

# June 2025 Friends and Family Feedback

100% service could not be bettered
All staff friendly and efficient
All the members of the practice staff I have spoken with have all been helpful and knowledgeable. Thank you, I have been so well looked after.
Although disappointed with last consultation I would still recommend the surgery
Always treated kindly
Always friendly and very helpful receptionists - and superb knowledgeable medical staff
Always good at pendeen
Always show concern for the patient needs. Always try their best to meet patient needs.
Atmosphere seems improved especially at reception - Emma very helpful My sister had a very good and useful experience with Dr Thurgood offered beyond necessary for a prescription
Courteous as always
Dawn s was very good at going through the health check with me.
Dr. Das as usual was very efficient and helpful I have already received two follow ups one with herself the other at Hereford hospital. She is a charming Doctor.
Easy to get an appointment.
Everyone is so kind and helpful. I had Alice (nurse) today for a blood test abd she couldn't have been more patient and understanding to me, a great credit to your surgery.
Excellent service
First class, rang at 8am, doctor rang at 8.50, lovely doctor.
Friendly helpful staff. Clean and tidy.
Friendly welcoming staff and Dr Boughen gets 5 stars from me. Thank you
From reception to the chemist this surgery for me has been the outstanding and at 60 having lived all over the U.K. I have many comparisons.
good service
Good service. Appointment in the diary with a specialist doctor. Excellent
Great service from all the staff.
Great surgery - extremely helpful
Happy with ease of booking appointment today
Have always had great personal care and prompt response and/or assistance.
Helpful and obliging.
I am now beginning to receive far more attention from the surgery
I can find no faults or issues with our surgery.
I have always been satisfied with the service from Penseen.
I have always enjoyed an excellent service from Pendeen Surgery. Thank you.
I have been with pendeen for 20 years or so in all that time have never had reason to complain always a good atmosphere, so a big thankyou to all,
I have found everyone most helpful and polite and very friendly
I think there has been improvements recently and Im very happy with service.

I was comfortable in the waiting room before my appointment for a blood test. The lady I saw for the blood test was nice and kind and chatty throughout. I felt happy when leaving.
I was very satisfied
I'm very impressed with Pendeen Surgery. Short waiting times, excellent doctors and support staff and altogether well managed! Thank you.
It's a great surgery, everyone is so helpful feel lucky to be registered at this surgery.
I've been with Pendeen for years and wouldn't think of going anywhere else. The doctors and staff provide a great service and are talented, friendly and professional in their treatment of patients.
Knowledgeable, approachable, caring. I have been so well looked after. Thank you.
Lovely staff who are always helpful
Most times when I ring with a worry they do their very best to fit me in. This is excellent service I think. Parking is sometimes an issue especially if you have mobility problems. So is exiting the road onto the main road. There is no car park nearby except across a busy road.
My concerns and requests dealt with appropriately and with understanding. I felt confident in this G.P.'s concern and expertise.
My only suggestion for improvement would be to try where possible to achieve continuity of care. I have a few conditions and having to go through everything with a different doctor on each occasion takes up so much of doctor's valuable time.
nice people excellent booking of the visit
Nurses are fantastic GP's hit & miss depending on who you get to see!
Only just moved to the area so can't really comment but easy to register and very friendly and helpful when I rang to make my first appointment.
Outstanding staff. I cannot speak more highly of all the staff. Polite, informative, always helpful.
Positive experience
Really felt like I was listened too: very emphatic doctor :)
Reception staff very professional, the clinical person I saw seemed disorganised. I was left in the waiting room for over an hour.
Ring through reception and they get you to see the doctor and if it's an emergency, you're seen the same day , nurse are very good. Checking u over if u need doctor same day, the staff in reception are very good. They listen to what you've got wrong with you and they get it sorted for you to be seen quickly !
Staff are always professional, friendly and helpful.
Superb, helpful and professional surgery team. Having moved from another practice I can fully appreciate how good this surgery is from the GP's, practice nurses, pharmacist to the reception team, they are second to none!
The receptionist who booked us both back in after the Nurse had to cancel due to illness was so patient with us and our work diaries and did her very best to get us an appointment with Nurse Alice that worked for both of us. Very much appreciated. Nurse Alice was just brilliant, explained everything clearly about our jabs (it wasn't that simple!) and gave us very good advice as to what we should consider when travelling to Indonesia. Both the lovely receptionist and Nurse Alice are a credit and were lovely to deal with. Thank you.
The service recently has definitely improved - staff smiling and responsive with feeling that they actually care.
They are always very accommodating when I ask for an appointment
They look after me pretty well and I'm grateful.
Usually all good.

Very helpful
Very efficient and friendly staff and Doctors
Very friendly staff, phone calls answered promptly and quick access to appointments when necessary
Very helpful and friendly service.
Very helpful 🙌
Very helpful, accommodating and professional
Very helpful, some kinder than others!!
Very pleased with my appointment everything explained and another appointment arranged
Was treated very nicely
Wonderfully as always.
Your bloods taker is the best ever!