**In July 2022 we had a total of 554 responses; 96% (536) 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:**

|  |
| --- |
| * A very efficient young lady and my appointment was on time |
| * Again thank you |
| * All on time, cheerful professional staff |
| * All staff fantastic |
| * All the staff a polite and helpful and I appreciate the help that they are giving me ie blood test for my diabetes etc thankyou |
| * All went smoothly |
| * All went very smoothly Nurse Chloe answered all my questions. |
| * Although didn’t get the result had hoped for to help long term, regarding treatment, I feel my doctor did his best and listened to my concerns, and explain |
| * Although running late the Dr did not rush my examination, he was most attentive, considerate and caring. Excellent service from Dr Blight |
| * Always friendly, helpful and extremely professional. |
| * Always good service at Marazion Surgery |
| * Always had good service at Marazion surgery |
| * Always have excellent service. |
| * Always professional and a very happy Nurse ... Chloe really is an asset to the surgery and patients. Always ready to help and listen superb qualities. |
| * Always, helpful, friendly and polite, |
| * An excellent service, always on time quick and efficient |
| * Appointment was on time, Chloe the diabetes specialist was very professional and helpful |
| * Appointment not on time. But do appreciate surgery has busy times. |
| * Appointment on time and the nurse was friendly but professional. |
| * Appointment on time everything went smoothly very good |
| * Appointment on time nurse had pleasant attitude and was friendly |
| * Appointment on time, everyone pleasant, vaccination done efficiently. Always happy with Marazion surgery. |
| * Appointment on time, shame about the 31 phone calls it took to make an appointment 3 weeks ago, but I was lucky I know someone who had to try 73 times, |
| * Appointment on time, very pleasant and efficient care from the nurse. Excellent. |
| * Appointment on time. Thorough health check and all results and questions fully explained and answered. Follow up issues addressed, and timescales given |
| * Appointment was on time |
| * Appointment was on time |
| * Appointment was on time and nurse made me feel very comfortable |
| * Appointment was on time and the nurse was very friendly and informative |
| * Appointment was on time HCA was pleasant and chatty x |
| * Appointment was on time, a very professional nurse, |
| * Appointment was punctual, Nurse Chloe's approach was professional and personable. Thanks |
| * Approximately 50 min delay for my Covid vacation and no written record of the type of vaccine  Very disappointed |
| * Appt on time, nurse caring and professional. Always excellent service at surgery |
| * Appt was good and on time, but ladies toilet not working and still the same days later. |
| * Appt was on time. Procedure was quick and efficient. |
| * As a new patient I have been so impressed compared to long term poor service from previous surgeries/GPs. Quick check in, no waiting time, friendly and efficient |
| * As always service was great. Emily was so lovely as always. Thank you. |
| * As I have said before the surgery and all the doctors and staff are |
| * As professional and helpful as ever, all as smooth as clockwork |
| * Because he’s good |
| * because I cant find fault with anything or anyone down there |
| * Because I got a very friendly efficient service on time. |
| * Because I went in on time, and my bloods were taken with no hassle. Nurse was quick and good as I have an aversion to needles. In and out in no time at all. |
| * Because I'm always treated with the up most respect and care. |
| * Because it was on time no waiting that is appreciated very good |
| * Because the service I received was professional pleasant & efficient. |
| * Caring and efficient nurse thanks |
| * Caring and polite |
| * Caring manner. |
| * Chloe (whom I saw) was professional & friendly. Couldn't fault her - all excellent! Thank you. |
| * Chloe explains things well helpful with any queries friendly |
| * Chloe has a very caring and understanding approach to her job. She gave me help and guidance today. |
| * Chloe was helpful and knowledgeable and kind |
| * Confusing saying spoke to me but my ears won't working to hear asked my daughter to ring but wouldn't speak to her because data protection |
| * Dead on time |
| * Did not have to wait long nurse friendly and thorough |
| * Dr Lock was very understanding, and he is the Best Doctor. |
| * Doctor was very helpful and informative and has recommended me to a specialist to see, very good service |
| * Dr Battle is positive, and constructive and a great help with my Parkinson’s. |
| * Dr Davey was wonderful spent quality time discussing all issues was very knowledgeable and caring didn't feel rushed as normally feel we have to be quick |
| * Dr Shatwell didn't have a mask on, saying that she didn't have to and invited me to take mine off if I preferred, I declined. She did then offer to wear one |
| * Dr was excellent. |
| * Dr was very helpful. |
| * Dr. Shatwell is lovely and really put me at ease when I was feeling quite anxious. Marazion Surgery must be down as one of the best in the country. |
| * Dr. Sugrue was excellent in every way. I thank him very much. |
| * Ease of checking in and actions taken in waiting room to avoid too close contact with others. Appointment on time. Nurse very pleasant and discussed reas |
| * Easy to get appointment. On time. Nurse was informative and pleasant. |
| * Easy to use the self check in. Seen within minutes. Waiting room empty. |
| * Effective and efficient. Great staff. |
| * Efficient and friendly |
| * Efficient and pleasant |
| * Efficient friendly |
| * Efficient on time, perfect |
| * Efficient, friendly, informed me as to what was being done. Excellent! |
| * Efficient, pleasant and very few patients waiting. |
| * Emily is so lovely & so easy to speak to. Taking blood I never have a bruise & I don't usually feel the needle either. |
| * Emily was very good. I was only in the surgery for 5 minutes. I booked in, sat down, got called in and had a blood test, never been that quick ever. |
| * Even though we had to wait a bit for our appointment the nurse we saw was brilliant, very caring and helpful. |
| * Everything about it really good from speaking to Rachel yesterday to seeing Dr Robbins this morning |
| * Everything in the process from booking appointment to being seen on time perfect all staff very lovely and helpful. |
| * Everything was explained very clearly. At no point did I feel rushed. |
| * Everything was on time. Friendly and informative. Good surroundings and easy booking in system Generally a very good service |
| * excellent timing. caring and friendly nursing and reception staff. |
| * Excellent care as usual at Marazion Surgery today. |
| * Excellent facilities staff always friendly and helpful |
| * Excellent knowledge and really friendly & personable. Even made an appointment for me to see the doc. Great, thank you |
| * Excellent nurse, |
| * Excellent quick service |
| * Excellent Service, was above and beyond- very thorough. |
| * Excellent service and punctual times for appointments |
| * Excellent service on time and treatment first class |
| * Excellent service. No waiting time and a professional service |
| * Excellent service. Thanks. |
| * Excellent surgery and staff |
| * Excellent treatment by Lucy |
| * Fantastic nurse and receptionist |
| * Fast and efficient service by friendly staff |
| * FAST AND PLEASANT |
| * Faultless friendly and efficient |
| * Felt like I was listened to and he considered lots of factors. Didn't feel rushed |
| * Friendly and efficient staff |
| * Friendly and efficient. |
| * Friendly and helpful |
| * Friendly and helpful reception and dispensary staff. Very kind and lovely nurse saw me early. Everything about your surgery has been perfect so far |
| * Friendly and knowledgeable staff |
| * Friendly and polite |
| * Friendly and professional staff both on the prescription counter and also the nurse and phlebotomist that I saw were also very kind. Also appreciated no |
| * Friendly and reassuring |
| * Friendly efficient service |
| * Friendly efficient staff |
| * Friendly nurse Thankyou |
| * Friendly, efficient, and helpful. |
| * Friendly, efficient, and professional. |
| * Friendly, interested GP who explained everything and was very reassuring. |
| * Gemma was so lovely and explained everything in laymen's terms. Really helpful x |
| * Good appointment availability, friendly, informative and supportive appointment with nurse Chloe. |
| * Good around my working hours and also my own Doctor |
| * Good experience all round explained everything well |
| * Good eye contact. She was efficient and professional when taking blood. A good experience all round. Thank you. |
| * Good face to face consultation with the GP. |
| * Good service |
| * Good service |
| * Good service and quick |
| * Good Service very manly |
| * Good staff appointment on time. |
| * Great nurse. didn't wait long. |
| * Great service |
| * Great staff & service |
| * Great, friendly and efficient service as usual. Thank you |
| * Had to wait for 25 mins but it's the first time I've had to wait during my treatment |
| * Hardly any waiting time, quick and efficient treatment |
| * He was much better than the last doctor he put my mind at ease |
| * Helpful and efficient |
| * Helpful and pleasant staff, |
| * Helpful receptionists and friendly thorough doctor |
| * Helps make you relax |
| * Hi, didn't wait long. Clean room. Good meeting with the doctor. |
| * I am sorry but I don't know how to explain very good in any other way. |
| * I attended an appointment today and disappointed to find some other patients not wearing a mask and worse a dog came in with a patient and running around |
| * I can only reiterate what I've said on previous texts, first class |
| * I felt that Mrs Hatton was patient with me and took the time to look at my past history to resolve an issue thereby saving me a 10 mile journey to a podiatrist. |
| * I find Marazion surgery very efficient and supportive, and all their appointments have been on time with my reminders on texts all staff are very very efficient |
| * I found the doctor sympathetic and understood the problem and really did his best to get the right treatment for me. |
| * I got my blood test on time and efficiently; the young lady did an excellent job- virtually painless. |
| * I have always found the service provided by the surgery to be first class. I am so glad I transferred to it last year. |
| * I have received excellent service and help from the surgery. Dr Robbins has provided first rate advice and has been very thorough. |
| * I like this GP.. and actually all the GPs, nurses and receptionists in this super practice. Dr Shatwell is friendly, patient and efficient, listens and e |
| * I signed in on the usual screen when I arrived and sat in the waiting room thinking that I was going to be called in in the usual manner. When 45minutes |
| * I took my son in for routine injections, the nurse was lovely and knew how to settle my son he didn't even cry, she had stickers and a little certificate |
| * I was seen close to the appointment time. Nurse , cheerful and friendly, blood pressure and blood sample taken without any problems. |
| * I was seen promptly & staff was efficient |
| * I was seen within 5 minutes of arrival and had a very good examination and answers |
| * I was surprised that the doctor asked me 'why Was I there today?' as though I am there every day. I was only there because the oncologist had said I need |
| * I was very pleased with the understanding and positive responses I received and future arrangements that has been made. It was a very productive consultation. |
| * I wasn't made to feel I was an inconvenience |
| * I went in on time, was expected, the nurse was kind and professional . Couldn't ask for more |
| * In and out quickly |
| * Information was clear; investigations were thorough |
| * Informative, thorough, friendly but professional. |
| * Invited to attend. Friendly, polite and put at ease with a future appointment given for a follow up. Good service. Thanks |
| * It is doubtful what your survey actually means. My Covid 5th Jab was dispatched quickly and efficiently |
| * It was good to have a face to face conversation which made it easier to explain my symptoms and concerns with feedback |
| * It wasn't the blood test I was booked in for but it was resolved quickly. |
| * Just a very good service |
| * Just like to say thank you |
| * Kept informed regarding long wait. |
| * Knowledgeable. Listened well. |
| * Lee put me at ease about procedure and was very informative- total asset to the practice. |
| * Little waiting time Dr excellent things put in place for further tests |
| * Lovely caring, compassionate nurse Kate. Went above and beyond |
| * Lovely nurse. I hate blood tests but didn't feel a thing :) |
| * Lovely, kind and informative nurse. |
| * Managed to get bloods from me first time which I am grateful, she was a lovely and compassionate nurse |
| * Marazion Surgery is exceptional in the service it has provided for me on every occasion. A very efficient and well-run practice. |
| * Mrs Hatton is an experienced professional and good at her job |
| * My appointment today with Nurse Shirley Hatton was very good. She was friendly and efficient, covering everything that needed to be checked. Many thanks. |
| * My appointment was on time, I was given the appointment that suitable for me ,and the staff are wonderful. |
| * My appointment was only a few minutes late the nurse put me at ease while she was doing my diabetic check up. Feet bloods and blood pressure I asked did |
| * No complaints at all |
| * No prob getting an appointment. The new lady doctor was patient, kind and informative. Excellent service. Thank you |
| * No waiting about the nurse was very kind and pleasant |
| * Not a rushed appointment and I've known Mrs Hatton for many years so she was a familiar face and very easy to talk too |
| * Not good news for me but Dr Robbins made me reassured and that the process moving forward was explained thoroughly and I guess we'll see what happens |
| * Not on time but acceptable efficient and treatment up to date |
| * Nurse Venning was very thorough and pleasant |
| * Nurse very very pleasant. Blood extracted quickly with no repeats. 10 out of 10. |
| * Nurse was very thorough and most helpful with a pleasant personality |
| * Ok |
| * On both visits my appointments were on time and efficiently dealt with. |
| * On reflection I felt the visit was a waste of time as I explained my hip condition had got progressively worse and I was also concerned about this as I a |
| * On time |
| * On time very helpful and friendly |
| * On time, very professional , and very pleasant . |
| * On time and efficient |
| * On time and nurse was very efficient thanks |
| * On time appointment and hassle free |
| * On time efficient polite |
| * On time in and out which is very good thank you |
| * On time, efficient, kind |
| * On time, pleasant and courteous phlebomist, good information.. |
| * On time, pleasant, quickly actioned |
| * On time, very professional |
| * On time. Very efficient. Particularly friendly and kind. Everything a patient could ask for, and a little bit more. |
| * Organised friendly staff lovely GP's |
| * Polite and helpful staff. No problems, seen in a decent time |
| * Poor injection technique for covid vaccine |
| * Precise and personal care |
| * Professional, caring and efficient |
| * Prompt and friendly |
| * Prompt consultation, GP taking forward further investigations, appreciate efforts to obtain diagnosis to determine any further treatment. Thank you. |
| * Prompt, informative, pleasant, quick. |
| * Punctual and very friendly - put my mind at ease re being a "needle |
| * Quick and efficient, and professional friendly service. |
| * Quick and professional nurses |
| * Quick to book appt. Lovely staff. Well organised. |
| * Quick, efficient, caring and nurse explained everything very clearly . |
| * Really top service as always, pleasant , efficient, knowledgeable. |
| * Reasonable waiting time and friendly staff |
| * Seen on time, purpose for appointment was explained |
| * Seen on time, quick appointment flagged due to cancellation, thank you. |
| * Seen On time. Good friendly service. |
| * Seen very quickly. Nurse very kind and efficient |
| * Shirley was lovely |
| * Shirley was really nice and friendly. She explained everything regarding my results and further questions I asked were answered thoroughly. She was helpful |
| * Short wait and doctor sorted things out quickly |
| * Short wait and nurse sorted things out quickly |
| * Smooth and pain free injection as well as lovely personality. |
| * So polite as I have found everyone thankyou |
| * Speedy appointment with a very caring nurse |
| * Staff Always polite, treatment yesterday was very efficient. |
| * Such pleasant staff |
| * Surgery busy but I didn't wait for long, a pleasant experience and efficient as usual. |
| * The doctor was very kind and took a lot of the discussing even the little problems. Thank you. |
| * The booking in machine didn't work again 12 weeks on. Reception officious manner. Booked me in using her computer and told I didn't have an appointment |
| * The doctor really listened and acted very swiftly |
| * The doctor was patient and thoughtful. |
| * The experience was first class. |
| * The Marazion surgery has always been helpful and respectful in everything they have done for myself and my wife. |
| * The nurse and doctor seemed very though and explained everything to me in the way l could understand, they are worth their weight in gold |
| * The nurse I saw was brilliant, lovely, polite and very helpful |
| * The nurse I saw was professional, friendly, empathetic, and knowledgeable |
| * The nurse I saw was very kind and sympathetic as I was so upset |
| * The nurse involved explained the Doppler Test well and in a manner I could understand. She was friendly and reassuring, a great asset to the NHS. |
| * The nurse was extremely pleasant, she explained everything to me. She answered all my questions quite thoroughly. She was very easy to talk to. |
| * The nurse was friendly and helpful, explaining to me. |
| * The nurse was very efficient and easy to get on with. |
| * The nurse was very helpful and polite... |
| * The nurse was very informative and also a nice friendly person |
| * The nurse was very professional, pleasant, and friendly |
| * The nurse who did my doppler test yesterday was really lovely & very |
| * The person I saw was attentive, knowledgeable and understanding of the issue at hand |
| * The person who took my blood, was, very professional with understan |
| * The reason I gave it 1 is because Dr Robbins is very kind understanding and a brilliant doctor. |
| * The receptionist was so helpful in every way |
| * The staff are always so polite and helpful. The nurse I saw yesterday really made me feel at ease when I went for my blood test |
| * The surgery was running late and the Nurse apologised. She need not have. She took some blood and I didn't feel a thing. All in all a pleasant visit |
| * The team at Marazion were helpful. Kind and very efficient. Top class. |
| * Told to come for bloods then told they were not needed. Tried to order a repeat prescription which now needs the doctors approval so another trip now needed |
| * Very efficient and quick |
| * Very efficient HCA, I asked for bp check as well, and also checked on a result whilst there. |
| * Very efficient in appointment making, reminder sent ,appointment on time ..... all good |
| * Very friendly and very pleasant made me feel at ease |
| * Very friendly, efficient, and professional |
| * Very friendly, timely and helpful. |
| * Very friendly. Efficient. |
| * Very good service and very friendly helpful staff |
| * Very good service the physio was most helpful couldn't ask for better |
| * Very good service with lovely Care Assistant, Emily I think. |
| * Very good staff and good service. Fitted my appointment around my full time job |
| * Very happy with my appointment thankyou. |
| * Very helpful and friendly and knew what would help me excellent |
| * Very helpful and friendly advice. Very informative. |
| * Very helpful and friendly nurse. Very approachable and very open. |
| * Very helpful and informative |
| * Very helpful and pleasant staff. |
| * Very helpful friendly nurse |
| * Very informative |
| * Very informative review with the Dr. |
| * Very pleasant and efficient. Thank you. |
| * Very pleasant nurse |
| * Very pleasant reception and the nurse was so kind and made me feel important and worth listening to |
| * Very professional, explained everything, thoroughly nice person |
| * Very prompt, professional and friendly service. |
| * Very punctual appointment, Very reassuring practitioner , informative but casual approach |
| * Very quick and on time |
| * Very quick to be seen, nurse was very gentle I hardly felt blood being taken. Overall very efficient |
| * Very quick, efficient and friendly service |
| * Very thorough, informative, professional, and personable |
| * Very thorough, polite and answered all my questions with a follow up scheduled for later. Couldn't have asked for more. |
| * Waited less than 10 mins after allotted appointment time. The Dr Shatwell was very helpful. Very positive experience |
| * Welcoming, helpful and giving helpful information. |
| * Were helpful and friendly staff |
| * Wonderful empathetic Dr who really listened and understood my issues. Sunday surgery is a fantastic service from our super Marazion team. |
| * Young doctor, extremely good face to face, very knowledgeable and just nice!! |
| * Your staff are always helpful, kind and understanding of the patients needs. |

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