

# October 2025 Friends and Family Feedback

A very nice and easy going GP
All the health professionals and staff go out of their way to provide the best service possible. I'm very grateful.
Always friendly reception staff and some great health care nurses and Drs
Always able to get through on the phone. Staff helpful.
Always excellent service
Always found staff extremely helpful
Always found the Staff and Doctors very professional and sympathetic to any issues, thank you
Always good service
Always helpful
Always helpful and informative.
Always helpful and meets my needs
Always helpful and try get you appointments fit you in
Always helpful staff and approachable doctors, medics, nurses etc.
Always helpful, sympathetic and professional
Always so helpful
Always so helpful and friendly and they take the time to listen. They always go the extra mile to provide an excellent service
Always very helpful
Always very professional and friendly, they seem to go above and beyond for their patients
Booking appointment seems easier than other surgeries
Can't fault the service from this surgery
Dr Das was amazing she really made me feel relaxed and was very personal to my needs.
Dr Rosewell, at pendeen surgery is really nice.
Dr Thomas gave liberally of his time when helping me to complete a Respect form. His attention to detail and explanation of key issues, was exceptional. Thank you.

Dr was very thorough and willing to explain
Everyone is always very helpful
Everyone there is great
Excellent service as usual.
Excellent service. I had some blood tests and was telephoned by the doctor three days later. I have always found the staff friendly and rarely have to wait more than a day for an appointment.
Excellent staff, efficient and friendly.
Excellent, welcoming and efficient.
Flu vaccine. Distribution very well organised.
Friendly and approachable.
Friendly and efficient staff
Friendly and helpful.
Friendly and professional
From the receptionist to the nurse practitioner to the GPs I have always been treated with respect and appropriate action.
Good atmosphere. Good time keeping. Great confidence in the medical staff. Administrative staff very helpful.
Good experience with all at Pendeen.
Good helpful receptionist on the telephone or at the surgery. Good medical care.
Great response / lovely team
Great team.
Helpful nurses and doctors who are willing to listen.
I had very good service on my last visit & was given an appointment on the same day to see the nurse with my cracked ribs & developing chesty cough. The nurse was very thorough & professional
I have recently rejoined Pendeen surgery and am immensely grateful for the care I have received. Thank you
I was seen same day and the Doctor I saw was friendly and answered all my concerns.
Incredibly helpful staff, I feel thoroughly looked after by this surgery.

Kate is always friendly and kind and also professional.
Lovely and helpful staff and excellent medical staff.
Really friendly
Received excellent customer care from reception regarding an appointment.
Staff are always ready to help and polite
Staff here are always very helpful, including with complex problems
The communication and service from the surgery has been first class. The receptionists are helpful and very caring
The nurse practitioner and doctor were par excellent. thank you!
The staff are very professional, Friendly and thorough toward the patient.
The staff at Pendeen are great
The staff, both medical and non medical, could not have been more helpful. This is hands down the best GP practice I have ever been registered at, and I have moved around a lot.
Very good
Very accommodating, speedy appointment when needed, friendly staff and doctor and nurses have been very helpful so far.
Very efficient and welcoming staff
Very efficient just moved from Wales noticed a big difference
Very friendly and efficient staff
very friendly and helpful staff
Very good and efficient, issues dealt with very well. Follow-up from blood tests etc explained and issues arising addressed, thank you.
Very happy with Pendeen Surgery
Very helpful and pleasant Travel Nurse dealt with our queries and vaccinations.
Very helpful staff
Very helpful. GPs and practice nurses spend time understanding the problem. Provide information and safety netting. Respiratory nurse is superb!
Very nice staff look after you
Very polite and good service

Very professional
Wonderful surgery and receptionist are lovely Doctors always very good
Your staff were absolutely amazing today! Thank you for digging me out of a hole and sorting out my request with no fuss