| *Very good* | *On time appointment, friendly nurse*  |
| *Very good* | *On time appointment, thorough annual review check up*  |
| *Very good* | *On time appointment, wound dressed and further appointment made, efficiently and easily. All good thanks.* |
| *Very good* | *On time lovely nurse* |
| *Very good* | *On time very helpful*  |
| *Very good* | *On time, friendly & efficient.* |
| *Very good* | *On time, friendly and professional*  |
| *Very good* | *On time, friendly nurse practitioner. Thank you.*  |
| *Good* | *On time, good advice received, follow up booked whilst I was there. Thank you.* |
| *Very good* | *On time, quick and simple.* |
| *Very good* | *On time, swift, friendly* |
| *Very good* | *On time, very fast, polite, could not ask for more*  |
| *Very good* | *On time, very pleasant lady* |
| *Very good* | *Only 10 minutes waiting timing waiting room very good* |
| *Very good* | *Only a short wait, friendly and efficient nurse*  |
| *Very good* | *Overwhelmed with treatment I received*  |
| *Very good* | *Perfect efficient and friendly service. Thank you.* |
| *Very good* | *Pleased with the attention I received*  |
| *Very good* | *Polite and friendly* |
| *Good* | *Professional*  |
| *Very good* | *Professional and attentive as per usual* |
| *Very good* | *Professional and empathic* |
| *Very good* | *Professional and friendly as usual 5\* thank you* |
| *Very good* | *Professional and friendly service as always* |
| *Very good* | *Professional approach from GP* |
| *Very good* | *Professional patient and cariy* |
| *Very good* | *Professional, caring support from the GP. Clear explanation of what was going on and what happens next. Thank you.* |
| *Very good* | *Professional, explained everything* |
| *Very good* | *prompt and thorough* |
| *Very good* | *Prompt appointment time, treatment quickly completed*  |
| *Good* | *Prompt courteous service* |
| *Very good* | *Prompt on time appointment! Helpful discussion! Progress with treatment!*  |
| *Very good* | *Prompt, friendly service*  |
| *Very good* | *Punctual & friendly* |
| *Very good* | *Punctual, professional and extremely competent.*  |
| *Very good* | *Quick* |
| *Very good* | *Quick and efficient. On time. Friendly*  |
| *Good* | *Quick and professional*  |
| *Very good* | *Quick service and did two appointments in one. Well done.*  |
| *Very good* | *Quick, easy, efficient.*  |
| *Very good* | *Quick, easy, polite* |
| *Very good* | *Quick, efficient and on time. What's not to like..* |
| *Very good* | *Rang in the morning, got seen same day. Friendly and efficient Doctor, and was kind and understanding xx* |
| *Very good* | *Reactive* |
| *Very good* | *Really explained my problem, putting my mind at rest* |
| *Very good* | *Really fast friendly service. Tells you everything you need to know regarding your health and appointments etc. Highly recommend Marazion Surgery*  |
| *Poor* | *Reception staff were very rude, snappy, insensitive and unhelpful* |
| *Very good* | *Seen by the nurse promptly and treated with respect*  |
| *Very good* | *Seen early, efficient nurse* |
| *Very good* | *Seen on time and was treated as a person not a number* |
| *Very good* | *Seen on time, very pleasant HCA.* |
| *Very good* | *Seen promptly, straight forward procedure, pleasant nurse, made appt in advance.*  |
| *Very good* | *Seen promptly, treated respectfully, kept informed*  |
| *Very good* | *Seen quickly by friendly professional nurse for B12 injection* |
| *Very good* | *Seen very promptly, lovely doctor.* |
| *Very good* | *Shirley is always happy even under pressure and goes the extra mile for you 👍😃* |
| *Very good* | *Shirley was very professional, friendly and caring.* |
| *Very good* | *Short wait then friendly but super professional nurse.* |
| *Good* | *Short wait. Excellent consultation.* |
| *Very good* | *Simple, supportive, clear and friendly.*  |
| *Very good* | *Smooth experience*  |
| *Good* | *Sophie was very helpful at short notice*  |
| *Very good* | *Spot on ! Brilliant ! Thank you, Ella.* |
| *Very good* | *Spot on David tinkler was very professional. I was very impressed. Top doc 👌*  |
| *Very good* | *Staff as always very professional and helpful* |
| *Very good* | *Staff make you so welcome.*  |
| *Very good* | *Suitable appointment time (had to wait a month but not a problem), easy to book myself in, seen on time by clinical pharmacist Laura who came out to waiting room to collect me. Introduced me to two med students. Explained reason for my visit, showed me readout of 12 hour BP recording so I could see it had been high throughout, then had a discussion about which tablet would suit me best. Also discussed cholesterol blood results - a bit high, and advised how to improve then have blood test and review in 6 months. Advised me to book a blood test 2 weeks after starting tablet, which were ready for me to collect at the surgery pharmacy within a few minutes.*  |
| *Very good* | *Supportive and timely call* |
| *Good* | *Surprised to be asked to confirm this blood test was for warfarin check!! I’ve been having 3 monthly full bloods taken for a few years requested by rheumatology. And have never had Warfarin. Thankful nurse did check*  |
| *Very good* | *Swift appointment, easy to book, really attentive, informed and caring GP* |
| *Very good* | *Sympathetic and helpful consultation as usual with Dr Locke.* |
| *Very good* | *Telephone discussion about blood test results* |
| *Very good* | *Thank you, Dr Herdman, for your care. I really appreciate you.*  |
| *Very good* | *Thank you for seeing me so quickly x* |
| *Very good* | *The appointment was on time and doctor understood my concerns and set my mind at rest.* |
| *Very good* | *The appointment was on time, I had time to talk to Dr Lock and as usual he was very helpful and empathetic.* |
| *Very good* | *The appointment was on time. The nurse was very professional and caring.* |
| *Very good* | *The care and understanding of my condition by the nurse that saw me was amazing and I felt relaxed and my anxiety wasn't affected too much. The whole staff at the surgery are amazing. Thank you.*  |
| *Very good* | *The doctor was extremely thorough. He followed up with an additional appointment and put our minds at ease. A credit to the NHS* |
| *Very good* | *The doctor was friendly and outstanding, he was happy to fill my prescriptions. He also discussed my questions about me applying to work as a GP here in UK* |
| *Very good* | *The doctor was friendly and outstanding, he was happy to fill my prescriptions. He also discussed my questions about me applying to work as a GP here in UK* |
| *Poor* | *The Doctor was not interested in looking at any x-rays or scan that I had with me* |
| *Very good* | *The doctor was very professional new my history and hopefully the new medicine will work* |
| *Good* | *The doctor was very thorough & helpful however I did have to wait for an hour.*  |
| *Very good* | *The Doctor was very thorough and answered all my questions so that I could understand them. Thank you.*  |
| *Very good* | *The doctors & staff are always helpful when answering any questions we ask regarding our visit to the surgery. Thank you.* |
| *Good* | *The Dr listened and made a plan. Unfortunately, the item prescribed is not available- so good instead of very good.* |
| *Very good* | *The Dr seemed to really listen and sent me off with what I can do to possibly help and also advised me about coming back.*  |
| *Very good* | *The lady taking my blood was very professional. The process was done quickly and professionally with little pain for me. I received advice on time for results etc. An excellent service.*  |
| *Good* | *The new phone system is a good idea, but the ring back facility didn't work. The phone was at hand, but didn't ring, then came up with a missed call notification. When calling back I was first in the queue, but still didn't get an appointment on that day. This wasn't a problem for me but is an issue.* |
| *Very good* | *The nurse I saw was very polite and efficient.* |
| *Very good* | *The Nurse that I saw was lovely and really easy to talk too* |
| *Very good* | *The nurse was kind and friendly, helpful and very experienced.* |
| *Very good* | *the nurse was lovely, and she explained everything very well*  |
| *Very good* | *The nurse was pleasant efficient and didn’t hurt me!* |
| *Very good* | *The nurse was polite friendly and easy to talk to and let me know by explaining to me what she was doing and how long the results would come back. Thank you* |
| *Very good* | *The nurse was really kind and helpful.*  |
| *Very good* | *The nurse was so helpful*  |
| *Very good* | *The nurse was very kind and efficient* |
| *Very good* | *The Nurse was wonderful made me feel at ease,* |
| *Very good* | *The Nurse who attended me was exceptionally pleasant and professional!*  |
| *Very good* | *The nurse who did my blood test is always very kind and efficient* |
| *Very good* | *The nurse, Tracie, was highly professional and informative about my blood test results and further was quite right with her previous diagnosis of Thrush in my throat and tongue.* |
| *Very good* | *The nurses were very good at making me feel comfortable & relaxed whilst having an mirena coil fitted.* |
| *Very good* | *The pharmacist was extremely pleasant and answered all of my queries very well.* |
| *Very good* | *The Practice Nurse engaged with me, listened and was very approachable*  |
| *Very good* | *The staff are always kind & helpful which is relaxing,* |
| *Very good* | *The staff are always very kind & caring which relaxes the patients*  |
| *Very good* | *The staff are very friendly, courteous and professional.* |
| *Very good* | *The top choice of very good does not do justice to the surgery. Rather, excellent+.The doctors, nurses and staff who have helped my wife and I, over the years, cannot be faulted. Take care now, all.* |
| *Very good* | *The young lady sat and listened to everything I had to say and gave me clear advice*  |
| *Very good* | *The young phlebotomist was quick in taking my blood and no bruises afterwards. Very professional.* |
| *Neither good nor poor* | *There was no one at the practise trained or willing to take blood from a picc line for bloods prior to chemotherapy treatment*  |
| *Very good* | *This was a telephone appointment with Chloe, as always, she was very professional and I found the experience constructive and informative*  |
| *Very good* | *Thorough and on time* |
| *Very good* | *Totally efficient.*  |
| *Good* | *Tracey took my details and has hopefully sent the referral as requested.*  |
| *Very good* | *Tracy as always was lovely great to see a student in with her as well.Many thanks*  |
| *Very good* | *Treated as a person not a number very refreshing* |
| *Very good* | *Understanding and informative*  |
| *Very good* | *Very caring and thorough* |
| *Very good* | *Very efficient* |
| *Very good* | *Very efficient*  |
| *Very good* | *Very efficient & help doctor*  |
| *Very good* | *Very efficient and friendly*  |
| *Very good* | *Very efficient and friendly*  |
| *Very good* | *Very efficient and helpful* |
| *Very good* | *Very efficient and polite. Arranged a procedure relating to my problem, thank you*  |
| *Very good* | *Very efficient service* |
| *Very good* | *Very efficient.*  |
| *Very good* | *Very friendly and efficient service. Thank you* |
| *Very good* | *Very friendly and helpful advice to improve my health*  |
| *Very good* | *Very friendly and helpful staff*  |
| *Very good* | *Very friendly but also very professional. What was most impressive, I shared a concern that my feet had not been tested for over a year the nurse said she would chase it up. Lo and behold I received an appointment this morning.*  |
| *Very good* | *Very friendly nurse made me feel calm* |
| *Very good* | *Very good* |
| *Very good* | *Very good* |
| *Very good* | *Very good* |
| *Very good* | *Very good* |
| *Very good* | *Very good*  |
| *Very good* | *Very good as always*  |
| *Very good* | *Very Good because you did what you needed to do!* |
| *Very good* | *Very good service as always.*  |
| *Very good* | *Very grateful*  |
| *Very good* | *Very happy with consultation* |
| *Good* | *Very happy with outcome.* |
| *Very good* | *Very helpful and friendly*  |
| *Very good* | *Very helpful and reassuring service* |
| *Very good* | *Very helpful pro- active advice. Very easy lady to talk to, I felt very supported.* |
| *Very good* | *Very helpful professional advice. Very understanding and really listened to me.* |
| *Very good* | *Very helpful, informative and friendly*  |
| *Very good* | *Very attentive* |
| *Very good* | *Very nice doctor, app on time and satisfied with the advice* |
| *Very good* | *Very organised and punctual. And empathetic staff* |
| *Very good* | *Very patient doctor and no rush thank you*  |
| *Very good* | *Very pleasant nurse* |
| *Very good* | *Very pleased with the service, on time, very pleasant nurse and very professional and informative, many thanks*  |
| *Very good* | *Very professional staff any good all-round service*  |
| *Very good* | *Very professional, thorough and reassuring, giving clear explanations throughout the session. Thank you.*  |
| *Very good* | *Very professional, friendly and reassuring.*  |
| *Very good* | *Very professional, friendly and reassuring.*  |
| *Very good* | *Very professional. Knew exactly what my problem was and explained the reasons. Also provided exercises for me to do.*  |
| *Very good* | *Very prompt, professional and friendly appointment* |
| *Very good* | *Very quick and easy.* |
| *Very good* | *Very quick and efficient and kind lady* |
| *Very good* | *Very satisfied with the Doctor's diagnosis and treatment arranged.* |
| *Very good* | *Very straightforward, lovely nurse.*  |
| *Very good* | *Very thorough, knowledgeable, reassuring and helpful, and gave good explanations.* |
| *Fair* | *Waited 40 minutes before seeing doctor. No apology* |
| *Very good* | *Was able to book needed appt same day and all was on time.*  |
| *Very good* | *Was seen in good time* |
| *Very good* | *Well-informed and helpful.* |
| *Very good* | *Went in on time. Dr Robbins listened to my problem and has helped me*  |
| *Don't know* | *When calling for appointment , the receptionist wasn’t very nice in fact telling me go make sure I’m Covid free before coming to the surgery ( 5 days after a positive test) I explained to her don't have any tests , then telling me to go to Sainsbury’s to buy some, would not have it that I explained that a GP wanted to see me in person a few days before when I was definitely positive of covid . Then requested a phone call from a GP for antibiotics as I knew I had a chest infection to which she replied he won’t be giving them you over the telephone. In fact after my phone call I was asked to go to the surgery for a F2F. Don’t know if she was having a bad day but she certainly turned my morning into one with her attitude.*  |
| *Very good* | *Wonderful cheerful service*  |
| *Very good* | *Yes I just want to thank everybody at the surgery and particularly for XXX very good friend and I've got the Old clear that my eyes are alright and I can't thank you enough losing the wife is one thing but as well as not being able to drive and get around is another but with the prompt action your prompt action of everyone at that surgery I just want to thank you from the bottom of my heart for your service towards me this particular 48 hours it was you I can't explain how I feel so thank you once again for everything of what you've done okay god bless you all* |
| *Very good* | *Yes they were all helpful and now X has antibiotics he's feeling a lot better* |
| *Very good* | *You’re treated as a person and not a number*  |

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