

## November 2025 Friends and Family Feedback

A helpful and understanding telephone receptionist. A welcome at the surgery, well organised appointments and very little time lost I in waiting.
All my recent contacts with Pendeen Surgery have been very good.
Always helpful receptionists and
Always friendly and efficient staff.
Always friendly and helpful
Always helpful - plenty of times staff have gone out of their way to help including in difficult circumstances
Amazing, outstanding surgery dr das is amazing and all reception
An amazing surgery, even able to see the same Dr through my treatment
Appointment on time. Alice was brilliant.... Very encouraging and gave good advice.
As always, treated with respect and kindness.
Doctors and Staff willing to help when they can
Dr Aaron Kendall has been brilliant. He's taken my concerns seriously, looked into the matter and been very reassuring. Thank you.
Dr Irwin was incredibly helpful and really took the time to listen to my concerns and question's. I felt heard and looked after so thank you!
Dr Kendall is a great new GP at Pendeen. He dealt effectively with all my concerns in a friendly manner.
Easy to book appointment. Friendly staff and doctors
Everyone from receptionist to doctors were so friendly and helpful
Excellent service and Communications
Excellent. I wanted to see a female and Dr Emily Jackson was patient, kind and listened to my issues. She was very thorough, informative and helpful. Thank you
first class treatment, friendly and helpful, and supportive, thank you to all.
friendly efficient service not to long waiting times.
Friendly knowledgeable staff. Always great service.
Friendly polite staff and efficient
Friendly staff and doctors, who do their best to help.
Good surgery
Happy with the service provided, thank you.
Happy with the service provided by the surgery.
have been a patient for 54yrs always had good service.
I always get to speak to someone; response time to online enquiries is always prompt; reception staff are helpful and approachable and the nurses and doctors are great.
I am always pleased with the service I get
I am delighted to be able to use Pendeen Surgery. The staff are always courteous and helpful. Thankyou.
I am forever singing the praises of this surgery! All staff are friendly, helpful and I always feel heard - particularly when I express concerns about my children.
I am satisfied with the service.

I called the surgery and felt my situation was understood so was able to give an appointment on the same day. I then saw a GP who arranged a treatment plan which was explained. I thought that given the circumstances I been treated appropriately and kindly.
I find Pendeen surgery very helpful and efficient and well as being friendly and unthreatening. The organisation of flu jabs on October 11th was magnificent; we were in and out in about 5 minutes and before our appointment time.
I have always found them good when I have an appointment. Getting an appointment takes time though.
Impressed with the Reception staff and particularly the doctor
It is increasingly difficult to get an appointment and when I do it's a phone one and I prefer in person.
I've always found the receptionists and staff very friendly and helpful
Just amazing thank you all for you care
Kind helpful staff as always
Lady at reception very polite and helpful and kind when I called at 8.10
Last Dr I saw was very helpful, and took time to listen and evaluate my situation.
Moved here in June and we have been very impressed with all aspects booking appts treatments etc.
My wife and I have had exceptional service from front line personnel right the way through the surgery to seeing the doctor of choice. Communication is good and follow up detail carried out where necessary.
No doubt in a similar situation to most surgeries these days with the boom in population and housing without improvements to infrastructure and services but in the circumstances they do an excellent job and always friendly and polite.
No matter what I always get great service from Pendeen been with you for over 45 years have no complaints
Pendeen are friendly and helpful. Really feel lucky to have them.
positive experience with the diabetic nurse
Prompt, polite, service.
Quick, sensitive and helpful response alwsys
Reception team are very good on getting you seen Quickly by nurse and doctor !
Satisfactory
Saw Dr.Irwin today and found her manner so reassuring and helpful Very pleased that she is my doctor.
Staff always have been very supportive and helpful every time I have been at the surgery
Staff are always friendly and the online service is great too
Staff are friendly and helpful.
Staff are friendly and very helpful. Doctors are friendly and easy to talk to.
Super helpful and supportive as always thank you
Super service.
Superb phone call assessment and plan by very pleasant doctor (Dr Aaron Kendall)
Telephone reception particularly helpful
Thank you for your friendly and expert help
The GP whom I saw at last appointment was extremely thorough and approachable.
The reception staff were very helpful. They listened to me and booked a same day appointment with the nurse who was efficient and thorough with the test required.

The receptionist are polite and efficient and the practice although very busy is run efficiently under extreme pressure.
They are friendly and supportive. I have been with them for 36 years !
Very efficient in trying circumstances
Very friendly and helpful
Very good nurse alison holmes
Very happy with service
Very helpful
Very supportive practice
Visit was for a Flu jab. Very efficient on a conveyer type system. Register, move on, move on, jab done and away in under 5mins.
We have been with Pendeen Surgery since moving to this area in 2005, and always had excellent treatment and support. The only area of criticism are the parking facilities.
We've always received a very prompt and caring service from everyone at Pendeen.
well organised on time friendly atmosphere