

## February 2025 Friends and Family

A rapid response to my concerns
A very efficient and thorough visit
Always polite and helpful very satisfied with care provided by doctors and nurses alike. Thankyou.
Appt on time. Nice welcome.
Can't remember the last time I actually managed to see a Dr face to face. The wait times for even a telephone appt are 3 weeks. Having said that the reception staff are lovely.
Caring, professional & constructive appointments.
Dr Thurgood is a brilliant Dr.
Efficient and caring service
Everyone who has treated me has been sympathetic and concerned for a good outcome
Excellent nurse practitioner Karen and reception staff.
Excellent Doctors, would be much better for patients if there were more appointments available without having to wait ages. Less auto/ online stuff and more face to face human contact. People are fed up with auto/ AI
Excellent service as usual and seen early by the phlebotomist.. Only negative would be trying to book appointments in the future, seems difficult to do, most people have to book holidays months in advance, or arrange time off for routine appointments .. why can't Drs plan ahead too?
Excellent service seen same day. Very comprehensive consultation. Lovely staff
Excellent services and doctors 🍷
Faultless in every way, Alison Legg first then Dr Kendall , The service and help i had today was priceless , Thank you so much.
finally a very helpful doctor They all try to help
First class
Friendly and efficient surgery experience b
Friendly, professional ,knowledgeable , GP
Great care always given
Great same day service, booked in straight away.
Have always been well cared for . No complaints !
I am happy with service from Pendeen
I am so very impressed by the efficiency and care in this Practice. We moved from a Practice in Wales and we can hardly believe the care we are receiving at Pendeen in comparison. Very happy to be with this Practice.
I am writing this on behalf of my Mum who is a patient at Pendeen Surgery. My brother-in-law and niece are also patients at this surgery. I live in Dorset, my sister in Surrey. Due to my Mum's age, and age-related memory difficulties, she has given her family permission to share her medical information. We have a Lasting Power of Attorney for health and care in place. I have been able to speak to a consultant oncologist from Hereford Hospital, and a doctor at Pendeen surgery regarding my Mum's health and welfare, and this has helped to share information in preparation for her appointment with the surgery doctor. I have contacted the surgery several times, and attended with my Mum when I have been in Ross, and staff have been very helpful arranging appointments and thorough in meeting my Mum's needs with follow up appointments. We have a system in place that means we can all share the same information, to enable my Mum to maintain her independence as much as possible. This is obviously reassuring to us when you live away. Thank you

I had a very friendly welcome. The doctor thoroughly engaged and I felt valued
I have always found all the Staff and Doctors at Pendeen surgery so helpful and caring. Thank you.
I have nothing bad to say about the surgery . If I feel ill I am always seen that day. Excellent.
I just wanted to say a big thank you to all the staff at Pendeen Surgery for the recent care and support I have received. I am rarely ill but aware of all the bad press GP surgery's get in the general media and this was certainly not my experience. I was able to speak to reception staff on 4 occasions first thing in the morning and either had face to face appointments with a GP that day or received telephone consultations. On all occasions, I felt listened to and never felt like I was being rushed through an appointment. Thank you!
My experience as a patient was totally satisfactory. And time spent with Andrew the Pharmacist invaluable, rearranged and organised my medication to my satisfaction.
No problems, apart from the obvious one of never seeing the same doctor twice.
On the rare occasion I need to see someone it is a good experience. Any issues are not pendeen fault - it's the way the overall NHS links up.
Personal, professional, and prompt...what more do you need?
Phone meeting with pharmacist was excellent
Reception very good for booking appointments and talking about to see a doctor all good doctors are good very happy
staff are always helpful
Super run surgery.
Surgery is clearly under staffed
The receptionist called me back and arranged a same day appointment for my mum. Very good service
Top quality service. regards
Very good. I had Very good service. Doctor and reception Very good.
Very efficient, friendly and helpful
Very friendly staff. Prompt triage to navigate correct approach needed.
Very good
Very happy with prompt and reassuring levels of support and service
Very helpful review of my medication by Andrew and an appointment made for me for one problem.
Very kind and understanding staff
Very professional and friendly. I am impressed with the level of service given the general stress on the NHS. Keep it up.