

April 2025 Friends and Family Feedback

A good feedback from my blood test, with a follow up to follow. Very pleased.
All at Pendeen have been most helpful over recent problems I've had and my thanks to them for their help.
All GP surgeries are struggling at present, so recommendations are rather meaningless. I would say that Pendeen is definitely doing its best under difficult circumstances.
Always helpful staff, never a problem
Always excellent care !
Always helpful
Always received the best treatment from doctors here, especially now things seemed to have settled down and we are able to build some continuity with our doctor of choice. Special mention to the nurses who are Excellent.thankyou all
Always very nice people, but today I waited over an hour to be seen
As always great friendly service with added benefit of pharmacy right next door
Bearing in mind the constraints the NHS is forced to work under, the medical and other staff at Pendeen do very well.
Been a patient here for over 30 years, always had the best treatment from doctors, always helpful. Very happy Thankyou
Caring and thorough at all times.
Compared to many we're lucky, but still always room for improvements
Dr Boughen has been most attentive and kind and I would recommend her. But in recent years it has been difficult to see the same doctor more than once, no continuity until now.
Dr Das in particular, is very good at explaining things in a clear and sympathetic way.
Dr was extremely understanding and very helpful
efficient and understanding
Efficient team who are always happy to help
Everyone is absolutely wonderful. I had a uti and within 2 hours I had been seen and received my antibiotics, absolutely brilliant from start to finish.
Everyone is very polite and most helpful always willing to listen and advise
Excellent
Excellent friendly and knowledgeable staff from Reception to the GP. Thank you
Excellent service
Excellent service
Excellent service as always.
Extremely professional and knowledgeable staff
Friendly hard-working staff providing a great local service
Getting more difficult to be able to book appointments. Too much is being transferred on to online
Given the survey arrived before my visit to the surgery, no comment
Good
Good treatment on the spot from Dr Thurgood
Great service and very thorough check over
Great staff / doctors / nurses - all tremendously helpful and responsive.

Had a really fast visit on Friday, under one hour from my phone call to visiting an extremely efficient nurse. She saw me and I had a prescription note immediately and started taking my course that evening.
Hard to get appointments
Have always found the staff at Pendeen to be very helpful and accommodating
helpful staff
Helpful team, thank you
Highly professional staff
I don't go to the surgery very often but when I do I find all the staff caring, helpful and reassuring. Excellent practice
I find the reception staff and telephone appointments staff particularly helpful
I hadn't seen Dr Kendall before but he was so nice and listened to all my concerns
i HAVE ALWAYS FOUND PENDEEN TO BE EXCELLENT IN THE TREATMENT OF THEIR ,PATIENTS,POLITE ,WELCOMING,UNDERSTANDING AND HELPFUL.
I have been with this surgery for at least 60 years and would never want to change
I waited for a reasonable time for my appointment and came away very satisfied after consulting with the GP
I was very pleased to be able to see Dr Jackson on Saturday morning and received excellent care.
I've always been satisfied with the service I've received from Pendeen.
My first visit was thorough and easy to book appointments and get things seen to.
New triage system is excellent. Doctor knew what to expect and had superb manner.
No complaints at all Thank you .
On the whole they are fairly good
One small issue - I booked an appointment and then tried to cancel it, as my condition resolved itself. The automated telephone cancellation system did not work and I had to speak to a receptionist. If systems are put in place to deal with different situations, they need to work, otherwise it is a waste of everyone's time.
Pendeen seem to be handling enquiries, appointments as quickly as they can. Doctor or nurse appointments excellent - just a long wait to get there.
Professional , caring Team
Professional, efficient service
Showed due care and attention to my health issues left me less concerned
Staff are always helpful.
The current booking system left me feeling very anxious
The Doctors are courteous and supportive although both their time and knowledge is limited eg they have little knowledge such as post treatment Lyme disease and chronic fatigue syndrome etc
The medical practitioner was efficient, friendly, thorough. Felt at ease with her throughout consultation.
The new bookings system is frustrating - I wanted to book an appointment for holiday vaccinations. It was very protracted. Fill in forms, wait to hear back. I then had a HRT review - which was arranged by the surgery to be on the phone. Unsure how a review can happen when blood pressure and weight is usually taken. The call did go ahead with the pharmacist (who is very kind and knowledgeable, so no problem there) but yes - he did need to know my weight and blood pressure. It was much easier when you could book an appointment for such reviews/routine vaccinations etc - rather than the new system, which I personally find inefficient and complex. Otherwise, I have always had nothing but good service from Pendeen and their friendly staff.

The new online system is great, so much better than hanging on the phone and having to explain everything. So much better to write down precisely what you mean to say. They are all so efficient at calling back and looking after you. Plus everyone is very kind and obliging
The nurse I saw was very good, but In the end we had to make a further appointment with a doctor
The process for an appt. with the new form and follow up worked well. Saw the doctor and was able to have the tests he suggested on the same day. Excellent service and follow up with test results three days later.
the surgery is in fine shape right now so I could happily recommend it
The surgery is impossible to see a GP.
They provide a personal and professional service throughout all departments of the surgery thank you
Too many patients. Too small a practice. Not enough full time doctors. Not enough male doctors. Too difficult to get a basic appointment. System for appointments is too laborious and seems designed to delay or even put off the patient.
Trouble getting appointments. Always told to do it on line - how about elderly or people without a smart phone
Very friendly and helpful.
Very friendly staff and helpful
Very friendly, efficient nurse
Very good
Very happy with my recent appointments with a nurse and physio. Seen quickly. Thank you.
Very helpful and friendly staff
Very helpful and pleasant staff
Very nice helpful member of staff on desk when booking appointments.
Very pleased.
Very thorough consultation with GP, listened to my concerns and put me at ease during examination.
When using online form get very good response time
Would prefer to see a fellow doctor when I request an urgent appointment