**In June 2023 we had a total of 473 responses; 97.7% (462) 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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| A GP I haven't met and it was difficult to achieve rapport or much confidence from their approach unfortunately |
| A kind sympathetic nurse, nice to talk to and professional which her approach |
| A quick, skilful experience by a very pleasant person. |
| A very efficient and friendly service. |
| A very informative review with great rapport & understanding. |
| A very long wait for a fairly brief but worthwhile consult. Cant be helped ,some things need more time than others. |
| Able to get a same day Doctor's appointment with Dr Robbins who was very helpful. |
| After 7 or so appointments to get diabetic blood from me, Hannah fi |
| All staff friendly, surgery clean, comfortable & accessible |
| All the staff are always helpful and polite. |
| All very efficient. Covid vaccine side effects fully explained and administered + appt. on time. |
| Although Doctor running late, I was given adequate time for discussions. |
| Although ten mins late. |
| Always friendly, efficient and never a bad experience with Marazion surgery ever xx |
| Always good |
| Always very friendly and professional service from Nurses and Doctors. Thankyou. |
| Always very professional, friendly and helpful. An excellent Surgery. |
| Appointment at 2pm called in by nurse at 1.55, treated well, very efficient as always |
| Appointment on time and all queries addressed with follow up appointment made |
| Appointment on time and bloods taken by very nice and efficient nurse Rachael |
| Appointment on time then the Nurse. (Shirley) was able to put me at ease. Very polite staff. |
| Appointment on time, efficient and informative,polite helpful staff. |
| Appointment on time. Friendly health care assistant. No pain during blood test. |
| Appointment was easily made by a very helpful receptionist & was on time & the nurse was helpful & friendly efficient. |
| Appointment was on time , Chloe the nurse very helpful and explained different options to me , receptionist friendly and dispensing advice will save me m |
| Appointment was on time and nurse was friendly, professional and very efficient. Thank you. |
| Appointment was on time and the nurse taking my blood was very friendly and put me at ease. |
| Appointment went really well today. Gemma was really nice , professional very informative and had a good assessment -helpful with what is causing my pai |
| Apt was on time and nurse very good |
| As always brilliant |
| As always, very pleasant staff and most efficient |
| As usual on time. Finally was lovely, really friendly blood taken easily at first attempt.Thank you |
| As usual, on time and Rachel and Fiona went above the.......Please thank them and take care now, |
| Because dr blythe hung the phone up on a distressed and upset patient. |
| Because my appointment was arranged very swiftly..no weeks waiting to see a GP |
| Because of the Doctor and nurse who did the precedure. Both Excellent |
| Cancelled as I'm too old! |
| Chloe is both friendly and professional |
| Chloe was very efficient and friendly. Thinking about I did wait quite a while. So I'll drop my make to 2. |
| Consultation dealt with all my concerns. |
| Courteous service and good agreed outcome. No issue with making my next appointment for next week. |
| Doctor listened to my symptons and thoroughly explained his thoughts at the same time checking I understood his explanations and was ok with the suggest |
| Doctor Robbins was detailed in explaining my blood report. He very helpful and professional. Impressive. |
| Doctor was very kind and explained everything put my mind at rest |
| Dr Sugrue is a superb doctor, a credit to the NHS. He is the best doctor I have ever seen and I'm nearly 70. |
| Easy check in for appointment by touch screen, very short wait and quick appointment for my pneumonia vaccination. |
| Easy to book appointment. Seen on time. Examination done and explained clearly what was to happen next. |
| Easy to get an appointment, lovely friendly staff, friendly helpful and reassuring nurse seen today |
| Easy to sign in.shirley was professional did the injection no pain.explained it well. |
| Efficient and friendly |
| Efficient and polite |
| Efficient professional service promptly on time |
| Efficient, on time. |
| Ella drew my blood without causing pain. Winner. |
| Ella was excellent and very professional |
| Ella was lovely,kind and considerate. She explained everything she was doing. She also managed to get bloods the first time,a very rare thing with my non |
| Equipment failure |
| Everyone I saw was kind and helpful |
| Everyone was courteous and respectful. Made me feel comfortable. X |
| Everything was good. Check in On Time |
| Excellent apu! |
| Excellent friendly service |
| Excellent nurse. Attentive and professional. |
| Excellent service , kind and informative |
| Excellent service as always. |
| Excellent service as always. Lovely staff. |
| Excellent surgery clean and tidy, staff friendly and helpful |
| Excellent surgery, pleasant and helpful staff, always neat and tidy |
| Extremely thorough happy with my nurse who took my bloods and also the Doctor Who was very patient and understanding. Thank you |
| Fast and efficient blood test with lovely friendly nurse |
| Fast, informative, and efficient |
| First class attention to detail |
| First class service as always very pleasant staff |
| first class service as always. |
| Fitted me in for an earlier appt (originally 1200) as brought my mother in law in for an 1100 appt. Lovely receptionist found an 11.20 appt for me. Thank |
| Found the nurse very helpful |
| Friendly |
| Friendly and efficient |
| Friendly and efficient service, as always, thank you. |
| Friendly efficient service |
| Friendly efficient service |
| Friendly efficient service |
| Friendly efficient service |
| Friendly listening staff |
| Friendly, listened, compassionate and informative. |
| Friendly, efficient service - went like clockwork |
| Friendly, efficient service as always. |
| Friendly, professional. |
| Good |
| Great service, professional, caring, empathetic |
| Great surgery. All staff there are fabulous! |
| Had to wait 20 minutes |
| Hannah was very clear in the information she gave and informative.She made you feel at ease and was generally very professional whilst allowing time for |
| HCA was friendly, efficient and knowledgeable |
| Helpful and considerate |
| Helpful and efficient |
| Helpful and supportive |
| He's thorough and got a good positive manner. |
| Hi My visit was on time friendly helpful and professional Thank you |
| Hi the nurses was very helpful |
| I always feel that there is a high standard of care and a pleasant, helpful atmosphere at Marazion Surgery. The number of patients must have increased co |
| I always receive the best treatment at Marazion Surgery! You are the best surgery on the planet! |
| I arrived 10 mins early and was seen almost immediately by Ella who was really efficient and helpful. |
| I arrived on time, was called on time, everything was explained to me regarding the test and results. Very pleasant and knowledgeable nurse dealt with m |
| I chose the number because my visit was as usual very good. |
| I didn't wait long and appt was efficient |
| I feel privileged to receive such care and attention from professional staff. |
| I find the service good and efficient |
| I Have Always Been Treated Very Very Well By All You Staff....They Are, Kind, Confident, Skilled, Very Able, Always Willing To Go The Extra Mile..... |
| I pressed the wrong button at first. My service and treatment was absolutely fine and all my needs were met.  Therefore I give a 1 |
| I saw the nurse who took her time to explain things and answered my questions. I feel the surgery is certainly looking after me |
| I think she wuzz called Emily, She wuzz absolutely Brilliant |
| I waited 30 minutes for my appt. I was not advised the nurse was running late. I appreciate it can happen but it would be good if l had been told she was |
| I was early |
| I was explained in detail what procedure and after care I was going to have |
| I was greeted with a smile and was given good information to help my ailment. Courteous and professional. |
| I was handled in a very friendly professional manner |
| I was in, back out and my test done within 10min. I always found the clinic pleasant and helpful with nice doctors and staff. |
| I was only 7 minutes late going in for my appointment. The HCS I saw took my blood efficiently and nearly painlessly. She was well prepared, kind and fri |
| I was seen by a really pleasant and helpful physiotherapist right on time. She was really good and answered all my questions and gave me good advice. Thank you |
| I was seen on time and the nurse was pleasant and good at her job. |
| I was seen on time and the nurse was very nice! |
| I was seen promptly and at my appointment time. Reception staff were helpful with a quiery, and the nurse provided the relevant treatment with care and c |
| I was very impressed. Michelle was professional while being friendly and informative. She didn't waste time but equally didn't hurry me so I felt relaxed |
| I went in on time. The person I saw was professional, friendly and competent. She was able to deal with my queries up to a point but it wasn't within her |
| I went in, had my blood taken and then came out! |
| Identified need for an XRay quickly. Prompt, friendly and efficient. |
| I'm Always Treated With The Upmost Of Care; From All Your Very Professional & Courteous Staff All Of Whom Have Wonderfully |
| I'm not sure the advice will work as I have regular appointments with the urologist and I think he would already have suggested this. But time will tell |
| In on time, out on time, all done . Very good. |
| Informative, positive and sensitive to my concerns. Dr Tinkler. |
| It was quick. No waiting |
| It's just an incredibly well run practice . Drs, nurses ,pharmacy and admin staff are superb. |
| I've been waiting for interventions for my disability and today not only did I have an appointment but had to wait 1 week. All the procedures to monitor |
| Just because you all and give me a good service through my Dementer |
| Knowlegeble friendly asset to practise |
| Lovely friendly girl, no messing about was in and out in no time. |
| Lovely nurse - gentle and kind |
| Lovely nurse, efficient service |
| Lovely staff |
| Lovely to talk on ailments!also needle straight into vein on r.h.s.of arm no prob&#039;s there,in for a challenge doing that side I told her!,as the vein like |
| Lucy removed some stitches. Personable, charming and super gently careful. |
| Michelle was very professional and had a friendly manner |
| My appmt was on timeand |
| My appointment was on time and the nurse lovely. All good x |
| My appointment was on time, the waiting room was comfortable this hot weather and Dr was friendly and efficient. |
| My blood test took less than a minute with the nurse. As always, very polite and efficient. Thank you |
| My experience of your service is simply this, it is very good -- and I value that. Thank you. |
| My first visit - very personable approach felt like they cared |
| No comunication between hospital and surgery number 2 Doctor appointment very short time for a sick patient |
| No waiting, nice chat with the professional I saw. |
| No waiting. Nurse was very nice. |
| Nurse always friendly and helpful |
| Nurse did good job. |
| Nurse didn't rush appointment  Plenty of time to discuss issues and questions |
| Nurse Lucy was great. Very friendly and great work. |
| Nurse running on time |
| Nurse very pleasant, excellent at taking blood, no bruising or bleeding after sample taken. Hope l get to see her again . |
| Nurses Always polite and caring ! Waiting time is minimal! Relaxed |
| On time and efficient. |
| On time and painless, friendly. |
| On time appointment and nurse very friendly |
| On time, and well explained. |
| On time, courteous, friendly and quick |
| On time, explained procedure and friendly |
| On time, friendly, informative |
| On time, very efficient |
| On time, very friendly and helpful nurse, in and out in no time at all. Brilliant |
| On time,curtios,efficient. |
| On time. Quick and efficient. |
| Once Again I Received Fantastic Caring Treatment, From Your Frien |
| Only a few minutes late going in for my appointment. The HCA/nurse I saw was kind professional and efficient. She was also reassuring. She took my blood, |
| Pain free efficient friendly |
| Perfect,as always. |
| Plaster too small. Check in machine locked up leaving my details on public view |
| Pleasant and friendly as usual |
| Pleasant and helpful staff |
| Pleasant and professional |
| Pleasant helpful nurse and on time |
| Pleasant staff all round |
| Polite and felt relaxed when having my blood test , felt at ease and was really comfortable |
| Polite, efficient service. Full marks. |
| Professional and efficient |
| Professional and friendly |
| Professional, friendly, made to feel at ease. Appointment on time. |
| Promp service |
| Prompt and efficient sevice |
| Prompt, friendly and efficient |
| Prompt, helpful, and polite service |
| Prompt. Caring. Good comms |
| Punctuality, friendly |
| Quick and efficient |
| Quick and efficient |
| Quick and efficient as usual |
| Quick, efficient & no waiting. |
| Quick, efficient and friendly staff |
| Rachel was very nice & very efficient blood test done in no time at all. |
| Rachel was very relaxed , good explanation given, very helpful to talk with today. |
| Received a reminder text, appointment was on time, the nurse was very friendly and understanding. |
| Reception helpful,seen Dr now arranging blood test's for me.I actually thought blood test's were tester for everything but just found out that their not, |
| Reception was very friendly &amp; helpful and so was Dr Trinkley. |
| Sadly my appointment was cancelled when I got there due to the previous patient was now needing a ambulance so I could have my appointment and was rebook |
| Same as always. Very polite and had the time for me. Thank you |
| Saw straightaway. Nurse was so lovely and made me feel at ease |
| Seen early |
| Seen in time |
| Seen on time |
| Service again was very good, staff friendly and professional. |
| She was a very warm friendly lady who put you immediately at ease ..a credit to the surgery |
| She was very through with my check up and care. Well done. |
| Shirley is brilliant at taking bloods and dealt with my daughter beautifully |
| Short wait in the surgery, present, informative appointment. |
| Staff always kind and professional. |
| Staff understanding and very pleasant.very cheerful |
| Staff very efficient and polite |
| Stress free |
| Such a lovely nurse |
| Text back numbers. Doctor ; nurse & student were all very professional . |
| The appointment was good but the queue for collecting medication was very long. Perhaps a second person could have helped take in prescriptions or givin |
| The appointment was on time and the care and treatment exceeded my expectations. Excellent. |
| The appointment went well and everything was explained well to me in a friendly manner. |
| The appointment went well with nurse but as doctors wish to see me Monday could not understand why I was unable to make appointment until that morning 8am |
| The asst practitioner was very friendly and competent at taking bloods. Good rapport created. |
| The blood pressure check was carried out swiftly and professionally. Ditto for the blood samples. Well done! |
| The consultation was due to my sudden drop of kidney function. Dr Hurdman was excellent but unfortunately he had no record of my left kidney being remove |
| The doctor explained my condition well and answered any questions l had about it. |
| The doctor was so understanding and caring towards me. Can't thank him enough |
| The dr explain things to me |
| The lady was very pleasant and on time |
| The lady who carried out the appointment was kind, professional and empathic. |
| The Nurse was excellent. I had blood taken, hardly felt a thing. |
| The nurse was good at her job, pleasant, & I was seen on time. |
| The nurse was very considerate. |
| The nurse was very efficient and caring throughout my appointment |
| The nurse was very kind and helpful and made me feel at ease. |
| The nurse was very professional, made me feel at ease, and made time to look at a minor ailment that I hadn't gone originally to see her for. I didn' |
| The nurse was very upto date with my records advising me to make appointments with 2 other nurses to have tests with them as well as giving me my blood t |
| The physio I met made me feel really at ease and I left the meeting assured she knew what she was talking about, what is wrong with me and what the route |
| The reason that l chose this answer was because once again my appointment was on time and the nurse was pleasant and informative. |
| The staff and the service is exceptional |
| The staff, from reception to pharmacy to nursing staff are all very easy to talk to and make you feel that they are listening to you and happy to help. |
| The the timing of it the spot on ship made me feel comfortable she told me exactly what two are trying to do and I appreciated politeness and I felted ea |
| The two nurses were very polite and kind.i thought the new nurse did very well.made me feel at ease. |
| There was a time that I felt along with others uncomfortable phoning the surgery as the staff always seemed stressed and quite short, as if you were both |
| They are so amazing and helpful. |
| They all are very much up to date of news all around the world . In |
| This surgery and my experience so far has been both professional and caring ..something amiss from my experience of other surgeries |
| Thorough consultation and the lady was able to answer all my enquiries regarding my condition and give me a view of the treatment needed to assist my hea |
| Thorough. Kind. Professional |
| Thought i gave a good report last time! |
| Timely appointment, nice nurse |
| Today it was quick and easy. Far better than when I tried to book an appointment in the past |
| Treatment was good and friendly |
| Unable to hear name being called whilst waiting |
| Useful review of meds with explanation and pneumonia vaccination provided, thank you. |
| Very professional |
| Very efficient |
| Very efficient and friendly |
| Very efficient and kind nurse. |
| Very efficient and pleasant nurse |
| Very efficient check in, no waiting time and a very thorough interview and examination with Gemma. |
| Very efficient, helpful and friendly. |
| Very friendly give good advice |
| Very friendly, fast, efficient appointment. On time |
| Very good |
| Very good |
| Very good discussion with Gemma about my ongoing shingles and she was very helpful in planning a way forward |
| Very good treatment from Nurse Lucy thanks |
| Very helpful by all of the staff |
| Very helpful nurse very nice |
| Very helpful, caring and informative nurse. |
| Very helpful, empathetic appointment with Tracy Brettel. Very helpful |
| Very pleasant nurse put me at ease as l don't like having my blood taken. |
| Very professional |
| Very professional and polite |
| Very professional service |
| Very professional, and on time , thank you |
| Very quick very efficient |
| Very thorough |
| Very thorough & helpful appointment with Chloe. |
| Very thorough and put me at ease |
| Waiting time good, GP friendly, thorough and explained well. |
| Wanted to be commented, Well, English, I don't know. |
| Was made to feel well looked after by the phlebotomist |
| Was seen on time - everyone so friendly. |
| Was seen promptly by the nurse, & treated in a friendly & professional manner. |
| We were seen on time everything was explained to us and we were asked if we had any questions |
| Went in bang on appointment time, swift and easy check-in. Friendly |
| Went in straight away, injection done and no discomfort |
| When I arrived at the surgery for my annual m.o.t. I was as deaf as a post with wax but with some sticky notes we got through. I also got a prescription |
| You are all kind and helpful at the surgery every time I have an appointment. Thank you |
| Your service is amazing thank you for taking so much care of me |
| Your staff are always very knowledgeable, understanding and helpful. So I hope that my review went well. |

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

1x474 2x24 3x5 4x1 5x0