

# March 2025 Friends and Family Feedback

Extremely Likely ☐☐
All of the Doctors and Nurses have been most helpful in our appointments and were prepared to listen to the problems. Today they have been first class in dealing with a series situation I have and they took action straight away. The receptionist polite and helpful.
Always been my surgery. But in a different location.
Always friendly and efficient.
Always great service and friendly staff
Dr Bowen was very thorough and patiently explained the results of the consultation to me.
Dr very understanding and helpful. Very friendly
Everyone at pendeen surgery are very helpful kind and supportive. They are always ready to help.
Excellent as always
Excellent service
Extremely fast response to a severe medical condition. Staff very thorough
I always get seen quickly, staff friendly and professional.
I am, unfortunately suffering from 3 or 4 complaints which means i need to visit the surgery on a regular basis and I can truthfully say that I am always treated with kindness and respect. I am very grateful to you all ,thank you.
I have always had a good experience each time I have needed to contact or visit Pendeen surgery. From those who answer the phone, greet you at reception to the Doctors and Nurses I have had the pleasure of dealing with. An excellent practice.
It has good and bad points
New to the surgery. They are very responsive to my needs
Receptionist Emma very helpful, dealt with the problem quickly and rang back Only problem with the surgery is limited parking
Receptionist excellent manner , appointment same day GP friendly listened to issue & prescribed ,
So far so good.
Staff are always helpful and professional.

The surgery is better now than it was as they have additional doctors and male to do it is more balanced Appointments are rushed and difficult to obtain at times Not all issues or actions are followed up by the doctors in a timely way either Thank you
There are many excellent Drs and medical staff who go out of their way to care for their patients! Dr Das and Dr Thomas especially! Thank you!
They are so helpful. Nothing is too much trouble and i feel cared for
Very good staff and doctors look after you when you see them.
Very polite and friendly but never see the same Dr twice in succession
Very thorough in trying to diagnose my problem.
When my blood test revealed the concerning position to staff the response by them was topnotch. Led by Dr Das Surgery my family and the regional oncologist. However damage to my arm following a fall necessitated a visit to a@a with advise to get this redressed within a few days. However I was advised that this was not possible to be completed at the doctors which leaves me wondering where I was supposed to go!
Wonderful surgery offering great service who put patients first.
Always friendly. And explain everything. Perfect service.