

September 2025 Friends and Family Feedback

All good
Always a very good service with friendly staff, have no complaints whatsoever - thank you Pendeen.
Always been treated with respect and kindness
Always find this surgery very helpful and have never had issues getting appointment when very poorly and all staff helpful and clinicians very thorough.
Always friendly and accommodating staff.
Always had the best service and treatment from this surgery. All the staff are kind & helpful. Very lucky to have you. Thank you 🙏
Always have been outstanding service at pendeen surgery. No complaints whatsoever. Thanks
Always Helpful à
Always pleasant and helpful
Always very good
Always very helpful...thanks to all the team
Been a patient for 33yrs with no complaints
Dr didn't rush very pleased.
Excellent polite receptionists who do their best to get you a face to face appointment with a doctor if necessary.
Excellent service as always from Dr Das. She is a caring and knowledgeable doctor who always tries to help. Thank you 😊
Excellent service yet again!
Excellent service! Thanks
Excellent patient care
Extremely professional.
Friendly helpful staff
Friendly staff, who patiently listen to your needs
Good friendly and efficient service
Good surgery, always seen in a timely fashion.
Good, polite, efficient service
Great service every Doctor I've seen has been spot on Especially Dr Das & all the Receptionist a proper surgery well run so thank you all Cheers' 🙏
Have seen two doctors and 1 phone call from another. Found all 3 very helpful kind and efficient.
Having been a patient for over 60 years, have always had excellent treatment, always very helpful staff
I always have a great experience.
I can't fault the service and treatment this surgery provides. Always treated compassionately and politely by all members of staff. 10 out of 10.
I have always found them to be helpful, polite and go out of their way to help me.
I have always received very good care from this surgery.

I have been very pleased with the surgery. When I had an ear infection, I was seen the day I telephoned. An excellent service.
I needed to see a physiotherapist & fortunately saw Alex - who was well able to advise me regarding my muscular pain in my hips & knees. He is referring me to the hospital physio Dept who will be able to assess my progress going forward. I was also given some exercises to work with whilst waiting. He was reassuring and very experienced. Very grateful. Thank you.
I only gave my new registration form into the surgery yesterday and today I have had acknowledgement that I am now registered.. brilliant t service. Thank you Pendeen
I rang reception and I got appointment within half an hour to see the doctor so all good very happy I would recommend
I'm very grateful for the availability of the various staff members at Pendeen. Even on a Friday evening, the staff are available for consultation and, at other times, I've had no problem speaking to reception and auxiliary staff. Pendeen offers excellent service.
It an important time for me to receive help and I must say certainly have step up to help me
I've always found the staff very helpful and willing to go above and beyond.
My experience at this appointment was good.
Nurse I saw kindly addressed some issues other than the primary reason I was visiting the surgery
Nurse was very attentive when I saw her and very helpful.
Only visited twice but each time Dr was very welcoming and understood my problems immediately and referred me as required. Didn't see any other staff as signed myself in.
Outstanding service from all staff but a special thank you to Dr Jackson for her care and concern this summer.
Patient care good but parking awful.
Pendeen continually exceed my expectations. Applause all round.
Pendeen surgery is a great surgery. All of the staff are wonderful. They are professional in every way ,they will bend over backwards to accommodate you in every way and are always happy to see you.
Prompt appointment and pleasant staff.
Quick response when necessary to see a nurse lots of easy to see a doctor
Reception team are extremely polite and helpful. Appointment wait times are very satisfactory. The premises are always clean. No complaints at all!
Receptionists always helpful and prompt
Required an emergency appointment - receptionist was extremely helpful and friendly. GP, Rosie Irwin, was delightful. She was reassuring, thorough, professional and very 'user friendly'.
Response from telephone calls has been consistently courteous friendly and helpful. The opening recorded introductions can be a bit daunting!
Special shout out to Cathy - the most lovely lady who obviously really cares. Nothing is too much trouble for her. She's a real gem at the practice.
Staff always very helpful and no problem to see a Doctor on the day

Staff are always so kind and so efficient
Staff are always very polite and helpful especially the pharmacists and receptionist
Telephone receptionist has supportive approach.
The people at this surgery are amazing. Nothing is too much trouble. Very friendly and helpful.
The reception staff are good with directing to the right health professional for appointments. The doctors are considerate when talking about health issues and give good advice. They give the right treatment to treat the right health problems.
The surgery have been very responsive and doctors have called to speak to me about my care which is very much appreciated.
They have been absolutely amazing
They've been absolutely brilliant every time. No rush. Caring and committed.
V HELPFUL AND KNOWLEDGEABLE DOCTOR
Very caring and supportive each individual in this practice deserves praise. Thankyou
Very friendly and helpful
Very friendly and helpful. I appreciate this.
Very friendly staff
Very friendly staff, can usually get can appointment when I need one.
Very good
Very good at explaining my problem to me and how to treat it
Very good service
Very good service from Pendeen
Very happy with the helpful staff and clinicians. Thank you!
Very helpful and caring.
Very helpful and thoughtful session with the doctor at a time when I was suffering a great deal of pain, although a shame I had to wait a week for the appointment. Also two telephone consultations, one with the duty doctor and one with the surgery pharmacist which were both thoughtful and helpful.
Very satisfied with how thorough the GP was. I felt listened to and didn't feel rushed. I am a new patient and I am impressed with how efficient and professional the surgery is. Very friendly and helpful receptionist.
Visit went very well, the doctor I saw, Rosie Owen was very professional & had a friendly approach
We have found all services offered through Pendine to generally be very good .