**In October 2023 we had a total of 580 responses; 97.8% (567) 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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| 11.25 appointment for covid and flu vaccine, called at 11.55 |
| A bit of a muddle with results got resolved i hope |
| A really helpful appointment, thank you. |
| A very friendly and professional service. Thank you. |
| A very straightforward blood test. No issues. The nurse was pleasant and answered my questions |
| All done and over and back on my way home within a few minutes. |
| All explained well about my injection made me felt at ease |
| All girls on reception and nurse doing a good job! |
| All my questions answered in a professional manner |
| All on time and efficient |
| All went as planned, was timely and efficient |
| All your services are good to me |
| Although I had a booked time there was a delay of about 20 minutes. |
| Always helpful  |
| Always a great service. |
| Always a pleasant experience with great health professionals. |
| Always grateful to everyone for all they do. |
| Always like seeing Chloe she's professional but always friendly and helpful. |
| Always so friendly, kind, caring and helpful thank you. |
| Always very friendly, quick to help with whatever needs you have. X |
| Amazing service here |
| Appointment cancelled by surgery with very little notice |
| Appointment kept on time very polite & friendly. Explained what tests were to be carried out & did so in a very professional & efficient manner.  |
| Appointment on time - very efficient practitioner 10/10 |
| Appointment on time and professional service |
| Appointment on time excellent care by nurse Kate |
| Appointment on time very helpful healthcare assistant |
| Appointment on time, made to feel comfortable. |
| Appointment on time. Nurse very polite. |
| Appointment on time. Procedure carried out quickly and painlessly and nurse had a pleasant manner. |
| Appointment was on time, waiting room not full, Physio very knowledgeable and professional. |
| Appointment went smoothly, healthcare person was knowledgeable and respectful during the appointment. Also making a Dr. appointment at the reception was |
| Appt on time, nurse extremely pleasant and knowledgeable. Injection was administered with care. Thank you |
| Appt running half hour late but the nurse was excellent taking time to talk to me about how I was feeling and the injection was delivered with no discomfort |
| As always duty nurse was attentive but the pressure to fulfil her quota meant she wasn't fully aware of patient’s particular situation- totally understand |
| As always pleasant and caring staff and not long to wait |
| As always, the service at Marazion Surgery was first class, seen on time and very good treatment, thanks |
| As always, my appt with Dr Tucker was everything one could hope for. A delightful and talented man, easy to talk to, and always willing to go that extra |
| Because the nurse explained everything that she was doing |
| Because I had prompt and efficient attention. |
| Because I was seen on time and the staff throughout the process from initial contact to appointment have been really helpful. |
| Because it was as pleasant and friendly as possible |
| Because it was on time and very caring and pleasant experience. |
| Because my appointment wax on time, no hassle & went very smoothly |
| Because service as usual was excellent  |
| Because the appointment was dead on time and the nurse (Ellie?) was brilliant. Quick and painless- ideal! |
| Because the doctor new what I'm going through |
| Blood test sample taken. The nurse who carried it out was excellent. Did not it was done. |
| Called on pretty much on time, very thorough and informative discussion and advice received |
| Checked in with touch screen device but it didn't register, and I was sitting in the waiting room until I went to enquire. I was marked as not attending |
| Chloe doing an injection...no problems! |
| Chloe the nurse was really nice and helpful. |
| Chloe was kind, informative, efficient, helpful, and very relatable and human. Thank you!! |
| Chloe was professional and explained everything clearly as always. Always feel comfortable seeing Chloe. |
| Chloe was so helpful and friendly also very reassuring. Thank you! |
| Chloe, despite being rushed off her feet with a very busy clinic, was her usual calm, efficient and charming self. Another very fine example of the high |
| Clear instructions on using the BP monitor. Swift appointment. |
| Dealt with quickly and efficiently |
| Doctor very thorough and helpful. |
| Doctor was really helpful |
| Doctor was thorough but was running late, 45 minutes wait, which is not good |
| Doctor was very patient and didn't rush my appointment. He explained different options to me in good detail and I'm happy with the way forward to solving |
| Doctors’ examination was thorough |
| Does Liz know you want to move. |
| Dr Battle listened to me |
| Dr Harling was on time. Polite and to the point. Fantastic. Thank you. |
| Dr Herdman took plenty of time to make sure I understood the test results and put my mind at ease over my concerns |
| Dr Herdman was brilliant made me feel at ease, explained everything I needed to know brilliant |
| Dr Herdman was very patient and listened to everything that was concerning me. He offered helpful advice and information that will help me feel better  |
| Dr Lock was considerate, he listened to what I had to say, was thorough in his investigation of the issue and was considered in his appropriate response. |
| Dr Tucker wuzzzz very friendly & professional |
| Dr Tucker was marvellous as usual. Hope he’s around for the foreseeable future. |
| Easy to set up. Provided comfort about things that were worrying me and a clear diagnosis and treatment plan. |
| Easy to talk to and very reassuring |
| Efficient, polite I felt safe in their hands |
| Efficient and friendly |
| Efficient service. Good advice and lifesaving treatment. |
| Efficient, considerate, professional |
| Efficient, friendly, and professional treatment. |
| Efficient, on time, pleasant |
| Efficient, quick, cheerful, and polite |
| Ella couldn't have been kinder to quickly fit me in for a blood test when I'd mistaken my appointment for 2:50 instead of 2:10. Very grateful. |
| Ella knows what she is doing and gets the job done. ? |
| Even if the appointments are running late there is usually a good reason. Courtesy and consideration from patient and doctor, nurse or receptionist are e |
| Even though my appointment running late, always friendly when eventually seen |
| Even when they were busy you could see they could cope |
| Everything went smoothly. Appointment on time and lovely helpful Dr. Not rushed. Pleased with treatment provided. |
| Everyone was kind. The Doctor was very thorough and kind. |
| everything done perfect |
| Excellent staff, very quick. |
| excellent care by health staff |
| Excellent friendly and caring service thankyou |
| Excellent friendly prompt service delivery |
| Excellent rapport. Attentive and accepting discussing complex medical issues. Came away feeling better. |
| Excellent service |
| Excellent service |
| Excellent service all round |
| Excellent service and advice |
| Excellent service and extremely courteous |
| Excellent service and follow up call to check on me. Which made me cry as it was so nice and caring. Thank you all for today x |
| Excellent service today |
| Excellent service! |
| Excellent service, very friendly and helpful, no wait time, kind and reassuring |
| Excellent service. |
| Excellent staff |
| Excellent staff |
| Excellent surgery very comfortable and clean, staff wonderful |
| Excellent, caring & efficient service, went straight in, no waiting at all. |
| Excellent, friendly service and the receptionist who was on duty Saturday 14th October 10.30 am went out of her way to help me regarding some results I w |
| Fast friendly service - physiotherapist was lovely and really helpful. Also saved me seeing a GP. Receptionist was also really helpful today |
| Felt at ease, lovely nurse and most important to me i felt comfortable |
| Found nurse very welcoming and was understanding of my requests. |
| Friendly, efficient nurse. |
| Friendly, capable nurse. She took blood which is usually difficult. Called in another nurse when she was not sure about a problem |
| Friendly and efficient |
| Friendly and Efficient |
| Friendly and efficient |
| Friendly and efficient-also on time |
| Friendly and helpful |
| Friendly and helpful practitioner |
| Friendly and quick |
| Friendly efficient caring Chloe was all these things a good nurse! |
| Friendly nurse |
| Friendly reception and great GP! |
| Friendly service and took my previous medication into account |
| Friendly staff and relaxed atmosphere. |
| Friendly staff who respected that I am known by my second name |
| Friendly staff. |
| Friendly, informative, brilliant surgery |
| Friendly, professional service on time. |
| Friendly, professional, helpful. Brilliant! |
| Gemma Rowlands is very professional and knowledgeable putting some concerns I had at ease and referring me to the relevant departments |
| Gemma was extremely pleasant and professional; lets hope this starts a positive outcome! |
| Good service, lovely nurse. |
| Great friendly advice |
| Great friendly and efficient staff |
| Great Nurse, understanding that our daughter doesn't like going to the doctors! |
| Great service |
| Great service and well explained procedure |
| Great service, appointment kept to stated time, quick and easy. |
| Great staff |
| Great staff and always leave feeling lucky to have this surgery! |
| Had a text regarding my appointment, which turned out to be a telephone consultation not a face to face. |
| Had to wait a little over 15 mins to be seen only an issue because someone was waiting for me occasionally a taxi is waiting for me and can be costly |
| Helpful and informative at reception The nurse was so efficient and professional and supportive |
| I as seen in time and had good advice. I have one concern which is the information you are requesting on the computer book in in the reception area is as |
| I didn't have to wait too long after my appointment time and Olivia was very kind, caring and efficient |
| I didn't wait long to be seen by a nurse. She was efficient, professional friendly and put me at ease. |
| I find Chloe very helpful and nice to talk to , feel very at ease with her |
| I have been over my daughter Naomis for a week because I tripped and cut my head, we left there at good time to reach the surgery not knowing that Hayle w |
| I have been with the surgery for 49 years and have found it to be very good in every aspect. |
| I put the wrong number, the experience was really good everyone was lovely and helped my son feel safe for his finger prickly blood test |
| I thought is was excellent. It is a good practice |
| I was not kept waiting for very long - in fact nay have been seen a few minutes before my booked time. |
| I was seen on time and the nurse did her job well. |
| I was seen on time and the nurse was excellent- thank you |
| I was seen on time, and the nurse Kate was very polite and understanding. |
| I was seen promptly, and the service was very professional |
| I went to the surgery for blood tests. Normally it takes as many as 5 or 6 attempts to find a vein, which can be stressful, as well as uncomfortable |
| I would keep him. 5 Star Service. |
| In for flue vac. On time. Painless, friendly and smiley |
| Informative and helpful |
| Injection was given efficiently and nurse friendly |
| It was on time and simple |
| It's an amazing service they call you ,message you nothing is too much trouble |
| Kate if very professional, empathetic, and caring. |
| Lovely friendly nurse put us at our ease. |
| Lovely lady doctor who made me feel at ease |
| Lovely nurse again. Very gentle and kind. |
| Lovely nurse but running quite late |
| Lovely nurse, kind and professional |
| Lovely people, nothing is too much trouble. |
| Lovely, pleasant and efficient nurse |
| Lovely staff and a lovely surgery |
| Mainly knowing all the pressure the NHS staff are under..it makes visiting the doc's much more pleasant when you receive a smile and a chat with the st |
| Marazion Surgery always has the windows in the waiting room locked shut. There were patients coughing and sneezing as I sat waiting. The windows need to |
| Mrs Alicia Sugrue was excellent. However, the windows in the waiting room are still locked shut, so patients cannot open them for ventilation whilst wait |
| My appointment was as scheduled, and the nurse was friendly polite and very professional |
| My appointment was on time, the ECG process was carried out efficiently and I was well informed on future discussions in regard to the results. |
| My appointment was on time, and I was very happy that my concerns were answered satisfactorily. |
| My appointment was on time and the nurse was lovely |
| My appointment was on time, and the issue for me having the appointment was dealt with quickly |
| My appointment was on time, the nurse was reassuring before, during and after my smear. Thank you |
| My initial check in on the automated terminal was problematic, with several attempts to push the on-screen button to confirm who I was.  |
| My visit today I was once again made to feel at ease which I feel is very important. |
| No waiting, pleasant and helpful staff |
| Nurse Chloe is fantastic with my mum! |
| Nurse did a lovely job. Very pleasant |
| Nurse Glendall was so helpful and reassuring and always professional. |
| Nurse superb, on time and didn't feel the injection |
| Nurse taking blood was on time and very friendly. |
| Nurse very friendly and I didn't feel a thing. Nurses at mz surgery all great |
| Nurse was lovely as usual |
| Nurse was pleasant and efficient |
| Nurse was very friendly and efficient |
| Nurse was very friendly and made me feel at ease, very professional. |
| Nurse was very pleasant, and I felt comfortable |
| Nurse was very thorough and passed on a note to the GP I am seeing Friday to follow up what we discussed |
| Olivia was kind, caring, quick and efficient. |
| On screen check in so no queue. The nurse took time to speak to me and was very friendly and professional. |
| On time |
| On time & efficient |
| On time, polite and professional |
| On time always pleasant and helpful. Great surgery |
| On time and efficient |
| On time and friendly staff |
| On time and much easier than expected. I was def nervous beforehand. |
| On time and quick blood test. |
| On time no wait |
| On time swift injection for winter viruses |
| On time very good |
| On time. Informative |
| On time, and knowledgeable physiotherapist |
| On time, considerate and helpful staff. |
| On time, efficient and friendly nurse |
| On time, friendly & knowledgeable staff. |
| On time, friendly atmosphere. Procedure very clearly explained. painless |
| On time, friendly nurse |
| On time, friendly, painless |
| On time, no fuss and amazing staff  |
| On time, pleasant welcome, procedure carried out efficiently. |
| On time. Chloe always excellent. Love our dispensary too. |
| On time. Friendly staff |
| On time. Present staff. |
| On time. Procedure carried out with no fuss and explained well. |
| On time. Quick and efficient |
| once again, my visit was soothing and comforting. |
| Overall, the service is quick, effective painless |
| Physio appointment was set up quickly and advise given. |
| Pleasant visit |
| Pleasantly helpful cheerful people. |
| Polite, on time. |
| Polite, smiling ,& kind, efficiency. |
| Practitioner nurse great |
| Process very efficient, professional, and friendly. |
| Professional and friendly manner |
| Professional, Efficient, and friendly |
| Professional, welcoming, reassuring and always been as good as an service as it can be. 1 very good. |
| Prompt attention from nice friendly nurse. |
| Prompt attention no waiting |
| Prompt service and helpful nurse and receptionist. |
| Prompt, effective, and helpful |
| Prompt, efficient and helpful! |
| Prompt, polite, professional and took bloods as I haven’t been in the doctors for a while which is not something they had to do.. gave advice and the whole |
| Punctual |
| Punctual appointment, efficient service |
| Punctual, friendly, next appointment date given |
| Punctual, polite, efficient, good humour. |
| Quick and easy, description of what to do was explained with paperwork |
| Quick, efficient, courteous, and professional as always. |
| Rachel always makes time for a short chat and always takes a interest in my health |
| Rachel was very polite, efficient & friendly |
| Really like the text reminders. Surgery check in good. Lovely staff. |
| Saw the doctor who explained my medical questions |
| Seen on time |
| Seen on time. Nurse very professional and put me at ease. Procedure wasn't painful. I am so pleased to be treated so well |
| Seen promptly and staff were friendly and efficient |
| Service is excellent as always! |
| Service was quick and on time |
| Shirley as usual really friendly loads of advice. Thank you, had my flu jab. |
| Shirley Hatton above and beyond with a smile and a caring nature. |
| Shirley Hatton is terrific. Professional and does her job wonderfully. |
| Shirley Hatton was professional, friendly, and efficient. |
| Shirley is always professional and nice to talk to always put you at ease |
| Shirley is my favourite for taking blood. My appointment was on time thank you. |
| Shirley was on time, kind and efficient. She even found time to help me access test results on my NHS app! |
| Shirley was very cheerful and efficient and made time to see me after I was a few minutes late due to traffic. Thanks to her for that. |
| Speed. In and out in two minutes. |
| Speedy, welcomed into the office. Searching but friendly and professional questioning with appropriate discussion of options. |
| Staff Amazing and on time |
| Staff are brilliant |
| Staff lovely very considerate. We'll on time and was not rushed. Thank you. |
| Staff were efficient, and friendly always makes a big difference. |
| Swift, friendly service! |
| Thanks to Ella prompting doctor appointment yesterday antibiotics continued one day earlier and my wife's blood pressure spared 15 - 30 mins dialing and r |
| The nurse was very good.1 |
| The appointment was fine |
| The appointment was on time and Ella was her usual friendly and efficient self |
| The Associate Practitioner was very efficient and polite |
| The doctor listened to me, and has acted on has to be done. |
| the doctor was very helpful with luck my problem may be sorted out |
| The dr spent time dealing with my needs without rushing and made sure to help me feel comfortable throughout |
| The Dr was brilliant it was just the fact that he was running so late and we had another appointment to go to . Having an early appointment,  |
| The GP sorted my X-ray out and blood test. Which has now been done. I am in a lot of pain |
| The lady who saw me was very helpful and took the time to explain to me what my previous test results meant for which I was appreciative. |
| The nurse I saw to take my bloods was very professional, friendly and highly experienced Got my blood for the first time, and made me feel extremely co |
| The nurse I saw was very lovely and put me at ease |
| The nurse is absolutely brilliant very informative and helpful |
| The nurse saw my son and was very straight talking and kind and dealt with the issue professionally |
| The nurse was very helpful and reassuring |
| The nurse was very helpful |
| The nurse who did my checks couldn't have been friendlier or more helpful, advising me and even checking with a colleague for me on a point to confirm he |
| The nurses were great but was only 2 of them to attend so many patients |
| The person I saw explained everything to me really well |
| The physio provision at the surgery is excellent |
| The process was all very efficient. I was seen promptly, and I felt confident I was in good hands. |
| The receptionist was lovely and very helpful sorted on my follow-up appointment. No problem, Charty Siri is very nice and I lovely job I never even thought it |
| The respiratory nurse (Kate) was excellent. She was well-informed, a good listener and decisive. I was very pleased. Thanks. |
| The service was quick and efficient. |
| The staff were very polite, and was seen straight away. |
| The surgery does try to help people, and Chloe is a very nice person always a smile and very helpful with any questions you may have. |
| The surgery is excellent. Shame about the pharmacy! |
| The team were very professional, competent, and knowledgeable. Put me at ease from the first moment. |
| The usual standard of excellent care and attention. |
| The waiting area was not overcrowded, so I didn't need to sit close to others. My procedure was carried out at the appointment time. The nurse was warm |
| The waiting room was clean and comfortable, I wasn't kept waiting long and the Nurse that treated me was friendly and good at what she did. |
| They are a first-class surgery. Give a first-class service. Could not be treated better. |
| Thorough cheerful efficient and welcoming |
| Thorough review. The nurse took her time. |
| Timely appointment. The nurse was extremely patient and kind in her interaction with me. She ensured I knew what was needed to be done and why and ensur |
| top notch surgery. never experienced better anywhere else |
| Very kind and cheerful |
| Very courteous and understanding doctor |
| Very efficient and friendly staff doctor very informative, credit to their Profession, surgery and NHS |
| Very efficient |
| Very efficient and friendly staff |
| Very efficient and kind staff |
| Very efficient and personable staff, painless process |
| Very efficient and pleasant |
| Very efficient and polite thankyou |
| Very efficient friendly service |
| Very efficient staff |
| Very efficient staff, friendly, found the vein first time  |
| Very friendly helpful & professional |
| Very friendly very good at dealing with me |
| Very good |
| Very good |
| Very good  |
| Very good service. Nice doctor. Long wait. |
| Very helpful |
| Very helpful and kind |
| Very helpful nurse with information and advice thank you |
| Very kind but efficient. |
| Very little waiting time, pleasant practitioner, informative and quick. |
| Very lovely helpful Chloe |
| Very pleasant and helpful staff every time I come in for appointments |
| Very pleasant, kind, and efficient nurse |
| very polite friendly and good service. |
| Very professional as always |
| Very professional yet very friendly & appt on time  |
| Very professional, knew her stuff and very approachable and friendly! |
| Very professional, lovely manner, ten out of ten |
| Very professional, sensitive, listened to what symptoms I described and followed up. Went out of his way to ascertain cause of problem rather than treat |
| Very prompt and satisfactory appointment |
| Very prompt and welcoming |
| Very prompt appointment. Efficient blood pressure screening. |
| Very prompt treatment and very pleasant nurse. Very good |
| Very quick and efficient |
| Very quick getting appointment with physio and provided exercises and referral for X-ray |
| Very quick, very friendly, and painless |
| Very thorough and efficient. |
| Was 4 mins late to first appointment but appointment overran by 25 and therefore second appointment was cancelled.  |
| Was on time and the receptionist extremely helpful, also the nurse was great |
| wasted time and effort going to an appt they said wasn't required but they had sent me text reminders |
| Well explained the procedure of the ECG unit. Appointment on time. Everything just all okay. |
| You are all so good and kind and professional |

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

1x541 2x26 3x7 4x1 5x5