

August 2025 Friends and Family Feedback

super service super staff feel very comfortable being ill but under such great care..
All good.
All staff are welcoming, professional and respectful of their patients
All staff, both medical and administrative are always pleasant and helpful.
I appreciate that I can request the Dr of my choice. Saw Dr Bryn today and he was excellent. I get detailed information about my diagnoses and treatments. The receptionists are v. helpful (especially Christina). Mr Beechey is great also. Full marks!
Always find them helpful.
always good. as disabled usual issue with parking !!
Always helpful
Always on hand and go the extra mile especially when it comes to children. Doctors have personally called up after their shifts to check on my child feels like more of a family to me
Always treated with respect and no difficulties in getting timely appointments
Always very professional and helpful Excellent staff in every department
Apart from parking problems, all was good
Appointment with Dr Das was very helpful and informative
Calls always received courteously and responded to efficiently.
Can't fault Pendeen Surgery, always been treated really well, have been with them for 62 years.
Consistent and personal care and attention. Especially Dr Rosewell who has taken on my troubles!
Everything good for me
everything is satisfactory
Everyone has been extremely helpful
Everyone is so friendly and have always managed to get an appointment
Everyone is very friendly and helpful
Excellent as always. Can't fault at all. This surgery does a great job. Thank you!
Excellent service and friendly staff
Extremely helpful and nice
Extremely knowledgeable and helpful from changing meds to spotting that I needed to go straight to hospital on three occasions. Only negative is not having access to booking appointments outside of working hours.
Friendly and professional. Very pleased.
Good service, which met my needs.
Great service as always, everyone's helpful and cares, which really makes me confident I get the treatment needed- thank you.
Had an RSV jab. Arrived 30mins early so couldnt digitally check-in but receptionist sorted it and I actually had my jab before my appt time. Lovely nurse. Felt just the tiniest of scratches. Excellent and so far no side effects. Why I couldn't digitally check in early no-one knows so that's a bad point. Otherwise all good.
Haven't yet had an in-person appt but telephone call with Taurus Healthcare was very helpful.

My Doctor is Mr Thurgood. I have to say he is a fantastic Doctor the best I've ever seen. Today he once again went above and beyond to help me he always has been the same extremely professional and very caring. I am so pleased he is my Doctor. Pendent from the Doctors to nurses & Cohens. I have found them all fantastic. 10/10. Thank you.
Helpful and friendly staff
I always find the staff extremely helpful & kind that counts today, the Dr's are supportive and always make me & my family feel that we get the best service
I am a new patient. Was made to feel very welcome. Very professional Dr
I am always looked after very well
I am very grateful for all the treatment and help that I have received from all staff, Doctors, Nurses, Pharmacists and Receptionists.
I have always been very well looked-after at this surgery.
I have always found all the staff, doctors, nurses and everyone extremely kind, supportive and understanding as well as extremely knowledgeable and helpful.
I have always received an excellent service with Pendeen Surgery.
I have been seen by doctors and nurses who have all been extremely helpful supportive and kind and have shared this with friends, family and other professionals. This also included the reception and pharmacy staff.
I have never had any trouble, the staff are always polite
I've always had a great experience with Pendeen Surgery. The team is always there to help and they're consistently friendly and welcoming. The connection with the pharmacy makes everything so convenient too. A special mention to Helen, the nurse – she's seen me a few times at short notice and has always been excellent, providing caring and professional support. I'm really grateful to have such a reliable and friendly surgery in my community.
Lovely, friendly team. Special thanks to Dr Rosewell for going that extra step.
My problem was dealt with quickly. Receptionist and Nurse were absolutely lovely.
Only problem is parking!
Patient pathway and staff have a high EQ tolerance with patient
Pendeen have been most helpful with problems I have had and that includes all departments.
Pendeen is a very well run surgery, the staff are friendly and helpful and I would recommend this practice to anyone. Well done to the staff.
Perfectly satisfied with this surgery. They have always been most efficient and helped with any requirements. I have been able to make appointments when required and there are no great waits on the phone for an answer.
Pretty good overall
Sadly been the doctors a lot recently however this is a brilliant practice and the urgent care team Helen & Alison were just amazing, all staff I have come in contact with from reception to doctors and nurses have been nothing but caring. Feel lucky to have this practice as my Doctors. Thank you.
Thanks for your help. I am very happy with all the staff, visits and treatments I've received at Pendeen.
The reception staff are always very helpful. The doctor I saw was fantastic (Dr Rosie Irwin) a great listener & offered practical help. Many thanks.
The receptionists are always helpful and friendly.
The staff are on the ball with all updates

The treatment I have recently received has been exceptionally good and extremely thorough.
They are efficient and They're PR very good.
To us Pendeen surgery are efficient professional and we cant fault them, Keep up the good work.
Top notch receptionist
Very efficient and helpful
Very efficient and polite service
Very good patient feedback. Staff and doctors are always very patient and helpful
Very good service. The doctors and all other staff are extremely helpful
Very happy with the Dr's and treatment at the surgery
Yet again another very positive experience having seen Dr. Jackson today. I have had reason to call far too much in the last 5 weeks and every time all staff have been amazing. Thank you for not making me feel terrible for the number of times I have had to phone and see a clinician over these recent weeks. Hopefully no more visits needed.