

October 2024 Friends and Family Feedback

Always a helpful, professional service.
Always fantastic service
Always very helpful
Always very polite friendly staff in all departments
As other surgeries they are under pressure so recommending a surgery is difficult as they all fail to meet customer needs
Best surgery going. Always so helpful. As the pharmacy as well.
Both doctors and nurses are extremely helpful and professional
Didn't have to wait too long for an appointment very helpful reception
Dr Boughen is kind gentle empathic and thorough. I am so grateful for her gentle manner and support and help for female and mental health. I find reception staff Christina, Deb and Cathy to be incredibly helpful
Excellent service
Excellent, thorough service!
Extremely efficient staff
Friendly, knowledgeable and I get to see a professional fairly quickly
good prompt service
I found Dr Kendall to be extremely thorough, and I couldn't be more pleased with the level of care I received.
I had written my views in this part but the app went off and didn't work.... like most things in the NHS, respect to the hard working staff , but I wish the NhS would fold and put us all out of our misery because it's painful trying to get good preventative healthcare!
I have seen a nurse and Dr. Kendall recently - both extremely kind and helpful.
I usually have to wait quite a long time in the waiting room. but the nurses are generally caring, patient and professional.
I'm quite new to this surgery & have to say I've been treated so well as a patient. I've had quite a few appointments so far at the moment & everytime have had so much care, help & time from them. Definitely would recommend this surgery
It was so nice to get an appointment with my doctor who knows my history & so was satisfied getting something done.
Lovely receptionist
Not all doctors are as good as the best
Nothing is too much trouble. Everyone is just so helpful. Thank you
Professional and approachable
Professional and helpful and good on timing.
Receptionist was incredibly kind and helpful. She managed to get me an appointment arranged within an hour for my very unhappy 3 week old baby. Doctor was also excellent and I'm thankful she was seen as quickly as she was
The experience at Pendeen has been caring, relaxing and conscientious. Thank you
The registrar go we saw was excellent with my daughter, spoke to her, listened and discussed aspects of her health directly with her to decide course of action.
The staff at Pendeen are always so helpful and friendly.
They have been really good with me at the doctors.

This time receptionist was very helpful and I was well looked after it would be nice if when you rang you could go straight through to receptionist straight away instead of listening to the lecture on the line
Very happy with reception, ordering medication from the chemist, and see the doctors ,
Very helpful
Very professional and polite. Rearranged my appointments to be more accommodating. Gave clear information, possible next steps and set up follow up appointments.
Very thorough and caring GP for skin complaints