

January 2025 Friends and Family Feedback

Always good service
Always helpful and welcoming and my doctor is so lovely. The best doctors around here
Always very helpful and accommodating
Despite all the bugs going around at the moment appointments seem to be easier to book. Parking is a problem
Dr Bryn Arden Thomas was excellent
Everything was great as usual , Thank you
Excellent highly recommend pendeen thankyou gail
Excellent service
Excellent service thanks could not wish for better
Excellent thank you so much
Fantastic staff and service
Friendly professional team,clean surgery. I was seen on time and the doctor was very thorough.
Friendly staff Extremely helpful Empathetic with your situation.
Friendly staff and doctor Osiyemi is great, very well looked after 🙌😊
Good and helpful appointment
Good attentive service when needed
Good caring and had time given me and kept informed and could ask about any problems I had.
Good treatment when you get to the actual doctor.
I got a same day appointment and my doctor was lovely. Got a quick referral
I have always found that the staff try hard to accommodate patients and that if they are anxious or concerned, that they will be seen even if they are busy. Thank you for all those patients
I have always said how lovely, helpful and polite the staff are at the surgery, however last Friday the younger receptionist was not as normal, happy and helpful as staff usually are.
I have been with Pendeen since I was born, nearly 62 years, have always been treated well right from Dr Parkes up until present day.
I have found that the staff at pendeen are very efficient and caring at what they do, From the reception to the doctors you get the feeling that your wellbeing is their main concern.thank you to all concerned.
I have had good treatment at my surgery on the whole, but I think a third surgery in Ross on Wye is needed to take pressure off our doctors,thank you
I was able to secure an appointment quite quickly & was given a thorough examination with follow up treatments.
I was very unwell and felt taken seriously by the reception team who got me in to see someone within 2 hours that day and who then prescribed me antibiotics that have helped so much in my recovery. Thank you Pendeen! I am so grateful!
Met my needs
My appointment was with Dr.Jackson she was really lovely and listened to my concerns and advised me on my condition.I didn't feel rushed at all given how busy they all are. No complaints whatsoever.
My appointment with the Dr was brilliant, she listened to me and didn't hurry me, which put me at ease. I am waiting to have some tests.
Pendeen is an excellent surgery! I really appreciate the time and effort they go to to look after their patients. Caring - and also very efficient!
Rang last Friday for an appointment, had one an hour later.
Service has greatly improved and all staff are helpful and polite. Thank you

So efficient, I don't how they manage it!
There is a definite improvement in the way the surgery is run now. I have already recommended Pendeen to my neighbour. Keep up the good work. Thank you.
Things have improved a lot over recent times. Happy with the support that I am getting
Thorough and very professional in the way they approach their work.
Today I had excellent service from the doctor & staff at Pendeen Surgery. Thank you.
Very good experience with the surgery during our first year with them.
Very happy with getting to see a GP promptly on the day. A helpful consultation with the GP providing me with reassurance, advice on what to do if the situation deteriorated and a prescription for pain relief.
Very helpful and listened to my concerns
We have had amazing service since joining the surgery in December. Cannot fault every interaction with admin staff, nurses and clinicians. I am not normally a frequent flier but have been recently.