**In February 2023 we had a total of 475 responses; 97% (461) said that they were ‘EXTREMELY LIKELY’, or ‘VERY LIKELY’ to recommend our GP Practice to friends and family if they needed similar care or treatment. You told us:**

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| * Appointment was booked very quickly when I needed it. Appointment was on time. Very friendly and efficient nurse who took my blood. Very clear explanati |
| * A bit late but I expected that the surgery was very busy, the procedure was very professional and quick at no discomfort to myself |
| * All needs taken into consideration. An amazing, caring surgery |
| * All staff and Dr's. are very professional. It's aways professional |
| * All staff very efficient |
| * All very efficient. Excellent service |
| * Although I signed in 10mins early I was called in 20 mins late with no explanation/apology. |
| * Although not news I wished to hear, the doctor was clear, pleasant, and empathetic. |
| * Always friendly, kind and helpful. |
| * Always good at Marazion Surgery |
| * Always helpful kind very professional and supportive and most important make me better |
| * Always made to feel at ease and very professional, thank you |
| * An excellent on time appointment |
| * Appointment always on time and good treatment |
| * Appointment on excellent service. |
| * Appointment on time, straight in and out no messing about, it was a blood test, pneumonia injection and blood pressure, straight forward. |
| * Appointment on time. Very pleasant and sympathetic physio dealt with me and listened to what I had to say. Very satisfied with the service. |
| * Appointment was within 5 minutes of the time and my medication was changed to something better with no side effects. All good |
| * Appointments with Shirley are always on time, and she is always professional. |
| * As always brilliant staff. The best surgery in Cornwall! |
| * As always friendly and helpful |
| * As usual excellent care and explanation of procedures Thank you |
| * Because considering how busy the surgery was, I went in within 10 mins of my appointment time. Dr was very thorough without rushing my appointment. |
| * Because Gemma was the only one that listened to me when I said I was in pain. And bothered to send me for X-rays and a scan. |
| * Because I had a reminder to say that I needed an overall & appointment kept & Shirley our Nurse knows her work& was helpful in trying to explain some imp |
| * Because I have just moved to this surgery from Helston Medical centre and the doctor was very nice and caring. Helston was a nightmare to get to see anyone |
| * Because I waited three weeks for this appointment that you cancelled so I haven't even attended it and then you make a new one for a month away I'm disgusted |
| * Because I was told to make a routine appointment fir 2 weeks to see my doctor, then at reception I was told I couldn't do this as but was a Monday |
| * Because the nurse I saw was extremely good at taking my blood, and was bang on time which deserves the best score |
| * Called in on time and was reassured of my concerns |
| * Called in on time. Very efficient and effective interaction, as well as being pleasant and friendly - even though appt involved blood being taken! As eve |
| * Called through online and very efficient |
| * Came away feeling positive that my symptoms were understood! |
| * cheerful and prompt |
| * Clean, lovely staff, in and out before my app time |
| * Clear information given, kind nurse, relevant tests carried out |
| * Diabetic nurse was amazing so friendly, reassuring and caring credit to the surgery |
| * Didn't have to wait long. Blood taken easily. |
| * Doctor app on time, very patient and easy to talk to. |
| * Doctor genially cared about my health |
| * Doctor very kind and compassionate and through. Reception have always been helpful and informative also. |
| * Doctor was considerate and very thorough. |
| * Doors opened promptly, seen at appointment time. Emily was wonderful! |
| * Dr Herdman explained the conditions and treatments and I left extremely satisfied, thank you |
| * Dr Herdman is a Tonic, and we appreciate the time and trouble he takes to explain things, giving both short and long term possible outcomes. |
| * Dr Lock is the best. |
| * Dr Murphy was really helpful. |
| * Dr Robbins and Dr Lock are the most amazing, caring doctors who go above and beyond and so very grateful to them and their staff. |
| * Dr Robins very patiently listened to my query & gave a clear explanation. Change of medication. Very reassuring. |
| * Dr was running 40 minutes late. I had to cancel my dogs appointment at the vets . All we want is to be told Drs running late that's all. I had my results |
| * Duration time of appointment was too short. It did not permit adequate time to discuss individual nuances in a complex field . Diabetes ... |
| * Easy to log in for my appointment and I was seen on time. Nurse was welcoming, friendly and knowledgeable |
| * Efficient and in time |
| * Efficient, friendly, and explained what was happening clearly |
| * Efficient, friendly, professional - what more could one ask for :-) |
| * Emily is very friendly and efficient. The dispensary lady was the s |
| * Emily was lovely as always, professional, and friendly. I wish her e |
| * Even though I was late going into my appointment the staff were very friendly and helpful |
| * Everyone is good but 1 star less just for a bit of a wait, I understand things can sometimes run over that's why I gave 4 |
| * Everyone was happy and helpful. |
| * Everything explained clearly and I feel that I was listened to and satisfactory answered |
| * Everything was checked and no waiting |
| * Excellent and helpful service friendly and supportive staff |
| * Excellent doctor friendly and thorough made me feel calm |
| * Excellent phlebotomy from Ella painless and no bruising |
| * Excellent service |
| * Excellent service |
| * Excellent service from the nurse and from the member of the reception staff who subsequently dealt with me. Everyone prompt and pleasant to deal with |
| * Excellent staff, always happy to help, chat, they have lots of patience and all do a wonderful job. |
| * Excellent surgery with excellent staff |
| * First class treatment |
| * For once the Doctor was willing to listen to the problems and asked relevant questions as well as cross referencing with my medical records. |
| * Found it difficult to get an appointment then to have it cancelled and had to wait another 3 weeks for an early appointment |
| * Friendly and helpful |
| * Friendly and skilled staff Felt supported and cared for Put at ease immediately |
| * Friendly caring atmosphere |
| * Friendly doctor, clear explanations |
| * Friendly efficient service |
| * Friendly efficient service |
| * Friendly efficient service |
| * Friendly efficient service |
| * Friendly efficient service Also very kind and sympathetic. |
| * Friendly efficient service. Procedure was explained clearly, and I felt completely at ease. |
| * Friendly prompt service |
| * Friendly, attentive and efficient as always. Thank you MZ Surgery |
| * friendly, helpful, smiling |
| * Gemma was extremely helpful in diagnosing the reason I am in pain, reassuring and welcoming, thank you so much. |
| * Gemma was very empathetic  Thorough, had great listening skills and was extremely informative |
| * Good |
| * Good and thorough analysis |
| * Good explanations for treatment and actions being taken next. Polite manner and clear understanding of problems |
| * Good face to face consultation and outcome |
| * Good nurse very efficient |
| * Good service |
| * Great kindness shown to me and good help too she was brilliant |
| * Great practice and staff |
| * Great professional service |
| * Great professional service |
| * Great service and spot on time |
| * Had to wait a bit but treated courteously and professionally |
| * Had to wait half an hour for my appointment |
| * Hannah was professional, courteous and pleasant. 10/10 |
| * Helpful |
| * High time this surgery offered weekend Saturday walk in appointments the population of Marazion has increased a great deal in the last decade, |
| * Highly professional and friendly as always. |
| * I always find everyone to be pleasant. My appointment was helpful, and I felt I was listened to. Thank you |
| * I chose this answer because I feel that she listened to me and because I feel that she is doing something about it and that is a relief for me |
| * I didn't have to wait long in the waiting room. The nurse I saw was very polite and friendly |
| * I expected to have a lecture regarding health but was listened to and treated with respect and kindness for which I'm grateful. If you do run a Lindor c |
| * I felt very happy and comfortable throughout the appointment |
| * I gave a 2 for Good. But this would be 1 Very Good if it wasn't for the fact that it is proving to be impossible for me to make an appointment with Dr |
| * I haven't been very well for a long time and this morning I was a few minutes late but was promptly seen, Emily was exceptionally. Thank you once again |
| * I was asked relevant questions and also it was suggested to me that I should have another blood test as it was some time ago that I had one. I had the va |
| * I was called in on time and the nurse was lovely. Very professional, friendly, calming and knowledgeable. |
| * I was even quickly |
| * I was seen by Chloe and she was very caring, helpful and took time to put my mind at rest. |
| * I was seen on time and the doctor was very informed and dealt with my needs brilliantly. |
| * I was seen on time and the nurse was polite and friendly and efficient |
| * I was seen on time. Dr Sugrue explained everything very clearly. I did not feel any pain. Aftercare was explained. Appt made for stitches to be removed. |
| * I was seen promptly, test results explained fully, and current health verbally addressed in a professional and caring manner |
| * I was seen reasonably on time and the test was done quickly and efficiently. |
| * I was seen very quickly by a nurse who took blood painlessly with a friendly manner |
| * If the rest of the NHS followed you guys then it would be in a much better position. |
| * It was informative and I felt like I was being listened to. Which is lovely. I have some work to do but feel confident |
| * It was my first visit, and the doctor was lovely |
| * it was very quick, and the nurse was very pleasant |
| * Just found the doctor informative and helpful, and patient |
| * Just had some bloods taken lovely nurse. |
| * Just very happy with my treatment |
| * Kind efficiency. True painless blood test and injection. Real skill. |
| * Kind, caring, informative and professional |
| * Knowledge and professional advice were good and time to wait was good. |
| * Lovely friendly staff |
| * Lovely nurse, always is |
| * Lovely professional staff. |
| * Lucy was reassuring and made me feel at ease |
| * Made me feel very relaxed a wonderful manor. Nothing was too much trouble. |
| * Marazion surgery staff are always very kind and caring. It's a joy to be treated by them |
| * My problem is well diagnosed. |
| * My response is a lovely friendly nurse making me feel at ease and explaining in a way that was understandable, I appreciate the staff and surgery very m |
| * New appointment made. |
| * New prescription will resolve the condition! |
| * No problem with the appointment |
| * Normally don't have to wait very long once booked in & doctor Robins is very attentive & professional with a good manner. |
| * Nurse good but reception poor and lack of communication, availability to book |
| * Nurse was efficient and professional |
| * Nurse was fantastic really struggled to find a vein but she persevered |
| * Nurse was on time, very friendly and very efficient in taking the bloods |
| * Nurse was very pleasant. |
| * Nurse Zoie is very thorough in explaining your condition to you. |
| * Okay |
| * On time, friendly staff and came out satisfied |
| * On time. Quick easy and nice staff |
| * On time and informative |
| * On time appointment, clear information given, seen straight away by duty doctor when nurse asked for their advice. Only negative is now having to wait fo |
| * On time appointment, clear instructions from the nurse. |
| * On time appointment. Kind, friendly nurse. Information given on NHS health check I can have |
| * On time appointment and excellent treatment |
| * On time, friendly staff |
| * On time, my questions answered. Very good |
| * On time, short and sweet |
| * on time. very professional. repeat prescriptions ready early. superb! |
| * once again, I am lucky to have a great surgery to call on and a reliable family member living nearby. |
| * Only ever see Emily Wonderful nurse |
| * Overall, very good service |
| * Perfect in all |
| * Physiotherapist understood my problem. Checked me thoroughly |
| * Pleasant and officiant |
| * Problem, not sorted, but I wanted to think about my decisions, told me to have a read about antidepressants, |
| * Professional and efficient |
| * Professional, helpful, and caring |
| * Prompt appointment- professional nurses |
| * Prompt service, compassionate staff, efficient. |
| * Prompt swift on schedule appointment. Thankyou which is great when we all have to get back to work ourselves |
| * Prompt, friendly, efficient |
| * Punctual, peaceful waiting room, nice receptionists & given time. |
| * Quick and efficient |
| * Quick and efficient, but never had a feet check done that fast. |
| * Quick and efficient. |
| * Quick and friendly |
| * Quick on time  Vary polite staff |
| * Quick. not running late. nurse friendly |
| * Reassured that spot was not malignant and confirmed my thoughts on this and eczema treatment |
| * Received prompt, friendly care from the nurse at Marazion surgery today. Thank you. |
| * Reception staff friendly & helpful, GP listened to my concerns & quickly came up with a plan. Overall excellent efficient service & care. |
| * Responsive to my medical needs and quick decisive referral, gave test results on Saturday and issued medication on that afternoon |
| * Seen & sorted quickly & efficiently friendly helpful lady |
| * Seen on time and good instructions on how to use the blood pressure monitor. |
| * Seen on time. Treated with respect and given information required. Thanks |
| * Seen when expected and very attentive feedback |
| * She was great. On time  Very helpful very professional |
| * Shirley was punctual efficient and friendly |
| * Simple, Emily is very good at taking blood. I am always happy to have her do the test. |
| * Simple, Emily Was So Professional with Her Work as well as the Rest of The Surgery Staff |
| * Specialist Nurse great, however because of my problem vein's in my leg's we need to have further consultation's to see what can be done to help my situation |
| * Staff always helpful and polite, nothing too much trouble xx |
| * Staff and doctors always very nice and pleasant and helpful |
| * Staff are always professional, helpful and kind |
| * Staff at Marazion surgery always are exceptional, very helpful, very caring . And today was no exception |
| * Staff at this fantastic surgery are always polite and very helpful. |
| * Staff were friendly and informative upon my first time checking in and collecting medication nurse was friendly and engaging during my consultation |
| * Such a nice doctor. Kind and helpful and followed up my concerns. |
| * Sympathetic and understanding nurse promptly attended to me. |
| * Talking with Shirley helped me relax for my blood pressure to go down. Such a relief! |
| * The appointment was ahead of time, and I was treated speedily with the minimum of fuss. Thank you. |
| * The appointment was at a convenient time, and I was a few minutes early. The nurse was very friendly and keen to put me at my ease. |
| * The appointment was very thorough, and I was able to collect my prescription from the dispensary at the same time which was really helpful. Thank you |
| * The blood test was carried out quickly and efficiently |
| * The booking computer failed to allow me to finish signing in |
| * The care I received was excellent! Many thanks |
| * The clean condition of the surgery, I was called in on or very near my appointment time and the person dealing with me was very friendly and professional |
| * The doctor was reassuring and quick with giving a steroid injection. He explained the procedure and the possible side effects clearly. |
| * The doctor was very informative and gentle. I didn't have to wait long for my appointment which was good because I was a little nervous. She gave me some |
| * The doctor was very nice and helpful. |
| * The doctor was very pleasant, and I felt relaxed. We then went through certain aspects of my medical history that I was anxious about and he explained eve |
| * The dr was lovely and explained everything to me and I was seen on time |
| * The lady who did my blood pressure was very welcoming and did a brilliant job |
| * The nurse and receptionist were both very pleasant and helpful |
| * The nurse and receptionist were very helpful. |
| * The nurse Ellie was thorough, kind and explained the procedure and answered questions. The actual procedure was completely painless and swiftly carried out. |
| * The nurse explained what she had to do very clearly and was very thorough in finding the correct vein her manor was excellent and clear with what she had |
| * The nurse I saw to take blood was so kind and loving. X |
| * The nurse was friendly and efficient. |
| * The nurse was professional informative and very pleasant and put me at ease |
| * The nurse was very good bless her it was nice having a chat to than |
| * The nurse was very helpful and efficient. |
| * The nurse was very kind, gentle and calming. |
| * The nurse was very pleasant and knowledgeable. She gave me time to ask questions. Excellent. |
| * The nurse who attended me, listened and was cheerful and most efficient. |
| * The team work well together. Friendly, professional. |
| * The tests were done quickly, and the lady was very kind |
| * The two young ladies were very cheerful and nice. Explained everything very well. |
| * They both put me ease and all went well |
| * Thorough and informative consultation |
| * Timely and lovely people |
| * Treated with respect and on time |
| * Very efficient and friendly |
| * Very friendly |
| * Very friendly & helpful Receptionist and the nurse who did the ECG & blood tests was patient & respectful. |
| * Very friendly and helpful nurse...felt very relaxed. |
| * Very friendly and informative nurse. Also, on time with Appointment. |
| * Very friendly and professional |
| * Very friendly, clear explanation of problem and recommended treatment. |
| * Very good but late. |
| * Very good service |
| * Very helpful and caring |
| * Very helpful and friendly |
| * Very helpful and understand |
| * Very helpful and understanding GP Dr Harling |
| * Very helpful staff who arranged blood tests at short notice required for hospital CT scan, thank you. |
| * Very informative consultation |
| * Very kind and professional |
| * Very pleasant and helpful young receptionist. No waiting. |
| * Very professional and caring |
| * Very professional, explained what was going to happen and very polite. |
| * Very prompt and efficient service. I was seen exactly at my allocated time |
| * Very prompt, friendly, efficient and informative. Lovely lady. |
| * Very quick very kind very appreciated. |
| * Very timely and efficient appointment |
| * Very very good attention as usual x |
| * Waited 15 mins to be seen .no one before me. Also the ECG machine wasn't working which should of been checked before I went in . |
| * WAS PUT AT EASE AND HELPFUL WITH CLOTHING ie Putting socks on having just had an hip replacement |
| * We have always had good service and been looked after well. |
| * Well-kept surgery. Friendly staff. Appointment on time. Treatment excellent. |
| * Yes the appointment was on time. The Doctor was very interested and focused giving time and reassurance. Thank you |

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