**In September 2023 we had a total of 492 responses; 99% (485) 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 busy surgery this morning but on time as usual and done with care |
| A really helpful appointment, thank you. |
| All staff there are professional, polite and helpful |
| All went well |
| Allti plan |
| Although my appointment was 20 mins late, these things happen, the nurse talked me through my procedure and advised me of what would happen next. Very |
| Always careful and kind |
| Always friendly, the nurse was on time, she's done the vaccinations for both my children and has always been good |
| Always had good attention from drs and nurses no complaints |
| Always looked after very well, best surgery ever |
| Always looked after very well, thank you |
| Always looked after well by doctors had along wait but it was late in the day |
| Appoinment was prompt and on time. Nurse was friendly and kind with my little boy |
| Appointment on time and was looked after well . |
| Appointment made by phone but not logged in system |
| Appointment offered next day from request, short waiting time on day of appointment, friendly and helpful doctor. |
| Appointment on time, concise, informative, swift action plus a thoroughly lovely GP, Dr Tucker. He actually cares which makes all the difference. There's |
| Appointment on time, friendly efficient practitioner |
| Appointment on time, she was pleasant and friendly, informative and helpful. All very good qualities |
| Appointment on time. Appointment was efficient and yet relaxed. |
| Appointment on time.And everyone helpful. |
| Appointment ran to time.Doctor was exceptionally helpful, listened to my questions , gave thorough answers, looked for additional information to suppor |
| Appointment was exactly on time and Gemma was very nice, super knowledgable and helpful. I feel I left understanding my problem and the exercises I need |
| Appointment was kept to time. Shirley Hatton was very friendly, very pleasant. Very helpful. |
| Appointment was on time and Rachel was very nice and cheerful. Thank you. |
| Appointment was on time, and the vaccinations given swiftly and virtually painlessly! |
| Appointment was on time. Shirley is always pleasant and so easy to talk to. I mentioned that I'd booked my covid and flu in a few weeks but was a bit con |
| Appt was on time. Nurse very pleasant and efficient. |
| As always Ella was friendly and supportive |
| As always I was well looked after and treated well |
| As usual can never book an appointment, with who you want within reasonable time.. |
| As usual Chloe is very efficient in answering the questions I have. Getting to see or speak to her is problematic |
| As usual the nurse was very professional, kind and helpful ? |
| Because I was treated professionally, politely as always |
| Because Shirley had time to talk to me and didnt rush during my 20min appointment. It wasn't just about my heart and diabetic blood tests. I felt as if I |
| Because the appointment was on time, the staff were very helpful and friendly and although the final outcome was not as anticipated due to slight communi |
| Because the nurses was very nice and helpful to me this morning and |
| Because they put my mind at ease and very helpful |
| Both the Dr and Nurse that treated me were very friendly, helpful and apologetic for any necessary discomfort that I felt. |
| Brilliant service at Marazion surgery, always ready to listen |
| By mistake I was late for my appointment but the nurse still managed to carry out the injection for me as it was my B12 boosting programme I am grateful to her |
| Called in to my appointment on time. Lovely warm greeting from Lucy and very pleased with the treatment received. |
| Calm and pleasant nurses who put me at ease |
| Caring approach |
| Chloe is always very professional and very pleasant |
| Chloe was efficient helpful and extremely caring really put one's mind at rest |
| Chloe was very pleasant, helpful and efficient. |
| Claire was very pleasant, on time and it didn't hurt! |
| Clare Bick was excellent. Informed, kind, efficient. NHS is lucky to have her. |
| Compassionate and kind doctor |
| Didn't have to wait |
| Didn't really discover anything new to do with arthritis. |
| Doctor was great but I was waiting for an hour before I was seen |
| Doctor was on time, explained thoroughly efficiently. And kind. |
| Doctor was understanding and pro.active. |
| Doctor was Understanding compassionate supportive thoughtful professional knowledgeable and diligent. |
| Dr Herdman provided excellent advice during a 30 minute consultation from which I took great reassurance. |
| Dr Lock is a very understanding and empathic doctor who uses natural tact to get to the seat of the issue. He's brilliant with my mum! |
| Dr lock listened to my concerns and reacted. |
| Dr Tucker took the time to really listen and delve really deeply into my problems. And he may well have solved the reason for my near fatal fall down the |
| Dr Tucker was excellent in every way imaginable. I would not hesitate to recommend him to anyone needing the help of a very kind and brilli |
| Dr Tucker was very simply amazing, personable and professional. If the NHS had more of him the it would be a very happy organisation. Shirley is amazing |
| Dr Tucker was very understanding, reassuring, friendly & professional. |
| Dr Tucker was, as always, very helpful and kind and handled my questions and concerns with interest and understanding. I consider him to be the perfect G |
| Dr was very good and helpful |
| Dr. Tucker was very reassuring and attentive please keep him on. All other aspects of my appointment were good. |
| Early for the appointment, really good at taking blood and great advice. |
| Easy parking, on time appointment & lovely friendly nurse |
| Efficient and friendly service, thank you. |
| Efficient, polite. Caring practice all round x |
| Ella was very professional and friendly |
| Every member of staff are extremely helpful while being extremely professional, I feel very fortunate to be on the books at this surgery |
| Everything good at the appointment followed by superb consideration and help fro your receptionist in setting up another appointment and bending the rule |
| Everything is on time and polite staff. |
| Everything was delt with quickly and professionally. I was not kept waiting, everything was explained clearly |
| Excellent care |
| Excellent doctor. |
| Excellent friendly service from all staff. |
| Excellent in every way. |
| Excellent nurse very friendly and helpful |
| Excellent response to my queries and reception very helpful, as always. |
| Excellent service |
| Excellent service from Chloe. |
| Excellent staff and made to feel at ease |
| Excellent, swift service |
| Fantastic friendly approachable service, just what's I need at this point in time. |
| Fast and friendly help |
| Friendly & efficient |
| Friendly and chatty |
| Friendly and efficient |
| Friendly and efficient |
| Friendly and efficient service, as always, thank you |
| Friendly and professional. |
| Friendly and professional. |
| Friendly and professional. Good with injections! |
| Friendly approach, kind, helpful and professional. |
| Friendly approach, kind, helpful and professional. |
| Friendly approach, kind, helpful and professional. |
| Friendly efficient professional Ella is all these things |
| Friendly efficient service |
| Friendly nurse, appointment bang on time, rapid blood test. |
| Friendly, efficient, on time |
| Friendly. Helpful. Understanding. Proactive. Best surgery ever. |
| Gemma gave ideal advice. The appointment started early, and lasted long enough to answer multiple issues. I am very pleased. |
| Gemma put me at ease and was very patient and thorough, I felt I was listened to. |
| Gemma was very professional & helpful & I did not have to wait long in the waiting room. |
| Good morning, I was seen promptly, Nurse Chloe, was (as always) polite and professional throughout my appointment. Well prepared for my vaccination, in a |
| Good nurse |
| Good service and friendly |
| Good service from Dr Tucker |
| Good service, efficient and friendly staff. |
| Good. |
| Great as always |
| Great service willing to help. |
| Helpful friendly staff and efficient service. |
| Helpful! Polite !informative & good to talk to !.x |
| I always find all staff so helpful and cheerful. |
| I always get the best of treatment at Marazion surgery |
| I cannot remember the practice assistant's name but she was quite lovely- welcoming, kind and considerate when taking bloods which is always difficult wi |
| I couldn't fault anything was seen to quickly |
| I felt the service was good and efficient. |
| I felt well cared for. The doctor had empathy for my condition |
| I find staff friendly and efficient |
| I had a very good appointment with the doctor this morning |
| I had to wait 1:25 hours to be seen due to the Dr arriving late because of an RTA on the way in, not his fault. However the Dr I eventually saw was excellent. |
| I haven't met this nurse before but she was very kind and helpful. Thank you. |
| I received a polite, professional, respectful and thorough treatment |
| I saw the nurse today. Appointment was on time. Kate was extremely kind and friendly. She was very thorough and sorted out my wound dressings. |
| I was actually seen 10 minutes before my appointment, the nurse was lovey, it didn't hurt, no blood pouring down my arm(it has happen before) and I was b |
| I was seen and treated with a very professional and very polite and informative. |
| I was seen at exactly my appointment time by very pleasant locum doctor. He listened carefully to me and answered all my questions and didn't hurry me out. |
| I was seen ten minutes before my appointment time and out of the surgery five minutes before the time excellent service |
| I was treated on time and efficiently. |
| In and out! No dramas! |
| In on time! Out in seconds, all done with a smile. |
| Insensitive and provocative behaviour from doctor |
| It a very nice Surgery and Staff |
| It was a good experience. Only problem was actually getting the appointment. |
| It was a Saturday appointment, the doctor was very helpful, organised further tests and follow up appointment. |
| It was quick and good service |
| It was very good. Doctor lock is very good at his job |
| It's so nice they go out there way to help.!! |
| Lovely kind nurse very good. |
| Lovely, polite, helpful staff. Sophie in particular was so helpful |
| Make to feel very comfortable. Quick and easy |
| Minimum waiting, put at ease and comfortable, efficient |
| My appointment was on time. Quick. And the nurse was lovely! Although the surgery was manic busy! |
| My reason being the friendliness and helpful staff all of them! Well done. |
| Nice staff, everything was on schedule. |
| No waiting , professional service, satisfied customer |
| Not exactly on time but both appts done within 1/2 hour |
| Nothing was too much trouble and when you really don't feel well it helps such a lot |
| Nurse came out to get me and was very quick doing examination |
| Nurse could not have done a better job excellent. |
| Nurse lovely and friendly, professional |
| Nurse Nichols very efficient, helpful, and thoughtful. |
| Nurse so friendly she's lovely |
| Nurse was great considering my veins normally disappear. The receptionists are always helpful. |
| Nurse was lovely didn't feel a thing in and out in 5 mins |
| Nurse was very friendly and helpful. |
| Nurse was very skilled. Blood test was completed painlessly. Blood pressure was explained and I was asked questions to |
| Nurse was very thorough and gave clear information. |
| Nursing staff always very kind and helpful, reception staff very obliging with appointments etc |
| On time always a smile and a little chat to make you feel comfor |
| On time and efficient thanks |
| On time and friendly! |
| On time and I feel happy with the treatment |
| On time and made me feel comfortable |
| On time and nurse was very informative and friendly |
| On time and painless blood test. |
| On time appointment, clear info given on treatment of condition |
| On time appointment. Nurse was lovely, very professional |
| On time Rachael very pleasant and put at ease |
| On time really good service |
| On time, bloods very well done |
| On time, cheerful and efficient. |
| On time, friendly and efficient |
| On time, quick, pleasant |
| On time; efficient; couldn't have asked for more. |
| Once again every thing was spot on. |
| Once again it was a very good experience and a pleasant experience. |
| Only slightly running late |
| Physio was very helpful gave me very good advice |
| Pleasant and efficient staff |
| Pleasant caring professional informative nurse. Didnt rush me. Seen on time. |
| Pleasant staff and very little waiting. |
| Pleasant,professional and gave me reassurance and confidence |
| Polite, cheerful receptionist. Very prompt appointment, very efficient doctor |
| Procedure carried out very efficiently, everything explained in full, good communication. |
| Professional and efficient.... thank you |
| Professional as always. |
| Prompt and efficient |
| Prompt and very friendly both doctor and nurse |
| Prompt attention and helpful comment valued. |
| Prompt attention on a Saturday and knowledgeable and reassuring GP .. |
| Prompt, friendly and efficient |
| Punctual and informative |
| Quick a d efficient |
| Quick and precise service tks |
| Quick and professional. |
| Quick efficient and friendly |
| Quick efficient and professional experience all around. Feel like I am in good hands with this team. |
| Quick in and out , on time appointment and amazing nurses with my Son |
| Racheal Rawlings was very friendly and informative. |
| Really lovely nurse |
| Seen on time |
| Seen on time, nurse was welcoming and friendly but professional. Treatment was painless and follow up explained. Well done, thank you |
| Seen on time, very efficient nurse |
| Seen on time. Good nurse. |
| Seen very promptly and professionally |
| She put my mind at rest, made feel relaxed and had time to talk to me |
| She was very knowledgeable about my condition and listened to me and understood the treatments I had previously had. She was a lovely lady. |
| Simple appointment, treated on time, politely and efficiently. |
| Staff are always so helpful and professional! |
| Staff so helpful and friendly the doctor was very kind and patient with me |
| Super friendly staff, easy to check in, appointment was for my 2 year old son who was made to feel welcome and cared for, and he was given a sticker and |
| Super nurse |
| Terrific team....always friendly, helpful and highly professional. |
| The diabetic nurse was so lovely. Polite, friendly, and managed to explain everything clearly to me. |
| The doctor gave me time and we discussed my recent results and my options going forward . |
| The doctor was on time and gave me time to explain why I was there. He also gave me information that was very useful. |
| The doctor was very good and explained everything to me.he also had a very nice nature @ put us at ease. |
| The HCA that took my bloods was professional, kind and friendly |
| The nurse did my blood test yesterday in a professional and pleasant manner |
| The nurse helped me understand some paperwork the hospital sent me which I found difficult to understand |
| the nurse i saw, Chloe Gendall was so lovely and helpful! |
| The nurse was excellent with my toddler. We were early and brought in straight away. |
| The Nurse was so caring and helpful and understood me. She is also putting me forward for a six week course to assist me with my breathing. |
| The nurse was very kind @ helpful @ made me feel at ease. |
| The nurse was very kind and efficient |
| The nurse, Chloe, was as always, very efficient and experienced. She was also, as ever, very friendly and pleasant to talk to. First class in every way. |
| The nurses was very good she got my blood's straight away i was |
| The physio lady was very helpful and very knowledgeable to help with my condition |
| The physio was very helpful and put my mind at ease |
| The reception was polite and helpful and the appointment was on time with little waiting. The nurse seen was also informative and had a lovely manner |
| The receptionist and asthma nurse were both polite and efficient. |
| The receptionist and the nurse were very polite and helpful. Thank you. |
| The staff are always very helpful if you need to query a certain subject. Thank you it's never too much trouble to help you. |
| The staff are very friendly and helpful |
| The staff was very friendly and helpful and very good at their work and made you feel at ease with your problem |
| The surgery was busy, my visit once again was dealt with efficiently and pleasantly. |
| The treatment was, as usual, excellent |
| The wait was not long. The doctor has a very good manner and she was helpful and informative |
| They looked after me very well. |
| Timely. Helpful. Efficient and proficient. Friendly. |
| Timing- courtesy- attention! |
| Uninterested/indifferent equipment not secured correctly |
| Very caring helpful & supportive! |
| Very clear communication Encouraging and helpful |
| Very considerate, friendly, helpful as always when I ever go to the Dr, they have fab Dr's and Nurses, dont forget Receptionist xx |
| Very efficient and friendly service. Thanks |
| Very efficient and helpful! |
| Very efficient and thorough. |
| Very efficient, easy to talk to and professional |
| Very friendly and helpful. |
| Very friendly and highly efficient nurse |
| Very friendly chatty nurse but also professional. My autistic son was made to feel very much at ease |
| Very good service. Apt was very informative and great help |
| Very good staff |
| Very happy with the consultation and advice given |
| Very helpful |
| Very helpful and friendly. |
| Very helpful. Answered all my questions and worries. Put my mind at rest. Thank you. |
| Very impressed with the uu |
| Very informative, full explanation of process empathetic and understanding |
| Very nice and helpful |
| Very nice and informative |
| Very pleasant efficient nurse practitioner thank you |
| Very professional |
| Very professional and caring service |
| Very professional session the clinician took on board my concerns about my health issues and addressed them immediately. First class. |
| Very professional, nice manor, knowledgeable and just a lovely person |
| Very quick and efficient |
| Very quick and professional service. |
| Very short wait, very friendly staff, did treatment quickly and painlessly |
| Very thorough Dr |
| Very thorough. |
| Very timely appointment offered . Gp excellent at listening to my worries, talking about them and explaining next steps |
| Very understanding and patient! |
| Well i don't like needles, it is not easy for me, but the nurse was very nice and distracted me, that helped. |
| Well run practice |
| Went in 15 minutes late, which I dont have a problem with but hinders me giving a very good score when everything works perfectly. |
| Went in on time - the nurse very friendly and efficient . Thank you . |
| Went in to see Lucy a little before time. She is always very pleasant and helpful. |
| Your staff always keep close to appointment time and carry out any procedure with care. |

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

1x466 2x19 3x4 4x3 5x0