**In January 2024 we had a total of 542 responses:**

* **Very good x 494**
* **Good x 31**
* **Neither Good nor Bad x 5**
* **Poor x 7**
* **Don’t know x 0**

**You told us:**

|  |  |
| --- | --- |
| Very good | . |
| Very good | . |
| Very good | A pleasant visit as always |
| Very good | A thorough examination, felt listened to, was able to ask questions and get answers, pleasant manner, supportive and knowledgeable. |
| Very good | A very professional and caring service |
| Very good | Able to book appointment within a week, brilliant that we can see an experienced physio first line at the GP surgery, appointment was on time and very informative. |
| Very good | Afternoon phone call needing an appointment for my daughter. Receptionist was helpful, quick with their return phone call. Doctor was friendly and reassuring. |
| Very good | all excellent!! |
| Very good | All my concerns were addressed and a plan for my future treatment decided. |
| Very good | all objectives fulfilled in one visit! |
| Very good | All ok! Pleasant nurse! All good and on time! |
| Very good | All queries answered fully. |
| Very good | All staff very friendly and helpful |
| Very good | Altogether an excellent visit, well looked after, thank you. |
| Very good | Always friendly and efficient |
| Very good | Always good |
| Very good | Always polite and helpful as well as giving me a chance to explain my concerns |
| Very good | Amazing |
| Very good | Appointment available. Nurse helpful and supportive |
| Very good | Appointment before time and Dr Herdman explained everything to me which made me feel a lot better about my conditions. Thank you |
| Very good | Appointment either early or on time. Lucy is absolutely wonderful, kind and considerate nothing is too much trouble and explains things thoroughly. |
| Very good | Appointment on time - Doctor very pleasant and informative |
| Very good | Appointment on time - nurse very efficient |
| Very good | Appointment on time and completed very professionally |
| Very good | Appointment on time. No waiting. Friendly and efficient. |
| Good | Appointment on time. Very friendly nurse. |
| Very good | Appointment was on time and Chloe was very pleasant and efficient. |
| Good | Appointment was on time and I was dealt with caringly and promptly. Thank you. |
| Very good | Appointment was on time, Kate was very pleasant and efficient. |
| Very good | Appointment was on time, nurse was really attentive. |
| Very good | Appointment was on time, pleasant nurse, nice experience. |
| Very good | Appointment was on time. Doctor Lock listened to what I had to say and what I have been going through. I have the result that I asked for. I have never had any problems in all the years I have been a patient for, all of you are very good. |
| Very good | Appointment was on time. Emily was lovely. I know it was only a routine blood pressure check but it was a pleasure. |
| Very good | Appointment was on time. Surgery is looking after its patients well and keeping an eye on individuals conditions. In my case breast cancer and making sure I have the correct support. |
| Very good | Appreciate being seen so quickly and Dr Lock very helpful. |
| Very good | Appt made and saw doc same day |
| Very good | Appt on time. Nurse polite friendly & professional |
| Very good | Appt time was kept. Quick service and clear explanation of what was being done |
| Very good | As always a brilliant service from this surgery |
| Very good | As always a brilliant surgery 😁 |
| Very good | As always excellent service from Marazion surgery. Got an appt same day. |
| Very good | As always I was satisfied with my appointment |
| Very good | As always staff quick polite efficient and very pleasant |
| Very good | As always, the Dr was lovely, kind, caring and helpful as was the front desk and pharmacy staff. Thank you. |
| Good | As the treatment has not started yet and drugs awaiting delivery to the surgery, can only hope the treatment will work . |
| Very good | As usual extremely efficient and professional |
| Very good | As usual though I'm new to surgery everyone is very kind and helpful, doctor I saw for first time I can only describe as professionally brilliant and so kind 150% |
| Very good | Attentive understanding staff. Efficient and professional but ‘human’ at the same time. |
| Very good | Attentive, helpful and kind 100% |
| Good | Because Doctor informed me what he was going to do and any risk their could be with the procedure |
| Very good | Because Doctor Robins is an exceptional Doctor, i trust and believe in him fully. He always remembers all my history and is always a pleasure to visit. EVEN his administration if a steroid injection didn’t hurt. Felt nothing. HE ALWAYS gives me time and doesn’t make me feel rushed. AN asset to the surgery and a man i am lucky to have caring for me.. |
| Very good | Because I mean it |
| Very good | Because I was heard and helped. |
| Very good | Because I was treated with help and compassion |
| Very good | Because it was very good! |
| Very good | Because I've been a patient of Marazion for many years and every body has always filled me with confidence well done |
| Very good | Because Kate was very good |
| Very good | Because reception went out of their way to fit me in. Most considerate |
| Very good | Because that is what I think |
| Good | Because the doctor was kind |
| Very good | Because treated well |
| Very good | Because when the doctor rang me he gave me so much time to try and help sort me out, all the doctors that have been trying to help me have been so kind even though I didn't know how anyone could help me. |
| Very good | Because you asked for it! |
| Very good | Because your the best |
| Very good | Best doctors surgery I have ever had |
| Very good | Brilliant as always |
| Very good | Brilliant as always |
| Very good | Called on time, everything explained to me & what i will have to do. Pleased with the service. |
| Very good | can’t imagine how things could be improved!! |
| Very good | Chloe explained everything that I needed to know and didn’t rush anything |
| Very good | Chloe is a fantastic Nurse |
| Very good | Chloe is always friendly and professional. She listens to what you are actually saying |
| Very good | Chloe was very helpful |
| Very good | Chloe was very helpful |
| Very good | Clean friendly and polite |
| Very good | Clear and informative answers to my questions |
| Good | Communication, appointment time |
| Very good | Compassionate caring GP who listened to my concerns and acted on them. |
| Good | Comprehensive consultation and felt like my concerns were listened to with reasonable consideration given and not rushed. Outcome partially achieved but desire to reduce medication not met but for acceptable reasons. So experience overall was Good - likely would have been "Very Good" if it had been face-to-face. |
| Very good | Convenient appointment, efficiently and promptly dealt with |
| Very good | Convenient Saturday service |
| Very good | Dealt with my problems sympathetically and kindly |
| Very good | Delighted to receive my physio appt less than 48hours after my initial enquiry. Gemma very helpful, informative and friendly, with clear advice on treatment and further action plan if required. Many thanks. |
| Very good | Despite running late, Dr Ranabhat showed absolutely no duress, was unhurried and very attentive . I was more than happy with the thoroughness of the consultation. |
| Very good | Didn’t have to wait as nurse practitioner was on time. Forgot to ask some questions though so may have to ring again. |
| Good | Didn't have a long wait in the waiting area & GP experience was good. |
| Very good | Doctor explained everything well |
| Very good | Doctor had got the time to listen. |
| Very good | Doctor had time to talk things through. |
| Very good | Doctor listened and understood |
| Very good | Doctor Lock was very thorough and put my mind at ease |
| Very good | Doctor Ticker is very good to talk to and help issues to be aired in a safe environment |
| Very good | Doctor Tucker is one of the best Doctors I have ever known |
| Fair | Doctor very pleasant kept waiting for half an hour for my appointment did apologise |
| Very good | Doctor was reassuring and informative thank you |
| Very good | Doctor was very informative on what the next stage was going to be |
| Very good | Dr Battle was very understanding and took time to genuinely listen with intent about our worries and concerns. Support given going forward. |
| Very good | Dr gave steroid injection after quickly arranged appointment |
| Very good | Dr Harley was brilliant, xx |
| Very good | Dr Harling called me as soon as she had my scan results, so I didn’t worry for any longer than needed. Really appreciate her making the time to call. |
| Very good | Dr Harling put me very much at ease regarding my high blood pressure with ongoing action to be taken. She is a new doctor to me and I found her very easy to get on with. |
| Very good | Dr Herdman gave us an hour consultation than then sent us to treliske for an MRI. Which unfortunately X could not have because of her pacemaker… he then arranged for us to have a cold call CT scan at Derriford today …. Which is where we are now |
| Very good | Dr Herdman is kind and patient, he cares for his patients he is still my Number 1, the best doctor. |
| Very good | Dr Herdman listened and took notice of what I had to say, and was proactive in his response |
| Very good | Dr lock always takes the time to discuss my concerns, has read my notes beforehand and is professional supportive and helpful. |
| Good | Dr Lock hopefully understands me and seems very approachable, which is important to me and as a doctor, plus seems proactive. I didn’t put very good not to do with him but simply because one of the referrals was not possible by reception as their website was down, and it was put back onto me to follow up and I will as per why coming to appt find this difficult at present. I did tell receptionist to please tell Dr Lock the referral wasn’t possible and that therefore onus on me to follow it up, so at least he knows there is no action on that at present unless I remember to do it and feel able to, and I'm not left in limbo by mental health 'services' again. |
| Very good | Dr lock was very helpful and helped me a lot |
| Very good | Dr lock was very helpful gave me time and a good plan forward |
| Very good | Dr provided all the information I required with my symptoms |
| Very good | Dr Ramabhat was very approachable and kind. |
| Very good | Dr Ranabhat was very polite, understanding, friendly and knowledgeable. He organised the tests that mum needed doing and was reassuring. |
| Very good | Dr robbins always listens and fantastic service from the whole team, thanks 🙏🏻 guys |
| Very good | Dr Robbins excellent Doctor |
| Very good | Dr Robbins helped me a great deal with my Sjogrens treatment problems and is monitoring my progress. Also, the friendly, professional support from the Surgery Staff was second to none. |
| Very good | Dr Robbins is always very nice he puts me at ease explains the procedures asks if there’s anything I wanted to know |
| Very good | Dr Robbins was attentive, kind and listened.he gave excellent advice and showed empathy and gave his time to listen |
| Good | Dr seemed thorough and reassuring |
| Very good | Dr Tucker has above & beyond anything I have had from a GP, all I can say is Marazion Surgery & especially Dr Tucker has helped immensely over the last nine months |
| Very good | Dr Tucker listens, provides effective action and gives good explanations. |
| Very good | Dr Tucker very pleasant and helpful...hope he is permanent. |
| Very good | Dr Tucker was brilliant offered alternatives to medication which I personally prefer and he is a really nice guy to boot very happy with seeing this doctor |
| Very good | Dr Tucker was fantastic, engaging, supportive and professional. Thank you |
| Very good | Dr tucker was thorough and caring and worked with me to find solutions and healing |
| Very good | Dr Tucker was very good with my little girl, I wasn't sure the problem required a drs appointment but he listened to what I had to say and didn't make me feel like i was a time waster (which has happened at other surgeries over the years) The dispensary staff member looked into a query for me and was really helpful. |
| Very good | Dr Tucker was very good, he is kind, patient and clever. In fact everything you would want in a GP. |
| Very good | Dr Tucker...Finally a Doctor who's helpful and compassionate, and listens. |
| Very good | Dr was amazing, patient and kind. He answered all my questions and worries |
| Very good | Dr was amazing. I felt well looked after, listened to and deeply respected from beginning to end of appointment. Thank you so much! |
| Very good | Dr was very understanding as to my problem and has put forward a very good plan to help |
| Very good | Dr. Herdman was very thorough in his questions and possible causes of my medical conditions. |
| Very good | Dr.lock so good and caring with mum whose 92yrs old and helpful too us who are looking after her. |
| Very good | DT Robins is an exceptional Do tor, I ALWAYS feel he makes time for me and remembers all my history, which proves my point. His injections never hurt either. FELT NOTHING . I couldn't wish for a better man to be in my care. Xx |
| Very good | Ease of getting appointment. Dr friendly and knowledgeable and listened |
| Good | Easy to book the appointment on the same day. Waited 10 minutes to see Doctor. Dr answered my questions about my test results clearly. Also referred me for further investigation for my other problems. |
| Very good | Efficient , helpful friendly staff |
| Very good | Efficient and considerate consultation. |
| Very good | Efficient and friendly service |
| Very good | Efficient, informative and helpful. So very grateful. |
| Very good | Efficient, professional and friendly. |
| Very good | Efficient, well organised & friendly service. Staff always pleasant and helpful. Thank you |
| Very good | Emily provided a very friendly service on time and was helpful and non- judgemental. |
| Very good | Enough time allocated for the appointment to allow for procedures(holiday vaccinations) and a proper two way dialogue regarding risk factors etc. The nurse gave time, was informative and listened. Vaccinations given quickly and professionally. Really pleasant to deal with. |
| Very good | Even though a follow up appointment and still in pain , I felt listened too . Always professional and kind , I had any questions answered, very grateful for the fact we have a really nice physio at my surgery to help with pain management and see any progress made whilst waiting a good number of weeks for referrals because of the extra demand on the nhs. With useful advice on how to help myself & exercises this really is well appreciated and is very valued service available … thank you |
| Very good | Evening Appointment Fantastic |
| Very good | Everything excellent |
| Very good | Everything was dealt with extremely well |
| Very good | Everything was explained clearly. |
| Very good | Everything was explained to me about what the nurse was going to do putting me at ease. I’m really happy with the service at Marazion Surgery. |
| Very good | Excellent |
| Very good | Excellent as always |
| Very good | Excellent blend of confident friendliness and professionalism. |
| Very good | Excellent carexx |
| Very good | Excellent friendly service |
| Very good | Excellent help and support from Dr Robins as always. |
| Very good | Excellent nurse, friendly & efficient. Appointment on time |
| Very good | Excellent nurse,Ella one of my best experiences with blood tests, success first time, minimal bruising. Efficient, friendly and very helpful. |
| Very good | Excellent service |
| Very good | Excellent service all round. |
| Very good | Excellent service and amazing staff |
| Very good | Excellent service and efficiency shown by Rachael and Dr Tingle |
| Very good | Excellent service and explanation s given |
| Very good | Excellent service as usual! |
| Very good | Excellent staff |
| Very good | Excellent staff |
| Very good | Excellent staff, kind and caring, excellent facilities |
| Very good | Excellent staff, very friendly and knowledgeable. Short waiting time and comfortable, clean environment |
| Very good | Excellent staff, very knowledgeable and friendly |
| Very good | Excellent surgery and staff |
| Very good | Excellent surgery staff kind friendly and caring |
| Very good | Excellent consulting and listened to me then acted. |
| Very good | Explained the procedure and carried it out excellently no problems at all |
| Very good | Explained well and examination very well carried out |
| Very good | Extensive and thorough consultation. First class service and care shown. |
| Very good | Extremely helpful and informative. |
| Very good | Fantastic experience, as always |
| Very good | Fantastic service from a fantastic team |
| Very good | Far beyond expectations. Brilliant |
| Very good | Fast appointment time, no waiting at the surgery, pleasant knowledgeable and efficient doctor |
| Very good | Fast efficient service. Excellent GP consultation. Thankyou |
| Very good | Fast, efficient and painless, with a cheerful disposition |
| Very good | Felt comfortable and was treated in a professional manner, would recommend. |
| Fair | Felt fobbed off by doctor to be honest |
| Very good | Felt I got what I was looking for |
| Very good | Felt I was listened to and understood |
| Very good | Felt listened to and not rushed. Treated with kindness and respect |
| Very good | Felt listened to. |
| Very good | Finally discharged for wound dressing and once again nurse was really friendly and efficient. A big thank you to nurses and surgery for my treatment |
| Very good | First c lass service and professional and friendly staff and nursing care |
| Very good | First class in all ways. |
| Very good | First class service |
| Very good | First class service as always. Thank you. |
| Very good | First class treatment from a friendly and efficient nurse |
| Very good | First class treatment professional and caring staff and medical practitioners |
| Very good | Fitted me in on the day I wanted and gave helpful advice |
| Very good | Friendly and efficient |
| Very good | Friendly and efficient |
| Very good | Friendly and efficient |
| Very good | Friendly and helpful |
| Very good | Friendly and helpful |
| Very good | Friendly and professional |
| Very good | Friendly but very professional. |
| Very good | Friendly caring |
| Very good | Friendly nurse, appointment on time |
| Very good | Friendly put me at ease explained about my pain and prescribed medication for it |
| Very good | Friendly visit, great advice |
| Very good | Friendly, helpful and highly professional as always. |
| Very good | Friendly, helpful professional. Very efficient reminder process for regular screening programme and I appreciated the direct text link to the booking system which made it easy and seamless |
| Very good | Friendly, inviting atmosphere which can be rare in doctor’s surgery’s |
| Very good | Fully comprehensive answers to all my questions. |
| Very good | Gemma is excellent. The extent of her knowledge leads to a proper plan of action to take. |
| Very good | Good communication |
| Very good | Good communication and helpful |
| Very good | Good discussion of options |
| Very good | Good result and pleasant consultation. |
| Very good | Good service |
| Very good | Good staff. |
| Very good | Got an appointment and medicine same day very happy with marazion surgery |
| Very good | Got an appointment the same day and got in on time |
| Good | Got to see the Dr I requested |
| Very good | Great bit of blood taking ! :-) |
| Very good | Great Doctor and nurse, friendly, efficient, app on time |
| Very good | Great nurse and friendly appointment |
| Very good | Great nurse very welcoming and helpful |
| Very good | Great service and advice |
| Very good | Great Services |
| Very good | Great with our daughter and checked everything to make sure she was ok |
| Very good | He is the BEST ! |
| Very good | Hello! On January 25, 2024, I had an appointment with a doctor in Marazion Surgery, I don’t remember the doctor’s name. I had a problem with my ear. The doctor received me very well. She did her job professionally and conscientiously. I am a migrant and did not expect such an attitude. Thank you very much, success in your work and long life. |
| Very good | Helpful & friendly. |
| Very good | Helpful on time and cheerful |
| Very good | I always get an appointment and doctors staff are polite and listen |
| Very good | I always have a good meeting with the Doctor and my latest visit with Dr Robins was no exception. Very tentative and understanding, always looks to get a positive result. Very helpful. |
| Very good | I am a new patient and overwhelmed by punctuality, getting right to the issue and solving a problem that my previous Dorset practice weren’t able to. Dr Robbins and Chloe are fabulous and to have an in house dispensary is something I have never experienced. Lovely staff. I can’t praise them enough |
| Very good | I could not have been treated with any more respect and professionalism! Mr Tucker a gem! |
| Very good | I didn’t attend, as I had a phone consultation. I did however have a good conversation with an acceptable outcome and thank all involved. |
| Neither good nor poor | I do not understand why I was instructed to fast for 12 hours and avoid red meat just to have bloods taken. The nurse was unable to give me any reason for this. |
| Good | I felt relaxed and was listened to |
| Good | I felt that positive action was being taken to remedy my infection |
| Poor | I found X abrasive, especially given the sensitive nature of my condition. She appears not to want to listen to patients & I will be cancelling the appointment I have with her. Internal exams are extremely personal/invasive & I do not want it carried out by someone who is abrasive & has no people skills. |
| Very good | I gave my answer because it was very good! Myself and my family have been patients of Marazion surgery since 1983 and it has always surpassed expectations, Doctors, nurses and all staff nothing less then brilliant. Thank you to all of you. |
| Very good | I got all the answers I needed |
| Very good | I have seen Dr. Tucker twice now. He was very friendly & efficient. He diagnosed & prescribed treatment with good results. Reminded me of the past family GP. |
| Very good | I rang at 11.07 and was given an appointment for 3.30 to see a doctor |
| Very good | I received a prompt response to my email and received the advice/information I required. Thanks. |
| Very good | I saw Dr Lock who was very thorough, genuinely caring and wanted to help me. I felt reassured and happy with the action he is taking. |
| Very good | I was able to have an appointment that day with Dr Brewer and she was very supportive, |
| Very good | I was concerned about some skin lesions and was given a doctor's appointment very quickly. The surgery was open on a Saturday, which was a pleasant surprise. Dr. Harling was pleasant and reassuring, giving me useful information and advice. |
| Fair | I was given Naproxen again which I was told to Stop back in August, I did stop them, they have made my hands Started to itch after taking just one. there is a note on my NHS app saying to Stop the Naproxen.waiting to see a dermatologist |
| Very good | I was happy with the decision that myself and doctor came to |
| Very good | I was prescribed with the correct additional drugs that was anticipated |
| Very good | I was satisfied with the service |
| Very good | I was seen by Doctor and had a telephone call previous evening at short notice . My concerns were dealt with . Thank you |
| Very good | I was seen on time and dealt with efficiently in a professional, yet friendly, manner. |
| Very good | I was seen on time and the practice nurse made it an easy and pleasant experience |
| Very good | I was seen promptly as soon as I arrived and the nurse I saw was delightful and answered all my questions |
| Very good | I was seen quickly and the doctor actioned all of my queries |
| Very good | I was thoroughly checked over |
| Very good | I was treated professionally and with kindness. |
| Very good | I was very happy with the way i was treated |
| Very good | I was very reassured to be both examined by and advised about treatment for an ongoing painful condition by an extremely pleasant and helpful professional. As a result, I shall soon be able to access further treatment and am very relieved to now have a confirmed diagnosis. |
| Very good | I would not be here otherwise |
| Very good | impeccable services as per |
| Very good | In and out very quickly and the nurse was lovely. |
| Very good | Incredibly supportive and thorough |
| Very good | It all went as planned on time and the nurse was excellent |
| Very good | It is always a good service at the surgery |
| Very good | It was ok |
| Good | Just a routine blood test on time and quick |
| Very good | Just excellent doctor brilliant |
| Very good | Kate was kind and compassionate during my visit |
| Very good | Kate who attended to me is an extremely good nurse ….explained maters in detail, very tentative and put me at ease… listened to my concerns and gave advice and guidance which was useful. Kate is an asset to the surgery, well done. |
| Very good | Katy,the nurse, was the kindest, most thorough and knowledgeable health professional I encountered. Was so easy to talk to and sympathetic. |
| Very good | Kind, caring and listened |
| Very good | Kind, listening, proactive well run Surgery. |
| Very good | Lovely Dr Robbins! Kind and helpful 👍 |
| Very good | Lovely interaction with nurses |
| Very good | Lovely nurse doing my BP and bloods, thanks to all at the surgery |
| Very good | Lovely nurse who did a medical health check with me, went through everything, and I went away feeling looked after. Many thanks! |
| Very good | Lovely nurse, on time and didn’t feel a thing! |
| Very good | Lucy fitted in a routine blood test for me alongside planned smear. She was warm and kind and the smear was without discomfort. I wasn’t looking forward to it! Thanks Lucy. |
| Very good | Lucy the nurse was efficient and friendly |
| Very good | Lucy was very friendly and professional. As well as being a qualified nurse she was also excellent at phlebotomy |
| Very good | Marazion clinic are tremendous, the staff are super efficient. Kind and helpful always. |
| Very good | Marazion staff are tremendous, they all are professional, always helpful and informative. I would never want to change my clinic. |
| Very good | Marazion surgery staff and doctors are amazing, they set you at ease. Everyone makes the appointment less stressful. So fortunate to have them as our local medical facility. |
| Very good | Met at the door always helpful Doctor. |
| Very good | More or less on time , very pleasant Nurse & given a lot of time. |
| Very good | Mr Richards was very polite and friendly Doctor , |
| Very good | Mr tucker is very efficient at dealing with my issues it’s a shame he is just a locum |
| Very good | Mrs Hatton carried out procedure and gave me all the information she could on what she could see from my examination I couldn’t ask for more |
| Very good | My actual appointment was on time and very efficiently executed. However the 'revised/new' confirmation text with the suggestion of fasting for 12 hours beforehand was totally impractical when my appointment was at 2pm ! My appointment was not for a blood fasting test. I appreciate that the text said if possible. It wasn't possible ! |
| Very good | My appointment was bang on time and my discussions with the doctor were very productive. |
| Very good | My B12 injection was carried out right on time by Shirley Hatton, and I barely felt it |
| Very good | My daughter was extremely anxious about having some blood tests taken an additional nurse came in to help and after a lot of persuasion and support they were able to take the blood tests |
| Very good | My doctor did everything to help and assist me. I am very happy with both my doctor and the staff at my surgery. |
| Very good | My nurse was very good, kind and polite, she is even researching a question I had about my medication. |
| Very good | My symptoms were recognised and appropriate remedies suggested |
| Very good | Never a problem At Marazion surgery |
| Very good | Never felt the needle |
| Poor | nine min late telephone appointment. Doctors quite dismissive |
| Good | No appointments for 3 weeks I have to go to WCH for blood test instead |
| Fair | Nobody knew the nurse at wch reception so another nurse at outpatients kindly took my blood to save a wasted journey. The reminder did not say where to go!  REPLY: The phlebotomy clinic at West Cornwall Hospital is beyond our control but we are sorry you experienced a problem. |
| Very good | No problem getting an appointment the same day. Friendly, approachable team on Reception. Same re Doctor I saw..Thank you. |
| Very good | No waiting |
| Very good | No waiting time , very professional and friendly nurse |
| Neither good nor poor | Not sure what this is all about |
| Very good | Nurse Chloe is excellent. Made me feel at ease. Gave me good information. Saturday appointments are great and I did not have to wait around. Thank you! |
| Very good | Nurse Cloe is very helpful and cheerful and does the job well |
| Very good | Nurse responded well to questions asked and request made. Professional approach and efficient. |
| Very good | Nurse very friendly |
| Very good | Nurse was brilliant and extracted bloods first time which is unusual-thank you |
| Very good | Nurse was super helpful |
| Very good | Offered same day appointment, Very easy to talk to the nurse. Very little waiting time |
| Very good | On time |
| Very good | On time - well explained - through examination |
| Very good | On time , great Doctor easy to talk to |
| Very good | On time and , and nurse very knowledgeable |
| Very good | On time and Chloe combined the No test to avoid duplication |
| Good | On time and efficient |
| Very good | On time and efficient |
| Very good | On time and efficient |
| Very good | On time and very pleasant |
| Very good | On time and very polite, efficient and friendly. |
| Very good | On time and very relaxing and professional |
| Very good | On time appointment |
| Very good | On time appointment , friendly staff |
| Very good | On time appointment and quick service |
| Very good | On time friendly and treated quickly |
| Very good | On time friendly painless |
| Good | On time, blood taken, urine sample tested. Routine checkup only. |
| Very good | On time, friendly and empathetic. |
| Very good | On time, friendly and very professional . |
| Very good | On time, friendly, knowledgeable, thorough. A really good appointment. |
| Very good | On time, helpful and kind |
| Very good | On time, informative, completely hassle free. |
| Very good | On time, Mrs Hatton very through, explained everything . Very satisfied |
| Very good | On time. Managed to get a GP appointment at reception rather than the phone at 8am palaver |
| Very good | Once again another very impressive appointment at the surgery - Dr Robbins -addressed and sorted my issue promptly & very informative & helpful. Thank you. |
| Very good | Only a couple of days wait for an appointment. All on time. Very helpful nurse! |
| Good | Only had a blood test done. On time, very pleasant young lady, |
| Good | Only had another blood test done and urine sample tested. Quick, simple, on time, done. So it was good. |
| Very good | Only had to wait a short while before my appointment was done |
| Neither good nor poor | Only one receptionist on duty , a que formed because she was dealing with a difficult problem for a patient. The delay was not her fault, should have had help at a busy time. |
| Very good | Outstanding, professional with a lovely manner with a patient. |
| Poor | Over an half an hour wait did apologise so did the receptionist |
| Very good | Perfect |
| Very good | Person who saw m was excellent took time to explain my visit |
| Very good | Phone appointment within two days and on time |
| Very good | Pleasant, on time and professional. |
| Very good | Polite and knowledgeable |
| Very good | Polite, happy, friendly staff and GP. Always helpful, caring and listen to the problems you are having. Always made to feel welcome as a patient and explain clearly any advise given |
| Very good | Polite, understanding, efficient |
| Very good | Procedure explained and went well, this surgery I give 5 star treatment. |
| Very good | Procedure was carried out efficiently and in a relaxed friendly manner |
| Very good | Professional and friendly easy to talk to. |
| Very good | Professional, friendly and efficient. |
| Very good | Prompt & efficient as usual |
| Very good | Prompt and caring attention. |
| Very good | Prompt and efficient. |
| Very good | Prompt and friendly |
| Very good | Prompt and helpful service |
| Very good | Prompt and professional |
| Very good | Prompt appointment on time! Excellent attention from my very pleasant nurse who very friendly and caring!👍 |
| Very good | Prompt appointment, friendly and helpful And so very kind |
| Very good | Prompt attention to my problem |
| Very good | Prompt call, helpful pharmacist |
| Very good | Prompt efficient lovely caring nurse |
| Very good | Prompt focused attention |
| Very good | Prompt service |
| Very good | Prompt service |
| Very good | Prompt service and very informative friendly help and advice from Gemma who I saw. Thank you. |
| Very good | Prompt, friendly, kind and efficient. |
| Very good | Punctual appointment for a change |
| Very good | Question s answered and thing's explained |
| Very good | Quick |
| Very good | Quick and easy |
| Very good | Quick and efficient |
| Very good | Quick and efficient |
| Very good | Quick and professional. |
| Good | Quick and to the point |
| Very good | Quick appointment and so friendly |
| Very good | Quick diagnosis and onwards referral for specialist physio. Very thorough and kind. |
| Very good | Quick, easy with a very nice member of staff. |
| Very good | Quick, efficient, polite, happy staff. |
| Very good | Quick, friendly and efficient |
| Very good | Rachel the receptionist is very professional, courteous and patient, she has great listening skills and is a credit to the surgery in comparison to others that may learn how to deal with service users in both a professional yet compassionate manner. Dr Tinkle was very clear concise and honest as well as caring yet professional in his manner prognosis and knowledge regarding his work and suggestions regarding varieties of supportive measures regarding my ailment…. Excellent service from both Rachel to Dr Tinkle and waiting/ processing time was not too long. Exactly how a service needs to be regarding the community it supports. |
| Very good | Rang as agreed and was reassuring |
| Very good | Really helpful and friendly doctor. Went into appointment on time and didn’t feel rushed |
| Very good | Really helpful consultation put my mind at rest. Also suggested follow up which much appreciated. |
| Very good | Really pleased to see Emily back, very efficient, professional and friendly well done |
| Good | Really quick service which lovely staff and can always see someone or speak with someone when I need to. I was frustrated however that even though a doctors requested to speak with me, I had to call in at 8am the next day to make an appointment |
| Poor | Receptionist was lovely when taking the booking. Really nice and helpful. Doctor... rude. Mixture of eye rolls and sighs and would rather I went to a&e but the receptionist said a doctor visit was fine. I would have gone to a&e and sorry the doctor felt my visit was an inconvenience. I work with people and I know it can be hard to be nice when you're busy, but that was out of order. |
| Very good | Response by reception and doctors first class l can only thank you most sincerely. |
| Very good | Results explain well and understanding, and procedure well explained and thorough. |
| Very good | Sane day appointment & speedy action. On time appointment. Helpful considerate & manner of GP. |
| Very good | Saw Dr on time, in fact slightly before.. |
| Very good | Saw the same lovely nurse and was able to be seen a bit earlier. Same high standard of care from Ellie. |
| Very good | Seen before appointment time and had a good consultation. |
| Very good | Seen before time and good consultation. |
| Very good | Seen in time, very friendly efficient staff, took my concerns seriously and took the relevant steps |
| Very good | Seen on time and given full attention and discussion of my problem. Chest examined and update letter to consultant dictated. |
| Very good | Seen on time and good consultation. |
| Very good | Seen on time and good consultation. |
| Very good | Seen on time and had good consultation. |
| Very good | Seen on time and very good consultation. |
| Very good | Seen on time for good consultation. |
| Very good | Seen on time, lovely Dr |
| Very good | Seen promptly and nurse was very caring and professional |
| Very good | Seen promptly and was listened to. |
| Very good | Seen promptly. Blood tests explained. Detailed health history take. Bloods taken quickly and easily by a trainee nurse. Blood review appt booked. All smooth and professional. No issues. Thankyou |
| Very good | Seen very quickly, staff were friendly and helpful, really easy |
| Very good | Self explanatory |
| Very good | Service as usual. |
| Very good | Service is always good at Marazion surgery. |
| Good | Sharon answered my call for an appointment. So of course I was treated well. I saw Dr Tucker who is excellent. |
| Very good | Shirley explained everything in layman's terms an came across as very caring. Please pass on my thanks to her |
| Very good | Shirley makes you at ease and is always very pleasant |
| Very good | Simple check-in, seen early and Appt went well. |
| Very good | Simply the best |
| Very good | Smooth check-in - Amie was lovely. |
| Very good | So pleased with the surgery ever since been here |
| Poor | Some pharmacy staff seem to go out of their way to cause maximum stress. The person was very unhelpful, inflexible, argumentative, and quite frankly rude and unprofessional. Causing the nurse to comment on how upset I was, and how high my blood pressure was during my health check. Well done to this member of pharmacy staff. Clearly there is a training issue. |
| Very good | Staff were excellent |
| Good | Still don't know what's wrong |
| Very good | Super helpful as to diagnosis route. Very kindly answered all my questions |
| Very good | Super helpful good natured chat with solid assurances re outcomes |
| Very good | Superb staff, doing excellent service. |
| Very good | Surgery is always very efficient and well run. Face to face appointments with doctors always available. Nothing too much trouble. |
| Very good | Swift and efficient |
| Very good | Sympathetic Doctor, listened carefully to my health issues and arranged follow up tests and possible routes forward. |
| Very good | T |
| Very good | The appointment was on time and the nurse was friendly and efficient |
| Good | The appointment was very informative and good. However was 15 mins late |
| Very good | The best doctor I have seen for a while. Showed an interest and really tried to establish the root cause. Took bloods and talked through options with me. Would very much like to see him again. |
| Neither good nor poor | The blood pressure fixture left my arm bruised and was uncomfortable during operation |
| Very good | The blood test was conducted very professionally and without any discomfort |
| Very good | The clinician was caring, professional and efficient. She put me at ease. She was very good and on time. |
| Very good | The Doctor called as promised and was helpful. |
| Poor | The doctor couldn’t tell me what was wrong with my daughter so told me to keep an eye and would have to come back. Did not help or fill me with confidence at all. |
| Very good | The doctor explained fully that my blood count was consistent with my previous tests and are not abnormally low. She would reply to SULIS hospital Bath with her findings. |
| Very good | The doctor gave me clear information and was reassuring. |
| Very good | The Doctor I saw was excellent and most helpful Thankyou |
| Very good | The Doctor listened and was very helpful and understanding. This a good example of how great the Marazion Surgery is. |
| Very good | The doctor spent a good amount of time explaining and answering all my questions. Go felt completely satisfied and relaxed after the call. |
| Very good | The doctor was excellent, thorough and put me at ease: |
| Very good | The doctor was thorough and very efficient |
| Very good | The doctor was very empathetic and really listened to me. |
| Good | The doctor’s friendly care was faultless but I have not said very good because there was some confusion about getting in and out. A receptionist rang the day before to say go in the side door but that was locked and after walking all the way round I found the front door was open after all. The lady after me couldn’t get in at all for a while. But once in the doctor’s office, I have no complaints. |
| Very good | The dr and nurse helped me to feel super calm at what was a not so pleasant appointment. |
| Very good | The Dr discussed the concern’s I had about my health problem and the antibiotics I was taking and explained it in a very full manner |
| Very good | The dr understand my problem |
| Very good | The dr was very thorough. |
| Very good | The nurse was excellent |
| Very good | The nurse was friendly, helpful, efficient and thorough. |
| Very good | The nurse was lovely and very gentle |
| Very good | The nurse was sympathetic to my cardiac concerns and quickly arranged two follow up appointments before doing my blood test and weight measurement. |
| Very good | The nurse was very friendly and put me at my ease straight away. |
| Good | The nurse was very good |
| Very good | The nurse was very thorough |
| Very good | The physio was friendly, approachable , very informative and had time to answer all my questions with patience. |
| Very good | The service I received was on time, friendly and efficient, thank you. |
| Very good | The staff are always friendly and welcoming. The work they do is so professional |
| Very good | The staff at Marazion surgery are second to none fantastic |
| Very good | The staff is very friendly and will help do anything you need |
| Very good | The staff were friendly and I was seen by the doctor on time. |
| Very good | The staff were very efficient and friendly, made you feel relaxed. They kept me well informed of the procedure and aftercare. |
| Very good | The surgery always give me first class attention, by both the doctor and the surgery staff. |
| Very good | The surgery was nice and warm when it was very cold outside. The doctor was lovely and very helpful |
| Very good | The treatment I got was excellent and the doctor had time to listen to me thank you for a wonderful Surgery wonderful stuff |
| Very good | The treatment l received from Dr Herdman was excellent. |
| Very good | there was minimal fuss in and out in minutes |
| Very good | They did every thing to get me sorted thank you |
| Very good | Things were explained well |
| Very good | This was an initial health check. Usual consistency and just impossible to be afraid of needles with Ella … such an expert and always very reassuring. Thank you. |
| Neither good nor poor | This was the first time X has had a blood test and think it was unfair he had a trainee. Which resulted in another two injections and another nurse having to perform the blood test. I understand nurses need to learn but it was not a great “first” experience for a young child.  REPLY: The clinician was not a trainee; she is an experienced phlebotomist. |
| Very good | Thorough |
| Very good | Thorough appointment, clear & concise. |
| Very good | Three appointments in half an hour went like a dream. such friendly staff - and so knowledgeable |
| Very good | Timely appointment, Marazion surgery is excellent, and staff lovely. |
| Very good | Took bloods with ease pain free. Friendly and kind as always |
| Very good | Tracey was very thorough and helpful. She said she would ring me back on Monday with test results as I may need to start antibiotics . |
| Very good | Tracy was very professional and empathetic |
| Very good | Treated with respect, listened to and not rushed. |
| Very good | Understanding, friendly, efficient, clear communication |
| Very good | Useful advice |
| Very good | Useful advice |
| Very good | Very efficient |
| Very good | Very efficient , very professional and friendly Dr Locke , first class |
| Very good | Very efficient and listened to the question |
| Very good | Very efficient and no bruising |
| Very good | Very efficient and pleasant nurse who took blood for testing. Thank you very much. |
| Very good | Very friendly and excellent advice |
| Very good | Very friendly and helpful |
| Very good | Very friendly service. |
| Very good | Very good |
| Very good | Very good care. |
| Very good | Very good explanation of condition, and outlook. For referral. |
| Very good | Very good outcome. |
| Very good | Very good Service |
| Very good | Very good service |
| Very good | Very happy with the service I received |
| Very good | Very happy with the service l received. |
| Very good | Very helpful and most understanding |
| Very good | Very helpful and polite staff, appointment was on time |
| Very good | Very helpful and reassuring as always |
| Very good | Very helpful and thorough |
| Very good | Very helpful doctor. |
| Good | Very helpful staff |
| Very good | Very helpful. |
| Good | Very helpful information was discussed about my conditions of my ailments. |
| Very good | Very informative & friendly nurse. |
| Very good | Very informative conversation |
| Very good | Very kind and helpful |
| Very good | Very nice nurse saw me, and sorted my dressings, the waiting time was very quick and thorough |
| Very good | Very pleasant nurse, clean environment, no long wait |
| Very good | Very pleased to have continuity of same GP throughout visits. I think this is a very important requirement for both doctor and Patient. Felt the GP was very empathetic on discussion of my medical problem and helping me decide on treatment. |
| Very good | Very polite nurse, on time appointment. Nurse was very good at taking bloods. |
| Very good | Very pragmatic |
| Very good | Very professional |
| Very good | Very professional |
| Very good | Very professional |
| Very good | Very professional |
| Very good | Very professional and clear information. |
| Very good | Very professional and friendly |
| Very good | Very professional welcoming and almost on time |
| Very good | Very prompt with appointments and information thanks |
| Good | Very quick, efficient and friendly |
| Very good | Very quick. Didn’t really wait long. Nurse I saw was very professional. |
| Very good | Very quickly seen. |
| Very good | Very thorough. Organised physio which have already been in contact |
| Very good | Very through and understood what had happened to me in last few weeks |
| Fair | Waiting for an hour for the appointment |
| Very good | Was able to get same day appointment and doctor made me feel very comfortable |
| Good | Was grateful to be called for routine blood test to stay on top of my health and nurse was friendly - all very straight forward. |
| Very good | Was reasonably on time and my questions were answered professionally and in a friendly manner. |
| Very good | Weekend appointment is easier to attend. Doctor was very, welcoming, friendly and thorough. |
| Very good | Well pleased with consultation prompt appt. |
| Very good | When I called to book an appointment, the receptionist was polite and I was able to get a time that suited easily. Emma, the nurse I saw was professional and very competent. My appointment went smoothly with no issues. |
| Poor | When the Blood test was arranged by the doctor, there was no mention whatsoever of it being a fasting blood test. Yet some genius there sent a text notification the night before, that I had to fast. My appointment was for 19:10! So, following instructions, I ate nothing all day, drinking only water. I was outraged when the nurse informed me that fasting was absolutely NOT required. Further, she said she had several patients all tell her the same story and all were none too pleased to learn they had been given incorrect information.  You need to get your act together over there before you give a patient incorrect information and it causes harm. |
| Very good | Willing to help and very pleased with service |
| Very good | You asked me how my experience with your service was and I opted for very good. |
| Very good | Your nurse gave me all the information I required and was so relaxing. I enjoyed my visit. Good experience, thank you. |

*Thank you very much for taking the time to respond. We appreciate your feedback and support.*