**In December 2023 we had a total of 286 responses:**

* **Very good x 249**
* **Good x 23**
* **Neither Good nor Bad x 4**
* **Poor x 7**
* **Don’t know x 3**

**You told us:**

|  |  |
| --- | --- |
| Very good | Timely call, lovely manner, very thorough. I'm very impressed by the care received at this practice. Thank you. |
| Good | Seen punctually. Nice staff. Very skilled. |
| Very good | Appointment on time. Vaccine administered with all due care and attention. Everything good humoured and friendly  |
| Very good | Lovely nurse. Friendly, efficient.  |
| Good | Drew blood well and was sympathetic  |
| Very good | Dr Lock was extremely helpful in explaining any proposed treatment, friendly and thorough. |
| Very good | I am very grateful for everyone’s help with my condition in this hard time our fantastic NHS is going thro. Thanks again  |
| Very good | 1st class treatment, efficient, friendly, and helpful. Thank you  |
| Very good | Well looked after, not rushed  |
| Very good | Excellent service.  |
| Very good | Lucy is kind, very good at what she does!  |
| Very good | Understanding and helpful  |
| Very good | Always good service  |
| Very good | Excellent care, knowledge and understanding - clearly communicated in a friendly and helpful way. Questions were answered fully, and advice given. Really like and respect Dr Lock! |
| Very good | The doctor is very thorough and determined to resolve my medical problems. He us outstanding. |
| Very good | Because Doctor Lock is the Best Doctor  |
| Very good | Lovely nurse and professional  |
| Very good | Once again, my visit was excellent and well worth the trip, thank you for all of what you have done for me. MERRY CHRISTMAS.  |
| Very good | All round brilliant |
| Very good | Because once again I was treated efficiently and respectively.  |
| Very good | On time and very efficient and pleasant |
| Very good | Simple procedure (giving blood) but given as part of an overall health review and the nurse was well informed and understood the context. |
| Very good | GOOD NURSE |
| Very good | Good nurse |
| Good | Telephone catchup |
| Very good | Very good  |
| Very good | I was met with kindness and civility |
| Very good | I was seen quickly and effectively.  |
| Very good | Very efficient  |
| Very good | Excellent surgery in all aspects  |
| Very good | Supportive and understanding |
| Very good | On time and efficient  |
| Very good | Timely and friendly |
| Very good | Friendly, efficient, and professional.  |
| Very good | Staff were very good as expected  |
| Very good | Good staff and helpful  |
| Very good | Seen quickly and promptly by a very approachable and lovely locum  |
| Very good | I was seen on time  |
| Very good | Because it was very good |
| Very good | Friendly, efficient, and helpful  |
| Very good | Prompt and caring surgery |
| Very good | Everything was perfect  |
| Very good | Didn’t have to wait and the locum doctor was very friendly and efficient and thorough - thank you |
| Very good | Professional and efficient. Answered all my questions. Very happy with advice given. Excellent. |
| Very good | Very professional experience, excellent listening to my questions, excellent resolutions |
| Neither good nor poor | Appointment was late with a doctor I did not know.  |
| Very good | Reception very friendly and Dr very efficient  |
| Very good | On time and very thorough whilst remaining friendly and approachable  |
| Very good | /Excellent help and information |
| Good | The surgery was welcoming. Clean and warm has you entered. Friendly staff which is important I think ..my appointment was running a bit late but that happens sometimes. But overall it was OK.. |
| Very good | Doctor very knowledgeable and sympathetic to my situation. Very helpful.  |
| Very good | Always brilliant never rushed  |
| Very good | The doctor listened carefully to me and gave me lots of time. He was very easy to talk to and very knowledgeable. I’m happy with the prescription I was given and feel confident I could speak to him again in the future if I have any concerns. |
| Good | All good. Bit late starting after lunch. |
| Very good | New GP who was attentive and compassionate, as are all the GP’s. I always feel apprehensive when I don’t get to see my named GP as Dr Robbins is excellent, but I have to say Dr Ranabhat was so very understanding and I felt listened to. Brilliant practice |
| Very good | Very friendly and helpful staff a credit to Marazion surgery |
| Very good | Excellent service all round  |
| Very good | Very professional on time appointment |
| Very good | Informative and helpful  |
| Good | On time doctor very pleasant and helpful  |
| Very good | On time and efficient  |
| Very good | Friendly helpful nurse and the appointment was on time  |
| Very good | Doctor visited promptly and was thorough, friendly - felt he discussed everything in full and organised my meds really fast - thank you  |
| Very good | Because my doctor isn't giving up on me |
| Very good | As always, a friendly and efficient GP practice. Well organised.  |
| Good | seen relatively quickly  |
| Very good | Cheerful friendly staff. Receptionist, nurse and pharmacy |
| Very good | Made to feel at ease |
| Very good | Nurse was lovely  |
| Very good | Impressive skill, trouble free experience. |
| Very good | On time appt. Very pleasant phlebo. |
| Very good | Punctual appointment, kind staff and blood tests completely very swiftly  |
| Very good | Good care and consideration! Appointment exactly on time! 👍🤩 |
| Poor | The fitting of the blood pressure monitor was really goodNurse was reassuring and made the whole process easyHowever I now need an to discuss the results and can’t get one |
| Very good | I appreciate the appointment on the phone to clarify my medication. Very friendly and hopefully all goes smoothly going forward  |
| Very good | The person listened to me and helped with her answers |
| Very good | On time and understanding  |
| Very good | Helpful listen to everything I had to say was not rushed overall A good experience.  |
| Very good | Dr Robbins at the surgery very thorough  |
| Very good | Very friendly and took time to explain the procedure  |
| Very good | In straight away to be seen  |
| Good | Prompt and efficient  |
| Very good | The professional way in which it was carried out |
| Very good | Very quick service at reception and with nurse  |
| Very good | I found the nurse practitioner reassuring after what was a stressful time, Shirley Hatton offered me good advice  |
| Very good | Lovely locum GP, he was interested and helpful and gave good advice! 🙏 |
| Poor | Cancelled after arrival |
| Very good | Very welcoming and always professional. |
| Very good | Mrs Gendall was pleasant, polite, efficient, and thorough in her examination of my situation. She prescribed appropriate medication. |
| Very good | Nurse practitioner very kind and excellent help thanks John |
| Good | Had to wait 20+ mins beyond my appointment time to be seen. However, Dr Herdman was excellent and gave me plenty of time when he saw me.  |
| Very good | Professional treatment.  |
| Very good | Dr Robbins was very pleasant and understanding and answered all my questions. |
| Very good | You are all so helpful and Dr Robins is the best! |
| Very good | I have always found the surgery friendly and the doctors and nurses helpful with any health problemsI have.  |
| Very good | I have a serious illness last for months and I am satisfied how well it has been dealt with. |
| Very good | Excellent surgery and staff |
| Very good | Tracey was efficient, polite, and informative. Appt on time, thanks |
| Good | The doctor was very helpful and quick when I was in there. It's just a shame the number of calls that have to be made before getting through to the waiting line. |
| Very good | Very nice and good service from all  |
| Very good | The doctor was very informative  |
| Very good | Seen on time. Listened to carefully. Follow-up suggested if needed. Could not have been better  |
| Very good | Cassie brewer went above and beyond to ensure my child was ok with a follow up review to prevent another hospital visit  |
| Very good | First time Of meeting Dr Robbins, excellent. Service nothing too much trouble. |
| Good | It did what was expected |
| Very good | Because it is True |
| Very good | Appointment on time, my questions answered and I already have my x-ray appointment at Barncoose for next week. |
| Don't know | I didn’t ‘visit’ the surgery so why you’ve sent this is ridiculous! I had a TELEPHONE conversation with Tracie Bettel & arranged a proper consultation at the surgery next Thursday (if I’m well enough to attend of course!!) So the text message you sent doesn’t apply does it? I’m always happy to speak to Tracie she’s the only one I trust to help with my complicated case as I have MULTIPLE medical problems including C-PTSD …  |
| Very good | Shirley was very pleasant and made me feel relaxed and comfortable |
| Very good | Fast, Friendly, and efficient |
| Very good | All the staff are courteous and polite. |
| Very good | Fast efficient process, pleasant personality, minimal wait |
| Very good | The doctor was very thorough in the examination and explained possible outcomes. |
| Very good | Very efficient friendly staff |
| Very good | Very attentive  |
| Very good | Listened |
| Very good | No waiting around. |
| Good | On time  |
| Very good | So friendly and supportive caring staff  |
| Poor | I waited 50 minutes for my appointment. It was 9.30, and I went in at 10.20. This has happened before when seeing a particular GP |
| Very good | Very Good Doctor  |
| Very good | Friendly, efficient, staff. |
| Very good | Appt on time, friendly practice |
| Very good | Excellent practice |
| Very good | Caring, professional, thorough, understanding. |
| Very good | I really appreciated having an on the day face to face appointment. The doctor was very understanding and discussed the best way forward for me. I am so grateful to be taken seriously and listened to with care. Many thanks from me to you.  |
| Very good | Lovely informative extremely thorough person  |
| Very good | Friendly and helpful staff. Polite doctor  |
| Very good | Excellent surgery, staff and services  |
| Good | Was not good news |
| Very good | I arrived late for my appointment, but it was not a problem and was seen with very little waiting time |
| Very good | On time and very pleasant young lady.  |
| Very good | Dr Robbins explained to me exactly what the procedure was going to be my appointment was on time and I think the service is first class and would recommend this surgery to anyone  |
| Very good | Every member of staff are respectful knowledgeable and prepared to go the extra mile to ensure every visit aids my general wellbeing  |
| Very good | caring and friendly service  |
| Very good | Organisation. Customer service. Level of care. |
| Very good | On time and very nice nurse Ella x |
| Very good | Kate doing my dressing, very kind personMrs Cripps more than helpful booking appointments A newish blonde lady lovely smile and always pleasant  |
| Good | The doctor was clear and concise and prescribed what I needed there and then.  |
| Very good | Appointment was on time and quick. Thank you. |
| Poor | I arrived for a booked appointment for flu jab. I was told as 56 years old I wasn't eligible. I work as front-line staff on the train. I have had covid several times and as we mix with 100,1000s of people you think we would be classed as high risk. |
| Good | Friendly and made me feel at ease |
| Very good | Very quick and efficient plus Ellie put me at ease when having my BP checked. |
| Very good | Physio friendly, very efficient & on time. What more could I want  |
| Good | Always have found Marazion surgery good  |
| Very good | Friendly and informative appointment |
| Very good | Your reception staff are very helpful as was Ella. Ella had read my recent letter from consultant before I arrived and understood what was required as well as my yearly review. Excellent service Thank you  |
| Very good | Everything explained in great detail |
| Very good | Kate Venning was not only very thorough but also very reassuring. |
| Very good | Because the lady who I saw was very nice, took her time to listen to everything I told her and the advice she gave me back, thank you. |
| Very good | Doctor was lovely and friendly  |
| Very good | Very polite, friendly and efficient. Seen by doctor on time with excellent outcome at this stage to endeavour to find solution. |
| Very good | My appointment was with Dr Robbins I can’t praise him high enough he had had time to listen to me  |
| Very good | Doctor Tucker spoke and explained things to me clearly and gave me excellent advice to go forward.  |
| Very good | . |
| Very good | Always very knowledgeable and caring staff |
| Very good | Chloe was, as always, excellent: helpful, informative, compassionate, and patient. |
| Very good | My appointment was on time with a very efficient nurse  |
| Very good | Very friendly person who took my bloods, competent and on time and very helpful |
| Very good | Marazion Surgery represents a good comprehensive service. |
| Very good | Always brilliant ready to listen  |
| Very good | My appointment was on time, very informative with a successful conclusion.  |
| Very good | Went in on time and procedure was done by an efficient professional smiley person |
| Very good | Appointment on time. Friendly efficient nurse, receptionist, and pharmacist.  |
| Very good | No waiting. Lovely staff  |
| Very good | The Dr was fantastic, and I felt really listened to  |
| Very good | Friendly helpful and informative staff |
| Very good | Dr Harling gave me good information about my recent blood test and then a thorough examination etc, very pleased with the outcome. |
| Very good | . |
| Very good | Was able to get a same day appointment. The nurse I saw was very friendly and thorough. |
| Poor | Had to wait 45 minutes for my appointment  |
| Good | It would have been very good, Dr Herdman is excellent, but there was over a half hour wait over my given appointment time |
| Very good | On time and efficient  |
| Very good | They were very kind and caring to me and helpful. |
| Very good | Everything was good I wasn't waiting long, and I was seen by a lovely doctor who took the time to speak to me  |
| Very good | Dr listen led to my concerns  |
| Very good | Quick & efficient  |
| Very good | Mrs Hatton was very pleasant and on time  |
| Very good | Dr Robbins was very thorough, and the reception Staff is very kind. |
| Very good | Chloe was excellent |
| Very good | Very efficient and welcoming. Positive answers to questions I asked |
| Neither good nor poor | I wasn’t allowed a prescription for serotonin that a private Doctor had recommended previously to reset sleep and given sleep station app which was told the nhs gave free but when I went on it Marazion surgery isn’t included.  |
| Very good | Dr Herdman is always patient and caring and always listens to your concerns fully. The pharmacy and reception staff were very helpful too. |
| Very good | Very professional nurse,  |
| Very good | Excellent attention to detail |
| Very good | Dr was lovely, kind, caring and extremely thorough as always. |
| Very good | Dr. Herdman excellent. Really thorough with all issues. Very knowledgeable and takes all the time needed.  |
| Very good | Pleasant nurse, polite and efficient  |
| Very good | Friendly and professional review of my medication in the light of a recent cholesterol test and in conjunction with finishing radiotherapy/ hormone therapy. I found it very useful and feel better about having another try with a different type of statin. Thank you.  |
| Very good | Helpful  |
| Very good | Little waiting time, pleasant appointment with great advice |
| Very good | Staff were excellent |
| Very good | Highly professional, friendly and on time as always. Terrific Surgery.  |
| Very good | I went in on time and had blood taken by a competent, professional, and smiling lady |
| Very good | Friendly on time professional as usual - nurse Hatton  |
| Very good | I was seen on time and Tracey greeted me warmly. I felt assured after my visit. |
| Very good | On time  |
| Good | It was what I expected  |
| Very good | Faultless Professional friendly Service  |
| Good | Didn’t have to wait long and all went smoothly |
| Very good | Dr Harling was very helpful and knowledgeable and has organised for further tests to be undertaken and has gone out of her way to provide information. |
| Very good | I always have perfect help by whoever I need to see for my appointment and everyone is so polite and helpful  |
| Very good | Friendly professional service |
| Very good | Practice nurse was great, very professional and explained what she was doing as well as telling me afterwards what I could expect. Reception and pharmacy staff were, as always, the last word in kindness and grace under pressure.  |
| Poor | I had a few questions/issues, none of which were satisfactorily answered/resolved. My first issue was trying to get an assessment for potential ADHD/autism. After a brief questioning, I was told that I could self-refer myself, and possibly get onto the 2 year waiting list. It seemed like I wasn't being taken seriously. I then brought up my potentially arthritic knees, elbows, and hands, pointing out that sometimes my knees would give out, I couldn't lift things due to the pain in my elbows, and I often had trouble holding things due to the pain in my fingers, but I was told that until the pain was unbearable and constant, then they would do nothing. I found out earlier in the year that I only have one kidney, which is not an issue in itself, but I thought might be related to the pain in my joints and suggested maybe a check on my uric acid levels/kidney function markers, but was told that they were fine in May, so they didn't need testing again. I also asked if I could have a test to check my testosterone levels but was told that this was not available.Overall, I seemed to be treated as if I was a nuisance. I have only been to the doctor a very few times in my life, and when I do it is because I think I have legitimate concerns. To be treated like this seems to be very shortsighted, as I believe that early identification of issues will be cheaper for the NHS in the long run. |
| Very good | The service was very professional  |
| Very good | Friendly and professional service |
| Very good | all the nurses and doctors i have seen are lovely and they have been really efficient and made me comfortable  |
| Very good | Very caring staff and Doctor |
| Very good | Appt on time....dealt with in professional manner. No complaints. |
| Very good | Excellent service and organisation on behalf of receptionist. Saved both myself and the surgery time and money  |
| Good |  |
| Very good | Clear and concise |
| Very good | Dr Harling was very helpful and understanding. I didn’t need to explain why I was calling; she’d updated herself from my notes.  |
| Very good | Explained my situation very carefully, so I knew exactly what is going on  |
| Very good | The doctor was excellent listener and didn’t rush me and very kind. |
| Very good | The nurse was caring and compassionate  |
| Very good | Great service |
| Good | Didn't. Know why I was called in |
| Very good | The nurse made me feel very comfortable so I could talk to her.  |
| Very good | Nurse very knowledgeable, on time and efficient  |
| Very good | Professional and efficient  |
| Very good | Managed to get an appt without too much trouble. Dr was very attentive and listened about my health issues. Further action will be taken in form of referral to other depts.  |
| Very good | My nurse was very thorough about her work and did a very good job of taking my blood test  |
| Very good | So helpful  |
| Very good | The nurse was very helpful & pleasant  |
| Very good | the best possible care |
| Don't know | I gave this answer, as I was one of 3 people in the waiting room at the time? I would like to know what is going on???????? |
| Very good | Dr Lock and all the nurses excellent.  |
| Very good | Before I could take my seat for my on-time appointment Doctor came out and called my correct name and after consultation I felt reassured. |
| Very good | Excellent attention throughout. Thank you  |
| Very good | Appointment on time and very thorough  |
| Very good | Excellent service all around  |
| Very good | As always first-class service with a smile thank you all and well done and wish you all a happy Christmas and prosperous New year  |
| Very good | Quick and efficient, warm, and friendly. Good advice and encouragement for the way forward. Thank you! |
| Very good | Excellent Doctor very professional  |
| Very good | Very quick & prompt appointment. Continued with a follow up call a few days later |
| Neither good nor poor | There were no problems at all. |
| Very good | Friendly GP who didn’t rush to get me out of his room and gave me thorough all round checks. |
| Very good | Most friendly/cheerful surgery I’ve ever used |
| Very good | Because it was very good  |
| Very good | On time and enough time for urgent matters with a caring Dr. |
| Very good | He listened and put my mind at ease.  |
| Very good | Doctor Herdsman was very helpful in explaining my foot problem. He explained that it was not wise to inject my foot with Cortisone as the tendon involved was likely to snap and was best managed with supportive orthotics and pain killers, ice packs etc until healed. |
| Very good | The usual excellent standard one expects from Marazion Surgery.  |
| Very good | Because the service was first class |
| Very good | The doctor who has time to talk and explain. 😁 |
| Very good | Because Dr was easy to talk too |
| Very good | The usual standard of excellent care and attention.  |
| Very good | The nurse was very good at taking my blood and very polite |
| Very good | Brilliant and caring as always. Wonderful surgery  |
| Very good | No problem getting an appointment for a blood test which was requested by Treliske prior to a CT scan. Went in on time, blood taken efficiently and professionally by a smiling practitioner  |
| Very good | From receptionist to nurse doing my blood tests I was very happy with my care, thank you. I was on time and so was my appointment, I came in in my own wheelchair and was talked to and not over. |
| Very good | Seen on time and friendly greeting  |
| Very good | On time, efficient friendly  |
| Very good | Excellent listening, understanding and communication skills with a good manner. |
| Very good | Well organised |
| Very good | Well organised  |
| Very good | Rang surgery at 8 am, got through at 8.12 am, spoke to a polite and responsive receptionist, was offered a 9.30 appointment, went in on time, saw doctor, referral letter sent to consultant while I was in with doc, on my way home by 9.40. What more could I ask for? Brilliant service |
| Very good | Excellent service |
| Very good | Excellent service all round  |
| Very good | Got an appointment on the day I rang. Went in on time and a consultant referral was made. All the people I spoke to or saw were professional kind and efficient. How lucky we are to have such a lovely surgery |
| Good | The doctor listened and spoke common sense  |
| Very good | Very caring |
| Very good | As always very helpful, competent, and efficient. |
| Very good | Doctors gave me the prescription I know I needed after a check-up, and dispensary had all in stock  |
| Very good | My appointment was on time and the nurse was excellent, very efficient Took my blood with no fuss and no bruised arm afterwards😃 |
| Very good | Brilliant every time I have an appointment  |
| Very good | The doctor asked the right questions and communicated well. My problem was resolved to my satisfaction |
| Very good | Dr was mindful of sensitive subject matter and was excellent throughout, giving choices and guidance appropriately. |
| Good | It was quick but not much explanation as to why it was needed |
| Very good | Friendly efficient service ☺️ |
| Very good | Got seen early and the nurse was very thorough checking my little girl and made her feel at ease. |
| Don't know | ….. was referred by 111 for having uncontrollable shaking episodes where her eyes were rolling back in her head. Her Dad took her to the appointment and was given a prescription for olive oil ear drops and he felt that she hadn't really been looked at properly, probably as she was fine when she was at the surgery.  |
| Very good | Appointment completed very professionally |
| Very good | Excellent, friendly staff and Drs |
| Very good | Very friendly helpful nurse Tracey. |
| Very good | The nurse was very professional and friendly I would hope to get the same nurse next time.  |
| Very good | Doctor was helpful and informative when we had a telephone appointment  |
| Poor | I'm putting in a complaint |
| Very good | Staff friendly and efficient as always  |
| Very good | Bella the receptionist was sympathetic and helpful, and Tracy was also sympathetic and informative. Both were lovely  |
| Very good | Seen on time by a lovely nurse  |
| Very good | Dr Robbins very supportive and thorough  |
| Very good | Dr Robbins was very thorough in his explanation of the treatment I received.  |
|  |  |
| Very good | Prompt attention and friendly staff. |
| Very good | Prompt and caring attention. |
| Very good | Good staff. |
| Very good | I gave my answer because it was very good! Myself and my family have been patients of Marazion surgery since 1983 and it has always surpassed expectations, Doctors, nurses and all staff nothing less than brilliant. Thank you to all of you.  |
| Very good | Very nice nurse saw me, and sorted my dressings, the waiting time was very quick and thorough |
| Very good | Friendly visit, great advice |
| Very good | Really pleased to see Emily back, very efficient, professional, and friendly well done |
| Very good | Efficient, informative, and helpful. So very grateful.  |
| Very good | Got an appointment and medicine same day very happy with Marazion surgery  |
| Very good | Excellent friendly service |
| Very good | Seen on time and given full attention and discussion of my problem. Chest examined and update letter to consultant dictated. |
| Very good | Because reception went out of their way to fit me in. Most considerate |
| Very good | Appreciate being seen so quickly and Dr Lock very helpful.  |
| Very good | Mr Richards was very polite and friendly Doctor,  |
| Very good | Excellent blend of confident friendliness and professionalism. |
| Very good | Response by reception and doctors first class l can only thank you most sincerely.  |
| Very good | Very friendly service. |
| Very good | Appointment was on time. Doctor Lock listened to what I had to say and what I have been going through. I have the result that I asked for. I have never had any problems in all the years I have been a patient for, all of you are very good. |
| Good | As the treatment has not started yet and drugs awaiting delivery to the surgery, can only hope the treatment will work. |
| Very good | Very efficient, very professional and friendly Dr Locke , first class |
| Very good | Ease of getting appointment. Dr friendly and knowledgeable and listened  |
| Very good | Very quick. Didn’t really wait long. Nurse I saw was very professional. |
| Very good | Tracy was very professional and empathetic  |
| Very good | Service is always good at Marazion surgery.  |
| Very good | Lovely nurse who did a medical health check with me, went through everything, and I went away feeling looked after. Many thanks! |
| Very good | Offered same day appointment, Very easy to talk to the nurse. Very little waiting time  |
| Very good | Appt made and saw doc same day |
| Very good | Because I was heard and helped.  |
| Very good | Chloe was very helpful |
| Very good | Quick and efficient |
| Good | Only had another blood test done and urine sample tested. Quick, simple, on time, done. So it was good. |
| Very good | . |

*Thank you very much for taking the time to respond. We appreciate your feedback and support.*