**In April 2023 we had a total of 421 responses; 97.8% (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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| 20-minute wait to be seen |
| 30-minute wait |
| A complete service |
| A detailed professional discussion with an agreed outcome. Thank you |
| A great nurse who was extremely professional and friendly |
| A very friendly nurse who made me feel safe and comfortable and eased my anxiety |
| A very professional and informative appointment. |
| Absolutely brilliant as usual xx |
| Absolutely lovely staff, friendly and efficient |
| After 33 years as a Patient at Marazion not once was I poorly dealt with, and that standard continues even under these difficult times. Thank you. |
| All good apart from appointment was running late which was not a problem today |
| Although there for a blood test I asked if I could have my BP taken, told I only had a 5 min appointment so couldn't be done |
| Always friendly and professional. |
| Apart from a bit of a wait they are all very nice, helpful, informational, and professional. |
| App on time-nurse highly efficient- and most charming |
| Appointment completed in a professional manner |
| Appointment more or less on time. Nurse understanding of my needs, friendly and professional. |
| Appointment on time and efficient and caring nurse |
| Appointment on time and fast |
| Appointment on time very professional |
| Appointment on time, treatment well explained, everything excellent. |
| Appointment on time. Friendly staff. |
| Appointment on time. Gemma very knowledgeable and supportive |
| Appointment on time. Nurse was very pleasant and helpful and very skilful at taking blood. Painless and quick. |
| Appointment was not far off scheduled time, efficient and friendly staff. |
| Appointment was on time, doctor was productive, receptionist was lovely and funny! |
| Appointment was pre-bookable which was really helpful (it wasn't a critical /time dependant issue). 5min wait on arrival. Needed a blood test which was a |
| Appt on time efficient staff |
| As always pleasant staff and punctual appointment |
| As always, a good professional and courteous service |
| As with previous visits, I was impressed with the smooth running & efficiency of the surgery. |
| Asked further questions and was given precise information. |
| Because I felt I was delt with considerately and with care |
| Because once again my visit was good, though sitting in the waiting with my back to window there was quite a draft on my back. |
| Because the nurses & staff at Marazion seem warm & have smiles on t |
| Because the staff are lovely nothing is too much trouble (especially Sophie & Tracie & our new girl Bella) |
| Because the treatment and the practice nurse explaining things beats any treatments I ever got from Helston Medical Centre where of latter years one felt |
| Because they are caring and treat me as a human being they listen and understand and follow up with treatment |
| Best surgery and staff |
| Blood test was fine but wasn't offered the supportive pillow as I used to have, otherwise very efficient |
| Booking in was easy & quick, PA system calling name was not clear first time around missing most of my name, but I heard it on second call. Nurse was friendly |
| Caring, considerate, expert treatment |
| Chloe could not have been any more helpful and friendly. Fantastic service! |
| Chloe is a delight and very professional |
| Chloe sat and listened to me and had the time. |
| Chloe very efficient and professional |
| Chloe was very professional and helpful with my diabetes issue |
| Clear explanation, prompt and efficient |
| Comfortable with my appointment with Physio, thank you. |
| Dealt with very well as always |
| Didn't feel listened to and didn't receive the support I needed |
| Didn't have to wait and doctor was very pleasant and helpful |
| Didn't have to wait too long and very friendly whilst taking blood |
| Disgusted can't get to speak to anyone |
| Doctor very understanding and clearly explained issues. Would have no hesitation in recommending. |
| Dr Blight was able to answer some of our concerns and give constructive advice on our next steps to get some fruitful outcomes to the present situation I |
| Dr Herdman is being very thorough investigating my severe pain |
| Dr Herdman listened to my symptoms and concerns and explained his course of action thoroughly |
| Dr Tucker was just amazing. Kind, caring and listened. I could not fault anything about my appt at all. |
| Dr. Blight was understanding & we had a constructive discussion, pending tomorrow's endoscopy. |
| Easy in, no waiting, |
| Efficient & friendly service. Also collected prescription from pharmacy, excellent service as always. |
| Efficient and caring |
| Efficient as always |
| Everyone at the surgery is caring and respectful. They try and help as best they can. Always take your whole health into consideration (mental and physical) . |
| Everyone is nice and helpful |
| Excellent and friendly service |
| Excellent attention from Dr Ranabhat and reception members. |
| Excellent doctor. |
| Excellent experience as usual. |
| Excellent Nurse |
| Excellent nurse did an LFT Blood test today. Lovely, caring attitude and painless, we need more of her kind! |
| Excellent service |
| Excellent service After work appointment which was great and nurse Chloe brilliant clinician |
| Excellent service as always |
| Excellent service as always, really made me feel at ease |
| Excellent service as always. |
| Excellent service, very friendly and efficient |
| Excellent staff as always, very polite, and nice and clean surgery. |
| Excellent surgery always have time to listen to you and always cheerful. Not only the nurses but receptionist to. |
| Excellent treatment |
| Excellent very helpful |
| Exceptional use of Otoscope. |
| Fast and efficient service |
| Fast, friendly organised & great service. |
| Felt at ease and care was great. X |
| First class care and attention |
| Friendly and efficient |
| Friendly and helpful |
| Friendly efficient helpful service |
| Friendly efficient service |
| Friendly nurse practitioner, on time. |
| Friendly professional staff |
| Friendly professional thorough |
| Friendly staff and full explanation of treatments |
| Friendly, cheerful nurse, appointment on time, helpful in getting another appointment to further treatment. |
| Gemma explained everything clearly and gave me good exercises to help my condition |
| Gemma is very personable and gives clear explanations, information, and suggestions. |
| Gemma very friendly and helpful |
| Gemma was really professional and understanding of my injury and made me feel at ease when discussing the course of action. |
| Good |
| Good efficient service |
| Good service |
| Good service and on time |
| Got seen straight away, and nurse was excellent |
| Great service and staff |
| Great service Really good staff Totally reliable |
| Helpful |
| Helpful and friendly service |
| Helpful staff and well-treated |
| Helpful, friendly and polite service from everyone. |
| I always have wonderful care at Marazion Surgery. |
| I felt to Listened and I didn't feel rushed. Did skin scraping very gentle and gave info on when results will be in. |
| I gave that number because as usual everything was good. |
| I got the appointment to have the cyst removed really quickly. Admin and organisation really efficient. Appointment was on time. Care received was excellent |
| I have chosen 1very good because the staff are very helpful and polite |
| I only went for a fasting blood test my appointment was on time & the whole thing was over within a few minutes & was very efficient. |
| I saw Ella Leiworthy today. A friendly and professional young woman who it is always a pleasure to see. She is easy to talk to and knowledgeable. |
| I saw nurse Shirley. She is always excellent |
| I think I have explained that already |
| I think we’re very lucky to have a surgery with lovely staff they listen and their always helpful |
| I thought I went to a foot appointment, but it did not happen!!! |
| I was seen exactly on time and Hannah was lovely and excellent at h |
| I was seen on time. The nurse was so professional and caring. She also removed a stitch that had not been done 2 months previously after a minor op at t |
| I was very impressed with the way I was treated. I had my B12 injec |
| Impossible not to. Brilliant team |
| In and out quickly Process explained clearly |
| In early, out quickly dealt with professionally? |
| It was good and efficient appt |
| It was good to talk to Dr Herdman. He was understanding but mostly he gave me his time. |
| It was just very reassuring and hopeful! |
| Just a pleasant visit, the nurse was brilliant that I saw today...all the staff are brilliant |
| Just really helpful receptionist when I called to book the appointment and then really helpful nurse who took the time to see if I could have the depo in |
| Just so difficult to make an appointment |
| Keep on doing what you're doing, it's wonderful. Ian and Sandra. |
| Kind and friendly nurse |
| Lovely nurse, friendly and efficient |
| Lovely, knowledgeable GP who had time for his patients. |
| Made to feel at ease |
| MARAZION surgery has always been friendly, understanding and helpful....I’ve found after being with the Practice for 30 years...its duty of care has neve |
| Miss Gendall is always pleasant |
| My 91 yo mother was unable to have her leg dressed today, admittedly we were a few minutes late not the 6 minutes that the nurse stated, we were sat in t |
| My appointment was well on time. Nurse very kind. No complaints. |
| My appt was on time. The nurse and the receptionist I dealt with were both efficient, professional & friendly. |
| Never have any complaints about the surgery |
| New to surgery first visit was good |
| Nice and friendly |
| No wait for appointment date, no wait for appointment time on the day, quick visit, positive information. |
| No waiting  Nurse very informative And helpful |
| Nurse Michelle efficient and prompt |
| Nurse really friendly and professional as are all the staff. Wonderful, caring surgery. |
| Nurse very efficient and kind. On time too on what looked a very busy day for them. |
| Nurse very nice and friendly. Explained clearly what was going to happen. Very short waiting time. |
| Nurse was very quick at the smear test |
| On time and caring |
| On time and friendly efficient service |
| On time and very good care |
| On time caring professional. |
| On time, efficient, clean, friendly |
| On time, friendly |
| On time, friendly and professional service |
| On time, friendly nurse, quick and efficient |
| On time, good treatment, good dispensing. Good communication. |
| On time, polite and friendly |
| On time. Kind and efficient staff. I was in and out v quickly and on time and therefore my day could run as planned. Staff told me what I needed to know. |
| On time. The procedure was well explained and carried out, as well as the after care. All good. |
| Professional, caring. |
| Prompt service |
| Prompt response to my concerns and a plan of action put in place, excellent service. |
| Prompt, polite and very friendly |
| Punctual appointment very pleasant and helpful staff. |
| Punctual appt time, pleasant staff and clean and tidy surgery |
| Punctual , efficient and polite |
| Punctual, efficient and very friendly Nurse. |
| Quick and efficient |
| Quick efficient friendly |
| Quick service on time |
| Quick, efficient & pleasant. |
| Quick, efficient, and friendly. |
| Really friendly, welcoming, listened, helpful, informative, quick, efficient, professional |
| Really listened felt reassured and was helpful x |
| Really polite and professional. Thank you |
| Seen early. Quickly and efficiently |
| Seen on time, cheerful staff. Very efficient. |
| Seen on time, thoroughly assessed, planned treatment & great advice |
| Seen on time. Very pleasant, caring, focused and informative nurse. I found my visit very positive and very helpful. |
| Service great as always |
| Staff always friendly and efficient |
| Staff excellent, I was put at ease by Chloe. Your push button door on exit doesn't always work which for some reason I find quite stressful, either using |
| Staff friendly a d efficient |
| Staff very friendly and efficient |
| Surgery was brilliant as usual |
| The appointment was ten minutes late. Otherwise, it was all good. I'm not complaining as I realise keeping on time is not always possible. Thank you |
| The care is as always very considerate friendly and professional |
| The doctor was very welcoming and listened to my description of my symptoms. It was an excellent consultation. |
| The Dr had time to listen to me which was much appreciated. |
| The GP listened to my concerns and formulated a plan of action. I felt reassured and valued by her response. Excellent service. |
| The nurse failed to take blood from my right arm but succeeded with the left. |
| The nurse I saw was friendly and efficient. |
| The nurse listened to my symptoms and health concerns and was supportive and informed. |
| The nurse was amazing |
| The nurse was very efficient and helpful very pleasant to see |
| The nurse was very mannerly and professional in her work And did a first class test with no bruising |
| The nurse was very professional, polite, and explained everything. In addition, my appointment was on time |
| The nurses are very polite |
| The perfect consultation; enjoyable, no stress, no hurry, excellent explanation, and advice on medication. |
| The surgery and doctors always have time for you |
| This was a follow up after Dr sent me for a brain scan. I am hopeful of a follow up visit to the doctor that first dealt with me. |
| Tracey listened and provided an excellent service. Thank you. |
| Treated with respect |
| Treatment and friendly reception excellent |
| Two appointments kept one after another, good time keeping, information given over procedures |
| Understanding |
| Understanding and effective treatment and plan |
| Usual brilliant care |
| Very competent nurse. An expeditious appointment. |
| Very easy to see the Doctor and he explained everything to me as well as getting me an appointment for a health check. |
| Very efficient treatment from the nurses |
| Very efficient. Very caring. |
| Very friendly & sensitive nurse |
| Very friendly and affectionate staff |
| Very friendly and efficient service |
| Very friendly doctor help Keith a lot x |
| Very good Doctor, the best! |
| Very good explanation of my injury by the physio, and good demonstration of the exercises I need to recover. |
| Very good, pleasant service. |
| Very happy with treatment |
| Very helpful and efficient staff |
| Very helpful and friendly service. All questions answered and more. |
| Very helpful and reassuring doctor, listened to our concerns and gave good advice |
| Very helpful and will try to fit your appointments close to one another |
| Very kind helpful x |
| Very kind helpful x |
| Very nice doctor and receptionist, empathetic friendly and personalised care |
| Very pleasant and professional. Made to feel comfortable |
| Very polite and professional. Can't fault her. |
| Very professional |
| Very professional |
| Very professional appointment on time. (Almost) |
| Very professional as always |
| Very professional, |
| Very prompt, efficient, and friendly service |
| Very quick polite friendly in time |
| Very thorough and explained things well. Also, happy to answer my queries. |
| Very thorough check of tests and no sharp prick felt at all. Amazing. Thank you. |
| Very thorough with excellent explanatory skills and good forward treatment suggestions definitely allayed my fears as to what I thought I had thank you |
| Very useful |
| Was seen on time. Both staff friendly and put me at ease. |
| Was seen very quickly and nurse was excellent |
| Was to have stitches out that were painful, took time. but the care and compassion from the nurse I received treatment from, was excellent |
| Was treated with respect |
| Well, the appointment was late but the nurse was lovely so I didn't mind it being late these things happen |
| Went in good time nurse was a bit confused about having blood taken but checked and took it |

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

1x393 4 2x20 3x3 4x1 5x4