**In January 2021 we had a total of 75 responses; 69 said that they were ‘EXTREMELY LIKELY’, and 5 said that they were ‘Very Likely’ or ‘Likely’, to recommend our GP Practice to friends and family if they needed similar care or treatment. You told us:**

|  |
| --- |
| * Always pleasant and professional |
| * Because the surgery always feels safe and the staff helpful and professional |
| * Efficient, friendly, helpful people |
| * Excellent service Chloe was brilliant |
| * Friendly, efficient, kind |
| * Great service at a difficult time both receptionist and nurse both very polite and professional |
| * I cannot fault the service at Marazion surgery. Efficient, professional, and friendly. Very safe environment with everybody wearing masks and socially distancing. |
| * I find I get excellent service across the board |
| * I gave the rating as 1 as Marazion Surgery gave me the usual excellent service I have come to expect. Professional and efficient. Most importantly respectful and caring. |
| * It was covid secure. I felt safe. The injection hardly hurt. The Nurse had done it before I knew it. She was brilliant. |
| * It was very efficient |
| * Kind staff and very chatty to make me feel at ease |
| * Short waiting time. Organised quiet surgery. Professional, informative, helpful nurse. |
| * So friendly and professional. Very competent. |
| * Staff and doctors very respectful throughout |
| * super safe, caring and professional |
| * The nurse was amazing with my little one. Put her totally at ease and was very quick and gentle with the jab |
| * The nurses are away great and very professional and you feel at ease. |
| * The score is 1 as the staff member was prompt, polite and very efficient |
| * The service was excellent, I was seen at the appointed time & the process took about 2 minutes . |
| * Very pleasant and helpful |
|  |

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