

September 2024 Friends and Family Feedback

Absolutely excellent experience - from a patient who has been registered at Pendeen since at least October 1983.
All the reception staff are wonderful and the doctor and health care workers (especially Kate the HCA) are magnificent!
Always helpful and friendly
Always found Doctors and reception very satisfactory.
Always helpful
Dr Kendal is like the old fashioned doctors...he takes time and prefers to see patients face to face.
Echocardiogram results went missing between hospital and surgery
Efficient and friendly staff.
Everyone, very polite and most helpful
Excellent in every area *****
Excellent service at all times.
Fantastic surgery, quality care, lovely staff. Feel very lucky that this is our practice
Friendly staff and generally appointments occur on time
Friendly, helpful staff make life a lot easier
Having recently moved here you have been nothing but helpful in sorting prescriptions and booking routine appointments quickly So thank you
Helped today by very friendly and caring staff
I am very happy with my experience today.
I cannot recommend Pendeen highly enough. From the reception team, through to doctors in attendance, the service is exceptional. Care and consideration is given at all times.
I saw DR Thurgood He really listened and was so thorough
I suppose delays and postponed appointments are to be expected but generally Pendeen has handled them well
I was lucky enough to get a cancellation appointment today and the male Doctor was very nice and thorough
Ive always received polite and sympathetic treatment from receptionists.. lovely girls! They always manage to get me to see one of the medical team... though there's not a great deal of continuity
My appointments are few.
Pendeen appeared to have tried hard to improve 'customer experience' over the past 12 months. My appointment on September 16th could not be faulted - excellent
Slight delay to my appointment, very helpful GP, explained systems issues clearly, provided supporting reading material and recommended a follow-up appointment
The automated phone service is frustrating.
Their attention to detail saved my husband's life literally, thank you feel so lucky to be cared for by them
Very friendly and efficient GP surgery
Very good
Very happy with the service I receive
Very helpful and understanding.

Very helpful booked face to face appointment first able for 23/9/24

We find the staff very helpful and understanding. My wife finds the receptionists very patient as she is a little hard of hearing and has to have conversations repeated, sometimes more than once!