**In October 2024 we had a total of 651 responses:**

* **Very good x 609**
* **Good x 22**
* **Fair x 4**
* **Neither Good nor Bad x 8**
* **Poor x 5**
* **Don’t know x 3**

**You told us:**

|  |  |
| --- | --- |
| Very good | I went in for my appointment on time, was greeted by name and with a smile, the nurse knew what I was there for and had all the necessary equipment ready, she performed the procedure with professional efficiency and advised me on how to get my test results. I was on my way 5 minutes later. Excellent service. Thank you. |
| Neither good nor poor | A little concerned as I was expecting my Covid vaccination, on my appointment was told I’m not eligible. Having called the NHS help line find out I am entitled so arrange for my Covid booster and received it today. I don’t feel very comfortable at the practice |
| Very good | A very good and professional consultation |
| Very good | A very good consultation |
| Very good | A well organised flu and covid vaccination clinic. The nurse was professional, informative and put me at ease. |
| Very good | Again, very pleasant and friendly. |
| Very good | All explained fully and a quick referral |
| Very good | All round excellent |
| Very good | All staff very kind and pleasant. Went straight in. No real waiting. We'll organised. |
| Very good | All the staff were welcoming and highly professional, especially Chloe Gendall. |
| Very good | All your staff went out of their way to help us solve a problem |
| Very good | Although the appointment was rather delayed the GP was really thorough, knowledgeable and considered a range of possible solutions before prescribing. Excellent advice and as always great friendly and professional service. Thank you |
| Very good | Always very helpful thanks |
| Very good | Always a good experience |
| Very good | Always excellent service |
| Very good | Always good |
| Very good | Always is |
| Very good | always official service when coming to the surgery |
| Very good | Always on time staff always pleasant and helpful. |
| Very good | Always organised, always listen etc. |
| Very good | Always remember me and polite |
| Very good | Always the best service |
| Very good | Always try to help |
| Very good | Amazing nurse always approachable and efficient |
| Very good | An excellent practice and very good consultation |
| Very good | Appointment on time and good service by nurse |
| Very good | Appointment on time (early even!) friendly nurse and bloods taken efficiently. Thank you. |
| Good | Appointment on time and my concerns addressed |
| Very good | Appointment on time and staff very friendly |
| Very good | Appointment on time, everything explained to me, friendly nurse, very pleasant visit |
| Very good | Appointment on time, helpful and friendly staff who explained what they were doing. Receptionist also pleasant and helpful. |
| Very good | Appointment on time, nurse good, |
| Very good | Appointment on time. Very efficient. |
| Very good | Appointment was on time and Dr was very helpful |
| Very good | Appointment was on time and efficient friendly nurse |
| Very good | Appointment was on time and the nurse explained everything to me. |
| Very good | Appointment was on time. Nurse knowledgeable, pleasant and technical. |
| Very good | Appointment was on time, the nurse was very friendly and professional |
| Very good | Appointments were exactly on time and very friendly, helpful and approachable staff. |
| Very good | Appt on time and excellent professional advice and support given… thank you |
| Very good | Appt on time, friendly nurse. |
| Neither good nor poor | Appt was made to see a doctor. When I arrived it was with a nurse who couldn’t help - not her fault she was very nice, but a wasted journey and time taken off of work. |
| Very good | Arrived a few minutes before appt. Called straight in. |
| Very good | As always, a really lovely appointment. |
| Very good | As always, a very good consultation |
| Very good | As always everyone was pleasant, friendly & helpful |
| Very good | As always, the nurse was friendly and helpful- informing me about what she was going to do and why, and completing tasks efficiently |
| Very good | As always, timely appointment and the doctor was kind, knowledgeable and caring, thank you |
| Very good | As before, it should have outstanding on the list! Chloe is so friendly, knowledgeable and understanding! It was an excellent consultation, I feel I have been listened to, that we had an excellent interactive discussion and made an agreed future plan of care. Whilst I still have some anxiety about the problem, I am confident that I will receive the best care from Chloe, the GPs and staff at the surgery. Thank you so much! |
| Very good | As Tina Turner would say “simply the best” |
| Very good | As usual no waiting and all done in a friendly manner |
| Very good | Attended for blood pressure check and also bloods were taken for testing. Nurse I saw was lovely and very professional |
| Very good | Attentive |
| Very good | Because Chole was very professional and helpful |
| Very good | Because Chole was very professional and helpful |
| Very good | Because Doctor Harling covered everything I needed and we know and like her style. |
| Fair | Because I could not get Dr App or even Pre Booking Dr App until I’d rang reception next day…with Heart Problem/Pains! |
| Very good | Because I was treated very professionally and came away reassured. |
| Very good | Because it is the best |
| Very good | Because it is true |
| Fair | Because it True |
| Very good | Because it was the right one |
| Good | Because it was up to the usual excellent standard. |
| Very good | Because it was very good |
| Very good | Because nurse Emily took bloods and my blood pressure most efficiently. And has. Dry good manner with patients. |
| Neither good nor poor | Because the doc had a patient in that over ran its time by over 40 minutes and I had another appointment elsewhere and couldn't see the doc, so not happy, not one little bit! |
| Very good | Because the lady took time to listen to me and with her answers very helpful |
| Very good | Because yet again on a very busy day was treated with respect but very much keeping everybody following. |
| Very good | Best care ever |
| Very good | Booked easily for appointment, running on time and lovely kind staff |
| Very good | Booking easy and swift appointment very helpful outcome |
| Very good | Brilliant as all ways |
| Very good | Brilliant as usual 👏 |
| Very good | brilliant service as usual! |
| Very good | Bum had hardly touched the chair when I was called. Dr Lock was helpful and friendly and put wheels into motion |
| Very good | Call back was received promptly, and GP appt booked for the same day. Very efficient system and excellent service. |
| Very good | Called in in time. Friendly efficient staff |
| Very good | Came in for a flu jab and didn’t feel a thing. Lovely lady |
| Very good | Can't say?? |
| Very good | Cannot fault the staff at Marazion surgery and by that I mean all staff ..🥰 |
| Very good | Care and compassion |
| Very good | Care and kindness |
| Very good | Care and patience shown |
| Very good | Care and support |
| Very good | Caring about my health and helpful |
| Very good | Caring and professional staff |
| Very good | Caring. Professional. Efficient. Friendly. Everything one could hope for. |
| Very good | Cheerful staff |
| Very good | Chloe and Dr Lock were really professional and helpful |
| Very good | Chloe explained how to control my fisnryrd |
| Very good | Chloe G did a great job. |
| Very good | Chloe is knowledgeable and helpful |
| Very good | Chloe is very nice. She is patient and caring in all she does. |
| Very good | CHLOE made me feel relaxed and very polite |
| Very good | Communication, prompt service, smiley efficient staff |
| Very good | Competent, friendly and extremely gentle with the needle! |
| Very good | Comprehensive information and answers |
| Very good | Convenient appointment, on time, quick, efficient and friendly nurse |
| Very good | Covid and flu jabs done. No long wait and felt at ease. |
| Very good | Courteous and very friendly staff. |
| Very good | Dealing with my monthly bloods and injections is getting into a very nice routine. Thank you |
| Very good | Dealt with efficiently |
| Very good | Dealt with promptly and very efficiently by the nurse. |
| Good | Dealt with very quickly and friendly staff |
| Very good | Detailed & efficient |
| Very good | Didn't have to wait long and treated very courtesy. |
| Very good | Doctor Herdman made me feel relaxed and comfortable, and explained everything clearly |
| Very good | Doctor listened to me and gave me what I needed |
| Very good | Doctor listened, took time to go over several things, was caring, polite and I didn't feel rushed or unwanted.. Thank you |
| Good | Doctor was very good |
| Very good | Don't have any problems with the surgery or their staff |
| Very good | Done after 5 mins |
| Very good | Dr Harling extremely informative, helpful and friendly. Reception and Dispensary staff cheerful and efficient. Nothing that could be improved. |
| Very good | Dr Harling has been very caring and I have every confidence in her. |
| Very good | Dr Harling was kind and helpful. |
| Very good | Dr Herdman explained everything. I hated the steroid hand injection but it so far has relieved the symptoms. Long may it last |
| Very good | Dr Herdman was very supportive and informative on the phone appointment he gave me. I was on the train at the time and he persevered with the poor signal and tunnels which cut our call three times. Each time he called me up to resume the consultation. I was allowed to speak very freely about my queries and concerns. Dr H answered/fielded everything with great interest, good guidance and palpable sympathy. Very satisfied indeed! :) |
| Very good | Dr Lock adjusted my meds with a great result within the first 24 hours… here’s hoping it lasts |
| Very good | Dr lock is an absolute asset to Marazion surgery. Treats you like an individual and not just “another patient”. He was personable and I came away feeling seen and heard. Thank you dr lock |
| Very good | Dr Lock is lovely and efficient and helped XXX with her issues |
| Very good | Dr lock is lovely and very efficient |
| Very good | Dr Lock was on time and as efficient as usual |
| Very good | Dr Lock was very responsive and proactive after I contacted him about my situation after being discharged from hospital with no support. |
| Very good | Dr Lock was very understanding of my illness and was very helpful. He also took time to ask me about how I am feeling and coping which also makes me feel well cared for. |
| Very good | Dr phoned on time, was very thorough, took my issues seriously, very polite and helpful |
| Very good | Dr Ranabhat's advice was very helpful. I followed the instructions for The Epley Manoeuvre he sent me which seemed to help quickly. I have had a slight recurrence again this Saturday, but intend to repeat the advice. Thank you. |
| Very good | Dr Robbins advised me to ask for a mammogram as part of investigative actions to find a cause for my severe fatigue and upper back pain. A small cancer was found (which had no symptoms) and this has been removed before it could become invasive. I will be eternally grateful. |
| Very good | Dr Robbins very patient understanding and willing to keep trying |
| Very good | Dr Robbins is the perfect doctor he listens to what you have to say and tries to help you thank you 👍 |
| Very good | Dr Tinkler well briefed on my issues and very helpful. Good to be able to speak to the same doctor twice. Continuity is helpful and reassuring. |
| Very good | Dr Tucker is very helpful I can’t praise him enough |
| Very good | Dr very good explain everything and listened to my concerns |
| Very good | Dr. Harling very thorough and explained it. |
| Very good | Dr. Robbins was Prompt. Efficient and understanding |
| Very good | Easy booking, great service! Brilliant practice and highly recommend. Thank you for everyone's hard work! |
| Very good | Easy process good communication |
| Very good | Easy to arrange and efficient process |
| Very good | Effective and friendly treatment |
| Very good | Efficiency and helpfulness |
| Very good | Efficient friendly staff |
| Very good | Efficient and diligent experience |
| Very good | Efficient and effective service. Very friendly and kind staff |
| Very good | Efficient and friendly |
| Very good | Efficient and friendly |
| Very good | Efficient and friendly |
| Very good | Efficient and polite, explained problem easily. Thanks. |
| Very good | Efficient and quick service |
| Very good | Efficient as always and lovely nurse |
| Good | Efficient friendly |
| Good | Efficient friendly |
| Good | Efficient friendly |
| Very good | Efficient friendly knowledgeable on time |
| Very good | Efficient quick polite excellent as usual |
| Very good | Efficient, friendly and on time |
| Very good | Ella Leiworthy was amazing, did not feel the needle going into my arm at all. |
| Very good | Ella was excellent at taking my blood sample, quick and efficient without any bruising the next day, same as last time. Very pleasant manner. |
| Very good | Ella was pleasant, polite and efficient, appt on time too. |
| Very good | Ella was very helpful and very good at getting my blood as it’s normally not easy |
| Very good | Ella was very professional and informative |
| Very good | Everyone was very nice. |
| Very good | Everyone very helpful |
| Very good | Everything very efficient and supportive usual |
| Very good | Everything went smoothly and was on time |
| Very good | Everything went smoothly, in and out, no problems. No ill effects from vaccine, all good. |
| Very good | Excellent Nurse and surgery. |
| Very good | Excellent |
| Very good | Excellent doctor. Very thorough & treatment received seems to have made an improvement thank you all. |
| Very good | Excellent advice & care. Thank you! |
| Very good | Excellent advice and care |
| Very good | Excellent and professional |
| Very good | Excellent as always |
| Very good | Excellent as always, friendly and professional nurse, a credit to the Surgery. |
| Very good | Excellent as always! |
| Very good | Excellent care always |
| Very good | Excellent care and attention |
| Very good | Excellent care and organisation |
| Very good | Excellent caring attitude |
| Very good | Excellent consultation with the doc. Reception staff were also friendly and very helpful |
| Very good | Excellent doctor |
| Very good | Excellent efficient service |
| Very good | Excellent manner, gave time for me to explain, plan was clear |
| Very good | excellent nurse |
| Very good | Excellent patient care and consideration. Thank you. |
| Very good | Excellent patient care and reassurance from Shirley Hatton, thank you. |
| Very good | Excellent patient care from reception, dispensary, excellent HCA taking my bloods/BP and Lead Practice Nurse reassuring me re my asthma check. Thank you everyone, so much appreciated. |
| Very good | Excellent quick and efficient service |
| Very good | Excellent quick service |
| Very good | Excellent service |
| Very good | Excellent service |
| Very good | Excellent service |
| Very good | Excellent service |
| Very good | Excellent service |
| Very good | Excellent service & called me promptly and very helpful in resolving my questions. Thank you! |
| Very good | Excellent staff who are friendly and helpful. Short waiting time |
| Very good | Excellent surgery |
| Very good | Excellent surgery, clean, tidy and comfortable, staff friendly and welcoming, doctors and nurses very approachable and explain what they are doing and why |
| Very good | Excellent treatment |
| Very good | Excellent treatment |
| Very good | Excellent treatment. Thank you. |
| Very good | Excellent wonderful service |
| Very good | Fair and considered assessment kindly offered! |
| Very good | Fantastic as always at Marazion, no queue and very helpful staff. |
| Very good | Fantastic, really friendly helpful nurse, great service from reception and pharmacy, brilliant surgery |
| Very good | Fast and efficient |
| Very good | Fast and efficient. In and out in 10 mins |
| Very good | Fast efficient and friendly |
| Very good | Fast, professional service as always |
| Very good | Felt completely comfortable to view my concerns which I felt were fully taken on board and appropriate steps implemented. |
| Very good | First class all around |
| Very good | First class very well organised in and out well done |
| Very good | First efficient service was not kept waiting. I was in and out very quickly praise and thank you for that. Keep up the good work much appreciated Nick. |
| Very good | First visit to this surgery and they were very friendly and welcoming. |
| Very good | Firstly, on my asking, the receptionist was able to accommodate my difficulties with communicating with her over the telephone when making the initial appointment. She significantly altered the way she spoke with me, which enabled me to communicate more clearly and calmly. I find the process of having to ring at a specific time daunting, so her recognition of my anxiety was very helpful. So also, was the feature of being able to have a call back once in the queue. Making a GP appointment is massively daunting for me, I ruminate about the need to make one for a long time (sometimes months, years) before I pluck up the courage.  The lady GP I saw (Dr Harling??) was very friendly and reassuring despite the way I communicated my needs being a bit off beat, due to my nervousness. I have a tendency to over explain in certain situations. So I am grateful that she allowed me to ramble on 😀 |
| Good | Follow-up check only. All ok, no more appointments booked. |
| Very good | Friendly, efficient |
| Very good | Friendly and efficient |
| Very good | Friendly and efficient |
| Very good | Friendly and efficient |
| Very good | Friendly and efficient |
| Very good | Friendly and professional |
| Very good | Friendly and professional. Answered my questions |
| Very good | Friendly and prompt |
| Very good | Friendly but very efficient |
| Good | Friendly efficient |
| Good | Friendly efficient service |
| Very good | Friendly efficient service ☺️ |
| Very good | Friendly professional |
| Very good | Friendly professional efficient |
| Very good | Friendly professional staff. Welcoming environment. |
| Very good | Friendly staff and on time |
| Very good | Friendly staff, efficient service |
| Very good | Friendly staff, relaxing atmosphere. |
| Very good | Friendly, clear and quick |
| Very good | Friendly, efficient |
| Very good | Friendly, efficient and above and beyond service |
| Very good | Friendly, fast and efficient. |
| Very good | Friendly, helpful and informative |
| Very good | Friendly, helpful and informative |
| Very good | Friendly, professional staff - all went like clockwork |
| Very good | From phone call to seeing the Dr, who was brilliant, the whole experience was friendly easy and seamless. I had an appointment that day as I was in a lot of pain and had time to actually talk to the Dr and he was helpful on my condition and what he thought was wrong. The pharmacy were beyond helpful. When you hear horror stories of other people having to email appointments it’s lovely that we can still talk to a human being please don’t change x |
| Very good | From start to finish my experience with Marazion Surgery that day was excellent. The patient advisor was really kind and understanding (Sharon Knight). The emergency GP on duty was very thorough, professional and empathetic. |
| Very good | Gemma listened to my problems, did examination and has now put forward a referral to orthopaedics. |
| Very good | Gemma was very thorough and professional. She explained everything well to me. |
| Very good | Getting appointment was very easy and Dr. Lock was very helpful and understanding |
| Good | Good |
| Good | Good service |
| Very good | Good service |
| Very good | Good service |
| Very good | GP very helpful and friendly |
| Very good | Great |
| Very good | Great doctors’ surgery, friendly & helpful staff. |
| Very good | Great service |
| Very good | Great staff. Quick and efficient |
| Very good | Had both Covid and Flu vaccinations last Saturday. Both carried out efficiently by health professional and very grateful, plus no side effects. Good job. |
| Very good | Has always professional |
| Very good | Having visited the surgery 3 times in recent weeks, I have received excellent service each time. I could not ask for more. Thank you. |
| Very good | HCA very pleasant and efficient. Appointment on time |
| Very good | Helpful receptionist. Trouble free B12 jab and good diabetic consultation with Chloe. |
| Very good | Helpful treatment. |
| Very good | Helpful, knowledgeable, friendly Staff in all departments. |
| Poor | I didn’t feel Dr was willing to help or listen and no empathy shown |
| Very good | I didn’t have to wait long & Doctor spent time to understand everything |
| Very good | I felt I was listened too. All my questions were answered. |
| Don't know | I forgot my appointment - so why am I being asked how I rated it…. |
| Very good | I found Dr Tucker approachable and empathetic. I was given time to express any concerns which resulted with a plan of care. |
| Very good | I found it easy to get an appointment at a convenient time and Dr. Robbin’s was very helpful, then I was able to get the 2 prescriptions he gave me, made up whilst I waited. The desk staff and the pharmacy staff were pleasant and efficient, as they always are. My thanks to all. |
| Very good | I got to have a good chat and was actually listened to |
| Very good | I had stitches removed and it was painless. Thank you |
| Fair | I just felt like I wasn’t listened to, and was being talked over when replying to a question. |
| Very good | I rang to cancel my appointment because I didn’t think I was going to make it, I explained the reason why saying I would be ten mins late and the lovely receptionist said not to worry ten minutes late would be fine, so I was still able to attend my appointment and I was only 5 minutes late ,I was having bloods taken, so I was very happy with the receptionist, they’re very helpful always |
| Very good | I received prompt and first-class treatment with care. |
| Very good | I received to appropriate treatment from my appointment. |
| Very good | I saw Miss Emily Fayer for a blood test and ECG. She was excellent - kind and professional and reassuring. |
| Very good | I saw the doctor with regards to my high PSA level he explained what would happen next & the following day I received a call from Truro telling me that I would be contacted with regards to having a MRI scan. I was thankful that this will happen in the next 10 days. Brilliant service. |
| Very good | I think the nurse was called Michelle, she was really lovely and made me feel very calm about the procedure, so lovely as I was very nervous. Thank you so much! |
| Poor | I was a little late for my appointment and when I got there I had to be put on the list and she forgot to sign me in. I waited an hour then asked her how long I would have to wait and she found out she had not signed me in! |
| Very good | I was able to get a same day appointment with a GP despite calling late in the morning. The consultation was thorough and reassuring. |
| Very good | I was able to make an appointment to speak to a doctor very easily and very much appreciate the surgery's help and time |
| Poor | I was booked in for both flu and COVID vaccinations and I was only given the flu and not the COVID vaccination. |
| Very good | I was dealt with efficiently and had all the relevant information given to me. |
| Very good | I was given a prompt appointment with a 1st class practitioner. |
| Neither good nor poor | I was held up in traffic and arrived 10 minutes late for my appointment to be told as I was the last appointment of the day the nurse had gone home. Amazing! It is a real shame that as a patient one can be sat around for half an hour or more but if the patient is late the service is closed!! |
| Very good | I was seen by a doctor at the appointed time and my symptoms were dealt with efficiently. Thank you |
| Very good | I was seen on the day of booking an appointment and my problem dealt with |
| Very good | I was seen on the same day |
| Very good | I was seen on time and dealt with quickly and expertly and in a friendly manner. |
| Very good | I was seen on time and Dr Robbins was very empathetic and sorted out my problem. |
| Very good | I was seen quickly and Shirley provided feedback from my recent health check as well as giving me the b12 jab. Shirley is just great. |
| Very good | I was seen very quickly and the nurse therapist was very professional |
| Very good | I was treated very well. |
| Very good | I was very happy with the outcome of the appointment |
| Very good | I was very impressed by how efficiently the vaccine surgery was operating. To get that many people in and through so quickly was just astounding. Thank you for being so skilled at it! I appreciate that I got to be vaccinated and that I didn’t have to wait long. |
| Very good | I went to see the nurse for a blood test which was quick & efficient & explained what it was for putting me at ease. Lovely caring staff. |
| Poor | I will be emailing a complaint |
| Very good | I'm always happy when I have an appointment at your surgery. Lovely staff and Doctors. Never have a problem. 💯 |
| Very good | In all respects experience at surgery is first class |
| Very good | In and out |
| Very good | In and out quickly with no pain 👍 |
| Very good | In on time. Very professional. Couldn’t be better. |
| Very good | In on time, friendly nurse. |
| Very good | In time and very efficient |
| Very good | Informative and as usual very professional |
| Very good | Informative doctor arranged scan and blood tests |
| Very good | Interested and helpful |
| Very good | It answer my questions and gave advice |
| Very good | It is always very friendly |
| Very good | It really should be outstanding!! It was a much needed consultation with discussion of the issue and the options arising on it. My GP was so friendly, understanding any reassuring. I felt I was listened to and relieved to discover that my anxiety of what was wrong was sorted out. This is an excellent surgery, I wouldn’t use any other!! |
| Good | It took two jabs to get blood out of my arms |
| Good | It was a Phone call |
| Very good | It was a pleasant informative appointment with polite caring nurse & staff. |
| Very good | It was lovely meeting Nurse Michelle for leg dressing change, she really made me feel at ease, and I know it will be like that at all my future visits, thank you. |
| Very good | It was quick and easy |
| Very good | It was very good always is. |
| Very good | Job well done on time. |
| Very good | Just a flu jab - short wait time and friendly efficient nurse! |
| Very good | Just excellent as usual |
| Very good | Kind and Friendly |
| Very good | Kind and patient |
| Very good | Kind efficient treatment |
| Good | Kvgklggogogg |
| Fair | Large bruise on arm after blood taken. |
| Very good | Listened to and treated with courtesy + respect. Thank you. |
| Very good | Listened to me sorted out problem I was having and gave relevant advice |
| Very good | Lovely approachable reception staff. Treated like a human being |
| Very good | Lovely friendly & efficient nurse Emily |
| Very good | Lovely friendly, helpful and supportive Dr Harling |
| Very good | Lovely lady did bloods answered any questions |
| Very good | Lovely nurse and efficient service |
| Very good | Lovely quick service |
| Very good | Lovely, friendly, helpful and thorough as always. Thank you. |
| Very good | Marazion as always is excellent in every way |
| Very good | Marazion is an excellent practice, as always |
| Very good | Marvellous surgery. Always there for me and always professional |
| Very good | Mrs Gendal - lovely person. Lovely nurse. |
| Good | My appointment at the hospital came through very quickly |
| Very good | My appointment was fast efficient and on time! The nurse who would administer my injection was very relaxed and kind. |
| Very good | My appointment was roughly on time, it was far easier to make with the new telephone system and the callback facility was greatly appreciated. Fantastic improvement. I thought Dr Tinkler was very thorough and considerate of my needs during the consultation. The newly prescribed ear spray seems to be working. |
| Very good | My doctor listens, understands & helps. Very professional, kind & thoughtful |
| Very good | My health professional was polite, competent and asked and listened to my opinion. |
| Very good | My questions were answered, and the result feedback was helpful. |
| Very good | My telephone call with Chloe was very helpful in my present situation. Thank you very much. |
| Very good | My vaccination appointment was after a night shift, to be honest I was dreading how long I'd be waiting, however, it appeared that all hands were on board and I was in and out and home at the time my actual appointment was! A well-oiled machine is definitely how I'd describe the clinic. |
| Very good | My veins are tricky but Ella manages to find one every time! |
| Very good | Na |
| Very good | Need to rebook a new appointment |
| Very good | Never had a problem with your surgery |
| Very good | Never had an issue with Marazion surgery, or its staff, they have always been supportive, kind and considerate |
| Very good | New booking system is much better. Staff always helpful thank you |
| Very good | New GP to me - professional, efficient and friendly. Didn’t feel rushed. |
| Very good | New suggestions were made to try to resolve my possible eczema condition |
| Very good | No |
| Very good | No further appointment necessary - just an elastic stocking to collect when it arrives. |
| Very good | No problem getting a telephone consultation, the doctor listened and was very helpful |
| Very good | No problem, everything explained |
| Very good | No problems |
| Very good | No problems whatsoever |
| Very good | No problems, nice nurse. |
| Very good | No wait and kind, efficient nurse |
| Very good | No waiting, polite and friendly staff |
| Neither good nor poor | Not resolving my problem |
| Very good | Nothing was too much for Dr Herdman |
| Very good | Nurse Emily, was very efficient in taking bloods and my blood pressure. Txs |
| Very good | Nurse fitted heart monitor and is very helpful. |
| Very good | Nurse Harding was efficient, kind and informative during my health check- up. |
| Very good | Nurse Harding was very efficient, kind and informative. |
| Very good | Nurse Hatton was really friendly and super professional. She answered my questions with great care. Thank you |
| Very good | Nurse very good in and out in no time, very easy. |
| Very good | Nurse was on time and very efficient |
| Very good | Nurse was very efficient and talked me through what she was going to do |
| Very good | Nurse was welcoming and empathetic. |
| Good | Ok experience but appointment was 10mins late despite being first after lunch. |
| Very good | On time |
| Very good | On time. very friendly. Caring |
| Very good | On time and good advice |
| Very good | On time and thorough |
| Very good | On time lovely staff |
| Very good | On time phone chat covering all my concerns |
| Very good | On time the nurse listened to my concerns and was very professional. Great surgery. |
| Very good | on time thorough and precise |
| Very good | On time very pleasant nurses |
| Very good | On time with no problems |
| Very good | On time, blood tests taken by student. No problems |
| Good | On time, dressing and clips removed with no problems |
| Very good | On time, efficient and very caring attitude |
| Very good | On time, felt listened to |
| Very good | On time, friendly, efficient nurse. Didn’t hurt! |
| Very good | On time, helpful, professional and friendly |
| Very good | On time, pleasant, reassuring, well explained |
| Very good | On time, quick and efficient. |
| Very good | On time, very caring Doctor |
| Very good | On time. Dealt with other issues at the same time. Was able to book future appointments quickly. Friendly staff. Perfect |
| Very good | On tint and easily done |
| Very good | once again, Emily is very good what she does. She’s a nice person to talk to makes you feel at home. Along with that she has a sharp needle 😊 I have blood tests every three months and I always make sure I pick Emily as the chosen blood sucker 😊. Looking forward to seeing you just before Christmas for my next appointment, yippee can’t wait. |
| Very good | Overall excellent |
| Very good | Painless needle and quick |
| Very good | Perfectly punctual and lovely nurse |
| Very good | Phone call was received at the time it was booked for |
| Very good | Pleasant and efficient staff |
| Very good | Pleasant and professional |
| Very good | Pleasant nurse Chloe and very helpful. She answered all my questions very patiently. Thank you |
| Very good | Pleasant nurse, on time. |
| Very good | Pleasant receptionist, competent health professionals and appointments ran on time. |
| Very good | Pleasant staff. |
| Very good | Please stop texting me these |
| Very good | Pleased to be given a full health check |
| Good | Points deducted for having to wait. |
| Very good | Polite and did his job well |
| Very good | Polite and listened well. |
| Very good | Polite, quick, informative |
| Very good | Primot friendly painless |
| Very good | Professional |
| Very good | Professional |
| Very good | Professional & clear. |
| Very good | Professional and empathetic |
| Very good | Professional and friendly |
| Very good | Professional and friendly service as always. Thank you. |
| Very good | Professional and fully informative |
| Very good | Professional and helpful |
| Very good | Professional and put me at ease |
| Very good | Professional, courteous and efficient staff make each visit a pleasure. |
| Very good | Professional, kind, knowledgeable and understanding appointment with Dr Harling. Thank you. |
| Very good | Professional, polite, fast, informative and caring. |
| Very good | Prompt and efficient appointment |
| Very good | prompt and thorough |
| Very good | Prompt appointment with very helpful practitioner. |
| Very good | Prompt attention and efficient staff |
| Very good | Prompt polite painless |
| Very good | Prompt service |
| Very good | Prompt, courteous, caring service. Reassuring nurse. Patient centred and welcoming. Thank you. |
| Very good | Prompt, efficient and friendly service |
| Very good | Prompt, excellent directions re entry and car park. Friendly, helpful |
| Very good | Prompt, pleasant, professional |
| Very good | Prompt, polite & efficient nurse’s appointment. |
| Very good | Punctual & friendly nurse. |
| Very good | Quick 5 minute phone appointment, so didn't even have to leave home. All sorted in minutes. |
| Very good | Quick and easy. Friendly staff |
| Very good | Quick and efficient |
| Very good | Quick and efficient |
| Very good | Quick and efficient |
| Very good | Quick and efficient |
| Very good | Quick and efficient |
| Very good | Quick and efficient and friendly |
| Very good | Quick and efficient, no fuss. |
| Very good | Quick and friendly - thanks |
| Very good | Quick and informative |
| Very good | Quick and on time |
| Very good | Quick efficient and informative with an easy warm smile |
| Very good | Quick in and out within 5 minutes |
| Very good | Quick swift and friendly |
| Very good | Quick, efficient, friendly staff |
| Very good | Quick, efficient, friendly. |
| Very good | Quick, on time and professional. |
| Very good | Quick, prompt, informative |
| Very good | Really considerate treatment. The staff always make you feel comfortable and give you as much time as you need. Always an excellent service. |
| Very good | Really good organisation for vaccination appt. In...... Booked..... Stabbed...... Out......!! |
| Very good | Really helpful 👌 |
| Very good | Really pleased with the service |
| Very good | Really well organised |
| Very good | Reception person was lovely and so was the Nurse I saw. |
| Very good | Reception staff very helpful and professional. My GP appointment was on time. I felt the GP was very willing to listen to me and was knowledgeable on my condition. |
| Very good | Reception very pleasant and helpful, so is pharmacy. Waiting room bright and airy. |
| Very good | Reception was so helpful, and friendly |
| Very good | Receptionist and doctors are fabulous doing a brilliant job |
| Very good | See earlier than appointment time. Friendly receptionist and Doctor |
| Very good | Seen by Dr Robbins within the hour of ringing regarding my daughter |
| Very good | Seen exactly on time. Doctor very professional |
| Very good | Seen in time by Dr Robbins who is very caring |
| Very good | Seen initially by 2 student doctors who were very professional who put me at ease with their gentle manner but thorough questioning. The follow up with the GP confirmed what the students had thought. |
| Very good | Seen on time always pleasant staff. Instructions as to what I have to do very clear. Even though they were very busy wasn’t rushed at all. |
| Very good | Seen on time and dealt with quickly |
| Very good | Seen on time, clinician was very pleasant and proficient (at taking a sample of blood). Advised what will happen next - results will be available on NHS app within few days. |
| Very good | Seen on time, efficient and out within 5 mins |
| Very good | Seen on time, quick and efficient nurse, friendly |
| Very good | Seen on time. Chloe took to the time to listen to me and was extremely helpful. I had some other issues apart from Asthma Review. |
| Very good | Seen promptly and professionally |
| Very good | Seen promptly and she was friendly and professional |
| Very good | Seen promptly, friendly staff. |
| Very good | She was very kind and understanding |
| Very good | Shirley has to be one of the nicest people I have ever known. She talks to you all the time making you feel at ease many thanks xxx |
| Very good | Shirley Hatton was very professional, caring and knowledgeable. |
| Very good | Shirley was very friendly and efficient. |
| Very good | Short waiting time, great staff and really helpful. |
| Very good | Smashing service |
| Very good | So efficient. Thank you. Straight in, vaccinated and then straight out the other side of the surgery. |
| Very good | So lovely caring and professional thank you for seeing me |
| Very good | So quick and easy to book and I was out before my actual appointment time! |
| Very good | Staff always very friendly and efficient |
| Very good | Staff are always kind and professional |
| Very good | Staff lovely and helpful |
| Very good | Staff professional and wonderful as always |
| Very good | Staff were helpful and considerate. Unfortunately when I’d made the appointment it had been made a week early for my second shingles jab so nothing happened and my appointment was rescheduled for a week later. It was a bit frustrating and a waste of journey but made ok by a lovely member of staff who explained the reasons and rescheduled for me. |
| Neither good nor poor | Still no real answer to my problem |
| Very good | Straight in for my appointment, very professional |
| Very good | Straight in, blood test painless. out in under 5 minutes. Nurse was lovely, polite and chatty. |
| Very good | Such a lovely caring professional nurse thankyou |
| Very good | Super professional yet friendly. Perfect. |
| Very good | Super quick & friendly. |
| Very good | Superb care. Excellent knowledge. |
| Very good | Surgery appointment same day as making appointment. And the nurse was clear with my diagnosis  So very pleased |
| Very good | Surgery team are always helpful, keep you updated & wait time for my appointment was on time. Dr was understanding and very helpful. |
| Very good | Swift and efficient. Well explained |
| Very good | Swift procedure for flu jab. Went in on time and friendly efficient treatment. |
| Very good | Swift, efficient, caring and polite staff. Thank you! |
| Very good | Taken on time. Fitted in my partner also. Went above and beyond |
| Poor | Telephone appointment didn’t happen. I couldn’t get to phone quickly enough and the nurse ended the call after only a few rings. I rang back but had missed my slot and can’t get another appointment for 3 weeks. |
| Very good | Thank you, Dr Herdman for the explanation and I feel reassured. Much appreciated. |
| Very good | That new dr was brilliant. |
| Very good | The appointment booking and checking in process was trouble free - my appointment was brought forward so perfect! |
| Don't know | The appointment invite implied that it would be a telephone one. As a result there was no meeting. |
| Very good | The appointment was for an asthma review and the nurse picked up on my cough. I thought it was fluid dripping into my throat. She recommended I try a nasal spray. |
| Very good | The appointment was on time and the nurse practitioner was friendly, efficient and good |
| Good | The appointment was prompt and the bloods nurse attentive. |
| Very good | The appointment was prompt and the nurse was friendly, polite and helpful. |
| Very good | The Covid & flu injections took 5 mins from checking in at the surgery to exiting! Amazing |
| Very good | The doc referred me to a specialist. |
| Very good | The doctor explained everything clearly |
| Very good | The Doctor gave me his full attention and the questions and examinations were very thorough. Satisfied with the outcome. |
| Very good | The doctor listened to me and responded well. |
| Very good | The doctor listened to me, sometimes with humour which made me relax. I know my body as I've been with it for several years! Not once was I talked down to. I left contented. |
| Good | The doctor referred me to a specialist |
| Very good | The Doctor that saw me was very understanding and I felt he totally understood what my very painful problem was. He kindly replaced my out of date painkillers and referred my condition to a Consultant to explore further and treat the findings. The young Doctor has only recently joined the surgery and he is a wonderful asset to the lovely team of Doctors already at Marazion surgery. |
| Very good | The doctor was friendly and professional |
| Very good | The doctor was patient and took time to explain things clearly to me |
| Very good | The doctor was very helpful and the appointment did not seem in any way rushed. Thank you for your time! |
| Very good | The doctor was very helpful in his advice carry on the good work 👏 |
| Very good | The doctor was very informative and good at making me feel relaxed. |
| Very good | The doctor was very professional and delivered an excellent service. |
| Very good | The Doctor was very thorough, helpful, friendly and impressive. |
| Very good | The doctor’s recommendation met my expectations |
| Very good | The Doctors are always helpful and informative, and work towards positive resolutions. |
| Very good | The Dr is caring and thorough |
| Very good | The health care assistant who took my blood was very friendly, approachable and understanding. Great technique as I didn’t have any discomfort. A pleasure to meet her. |
| Very good | The horse was very nice and polite and helpful |
| Very good | The lady that I saw was nice and friendly. |
| Very good | The lady who gave me my vaccinations was very nice and pleasant had time to explain things to me |
| Very good | The nurse and student nurse were efficient and friendly. |
| Very good | The Nurse demonstrated high level of commitment by reading hospital discharge notes. |
| Very good | The nurse I saw was lovely, (sorry, can't remember her name) she took my blood pressure three times and reassured me that it wasn't the end of the world that it was high. She explained that it needed to be followed up on and ensured that I would have a further appointment within two weeks to have my blood pressure monitored over a day. The receptionist who made my follow up appointment was friendly and welcoming too. |
| Very good | The nurse I saw was very nice and informative |
| Very good | The nurse was clear& considerate. Efficient & painless when taking bloods. Thanks. |
| Very good | The nurse was friendly and kind to me. She directed her questions to me (even though often I need my mum to help me answer, it's important that it's me you ask. Then I don't feel like people are talking as if I wasn't there.) I felt comfortable and so then I wasn't worried about the blood test and injection. There was time for me to think about things. This is really important because it takes me longer to work out what I feel and then to find a way to say it. So it was good not to feel rushed |
| Very good | The nurse was friendly and very professional |
| Very good | The nurse was kind and caring. |
| Very good | The nurse was professional & friendly. |
| Very good | The nurse was really nice and made me feel very comfortable and calm |
| Very good | The nurse was so attentive to my little boy and made him feel safe and very brave he even got a certificate! |
| Very good | The nurse was very efficient & caring. Marazion surgery stall are all very caring & kind which I find puts patients at ease when attending. 5\* |
| Very good | The nurse was very thoughtful and helpful |
| Very good | The nurse was very understanding about my skin condition and made suggestions for creams to try etc and had lots of knowledge on the Doppler test she was performing on me |
| Very good | The nurse was well prepared, amiable and professional. |
| Very good | The nurse who gave me inoculations for covid and 'flu was friendly and gentle with the needles! She also explained that I might experience a few after effects. |
| Very good | The nurse, receptionist and the pharmacist were all very kind and helpful, as usual. |
| Very good | The Physiotherapist I saw was very thorough, friendly and helpful. |
| Very good | The process was flawless |
| Very good | The telephone call went very well. I hope the results are good. |
| Very good | The tests were not painful and efficiently carried out |
| Very good | The treatment I have received over the past 4 months has been very professional and caring by Shirley and the nursing team |
| Very good | The usual professional kind and caring service that we are lucky enough to see as normal. |
| Very good | The usual superb professional caring service we take as normal. |
| Very good | The whole process was quick friendly and efficient. |
| Very good | This was a telephone appointment with Dr Herdman. He rang at the arranged time and was very polite and friendly, giving me recent scan results which were good news. |
| Very good | Thorough and helpful |
| Very good | Thorough, friendly and very clear. Could not ask for more |
| Very good | Thorough, took time, friendly, outcome very practical thank you |
| Neither good nor poor | Thought it went okay but felt like maybe he thought I just had anxiety instead of something being wrong after reading in his notes he said that he eye swelling was due to aging which it is not. Think I know how that looks and feels. |
| Very good | Timely and efficient |
| Very good | top notch! |
| Very good | Tracey was professional and helpful |
| Very good | Two appointments were made close together for my convenience. Two lovely nurses helping me by answering my questions as well as going the assessment. |
| Neither good nor poor | Unable to take my blood ...so can't comment. I have mentioned before I am difficult to take blood from .advised I should have drank more and not been so cold. Will sort that for my next appointment |
| Very good | Usual brilliant care |
| Very good | Very quick and efficient |
| Very good | Very caring service |
| Very good | Very caring, considerate and listened to my concerns. |
| Very good | Very clear positive advice and guidance |
| Very good | Very easy appointment, no waiting and Friendly nurse. |
| Very good | Very efficient |
| Very good | Very efficient and friendly |
| Very good | Very efficient and most kind and helpful |
| Very good | Very efficient and professional approach, along with warmth and reassurance. |
| Very good | Very efficient initial appointment made and follow up appointments. Very helpful, kind and informative receptionist and doctor. |
| Very good | Very efficient pleasant staff |
| Very good | Very efficient service |
| Very good | Very efficient service, on time, no queues and very painless. Polite and welcoming staff |
| Very good | Very efficient, friendly service! |
| Very good | Very friendly & helpful Nurse & receptionist |
| Very good | Very friendly and knowledgeable staff |
| Very good | Very friendly and knowledgeable staff. Short waiting times and clean and tidy surgery |
| Very good | Very friendly and professional. She was understanding and helpful. |
| Very good | Very friendly efficient and thoughtful service. |
| Very good | Very friendly nurse |
| Very good | Very friendly people |
| Very good | Very friendly staff |
| Very good | Very friendly staff |
| Very good | Very friendly staff |
| Very good | Very friendly thoughtful and efficient. Thanks |
| Very good | Very friendly, helpful and efficient lady, Tracey |
| Very good | very good doctor |
| Very good | Very good service |
| Very good | Very good service as always. |
| Very good | Very good treatment |
| Very good | Very good treatment by nurse. |
| Very good | Very happy with the care I received |
| Very good | Very happy with the care I received. |
| Very good | Very helpful advice and 'at length' discussion. |
| Very good | Very helpful and considerate doctor. Really felt I was listened and not wasting time. |
| Very good | Very helpful and friendly |
| Very good | Very helpful, kind and informative |
| Very good | Very informative and i felt in great hands. |
| Very good | Very informative, friendly and provided the time required. |
| Very good | Very kind and taking blood didn’t hurt |
| Very good | Very nice discussion with Doctor Harling who helped me with my queries. |
| Very good | Very nice doctor I saw |
| Very good | Very pleasant and knowledgeable young lady who was more than happy to answer my questions and supply information. Excellent!!! |
| Very good | Very pleasant greeting and appointed was on time. Left the surgery fully informed |
| Very good | Very pleasant, quick and skilful taking of blood sample. |
| Very good | Very pleased with my treatment always friendly |
| Very good | Very professional |
| Very good | Very professional on time appointment |
| Very good | Very professional, pleasant and caring nurse. |
| Very good | Very prompt |
| Very good | Very prompt and the nurse kept me calm whilst taking blood, talking through every step. |
| Very good | Very quick and efficient |
| Very good | Very quick and efficient service |
| Very good | Very satisfied with service from GP |
| Very good | Very structured and professional organisation. |
| Very good | Very thorough and friendly doctor. Put my mind at rest re what the problem was. |
| Very good | Very thorough, informative, friendly and showed great interest. |
| Very good | Very thorough & compassionate |
| Very good | Very understanding made me feel safe in a difficult moment |
| Very good | Very well organised and managed |
| Very good | Very well organised and on time |
| Very good | Very well organised, friendly staff |
| Very good | Visited surgery to have Flu jab as I am a front-line worker. I booked in on computer system was instructed to take a seat in the corridor my bottom didn’t even touch the seat and I was called in. Fantastic service thank you. |
| Very good | Warm and friendly greeting. Confirmed reason for visit. Procedure quick, painless and efficient. Thank you |
| Very good | Warm, attentive, considered encounter! |
| Very good | Was a very quick |
| Good | Was great overall, just a bit chaotic checking in and knowing which room to sit outside. Other than that, very grateful for all staff giving up their Saturday to make it happen. Thank you |
| Very good | Was in and out with my grandad within a couple of minutes, amazing staff and service |
| Very good | Was seen straight away, the member of staff was lovely |
| Very good | Was very happy with the help as you walk into the surgery |
| Very good | Welcome and. Kind |
| Very good | Welcoming prompt polite very helpful and friendly |
| Very good | well explained |
| Very good | Well organised and efficient |
| Very good | Well organised and staffed |
| Very good | Whenever I go to the surgery they are always polite and accommodating |
| Very good | Wow that was super efficient |
| Very good | X |
| Very good | Yes the nurse was very efficient he picked upon how I was feeling and he put things into action I was very pleased with what she did and one I went to see the doctor he was very pleasant as well very helpful in what I said so yes on to score out to ten I'll give you now okay but it really was yeah very good thank you |
| Don't know | You're the experts. You tell me if you've done well. |

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