

# May 2025 Friends and Family Feedback

A very well run surgery in my opinion ,
Absolutely fantastic ta
All first rate; thank you for your care and courtesy
All staff at Pendeen are very professional, friendly & helpful. The receptionists , who are of course , the first point of contact, are very kind & efficient in ensuring you have an appointment with the appropriate practitioner. Therefore the surgery offers an efficient service to it's patients. It is a very pleasant, well maintained surgery to visit.
Always helpful and lovely
Always find Doctors and nursing staff. Caring and pleasant
Always good service and attention
Always helpful and polite , lovely receptionists
Always polite and helpful staff.
Always very helpful
Amazing helpful staff
Appointment booking is confusing and limited if you work, especially if you want a specific GP
As always with Pendeen, the staff are beyond reproach
Depends on the consistent availability of preferred GP.
everyone I know already use local surgeries
Everyone is friendly, and receptionists are very efficient
Excellent care. Very thorough. Felt really happy and reassured about my treatment. Thank you.
First appointment and all went smoothly from checking in to being called on time.
Found them very helpful with my emergency appt. Very good service.
Friendly, caring, efficient
Getting appointments has improved. Advice seems very good.
Good professional service
Helen day to me is very good at this practice thank you Helen
I always find everyone very helpful and professional
I am relatively new to the area and have really appreciated the support me and my family have received from Pendeen surgery. Every time I have needed to speak with someone, arrange an appointment, or request information, I have been met with friendly, well informed and helpful staff. At GP appointments, for myself or for my daughter, I have found Dr Jackson to be very approachable, professional and helpful.
I am very pleased with the services you give
I had a very positive appointment with Dr. Lucy Young at Pendeen Surgery. She was incredibly sensitive and understanding of my concerns, taking the time to explain everything clearly and thoughtfully. I never felt rushed—her empathic and professional manner made me feel completely at ease, even during necessary examinations. Dr. Young also provided prompt access to an effective treatment plan, which I greatly appreciated. I'm truly grateful for the high standard of care I received. Thank you!
I have always managed to get an appointment swiftly, and have consistently received very good, targeted care

I have found the people at pendeen surgery very helpful and always polite dealing with me personally, I thank them for all that they have done and doing for me.
I remain impressed by the first rate primary care services offered by Pendeen. Fast and helpful support, great health care. Dr Kendall especially is excellent, as are Christina the receptionist and Andrew the Pharmacist. Well done!!!!
I think this practice is very good never had an issue getting appointments, all staff are lovely.
I was advised by MDU in Cheltenham last week to make an appointment to see my GP as blood pressure (systolic) reading remained high after rituximab infusion. Logged in to book GP appt under that section only allows practice nurse appt. Have still booked for this Friday. Thank you
i was pleased with the advice from the out of hours GP
I was seen more quickly than I expected.
I was treated with a caring, efficient and friendly service.
Improving
It is much improved by employing more staff I c GPs
Limited parking, no appointments available!
Most staff really friendly and professional. The physio therapist I saw at the surgery was extremely helpful. Thanks
Nearest and no complaints !
Nurse was very good, polite and friendly
Parking is the only negative for Pendeen
Pendeen is the best surgery I have had the pleasure of being a patient.
Pendeen surgery is working hard to improve their booking systems etc My husband is a regular patient needing blood test etc. Everyone has been extremely helpful
Really helpful in every way especially when feeling ill!!😊
Really kind and helpful
Sometimes it seems to take a while before someone answers the phone.
Staff is great Andrew was fantastic and helpful
Such good service constantly supporting me
The Gentleman on reception is really polite and helpful
The surgery are always helpful, I would highly recommend.
very friendly , good doctors, they listen to patient , I am very happy with the team
Very friendly and helpful, best surgery I have ever come across, doctors and staff are very lovely and kind and helpful
Very helpful and professional staff and hardly any waiting time at the surgery when I've had an appointment.
Very helpful team and never have to wait long for an appointment
Very helpful, informative and friendly. Fairly punctual
Very understanding and thorough GP appointment with Dr Jackson
We find all the staff, both receptionists and the medical team, very friendly and reassuring. They make us feel that we are no trouble and efficiently provide us with the help we need. The only difficulty is keeping continuity with just one GP. It works alright, talking to a different person each time and we understand that it is inevitable when there are so many patients but it would be nice to have a GP who already knows our past history. However, we are both very grateful for the service we receive.