

July 2025 Friends and Family Feedback

..apart from a time away from the County Pendeen has always been my doctor's surgery..
A Lovely nurse (Alice) gave me my vaccination
All good for me
Always a timely and efficient response from all staff !
Always happy with the care I receive there.
Always helpful and polite staff. The GP who I have seen on two occasions recently listened to me and was helpful and caring.
Always helpful and polite. Blood test done easily, no discomfort.
Always helpful courteous professional and polite.
Always helpful, knowledgeable, skilful and courteous.
Always helpful, pleasant and professional.
Always very friendly and helpful
Always very professional and helpful. Great Care and support given whenever it is needed
Amazing surgery who go above and beyond.
Dr Lucy Young is personable, intelligent, caring, a good communicator and flexible. Knowing I had a 'raft' of things to discuss Dr Young booked me in herself for her last appointment of the day. I have never utilised so much of a GP's time in one appointment before but it was really helpful as we covered loads of points - I really appreciated her time and efforts. I believe Dr Young is leaving soon which, from a purely selfish perspective, is disappointing as she's really good as a GP.
Dr Susan Das who I saw this at my appointment was very warm and professional and really listened. Thank you.
Dr Thurgood - very good Dr
Efficient and friendly care from the Nurse.
Everyone at Pendeen is lovely - I feel we receive great care from them.
Everyone one was so helpful. I was seen by Helen the nurse and she was very friendly and put me at ease immediately. Very professional.
Excellent attention from Helen Day and Dr Jackson.
Excellent doctors
Excellent response on all occasions.
Excellent service
Excellent service and advice. I feel well looked after.
Excellent service from all the staff.
Excellent service pleasantly and professionally delivered
Excellent team at Pendeen, very professional in all aspects.
Extremely supportive GPs and knowledgeable registered nurses. Helpful and friendly
First class surgery, quick response to requests for appointments, not a complicated phone system to navigate when I ring. Very helpful Receptionists, polite and caring and understanding.
Good friendly atmosphere, efficient staff, cannot think of anything that need improving - well done and thank you.
Had a hypertension clinic with nurse Joanne. She was very good, the best discussion about my health circumstances that I've experienced in a long time.
Helpful and prompt in dealing with the surgery.

Helpful professional staff
Helpful staff and doctors willing to listen
Highly efficient surgery always put the patient first and go out of their way to help.
I am lucky to be at Pendeen every one are fab 🍷
I am really happy with my G.P's help.
I have had a very good response from pendeen surgery, in the short time I have lived in ross on wye, receptionists have always been very welcoming, and go out of their way to help me, the nurses have treated me with respect, and care with my injections, very pleased that everyone is taking care of me
I have had no problems with any visits made. Always been helpful
I recently discovered Dr Bryn Arden-Thomas. He has restored my faith in the NHS!!!! Employ more like him.
I was treated extremely well by both the practitioner and the doctor before going to the hospital
I've always had great service from all the staff considering the high volume of demands on your time.
Just brilliant service from everyone I came into contact with. Thank you.
Just had a blinder of a visit on the 29th JULY. Very impressed.
love the staff , efficient, kind -
My call was answered straight away and arrangements made for telephone consultation same day. Visited surgery following morning and my problem was sorted. Excellent, caring and prompt. Couldn't have been better
no complaints, but could be easier to access,
Once you get passed reception really good service.
Pendeen Surgery has a pleasant feel when you walk in and the staff are always welcoming and helpful. On the whole we don't wait long for our appointment to be fulfilled by competent and reassuring staff. I have never had a negative experience. Thank you everyone at Pendeen.
proactive and prompt service
Reliable and polite service
Sensitive, responsive service always
Service efficient
Showed care and interest. Actioned quickly. Quality experience.
Staff always very friendly and helpful
Staff are always friendly and helpful. And my GP reviewed my condition very thoroughly, and was able to diagnose several health problems
The surgery went above and beyond when dealing with my partner's recent medical problems. The ambulance was called and all dealt with for us both. I am deaf and they manage this with me very well, especially by using email only. Thank you everyone
There have been real improvements in the last few months. The service feels more coordinated. I have appreciated the care shown by Dr Jackson, especially but also Mr Beechey, and more recently Dr Kendal. Members of the team as well. The care coordinators system seems to be working well in an efficient, professional and yet friendly manner. All of this service is greatly appreciated. .
Very friendly professional and responsive staff
Very friendly, polite and helpful reception staff. Nurses also, and very happy with my assigned GP, Dr. Kendall.
Very good service
Very helpful

Very helpful and friendly service
Very helpful especially the pharmacy manager who was very knowledgeable, friendly and efficient. Not met anyone else yet as newly registered.
Very helpful staff a pleasure to talk to someone who understands in my opinion the patients needs great place to be a patient 5 star service thankyou keep up the good work
Very helpful staff and very caring, and very welcoming.
Very helpful staff, patients treated kindly and they do their best to accommodate your requests
very thorough examination with very accurate outcome
We always get great service from people that care, want to help and make me feel an important patient.
We are always pleased with the service.
We have recently moved from Yorkshire to the area, and have been so grateful to the team at Pendeen, always polite, always courteous, respecting our privacy. Looking forward to many years of working together as patient and awesome medical / care team
Well run surgery, efficient reception staff
Wonderful care