**In December 2022 we had a total of 424 responses; 98.8% (419) 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 very good consultation with Dr lock. |
| * A very good service/surgery. Please keep it up |
| * All staff very happy Shirley's always happy and very considerate |
| * All staff are very caring and efficient |
| * All was just good . Thank you |
| * Although my appointment was slightly delayed I was treated with gre…. |
| * Always cheerful and helpful |
| * Always go to Emma. Wonderful nurse. Very concordat |
| * Always great service from everyone |
| * Always happy and makes the patient feel relaxed. Chloe is so professional |
| * Always pleasant and very helpful, thank you, merry Christmas to you |
| * Appointment for ambulatory bp monitoring. Emily efficient kind and professional as always. |
| * Appointment on time and conducted in a very professional manner |
| * Appointment on time and procedure completed in a professional and friendly manner thank you |
| * Appointment on time and very friendly nurse |
| * Appointment on time full review and future treatment plan discussed and put in place. |
| * Appointment on time, very friendly explained things well. 5 out5 star. Emily |
| * Appointment on time. Efficient member of staff with polite manner |
| * Appointment was on time and very efficient |
| * Appointment was so late after waiting a week that I couldn't stay as I'm a carer to my wife and I needed to return home to her |
| * Approachable |
| * As always excellent service |
| * As always, the whole team at the surgery do everything possible to make things better |
| * As it was a nurse appointment it went well and on time. |
| * As previously mentioned, I like the experience of visiting the Surgery |
| * As usual I was given a warm professional welcome by the nurse. Marazion is a brilliant Surgery extremely lucky to be a patient here. |
| * Because he made time for me, I didn't feel rushed and alleviated a worry. |
| * Because I Got Good Service as Usual. |
| * Because in 32 yrs of NHS experience Marazion is only 2nd group of competent professionals who've crossed my path. |
| * Because the receptionists are so kind and Emily is brilliant and professional |
| * Both doctor and nurse were very helpful and considerate about my pain excellent |
| * Both the nurse and pharmacy staff were very professional and friendly. |
| * Busy waiting room, but my appointment was quick and straightforward. Thank you. |
| * Called in on time, very friendly staff. |
| * Came away satisfied. |
| * Can't tell you how much I appreciate the way you look after my husband many thanks |
| * Clear informative and reassuring consultation |
| * Communication and service is great |
| * Didn't feel rushed. Could discuss pill regime with kind doc. So good |
| * Didn't have to wait and the lovely nurse was very friendly and efficient. |
| * Dr Blight was extremely caring and very very helpful |
| * Dr Blight was very friendly and extremely helpful. |
| * Dr Herdman is truly the best GP. Such a lovely outstanding Doctor. Thanks. DC Eddy. |
| * Dr Lock gave me time to talk and listened very attentively. He is very caring and empathetic and explained next steps clearly which has been hugely reassuring. |
| * Dr Locke as ever exudes professionalism and compassion which helps very much when you are feeling rubbish |
| * Dr Robbins is always there for me, he listens, has a chat about what's occurring without rushing you. He’s the best Doctor I have had. |
| * Dr Robbins is very informative, helpful, answers questions properly, is never dismissive, and never makes the patient feel like they are a nuisance or fu |
| * Efficient, informative, helpful, and friendly -thank you |
| * Efficiently dealt with and didn't have to wait |
| * Emily is great at what she does and always on time. |
| * Everything went smoothly & was seen at appointment time. |
| * Everyone friendly and helpful. |
| * Everyone is very friendly and efficient |
| * Everything was fine |
| * Everything went very smoothly |
| * Excellent as always. On time quick blood test and home |
| * Excellent care, patient focussed.  Not enough time allocated to appointments so running late otherwise it would be a 1 |
| * Excellent caring staff. Available appointments on the day. |
| * Excellent experience. Explained everything nice and clear and gave me good information. Putting my mind at rest. With a forward-thinking plan. |
| * Excellent service |
| * Excellent service, good communication |
| * Excellent service, on time and efficient. Friendly staff. |
| * Excellent service, very personal & attentive etc |
| * Excellent service. |
| * Excellent staff and treatment |
| * Excellent surgery and friendly staff, |
| * Exceptional doctor, extremely thorough. Much appreciated appointment. |
| * Fantastic care as always |
| * Fast and efficient |
| * Fast and efficient with no delays and the nurse didn't hurt taking |
| * Fast, well carried out, and pleasant attitude |
| * Felt like the doctor listened |
| * Friendly and efficient nurse |
| * Friendly and helpful service |
| * Friendly and professional treatment. |
| * Friendly and professional. |
| * Friendly efficient service |
| * Friendly lovely nurse and very helpful receptionist today |
| * Friendly nurse with a positive attitude |
| * Friendly punctual and efficient |
| * Friendly reception staff and nurse made me feel comfortable |
| * Friendly staff and you’re looking after me |
| * Friendly, professional, and helpful. |
| * Friendly and Polite |
| * From the receptionist to the lovely nurse both were really warm and very helpful thank you very much |
| * Genuine care and attention as always x |
| * Good |
| * Good |
| * Good HCA. Good at her job and a nice person. 10/10. Thanks |
| * Good service |
| * Good service |
| * Great advice |
| * Great receptionist definitely went out of their way to help. |
| * Great service throughout |
| * Had to change time of test as was unwell. Got layer app, no problem. |
| * Have always found dr Robbins very understanding |
| * Having worked in surgeries for many years I can honestly say your patient care is outstanding. From the reception right through to pharmacy. It is a plea |
| * Helpful and friendly |
| * Helpful friendly service |
| * Helpful professional lady Dr, lovely personality & keen to get on with health prob's. |
| * I appreciated being seen and examined by a doctor who explained the results of tests and took steps to do a further test. I was satisfied with my visit a |
| * I arrived 10 minutes before my appointment time & was seen straight away. |
| * I checked myself in so no reception contact. Appt with Tracey and she is always on time, really efficient but with as much empathy as time allows and for |
| * I chose 1 because it was Great Service. |
| * I didn't have to wait |
| * I felt at ease, |
| * I found Dr Lock very pleasant and helpful and any questions I asked he answered, thank you. |
| * I have been registered with mz surgery for 35 years and always received excellent, polite, and prompt service even though in later years the surgery is st |
| * I have been registered with the practice for 12yrs. It's just an incredibly well-run practice. Drs, nurses, pharmacy, and admin staff are wonderful. |
| * I sent 1 as the fact I could see a doctor on a Sunday and get good service was excellent |
| * I was listened to. I was given advice and steps were made to start working out some answers. |
| * I was seen as I arrived, listened to and options were discussed. |
| * I was seen in reasonable time and the test was done efficiently and pleasantly. |
| * I was seen in reasonable time and the test was done quickly and efficiently - thank you. |
| * I was seen on time and Emily was her lovely, efficient self, as always. |
| * I was seen promptly, listened to, not feel hurried, was able to ask questions advised to see physiotherapist. Reception prompt and friendly and efficient |
| * I'm always nervous when going to the surgery, but Emily was friendly and talked me through everything putting me at ease. |
| * I'm not the easiest patient to take blood from, Emily took great care when finding difficult veins |
| * I'm very happy with all aspects of the consultation. |
| * In time, quick, nice manner |
| * It was a pleasure to actually see Dr Robbins. Very easy Dr to speak to and he really listens. Good to see a Dr on a Saturday. |
| * Kind gentle helpful nurse. |
| * Kind, considerate & knowledgeable service, efficiently done |
| * Listened to me, went through scan results, and came up with some good suggestions for me to work towards. |
| * Lovely and friendly very good |
| * Lovely efficient staff |
| * Lovely staff and a very efficient survey. |
| * Lovely staff, prompt appointment time. |
| * My appointment was on time and once again the staff were very good. |
| * My appointment was on time and the nurse was very good. |
| * My appointment was on time, the nurse was pleasant, welcoming, and totally professional. She gave me an opportunity to talk and discuss things and at no t |
| * My nurse was professional and efficient and did all she could to make the procedure as comfortable as possible |
| * my phlebotomist Shirley Hatton has looked after me so well in 2022 - and many years before that. just fab!! |
| * My treatment was swift and problem-free, and the nurse was lovely to me. A special thank you to Dr Robbins who, at very short notice, arranged a prescript |
| * Nice understanding Doctor knows his medicine fitted me in on a Saturday. Listened to what I was saying agreed with what I was saying, and he's made some c |
| * No hassle from start to finish. All staff friendly and helpful. |
| * No messing took my bloods in seconds. Superb nurse. |
| * nothing too much trouble |
| * Number 10 as I have not had any problems with you all |
| * Nurse Emily is brilliant in every way and is so patient friendly. And she puts the needle in with absolutely no pain. |
| * Nurse very efficient and caring |
| * Nurse very pleasant as normal and makes you feel relaxed |
| * Nurse was great, but I waited for 20 mins before I went in |
| * Nurses are great! |
| * On time and friendly |
| * On time and nurse was very friendly and helpful |
| * On time and very caring attention x |
| * On time appointment. Lovely staff |
| * On time efficient and very pleasant |
| * On time, and efficient. |
| * On time, considerate and efficient |
| * On time, courteous treatment appointment made in good time |
| * Perfect service very good and professional and I was very comfortable |
| * Plausible and informed diagnosis! |
| * Pleasant helpful staff reassured by visit |
| * Polite and professional |
| * Polite friendly and efficient |
| * Polite, considerate, and professional service from the reception staff member (when I was late for my apt) and the nurse, Emily. |
| * Polite, Friendly and with a smile. |
| * professional and competent service |
| * Professional and prompt |
| * Prompt & skilful attention. |
| * Prompt service- very pleasant & professional staff |
| * Prompt, friendly, efficient staff. Thank you all. |
| * Quick, efficient, Emily |
| * Really friendly staff and on time |
| * Seen on time, can't fault the service |
| * Seen on time, pleasant and very efficient nurse |
| * Seen on time. Friendly and very pleasant nurse who helped me relax. Surgery was very clean and tidy, and the Christmas tree was beautifully decorated. |
| * Service was excellent, waiting time wasn't too long and staff are brilliant |
| * She was so understanding about my problems, and I think she will get my knee salted |
| * Should have had this device attached to me to monitor my heart way back when I saw Dr Sugrue, although was sent for an ultrasound & found out that I ap |
| * Smooth operation |
| * so professional |
| * Super Doctor. Understanding and helpful. Nothing too much trouble. Reception staff brilliant also |
| * Liked the way the Doctors explained the problem. |
| * The appointment was for a telephone call on a Sunday which I never had. |
| * The appointment was on time. The nurse was very calm, friendly and I didn't feel the blood test. It's all good. |
| * The appt was on time, it was explained to me what the bloods were |
| * The consultation was very in depth and informative. |
| * The difficulty in reaching you by telephone must put many people contacting you at all |
| * The doctor I seem was argumentative and trying to tell me how I'm feeling. I struggle with mental health, and he basically stated it was fake and all in m |
| * The Doctor was very helpful to me and listened to what I was trying to convey |
| * The Doctor was very thorough. |
| * The dr covered all the concerns I had. |
| * The experience was pleasant, painless, and professional. Emily was fantastic at the bloods. |
| * The most kind and helpful of nurses. She helped me with my shoes and trousers as I am having a new hip and unable to bend down. |
| * The nature of the appointment and the way it was handled, very professional |
| * The nurse concerned is a true professional |
| * The nurse was fabulous, as they always are! |
| * The Nurse was kind and very pleasant |
| * The nurse was kind, understanding, listened to me and caring in her nature as I was quite nervous. She was pleasant and happy. Thank you again for a pr |
| * The nurse was polite, happy, and considerate |
| * The nurse was so compassionate |
| * The nurse was very informative, and she was very calm and warm personality |
| * The nurse was very kind & knowledgeable |
| * The nurse was very professional |
| * The nurse was well prepared and professional. However, the appointment was approx 20 minutes late. |
| * The nurse, Lucy.. I think... was excellent, friendly, very efficient |
| * The reason for my attendance was explained and the vaccination done. |
| * The service was very good |
| * There's lots of bad press at the moment of people not being able to see a Doctor, Bad Service from local Surgery's etc etc...Well that's not my experience. |
| * Timely, friendly, efficient. |
| * Very caring consultation |
| * Very caring consultation. |
| * Very easy going, informative, and knowledgeable. Very impressive consultation. |
| * Very efficient. |
| * Very efficient and pleasant |
| * Very efficient and professional |
| * Very efficient service |
| * Very friendly and kind. Superb technique, didn't feel a thing, put me at ease. An asset to the surgery. Thank you |
| * Very friendly and knowledgeable staff |
| * Very gentle and patient. Took time to find good vein for blood test |
| * Very good Doctor - one of the best I should think |
| * Very good service and very polite |
| * Very good service with physio |
| * Very good, didn't have to wait at all. Very friendly. |
| * Very pleasant and efficient |
| * Very pleasant and informative |
| * Very pleasant nurse as always |
| * Very professional and friendly |
| * Very professional and very friendly |
| * Very prompt and professional service during blood test by nurse. |
| * Was helped at reception promptly. Also collected prescriptions from dispensary quickly |
| * Was seen promptly, had everything explained to me and doctor was brilliant |
| * Well explained. |
| * Went in on time, quick and easy. All good. |
| * Were all those reminder's necessary, for one appointment |
| * You’re looking after me |
| * You're always lovely, I was late for my appointment, luckily the nurse still saw me. Very grateful |

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