**In March 2023 we had a total of 535 responses; 98.5% (527) 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. On time and helpful |
| A very good prompt appointment |
| A very thorough, considered, and friendly diagnosis was carried out, and prescription provided. I have total confidence and massive appreciation for the |
| Against all the difficulties the NHS have faced recently Marazion Surgery has maintained a fantastic service for its patients and this was no different today |
| All good |
| All staff at Marazion surgery are outstanding, all the time. And today was no exception |
| All staff very pleasant, helpful, and reassuring, despite being very busy |
| All very efficient |
| All ways helpful |
| All went smoothly and on time. |
| Always friendly and helpful |
| Always a great service from a nice team of professionals. |
| Always good all the nurses |
| Always nice people. Seldom waiting too long |
| Always pleasant and professional, thank you ?? |
| An extremely professional and thoughtful experience. |
| Appointment on time and nurse explained what was going on and put me at ease |
| Appointment on time nurse very friendly and highly professional good visit |
| Appointment on time, friendly, professional care |
| Appointment on time. Didn't feel rushed to leave and very informative explanation from friendly therapist |
| Appointment running on time, polite, friendly helpful nurse - Thank you! |
| Appointment was on time |
| Appointment was on time and very professional |
| Appointment was on time with very friendly and professional nurse and clear information of next steps. |
| Appointment was on time; doctor was efficient, and I got what I wanted/needed at the pharmacy in the surgery. All in about 15/20 mins |
| Appointment was on time, nurse thoroughly efficient and professional. |
| Appointment was on time, nurse was friendly, efficient, and accommodating. My staples were removed quickly without pain. Advice for the wound care was for |
| Appointment with the nurse was very good. Lovely personality and very efficient despite my lateness for the appointment due to roadworks. |
| Appt on time, dr very pleasant and helpful |
| Arrived a few mins early. Easy to check in. Called to room 7 at appt. Time of 1010.eveything explained. Got a pneumonia jab as well. Walking out at 1030. |
| Arrived on time and seen straightaway, which was good. Not so happy at having to wait so long for an appointment I the first place though! |
| As always Ellie was efficient, professional, and very pleasant. |
| As always excellent |
| As always, my appointment was on time, swift and the nurse was pleasant. |
| As always, my visit to Marazion Surgery was an excellent experience. Deserving a Gold Star or 2. I rate the experience as 1. Thank you to the superb team |
| As always, the appointment was straightforward with very little waiting time and Dr Robins was excellent |
| As everything was explained to me clearly, I was completely at my ease .The procedure was carried out with professional efficiency |
| As usual they are very polite, happy, and friendly |
| As usual, always kind, and friendly, fab Surgery |
| Because Chloe is the Best Nurse and knows Her Job inside out. That's why she is the Queen's Nurse |
| Because it was very satisfactory |
| Because once again nothing was a problem with the members of staff, I saw Jemma today for the first she was great most helpful as was the staff |
| Because that's what it deserves, nobody's perfect |
| Because the nurse who saw me was brilliant |
| Because the visits have always been good thank you |
| Best surgery lovely staff |
| Bit late going into doctor but very good and pleasant nature and good diagnosis |
| Brilliant as always |
| Chloe was extremely friendly and helpful as she always is. She was happy to discuss medical concerns I had that I wasn't booked in for. I felt relaxed an |
| 'Cos my telephone consult didn't happen! |
| Dealt with promptly and with care and consideration |
| Doctor was very helpful and very informative and explained things very well he was a breath of fresh air |
| Doctor was very thorough and explained everything clearly |
| Dr Blight is always a pleasure to discuss any problems I have |
| Dr listened to concerns and arranged further tests / referrals to look into it. |
| Dr Lock is very efficient and approachable. He has always done his best for mum. |
| Dr Lock addressed all the issues at the right level and all his advice seemed perfect for my circumstances. He's a very good Doctor. |
| Dr Murphy showed considerable patience in dealing with my mum who has dementia. We had a good outcome from the consultation, and I appreciate the time taken. |
| Dr Tucker is very good, discusses in a way that's easy to understand, is comprehensive and has a lovely manner |
| Dr Tucker who I saw was amazing! |
| Dr was very thorough and very positive |
| Efficient |
| Efficient and friendly surgery |
| Efficient and human - even behind her mask! |
| Efficient and on time. |
| Efficient and painless. |
| Efficient as always |
| Efficient lovely staff. |
| Efficient, professional, and friendly as always. |
| Eli the nurse was really efficient, put me at ease and was extremely helpful going out of her way to sort things out for me today |
| Ella was very nice and punctual also agreed to take my BP |
| Everything was good, reasonable on time and the nurse very pleasant and efficient |
| Every time I come to the surgery I am struck by your patience, professionalism and kindness. Even though I can see that you're overwhelmed by the volume |
| Everyone at the surgery seemed to be in good spirits possibly the nice weather |
| Everyone is always so polite and helpful to myself and needs |
| Everyone was nice and friendly |
| Everything was explained to me @ the nurse was very kind @ helpful. |
| Everything was great and doc very informative |
| Excellent |
| Excellent communication and approach |
| Excellent consultation |
| Excellent consultation Doctor knowledgeable and arranged new medicine as requested. |
| Excellent Doctor who dealt with me in a caring, compassionate way. |
| Excellent efficient and friendly |
| Excellent facilities, comfortable and tidy, staff are very friendly and helpful |
| Excellent kind and caring |
| Excellent service |
| Excellent service all round |
| Excellent service as ways |
| Excellent service from Nurse Chloe as usual. Thanks very much Sue Squibb |
| Excellent service. Doctor explains everything very well. |
| Excellent staff, helpful and knowledgeable, comfortable, clean, and tidy |
| Excellent surgery, always clean and tidy, caring, knowledgeable and pleasant staff |
| Excellent and thorough |
| Extremely helpful, cheerful and friendly. |
| Fantastic service. Very quick. Doctor and physio both lovely. |
| Fast and efficient service |
| Fast efficient & she apologised for hurting me...! What more can you ask for? |
| Faultless kind Considerate & Caring Service From all Members Of Staff... Thank-you |
| Felt very much supported. |
| Friendly welcoming surgery good consultation with doctor Lock. |
| Friendly, approachable with my teenage son , knowledgeable , good listener |
| Friendly and efficient members of Staff, short wait time |
| Friendly and efficient nurse. I was able to attend my appointment early. |
| Friendly and efficient service, as always. |
| Friendly efficient service |
| Friendly efficient service |
| Friendly helpful |
| Friendly informative reception staff friendly nurse and simple process |
| Friendly staff, helpful and took good care of me! |
| Friendly, helpful, and knowledgeable staff |
| Friendly, informative, knowledgeable, and reassuring and supportive Thank you |
| Gemma explained the reasons for my problem and gave excellent advice on how to start my recovery. |
| Gemma is a true professional. Empathetic, informative, understanding, and knowledgeable. She makes you feel at ease and so it becomes far easier to disc |
| Gemma was so efficient and understanding and gave me exercise to work on to help my condition. |
| good, prompt and efficient |
| Good blood pressure test |
| Good friendly service |
| Good service |
| Good service |
| Good service |
| Good service |
| Good service |
| Good service at reception and diabetes nurse very helpful and friendly |
| Great nurse |
| Greeting was warm and I was made to feel welcome. |
| Had 3 stitches taken out today. Nurse was friendly and sympathetic. Process carried out quickly and painless - thank you |
| Had a super-fast appointment with nurse |
| Helpful advice, approachable, and listened to me. Supportive and sympathetic. |
| Helpful and friendly |
| Helpful and on time |
| Helpful and reassuring |
| Helpfulness |
| Hi Shirley is always very pleasant and professional |
| Holistic service by all staff |
| I didn't have to wait long, and Dr Ranjan was very thorough and kind. |
| I didn't have to wait; I was called in quickly. The nurse I saw was friendly and helpful |
| I found assistant practitioner, that I seen to be very helpful - professional & courteous. |
| I found the visit very helpful |
| I got in on time for my appointment and the nurse was very nice. Thank you |
| I have been in Marazion all my life and never had a problem with the service you provide |
| I have been registered with the practice for 12yrs . It's just an incredibly well run practice. Drs, nurses, pharmacy and admin staff are superb. |
| I missed the name of the practitioner who saw me and my daughter XXXX but every time we see her she is just so warm, informative and reassuring. We're h |
| I received a good service |
| I saw Chloe she was lovely and very helpful and understanding. |
| I saw Dr Tucker and he was thorough efficient and basically gave me confidence as it was my first visit to Marazion Surgery |
| I saw the Physiotherapist about my shoulder. She was very thorough in her examination and explanation of what had happened to my shoulder. She then |
| I was called through exactly at my appointment time so no stress waiting. The HCA was excellent, kind, reassuring and clearly an experienced phlebotomist |
| I was led to believe that the Physio would do treatment in house. She is sending me to the hospital so not in house? Two trainees at my appointment. |
| I was made to feel at ease and being listened too |
| I was made to feel comfortable as always and the nurse was exceptionally professional |
| I was seen in a timely manner, and felt my concerns were listened to and understood. |
| I was seen promptly, the consultation very professional. I wasn't rushed and nothing seemed to much trouble. Excellent surgery receptionist was also very |
| I was there for a blood test. I was seen on time and the nurse was kind and efficient and answered my questions clearly. Could not ask for more. |
| I was told I didn’t have an appointment |
| I was very impressed by the in-depth knowledge of the physiotherapist and how she explained the issues. All in all, an extremely good experience. |
| I was very pleased with the nurse who saw me she was very kind and helpful and made me feel at ease. |
| I went in to see the nurse on time and found her friendly and also efficient. |
| Informative |
| Informative, on time, helpful xx |
| It was such good service & very helpful. |
| I’ve always found Marazion surgery to be 100% in terms of performance. friendliness. especially accommodating at short notice. |
| Just the best helping me without pain |
| Kind compassionate Nurse. Very understanding, and really helpful. |
| Kind friendly service |
| Kind, professional service. Thank you as always. |
| Listened and was very kind with sound advice much appreciated |
| Listened lol |
| Lovely and patient nurse |
| Lovely friendly staff and treated like a Individual human |
| Lovely nurse, efficient and friendly x |
| Lovely staff. |
| Made me feel so comfortable |
| Mark Battle listened to me properly |
| My app today went very well staff are simply wonderful caring kind and respectful Thank You. |
| My appointment was on time and the doctor listened to me and explained everything very fully. |
| My appointment was on time, the nurse was friendly and despite it being difficult to draw blood she persevered and managed. |
| My appointment was right on time with an extremely pleasant nurse |
| My thanks to Dr. Lock for his speed and diligence when a blood test revealed a problem of which I was blissfully unaware. Thankfully there was nothing u |
| Nearly on time and very pleasant nurse |
| No post blood test bruising at all. Thank you. |
| No undue waiting and friendly staff |
| No waiting to see nurse, friendly and competent treatment |
| Not a long wait, informative, helpful |
| Not kept waiting & helpful attention from doctor. |
| Not kept waiting past my appointment time. |
| Not long to wait. Sympathetic and attentive consultation. |
| Nurse |
| Nurse running on time |
| Nurse very helpful regarding additional tests I may need and how to get those done |
| Nurse was friendly and helpful and on time, in fact I think she even saw me a few minutes early! Absolutely brilliant service. |
| Nurse was friendly and she did what she needed to do promptly. |
| Nurse was kind gentle and competent very efficient |
| Nurse was very personable and made me feel at ease |
| Nurses always polite easy booking in |
| Nurses very helpful. |
| On arrival I checked in sat in the waiting room. Possibly sitting only a couple of minutes then called in. Appointment straight forward and I left the pr |
| On time |
| On time and dr robins is very good |
| On time and efficient |
| On time and pleasant |
| On time and very pleasant nurse |
| On time and very professional |
| On time friendly helpful |
| On time, caring and didn't feel rushed. |
| On time, cheerful, gave good advice |
| On time, courteous, clearly explained, everything made simple and easy |
| On time, doctor came up with a clear roadmap! Very reassuring |
| On time, if not a bit early, needed an appointment to see Doctor , no problem at all, like I said first class |
| On time. Dr Harling excellent |
| On time. Polite. Great service. Thank you. |
| Only difficulty is in trying to get an appointment. Ringing continuously from 8.00 for at least 30 mins then to be told all appointments full. |
| Organised. Slightly late but fine. Good communication |
| patients that there would be delays. |
| Physiotherapist offered advice on next steps of treatment. Physical examination to confirm Diagnosis of frozen shoulder which does not always appear to |
| Pleasant staff. Punctual. |
| Pleasant & professional attitude |
| Pleasant and efficient. |
| Pleasant informative professional |
| Polite, kind, and courteous staff, through my appointment! Thank you |
| Pre booked appointment via doctor - seen promptly and very pleasant and attentive Doctor |
| Prebooked appt offered with GP when given test results. GP friendly and approachable. |
| Professional. Polite. Caring |
| Professional and friendly, well prepared, experienced nurse. |
| Professional and very efficient |
| Professional, expert, good attitude |
| Prompt |
| Prompt and efficient |
| Prompt no waiting |
| Prompt, caring, efficient and useful pointers. |
| Prompt, friendly appropriate advice |
| Prompt, quick, good clear explanation |
| Quick and efficient |
| Quick and on time |
| Quick efficient service |
| Quick efficient service very good staff |
| Reassuring check from GP, kind and helpful, thank you. |
| Reassuring follow up on results of CT cardio scan. |
| Seen before my appointment time!! Quick & professional service |
| Seen on time, made me feel at ease during appointment, explained follow up with duty doctor if needed very good service |
| Seen on time, brilliant new trainee receptionist, locum GP fabulous. |
| Seen on time, thorough consultation with the GP who was very friendly whilst being very professional. Best experience of attending the surgery in the 3y |
| Seen promptly and efficiently |
| Seen promptly, blood sample efficiently taken and friendly approach. |
| Seen straight away brilliant |
| So kind and efficient as usual |
| Sorry, I meant 1, Very Good! |
| Speed & online check in ... although as s new patient, it wasn't clear what to do |
| Staff all very helpful and kind |
| Staff always very pleasant, nothing is too much trouble. |
| Staff are brilliantly. Chloe Gendall is on the ball. Very helpful and informative |
| Staff very professional and kind |
| Staff were lovely and really friendly made my experience much more enjoyable |
| Swift and comprehensive appointment |
| The appointment was with Chloe who is always, professional, friendly, and informative. We came away fully understanding Richard's test results and having |
| The health, and clerical staff all perform with care, understanding and complete professionalism. |
| The lady who took my blood was just a really nice person.  No pain at all |
| The nurse I saw for my asthma check was very professional, knowledgeable, helpful and compassionate. |
| The nurse I saw was very nice, friendly, and efficient. |
| The nurse kept to my appointment time and was very nice and I felt relaxed. |
| The nurse took my bloods and blood pressure efficiently ..my appointment was on time |
| The nurse was brilliant x |
| The nurse was friendly and efficient. She gave me time to ask questions and listened to my concerns |
| The nurse was very friendly and efficient...thank you |
| The nurse was very helpful |
| The nurse was very polite and helpful |
| The nurses always treat me with respect and care like I was their only patient |
| The self-service booking in is excellent and saves a lot of time. The Staff are always so kind and helpful |
| The service was excellent nothing is a problem the reception are very helpful And the nurse was friendly and nice |
| The usual excellence in terms of treatment and kindness. |
| There was no sitting waiting for ages and the nurse was efficient and easy to talk to. I was given a prescription which was sent to the farms y in tow |
| They are efficient and smiley |
| Thorough assessment and clear information given |
| Thoughtful on time and caring x |
| Took blood didn't feel like thing. Was friendly on time and quick. |
| V.High standard as usual |
| Very efficient and friendly would put anyone nervous at ease. Lovely lady |
| Very efficient and pleasant |
| Very efficient friendly and answered my questions |
| Very fast, friendly, no fuss, very efficient. |
| Very friendly and efficient nurse. Put me at ease when doing blood test. Injection was painless |
| Very friendly and made me feel comfortable |
| Very friendly and positive person |
| Very friendly and professional |
| Very friendly nurse who made me feel at ease |
| Very good but late |
| Very good service as usual |
| Very good treatment |
| Very helpful |
| Very helpful |
| Very helpful and kind x |
| Very helpful came away feeling reassured didn't make feel rushed would recommend this surgery |
| Very informative and helpful. |
| Very little hanging around in the waiting room. Appointment on time. Lady was pleasant, efficient. Job done. |
| Very pleasant staff and appointment on time what more could ask thank you. |
| Very pleasant and efficient and on time |
| Very pleasant and helpful staff. Saw doctor and was lucky enough to have follow up appointment with nurse soon after. Collected prescription from pharmacy |
| Very professional |
| Very professional |
| Very professional and very friendly. No waiting time |
| Very professional service, lovely and smiley nurse, painless blood |
| Very professional, |
| Very prompt & efficient process. |
| Very prompt! Very helpful! |
| Very quick in and out for bp and bloods |
| Very short waiting time. Lovely easy to talk to doctor. On site pharmacy. |
| Very understanding and patient |
| Waiting room stuffy and airless, otherwise excellent. Thank you. |
| Warm friendly reception from nurse. Able to briefly discuss two elements of my health and wellbeing. Reassurance on procedure and a solution found to in |
| Was called in early for blood test. Ella was brilliant very caring and gentle. |
| Was given excellent treatment and seen at appointment time |
| Was quite happy with the service. |
| Was seen on time. Dr Tucker very thorough and sympathetic. Pharmacy staff friendly and helpful. |
| Was there for my smear test and made to feel welcome and the whole experience was not unpleasant at all. |
| Was treated with kindness x |
| Wasn't kept waiting although I was early. Ella was very helpful and proficient |
| Went in on time. Very pleasant nurse. |
| Why not? Very good was best on offer. I could have said excellent, or suggested more time to chat would be good... |
| Your receptionist forgot to book me in & not even an apology after 45 minutes wait. |

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