**In October 2022 we had a total of 423 responses; 97.5% (412) 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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| * A1 response, care, and attention from all staff, especially GP. |
| * Absolutely fantastic service. Thank you |
| * All good and an appointment with duty doctor giving peace of mind. |
| * All staff were helpful and efficient. |
| * Always helpful informative |
| * Always a warm welcome and very helpful |
| * Always efficient and friendly |
| * Always fantastic service |
| * Always good, friendly, and efficient. |
| * Always on time, lovely nurses |
| * Always pleasant and efficient |
| * Always polite, welcoming, helpful, and always with a smile -ace- |
| * Apart from a little miscommunication regarding a telephone appointment rather than a face to face my experience was 1 |
| * Appointment punctual, friendly atmosphere, nurse very efficient and put me at ease |
| * Appointment at a convenient time in early evening. I didn't have to wait too long and staff very good. |
| * Appointment on time polite |
| * Appointment on time. Doctor listened and dealt with my issue. I didn't feel rushed. |
| * Appointment on time. Friendly and efficient nurse. Procedure carried out in appropriate manner. |
| * Appointment was for blood pressure and kidney function checks. Seen on time and procedures carried out, professionally friendly manner. First Class treatment |
| * Appointment was on time and friendly professional staff |
| * Appointment was on time, Dr was excellent in every way, could not have been better. |
| * Appointment was on time. Nurse was both efficient and friendly. The atmosphere in the surgery is both business like and yet you still feel like a real |
| * Arrived slightly early and seen earlier than appointment time - appreciated as it was for my young son. Lovely nurse, interacted really well with my son |
| * As always very friendly and helpful staff who are very efficient and caring. |
| * As before - friendly, helpful, and informative |
| * As before - friendly, informative, and caring |
| * As usual everything went smoothly staff as usual very good |
| * Asthma nurse very friendly and able to be on a level with my son to ensure that she got information from him and not just myself as a parent - empowering |
| * Because everyone did what they should have done and did it with a smile on their face, they usually do! |
| * because I there is always room for improvement |
| * Because I value the service that the NHS provides |
| * Been to Emma before -very gentle and considerate |
| * Blood test. Excellent example of getting blood from a stone. |
| * Both Emily and Shirley were fantastic. |
| * Both last Friday's appointment to remove a mole, and this morning's appointment with Emily to take bloods and remove stitches were 10/10. I'm very grateful. |
| * Both nurse and doctor very friendly and listened to me so all good |
| * Both nurse's excellent |
| * Called for routine BP check. Quickly in and out. |
| * Chloe listens, is always helpful & puts you at ease. |
| * Chloe was most helpful in giving me the results of my blood tests. She was very good in all other ways with advice. Thank you very much. |
| * Clear explanation of problem with options conveyed in a kind manner |
| * Completely efficient meeting |
| * Did not have to wait long, nurse was very good |
| * Doctor was thorough in her enquiries of my health and medication. Was most welcoming and helpful to me, in fact it was an absolute pleasure to meet her. |
| * Dr is always friendly and knowledgeable, surgery is always nice and clean and staff are always polite, friendly and helpful |
| * Dr Rygol very good, comprehensive history taking & exam. Arranged admission for me to SDAU at Truro hospital for further investigations |
| * Dr Robbins is a star |
| * Dr Sugrue explains everything and is very understanding and unhurried. |
| * Dr was excellent but I spoke to your surgery nearly 12 months ago ref ADHD diagnosis and associated stress and it's only now going through. |
| * Dr was helpful and understanding |
| * Dr was very professional |
| * Dr was very reassuring after recent heart tests. Good to have a face to face appointment, makes a world of difference. Thank you. |
| * Dr, understood my problem, tried to help me with the constant pain. |
| * Dr Lock made me feel very much at ease, and that my concerns were listened to, and actioned accordingly. Not a long wait for the appointment, either. Thank you |
| * Easy parking. Little waiting time. Pleasant nurse and I actually didn't feel the needle for blood test. Thank you |
| * Easy to book an appointment then very easy to tell them I was here and hardly waited was in and out in minutes |
| * Excellent service |
| * Efficient and attentive |
| * Efficient and friendly |
| * Efficient the nurse very friendly and chatty. Happy patient |
| * Emily was extremely efficient and informative |
| * Emily was kind and caring. |
| * Everyone at the practice is excellent- receptionist, pharmacy, nurses, and especially the doctors it's the best Doctors practice I have ever been fortuna |
| * Everything is well organised - didn't wait long for my appointment & was made very welcome by the receptionist |
| * Everything very satisfactory thank you |
| * Everything was fine |
| * Everything was well done as usual but I had to wait 20 minutes. In the event, it was unavoidable since a wheelchair had smashed-off a door jamb! Not your fault! |
| * Everything went smoothly. |
| * Excellent advice and caring attitude |
| * Excellent consultation with good outcome. |
| * Excellent nurse |
| * Excellent service - Smooth procedure professionally completed Thankyou |
| * Excellent service by Chloe, professional and friendly |
| * Excellent service well explained, and all questions answered. Perfect |
| * Excellent service. Appointment on time and requirements dealt with quickly and efficiently |
| * Excellent straight to the point talk and am very happy with the result |
| * Excellent surgery wonderful caring staff |
| * Fast and efficient service but took time to explain |
| * Felt listened to, much better face to face and positive advice and plan going forward |
| * Felt very comfortable and at ease during an anxiety inducing appointment |
| * Friendly & Efficient |
| * Friendly, reassuring and professional |
| * Friendly and efficient |
| * Friendly and reassuring staff |
| * Friendly efficient service |
| * Friendly efficient service thanks |
| * Friendly staff, only brief waiting time. Clear communication from staff |
| * Friendly, efficient, service, thank you |
| * Friendly, informative, caring and professional |
| * Friendly, knowledgeable, and supportive clinician. Useful text reminders for upcoming appointment. |
| * Friendly, professional, thoughtful service. |
| * Friendly, welcoming, and efficient, thank you |
| * From the reception to Dr Shatwell to the pharmacy I received excellent knowledge and service |
| * Gemma was happy, polite, professional, informative, and understanding. It was great to see Jack the trainee. I always support Marazion Surgery in giving |
| * Given thorough assessment and exercises to do. |
| * Good customer service |
| * Good service friendly and nice |
| * Good to hear the diagnosis |
| * Great doctors |
| * Great service all round |
| * Great service although my appointment was slightly late the Dr I saw was very apologetic which I appreciate |
| * Had to wait ten minutes but service was professional and caring |
| * Helpful and friendly nurse |
| * Helpful friendly and informative |
| * Helpful, kind always polite and with a nice smile. |
| * I attempted multiple times over two weeks to arrange a very brief call with a GP before my health check at 17:50 yesterday. My own wife, who is a GP, tol |
| * I felt rushed, I was unsure whether I had heart burn (acid) or indigestion - the nurse seemed frustrated that I didn't know the difference. |
| * I found the nurse very professional, pleasant, and cheerful. |
| * I found this consultation to be very useful. A scheduled review allows you to look at the bigger picture and to consider your general health rather than |
| * I gave 1 because I never get any bad Service except being forgotten, it was A Great Service. Michelle was a Very nice Lady. |
| * I had to cancel my appointment as I wasn't well |
| * I had to give blood for tests. I’m not good with needles but the nurses could not have been better .I think I'm no longer worried after their perfect care . |
| * I have always had good service at Marazion, and the dedicated staff are brilliant. |
| * I have been a patient at your surgery for approximately 20 years or more and I have never had anything to complain about. |
| * I like the atmosphere & the Staff |
| * I need a new phone |
| * I saw a doctor and did |
| * I saw Shirley for blood pressure tests both sitting and standing. As always, she was very pleasant and efficient |
| * I understood 1 meant very good. What more do you want? |
| * I was listened to. |
| * I was met by a friendly nurse who made me feel very at ease for my appointment today whilst being very professional and informative |
| * I was once again so impressed with all aspects of my appointment. I was seen on time and the nurse was welcoming and put me at ease. The procedure was do |
| * I was seen on time and the test was done well by a pleasant young lady. |
| * I was seen on time by a very friendly Nurse. When a problem appeared, the nurse spoke to the Doctor and action was taken. Thank you |
| * I was seen straight away by a friendly nurse who arranged for the extra blood test that I asked for. The receptionist quickly let me know the progress of |
| * I went in on time, the nurse was ready for me, she was polite and dealt with my blood test professionally and easily. |
| * If I have been given the wrong results, and the consequences of that information, if left unaddressed effects my health, work and general well being. I |
| * It was nice to see old staff |
| * Kind and considerate nurse. |
| * Knowledgeable, friendly, efficient, |
| * Laura was lovely and very good at her job. Not good with needles but at ease with her. |
| * Lovely caring nurse perfect |
| * Lovely nurse - took me in early, checked with GP which bloods required & very competent |
| * Lovely nurse who explained everything to me clearly, no delay in appointment time too |
| * Lovely nurse, however was not able to pre book an appointment to see the doctor, no appointment available, first thing on a Monday? |
| * Lovely nurse. Concerned about my BP and explaining I need to have a monitor. Then went to have my Covid and flu jabs. Again very kind friendly staff. |
| * Marked as a 2 due to waiting time otherwise would have been a 1. Nurse Chloe great. |
| * Mrs Gendall was lovely and talked all my procedure through, made me feel comfortable and relaxed, very professional and friendly. I had an evening appo |
| * Mrs Gendall was very nice, very professional, explained everything and put you at ease . |
| * Ms Corin was professional, on time, and explained everything to me and answered any questions. Excellent |
| * My appointment was on time & the nurse who treated me was friendly very efficient & reassuring thank you |
| * My appointment with Chloe was very good, she is always very pleasant and understanding and explains things so I am able to understand. |
| * My reason for my appointment was explained to me very clearly. The doctor was very thorough. |
| * Never had any problems with doctors or nurses there all good |
| * Nice to see a happy smiley nurse doing a wonderful job. |
| * No appreciable delay to appointment time, excellent doctor service. |
| * Not as smooth as using. |
| * Nothing wrong with the actual appointment - just a bit of a wait to get in to it. |
| * Nurse Gendall. Very professional and helpful. Lovely lady. |
| * Nurse Hatton was very friendly and efficient |
| * Nurse was friendly, on time, had access to medical record and gave good feedback. |
| * Nurse was polite and efficient |
| * Nurse was very accommodating. |
| * Nurse/HCA was lovely, on time and very child friendly. Well done xx |
| * Nurses and Doctors do a great job. They deserve a payrise. |
| * On time and caring |
| * On time and caring |
| * On time and very friendly nurse with a professional approach |
| * On time appointment and all issues addressed in detail. Did not feel at all rushed |
| * On time considerate and efficient |
| * On time Polite and efficient |
| * On time polite and efficient |
| * Overall, I chose 2 and was pleased with the result |
| * Perfect |
| * Physio great, dispensary very helpful. |
| * Pleasant, efficient, and friendly staff, hardly any wait time and great communication between staff members. |
| * Polite and efficient manner. |
| * Polite and professional |
| * Practice Nurse was excellent as always |
| * Professional and efficient young lady delt with me |
| * Professional and friendly service |
| * Professional, kind, and appointment on time. |
| * Professional, reassuring, |
| * Prompt and friendly great |
| * Prompt service. Easy pain free blood test. Kind staff |
| * Prompt, efficient and friendly |
| * Provided with all required information |
| * Punctual, pleasant lady and informative. |
| * Quick & pleasant nurses |
| * Quick and efficient service |
| * Quick service and lovely nurse |
| * Quick, easy. Later evening. |
| * Quick, efficient and courteous appointment, well done. Thank you for being a great surgery. |
| * Ran out of flu vaccine even though our appointment was booked well in advance. Then couldn't book two Covid jabs for myself and husband, I don't drive, i |
| * Real care and attention. Definite valuable work behind the scenes. Medically very helpful. |
| * Really helpful on reception with my questions and extremely pleasant nurses when being seen. |
| * Really nice doctor didn't rush me listened to what I had to say. lovely receptionist very helpful . |
| * Really quick and efficient, and really nice people. |
| * Really warm and welcoming nurse for whom nothing was too much trouble! |
| * Receptionist was very helpful. Despite me being unable to see asthma nurse because Dr Blights appointment ran late, she was lovely. Dr Blight is a wonder |
| * Running to time and Emily Fayer was brilliant |
| * Seen on time |
| * Seen on time, nurse was very helpful and polite. All good. |
| * Seen on time, nurse welcoming and considerate. Receptionist thorough and polite |
| * Seen on time. |
| * Seen on time. Problem discussed and referred to the doctor. Appointment today. All went smoothly. |
| * Seen promptly and nurse very friendly. |
| * Seen quickly, efficient and friendly nurse |
| * Service always efficient and pleasant an overall good service |
| * Service received from both the diabetics nurse and the reception staff was excellent and being professional beyond reproach. |
| * Smooth, friendly efficient service. |
| * Such a friendly greeting by the nurse and great suggestions going forwards |
| * The appointment was on time and the nurse was very efficient |
| * The appointment was on time, I felt comfortable, the nurse was very nice, helpful and informative. Very good service. |
| * The appointment was on time. The nurse was prepared for it. She was knowledgeable and helpful. |
| * The assistant practitioner was well prepared and professional. She explained the procedure clearly and exhibited empathy with the patient. |
| * The Doctor and Nurse were very good at their job. |
| * The Doctor explained things to me and took the time to listen to my concerns. She showed compassion which was very kind. |
| * The doctor was fantastic his name was Simon. Thankyou |
| * The doctor was pleasant& inform to me of my health problems |
| * The doctor was very helpful about my problems, but no progress was made re my feeling of constant fatigue |
| * The Dr listened and recognised there was an issue. Not much empathy was shown. For someone with a chronic condition this is disappointing. |
| * The GP Suzanne was fantastic this morning. Very caring. Explained everything properly. I would give a 10/10. Lovely lady. Thanks. |
| * The nurse I saw was quick, efficient, and very helpful |
| * The nurse made me comfortable, and she was professional with her work |
| * The nurse was pleasant, efficient, and competent. |
| * The nurse was very good at what she does, she took my blood without me even realising she'd put the needle in - that's a first in my experience, she was |
| * The nurse was very good with both her job and the giving of information relating to what was going on. Top marks from me. |
| * The physio was thorough |
| * The practice received a letter from clinical oncology relating to my treatment but took no action. I had to chase for an appointment and when I attended |
| * The staff are always helpful, friendly, and professional |
| * This is my new Doctors Surgery, and everyone is so pleasant and helpful |
| * Today was quick and easy! |
| * Very attentive and detailed with examination and explanation. |
| * Very efficient in my last visit. |
| * Very efficient, friendly, helpful staff. |
| * Very efficient. Pleased to get my flu jab at the same time. |
| * Very friendly doctor and helpful |
| * Very friendly, and found my difficult veins straight away, |
| * Very friendly, professional, caring, put me at ease. Gave all information. Never rushed the appointment. Outstanding service |
| * Very good |
| * Very happy with Dr Robbins. |
| * Very helpful |
| * Very helpful and informative and put me at ease straightaway |
| * Very helpful and knowledgeable. |
| * Very helpful receptionist, very happy thank you |
| * Very helpful, professional, and friendly team |
| * Very helpful, thorough, professional, explained clearly |
| * Very informative and helpful and you can tell they care |
| * Very kind & considerate, always puts me at ease... Laura when she took bloods. |
| * Very knowledgeable and helpful |
| * Very nice nurse and very accommodating |
| * Very nice nurse. Explaining procedures and equipment. Felt at ease. |
| * Very pleasant nurse and in time, great service. |
| * Very pleasant nurse and not long to wait, all good |
| * Very pleased felt listened too. |
| * Very quick and well organized |
| * Very quick, very friendly. |
| * Was seen early had a full and instructive conversation regarding ongoing treatment. Fully satisfied with service delivered |
| * Was seen just over 5 mins past the appt time which was great, and all done quickly and efficiently |
| * Welcoming and efficient. |
| * Well organised and good customer service skills |
| * Went into nurse on time, pleasant and professional |
| * You’re lucky did that one, hate having giving feedback on everything all the time. Marazion surgery is very good on the ball with appointment. |

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