

In April 2022 we had a total of 237 responses; 230 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:

- A lovely Team Emily was very understanding as I have a needle phobia
Thank You again
- All my questions were clearly considered and answered, really appreciated the information.
- all the facilities and staff at the surgery and pharmacy are just superb!
- Although my injury is not severe, The Physio understood that I need to improve it and learn how to treat it as both my job and hobbies put pressure on it. I was given good advice and some exercises to strengthen it.
- Always pleasant. Usually on time
- Amazing nurse explained everything to me
- An excellent surgery.
- Appointment on time. Follow up call from Dr within couple of hours to arrange further treatment.
- Appt on time, very polite lady
- Arrived on time and only waited about 5 mins before I went in. Shirley was very friendly, efficient & helpful. Couldn't find fault.
- As always excellent. Appt was on time, treated with respect, no problems at all.
- Attentive on time helpful and listened
- Because of the ridiculous mask wearing rule ???
- Because that is how I rated my experience.
- Because the service was excellent
- Chloe is so kind and supportive, and really goes out of her way to help. Plus, the most gently blood test I have EVER had!
- Clinic was on time nurse was friendly and was in and out quickly!
- Comfortable well organised check in and waiting area, appointment on time, nurse helpful, friendly and considerate. ?
- Consultation and treatment given in a professional yet caring manner.
- Didn't have to wait long and procedure was straight forward thank you
- Doctor was brilliant
- Dr Battle was very thorough, thoughtful and informative
- Dr Sugrue went above and beyond. He not only gave my very elderly mother her steroid injection but also requested X-rays for her and after the appointment
- Easy appointment registration. Doctor answered all my queries in a concise and clear manner. Not rushed.
- Easy parking - excellent staff - appointments on time - confidence in the overall service.
- Easy to arrange an appointment and I was called in on time. Staff are friendly and helpful.
- Efficient,Friendly.listened....,all round Marazion surgery

- Emily (nurse) was very efficient pleasant and on time
- Emily is only one of 2 nurses who can successfully draw my blood
- Emily was extremely proficient, very friendly and helpful
- Everything was very efficient and the young lady was very pleasant
- Excellent experience super friendly
- Excellent service from the surgery today. Thank you.
- Explained everything clearly, considerate, professional. painless experience.
- Fantastic service
- Friendly & efficient
- Friendly and efficient
- Friendly and professional.
- Friendly and punctual
- Friendly courteous and efficient
- Friendly efficient service
- Good, efficient service
Under considerable pressure
- Great patience service by a great looking nurse
- Great staff and great service
- Had a polite nurse who chatted while continuing with her work, showing an interest in the person
- Hannah was very friendly, courteous and efficient
- Happy Nurse good consulting
- Helpful receptionist and really efficient and friendly phlebotomist.
- I am always cared for and treated with the utmost dignity
- I arrived and booked in easily. I was called in on time, the work was completed quickly, comfortably and well.
- I chose 1 because it was the only choice to make,
- I didn't have to wait long for my appointment. The nurse was polite and caring and didn't rush at all.
- I didn't have to wait or deal with reception. Dispensary were very helpful. The usual air of difficulty was not present. Amazing not to be made to feel bad for needing a doctor. A pleasant change.
- I felt it was a very good appointment. A very thorough examination and all my questions were answered and hopefully when I have been to the respective other appointments my injured eg will be better
- I have always received good service
- I saw physio Gemma. She was sympathetic, matter if fact and I feel confident with her diagnosis and that I am going to get the best treatment for my con
- I was in a lot of pain and treated very kindly and conscientiously by the doctor (a locum) and the physiotherapist. Also the medication prescribed allevi
- I was seen on time. The nurse was very professional and reassuring. The procedure was dealt with very well. I was very impressed with how I was treated.
- I was seen really quickly, a few mins earlier than the appointment time so no waiting time. The nurse was really kind and understanding and made the appo
- Lovely nurse for a blood test...thank you.

- New Doc is a legend.
- No waiting plus no probs good Nurse very Pleasant
- Nurse at Marazion surgery was pleasant helpful and efficient.
- Nurse friendly, informative and reassuring.
- Nurse very friendly and competent
- Nurse was friendly and explained what she was doing very clearly.
- Nurse was friendly there was no waiting and she was very efficient.
- On time & very efficiently done
- On time appointment with a very experienced physio, who well articulated the problem and the solution. Thank you.
- On time, friendly and welcoming. Very efficient
- Outstanding service - prompt polite and professional
- Pleasant, professional staff. Experience was almost fun.
- Polite and friendly service
- Polite and helpful
- Prompt & polite.
- Prompt and efficient. Informative
- Punctual, professional, polite
- Quick and friendly
- Quick, efficient and friendly.
- Really good service and everything explained well in a way I understood.
- Really helpful consultation with knowledgeable GP. Problem focussed. Very kind with child. Sought to resolve issue. Phoned back with update.
- Really helpful informative nurse who made me feel very comfortable
- Really nice nurse appointment literally right on time
- Seen on time and not rushed
- She was kind, caring, informative
- Shirley is an excellent phlebotomist I didn't feel a thing
- Shirley was very helpful and made the whole experience excellent
- Short waiting time friendly Nurse
- Straight forward, on time and friendly staff
- The appointment time was met, by Shirley and the blood specimen obtained in a professional and courteous manner. Very satisfied with the whole ex
- The appointment was on time and the nurse was excellent very caring
- The appointment was on time, very quick and the nurse was very friendly indeed
- The Doctor was very good and reset my anxiety to low. The examination was very thorough, and I really appreciated this and ALL of the team were very friendly
- The nurse Amanda, who I know, was very good and professional and gave me plenty of feedback on the course ahead. I am so pleased that I transferred to Marazion
- The nurse was really friendly and made me feel really comfortable
- The nurse was so kind and considerate.
- The nurse was very lovely
- The physiotherapist was very courteous and thorough
- The service and staff at Marazion surgery are always brilliant, helpful, pleasant and professional and can not fault anything.

- The service is very good. Through no one's fault, i had to return to the surgery due to an bp monitor malfunction
- The staff I very understanding and professional
- The trainee nurse who did the injection was well supervised and successfully completed the procedure.
- There was no issue with my appointment however I felt I had to put a 3 and not higher as I would normally as when I came back for my blood test today as r
- To have an appointment so quickly and easily was so stress free
- Unable to make follow up appointment at reception, need to call at
- Very clear about procedure, very professional and welcoming. Checked I was ok during and was kind
- Very efficient and on time
- Very efficient gave me all the information about the injection and it was carried very quickly
- Very efficient service
- Very efficient, seen on time, friendly nurse, friendly at pharmacy, painless procedure
- Very friendly and reassuring
- Very friendly, business-like and informative
- Very good service
- Very helpful doctor was so easy to chat to.
- Very impressed with Dr Tinkler. Very thorough with examination.
- Very quick and efficient.
- Went in on time and the nurse was very pleasant,and quick.
- Yes the doctor explained everything well, gave me a couple of other
- You are usually prompt and efficient. When I ask for advice the nurses are very helpful and knowledgeable.
- Your surgery offers a great service. Thanks

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