**In April 2021 we had a total of 115 responses; 113 said that they were ‘EXTREMELY LIKELY’ to recommend our GP Practice to friends and family if they needed similar care or treatment. You told us:**

|  |
| --- |
| * Appointment on time, receptionist helpful and friendly same goes for the nurseAbove all I felt safe
 |
| * Appointment was on time. Staff were reassuring, efficient and cheerful.
 |
| * Because my appointment was with Dr Sugrue whom I have much respect and trust in
 |
| * Courtesy, politeness and civility. But then you receive as you give. Carer's are to be respected.
 |
| * Dealt with quickly in a professional and friendly manner.
 |
| * Dr Killeen was very helpful
 |
| * Easy process to check in, clear guidelines and great staff as well as superb medical attention
 |
| * Efficient friendly staff
 |
| * Efficient, pleasant and friendly
 |
| * Efficient. Excellently organised and prompt to time.
 |
| * Enthusiastic staff and they gave me a mask! ? X
 |
| * Everyone is very caring, and so kind and understanding.
 |
| * Everything professional and efficient and safe
 |
| * Everything was really good. Well organised.
 |
| * Everything went very smoothly. efficient as always
 |
| * Excellent
 |
| * Excellent service. Kept to time given. Very efficient. Pleasant to deal with.
 |
| * Friendly and efficient staff
 |
| * Friendly cheerful staff, appointment running on time, plus the surgery had doors and windows open so light and airy
 |
| * Great service
 |
| * I chose 1 because everyone at the Surgery was friendly and professional, I was made to feel at ease and was in and out in only a few minutes
 |
| * I Scored You 1 For Your Usual Very Exceptional Service...Everybody At Marazion Surgery Are Always Very Caring & Sympathetic Towards My Needs...All Are Totally Professional In Their Roles...Many Thanks,
 |
| * I thought it was very well organised and the staff are always very friendly helpful and efficient.
 |
| * I was straight in, straight through, straight out. Very safe, very efficient, I was so grateful to receive my second vaccination. Thank you all, stay safe.
 |
| * It was all so easy, early no waiting, Charles and I went in together, the nurse was lovely as always, made it enjoyable,
 |
| * Marazion surgery is superb the staff are excellent and the nurse I saw was outstanding Well done all
 |
| * My visit was without stress & pleasant. I was dealt with QuickTime & efficiently. Thank you very much.
 |
| * No queue covid safe no delays excellent experience
 |
| * Practice nurse's and all other associated staff were very professional and courteous. It was a pleasure to be a patient. A credit to the surgery and the NHS.
 |
| * Re corvid vacc experience! Speedy efficient polite!
 |
| * Seen immediately by friendly helpful staff.
 |
| * Sorry got numbers wrong way round it should have been 1, very well run.
 |
| * Staff very caring and very careful.
 |
| * the dr was very helpful and he put my mind at ease
 |
| * The nurse - Shirley Hatton was excellent and really attentive, and asked me to come back to check that it was getting better/healing :)
 |
| * The service at Marazion surgery was on time and excellent
 |
| * The service was very efficient and all staff were polite and helpful.
 |
| * The staff were polite, efficient and pleasant. The appointment was conducted quickly, pleasantly and on time.
 |
| * The visit was quick & efficient with a friendly reception & the vaccination deftly done; thank you.
 |
| * Very helpful and caring
 |
| * Very efficient service provided and kept to time.
 |
| * Very efficient service, on time, nurse informative and reassuring.
 |
| * Very friendly and helpful members of staff
 |
| * Very friendly, professional and efficient. An excellent service.
 |
| * Very friendly, professional and reassuring. Excellent!!
 |
| * Very good quick service, pleasant nurse
 |
| * Very polite and friendly
 |
| * Very well run, on time appointment for Covid clinic
 |
| * Was stood for a long time in reception waiting to be able to let them know I had arrived for my appt.The nurses care was good. I had 4 attempts to take blood. Needed a 2nd nurse who again was very good.
 |
| * We always have a prompt and good service.
 |
| * We have always been satisfied with your care and attention
 |
| * Well organised. Polite friendly staff. In and out in 5 mins
 |
| * Well organized and efficient.
 |
| * Well organized, polite, caring and efficient.
 |

Thank you very much for taking the time to complete these slips. We appreciate your support.