**In April 2022 we had a total of 237 responses; 230 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 lovely Team Emily was very understanding as I have a needle phobia  Thank You again |
| * All my questions were clearly considered and answered, really appreciated the information. |
| * all the facilities and staff at the surgery and pharmacy are just superb! |
| * Although my injury is not severe, The Physio understood that I need to improve it and learn how to treat it as both my job and hobbies put pressure on it. I was given good advice and some exercises to strengthen it. |
| * Always pleasant. Usually on time |
| * Amazing nurse explained everything to me |
| * An excellent surgery. |
| * Appointment on time. Follow up call from Dr within couple of hours to arrange further treatment. |
| * Appt on time, very polite lady |
| * Arrived on time and only waited about 5 mins before I went in. Shirley was very friendly, efficient & helpful. Couldn't find fault. |
| * As always excellent. Appt was on time, treated with respect, no problems at all. |
| * Attentive on time helpful and listened |
| * Because of the ridiculous mask wearing rule ??? |
| * Because that is how I rated my experience. |
| * Because the service was excellent |
| * Chloe is so kind and supportive, and really goes out of her way to help. Plus, the most gently blood test I have EVER had! |
| * Clinic was on time nurse was friendly and was in and out quickly! |
| * Comfortable well organised check in and waiting area, appointment on time, nurse helpful, friendly and considerate. ? |
| * Consultation and treatment given in a professional yet caring manner. |
| * Didn't have to wait long and procedure was straight forward thank you |
| * Doctor was brilliant |
| * Dr Battle was very thorough, thoughtful and informative |
| * Dr Sugrue went above and beyond. He not only gave my very elderly mother her steroid injection but also requested X-rays for her and after the appointment |
| * Easy appointment registration. Doctor answered all my queries in a concise and clear manner. Not rushed. |
| * Easy parking - excellent staff - appointments on time - confidence in the overall service. |
| * Easy to arrange an appointment and I was called in on time. Staff are friendly and helpful. |
| * Efficient,Friendly.listened....,all round Marazion surgery |
| * Emily (nurse) was very efficient pleasant and on time |
| * Emily is only one of 2 nurses who can successfully draw my blood |
| * Emily was extremely proficient, very friendly and helpful |
| * Everything was very efficient and the young lady was very pleasant |
| * Excellent experience super friendly |
| * Excellent service from the surgery today. Thank you. |
| * Explained everything clearly, considerate, professional. painless experience. |
| * Fantastic service |
| * Friendly & efficient |
| * Friendly and efficient |
| * Friendly and professional. |
| * Friendly and punctual |
| * Friendly courteous and efficient |
| * Friendly efficient service |
| * Good, efficient service Under considerable pressure |
| * Great patience service by a great looking nurse |
| * Great staff and great service |
| * Had a polite nurse who chatted while continuing with her work, showing an interest in the person |
| * Hannah was very friendly, courteous and efficient |
| * Happy Nurse good consulting |
| * Helpful receptionist and really efficient and friendly phlebotomist. |
| * I am always cared for and treated with the utmost dignity |
| * I arrived and booked in easily. I was called in on time, the work was completed quickly, comfortably and well. |
| * I chose 1 because it was the only choice to make, |
| * I didn't have to wait long for my appointment. The nurse was polite and caring and didn't rush at all. |
| * I didn't have to wait or deal with reception. Dispensary were very helpful.  The usual air of difficulty was not present. Amazing not to be made to feel bad for needing a doctor. A pleasant change. |
| * I felt it was a very good appointment. A very thorough examination and all my questions were answered and hopefully when I have been to the respective other appointments my injured eg will be better |
| * I have always received good service |
| * I saw physio Gemma. She was sympathetic, matter if fact and I feel confident with her diagnosis and that I am going to get the best treatment for my con |
| * I was in a lot of pain and treated very kindly and conscientiously by the doctor (a locum) and the physiotherapist. Also the medication prescribed allevi |
| * I was seen on time. The nurse was very professional and reassuring. The procedure was dealt with very well. I was very impressed with how I was treated. |
| * I was seen really quickly, a few mins earlier than the appointment time so no waiting time. The nurse was really kind and understanding and made the appo |
| * Lovely nurse for a blood test...thank you. |
| * New Doc is a legend. |
| * No waiting plus no probs good Nurse very Pleasant |
| * Nurse at Marazion surgery was pleasant helpful and efficient. |
| * Nurse friendly, informative and reassuring. |
| * Nurse very friendly and competent |
| * Nurse was friendly and explained what she was doing very clearly. |
| * Nurse was friendly there was no waiting and she was very efficient. |
| * On time & very efficiently done |
| * On time appointment with a very experienced physio,who well articulated the problem and the solution. Thank you. |
| * On time, friendly and welcoming. Very efficient |
| * Outstanding service - prompt polite and professional |
| * Pleasant, professional staff. Experience was almost fun. |
| * Polite and friendly service |
| * Polite and helpful |
| * Prompt & polite. |
| * Prompt and efficient. Informative |
| * Punctual, professional, polite |
| * Quick and friendly |
| * Quick, efficient and friendly. |
| * Really good service and everything explained well in a way l understood. |
| * Really helpful consultation with knowledgeable GP. Problem focussed. Very kind with child. Sought to resolve issue. Phoned back with update. |
| * Really helpful informative nurse who made me feel very comfortable |
| * Really nice nurse appointment literally right on time |
| * Seen on time and not rushed |
| * She was kind, caring, informative |
| * Shirley is an excellent phlebotomist I didn't feel a thing |
| * Shirley was very helpful and made the whole experience excellent |
| * Short waiting time friendly Nurse |
| * Straight forward, on time and friendly staff |
| * The appointment time was met, by Shirley and the blood specimen obtained in a professional and courteous manner. Very satisfied with the whole ex |
| * The appointment was on time and the nurse was excellent very caring |
| * The appointment was on time, very quick and the nurse was very friendly indeed |
| * The Doctor was very good and reset my anxiety to low. The examination was very thorough, and I really appreciated this and ALL of the team were very friendly |
| * The nurse Amanda, who I know, was very good and professional and gave me plenty of feedback on the course ahead. I am so pleased that I transferred to Marazion |
| * The nurse was really friendly and made me feel really comfortable |
| * The nurse was so kind and considerate. |
| * The nurse was very lovely |
| * The physiotherapist was very courteous and thorough |
| * The service and staff at Marazion surgery are always brilliant, helpful, pleasant and professional and can not fault anything. |
| * The service is very good. Through no one's fault, i had to return to the surgery due to an bp monitor malfunction |
| * The staff I very understanding and professional |
| * The trainee nurse who did the injection was well supervised and successfully completed the procedure. |
| * There was no issue with my appointment however I felt I had to put a 3 and not higher as I would normally as when I came back for my blood test today as r |
| * To have an appointment so quickly and easily was so stress free |
| * Unable to make follow up appointment at reception, need to call at |
| * Very clear about procedure, very professional and welcoming. Checked I was ok during and was kind |
| * Very efficient and on time |
| * Very efficient gave me all the information about the injection and it was carried very quickly |
| * Very efficient service |
| * Very efficient, seen on time, friendly nurse, friendly at pharmacy, painless procedure |
| * Very friendly and reassuring |
| * Very friendly, business-like and informative |
| * Very good service |
| * Very helpful doctor was so easy to chat to. |
| * Very impressed with Dr Tinkler. Very thorough with examination. |
| * Very quick and efficient. |
| * Went in on time and the nurse was very pleasant,and quick. |
| * Yes the doctor explained everything well, gave me a couple of other |
| * You are usually prompt and efficient. When I ask for advice the nurses are very helpful and knowledgeable. * Your surgery offers a great service. Thanks |

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