**In May 2023 we had a total of 504 responses; 98.8% (498) 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 caring considerate consultation |
| A friendly, very well organised surgery with excellent staff from Doctor’s, nurses to Admin. |
| A very kind & helpful nurse. |
| Again, very helpful. Chloe always has time for you |
| All on time. Very friendly and professional nurse. No problems. Thanks |
| All polite and efficient. Doctor, pharmacy, and front desk. |
| All staff and Doctors are very helpful and thorough |
| All the staff at Marazion are very professional and friendly and Dr Harling was particularly helpful. |
| All went well |
| Altho my appt was 45 minutes late it was a thorough and helpful conversation with a good outcome. The GP listened and then gave great advice |
| Always friendly |
| Always good efficient and friendly service. Cannot fault treatment. |
| Always great service from all professionals at the surgery. |
| Always treated with respect fantastic practice, would never leave. |
| Appointment on time |
| Appointment on time. very pleasant health care assistant. very thorough with explanations. Well done. |
| Appointment on time and completed in a very professional manner |
| Appointment on time and efficient service |
| Appointment on time and friendly and efficient nurse |
| Appointment on time. Efficient staff |
| Appointment on time. Efficient. Very friendly and relaxing nurse. |
| Appointment on time. Nurse very pleasant and procedure carried out painlessly and quick.VG. |
| Appointment reasonably on time, competent staff, all good. |
| Appointment time was kept. Information at the appointment was thorough and professional. |
| Appt was strictly to time. Nurse was efficient, friendly, & explained everything fully & clearly. |
| As always, a very smooth experience |
| As always, your staff and services are exceptional, thank you,  |
| Attention to detail |
| Because again the service was excellent  |
| Because I feel that you care  |
| Because I was listened to and given time to explain the background to my complaint. Thank you. |
| Because it was excellent!!! |
| Because it was very good and clean |
| Because Shirley is friendly and professional. |
| Because the Dr. & physio were very patient, giving me a possible diagnosis. |
| Because the service is Always friendly and helpful plus you feel rushed. |
| Both Dr Sugrue and Chloe were very thorough and helpful. Brilliant service |
| Brilliant as always |
| Brilliant service, brilliant doctor, speedy result and outcome. Thank you Marazion Surgery and Dr Herdman |
| Call was on time every thing first class. |
| Charming, caring doctor took time to listen and explain to me fully. Rare these days and just what is needed. |
| Cheerful nurse, on time, well prepared, confident administration of treatment, all good |
| Chloe always puts one at ease and is very knowledgeable and helpful. Problems dealt with efficiently as far as possible at this stage. |
| Chloe took the time to address our needs but also deal with another issue. She is always friendly and approachable on every visit and just a generally lo |
| Computer check-in is very easy, polite, and friendly staff and was seen promptly. |
| Despite my appointment being 40 minutes late I was able to discuss |
| Didn't have to wait very long and the nurse was friendly and professional. |
| Didn't wait too long and very friendly |
| Doctor Lock listened to what I had to say and gave me good advice on next steps for dealing with my issues. |
| Doctor Robbins helpful and nurse lovely explained why I was having tests done |
| Doctor took the time to properly discuss my problems and made very helpful suggestions to alleviate my symptoms |
| Dr Herdman goes above & beyond thinking outside the box |
| Dr Herdman was very kind and reassuring. He is also very knowledgeable and thorough. Thank you. |
| Dr listened and am happy with responses. Thank you. |
| Dr Murphy made extra time to discuss & help |
| Dr Robbins- good Dr |
| Dr Robbins is patient, and you never feel like you are being rushed despite his busy schedule. He is also very thorough and reassuring. He is a good human |
| Dr Robbins struck a perfect balance between being professional and personable; he provided me with all the reassurance and information I needed. |
| Dr Tracy Brettell was kind, thorough and very reassuring, she made a huge difference to me, I'm so glad she is part of the team |
| Dr. Robbins had all the relevant facts & data before him & we discussed the factors & options constructively, coming to a workable conclusion which he en |
| Dr. Sugrue was so helpful, and I didn't feel rushed |
| Easy to book via message or NHS app. Quick, on time. Pleasant and professional staff. |
| Easy to make an appointment. No waiting. Excellent doctor. Friendly and efficient staff. Glad I live within your practice area. |
| Efficient and friendly. |
| Efficient |
| Efficient appt for blood test. |
| Efficient, friendly staff |
| Ella was Very Good; she took 4 Lots of Blood |
| Everyone is nice, it goes a long way when you’re not feeling well |
| Everyone in the surgery are kind and can’t help you enough. Well Done. |
| Everything was so straight forward & was seen straight away. |
| Excellent consultation with Dr Herdman. |
| Excellent experience. |
| Excellent friendly and efficient service |
| Excellent Nurse |
| Excellent nurse Chloe, |
| Excellent service |
| Excellent service |
| Excellent service from reception and pharmacy Appointment on time and thorough |
| Excellent service, excellent attention |
| Excellent surgery staff knowledgeable, considerate, and helpful, always clean and comfortable |
| Excellent surgery, kind, pleasant and knowledgeable staff |
| Excellent treatment |
| Fast, efficient, polite, clean and adequate premises. |
| Faultless appointment |
| Final after many years, seeing 5 different doctors and been given false information about menopause I.final saw a doctor who was prepared to listen and s |
| First class service |
| first class service by all staff |
| First meeting with Dr Lock and physio lady...easy people to talk wi |
| Found the nurse. Very helpful |
| friendly and efficient |
| Friendly and helpful reception staff, clean environment, very professional and caring staff |
| Friendly and prompt service felt cared for |
| Friendly efficient staff No waiting time |
| Friendly helpful staff, was a bit of a delay but all was good |
| Friendly knowledgeable |
| Friendly nurse and appointment on time |
| Friendly, efficient |
| Friendly, efficient service. Felt at ease with the nurse. |
| Friendly, on time, put you at ease, perfect. |
| Friendly, assuring & efficient |
| Georgia was extremely helpful and understanding. |
| Good |
| Good and quick |
| Good information given and advice welcome ...excellent service |
| Good service |
| Good service prompt and pleasant nurses! As always! ??? |
| Got in on time. Everything went well |
| Great service caring staff |
| Great service good atmosphere |
| Great surgery, really helpful and efficient. Can always get an appointment and seen face to face. |
| Had blood taken for test. This was carried out professionally with no adverse reactions |
| Hannah was perfectly competent and there was no pain, but I bled a bit afterwards and she redid the plaster. No problem. |
| Have been treated for the past 2 months, twice a week Great nurses , I saw a lot of Michelle but all were kind, considerate and efficient Thank you |
| Helpful and informative not dismissive |
| Helpful, pleasant staff. Good timings. |
| I always receive first class help from all the staff and feel very lucky when I hear the problems experienced by friends who use other surgeries |
| I arrived on time, filled in details on the machine to say I had arrived and was called through immediately. Very pleasant, helpful nurse explained what |
| I chose that answer because I have been with your surgery for a number of years and have never had reason to complain all.of the staff that |
| I chose this answer because it is factually correct |
| I chose 1 for the wonderful staff and dr's very helpful and caring. |
| I do not lie,service was superb |
| I had a 15 minute wait for my appointment. When the doctor called me through there was a lot of people waiting in the reception area which l had to walk t |
| I had excellent prompt kind treatment |
| I have been seeing this nurse on and off for 2 months and she always has a pleasant manner |
| I have seen Shirley on many occasions over the past 20 years and her treatment has always been excellent |
| I made a mistake with the time of my blood test so missed the appointment the receptionist fitted me in again 50 minutes later so I was very grateful. |
| I saw the doctor and nurse and both were on time and helpful |
| I was a little disappointed that there were no taller chairs in the waiting room, I have had a hip replacement therefore I need chairs that are higher an |
| I was dealt with promptly and the procedure was carefully explained. |
| I was late and she was very efficient and considerate |
| I was seen as always bang on time. You're the only practice I've ever encountered that manage this. Dr Robbins was brilliant; he had done extensive homew |
| I was seen on time. Unfortunately I caught my arm on the toilet door and and broke the skin. A nurse came and dressed it for me as it was bleeding quite |
| I was seen very promptly, the nurse was polite and helpful. |
| I was there to see the nurse, everything went smoothly |
| I went in on time and the nurse was very friendly and efficient and so was the lady at reception. |
| I would of scored 1 if the information previously available from 'the waiting room.com' was accessible. |
| In my opinion |
| In on time and dealt with professionally |
| It was once again a visit which was very well handled no delays and caring. |
| It was quick. The nurse I saw was lovely. It's a nice surgery |
| It was really quick and the staff are always very kind. |
| It's always so nice to have doctors and staff that care and take time to listen |
| It's the first time I visited doctors in many years. It was a helpful and friendly experience. |
| Just a little disappointed that I was seen half hour later than my app. But the doctor was great and this has to be expected as surgery was busy. Apart f |
| Just having to wait 10/15 mins to be seen |
| Kind and easy to talk to. Painless blood extraction. Usual excellence. |
| Kind and supportive treatment |
| Kind prompt and efficient |
| Lisa George was really good |
| Loved the friendly approach to people and the care they give you and thoughtful ness to for example protect your modesty - great job Marazion Surgery ! |
| Lovely Chloe so easy to talk to . |
| Lucy did an amazing job with my daughter's immunisations. Very thorough, professional and caring. |
| Lovely service |
| Most helpful |
| My appointment was double booked, will be having it tomorrow. |
| My experience of my appointment with the doctor was very good, he spent a lot of time talking over my issues and inspired me to make better lifestyle cho |
| My nurse was kind and efficient |
| My treatment was first class no complaints whatsoever |
| No delay, every attention and pleasant manner |
| No lengthy waiting and as usual, Chloe was Great! |
| Not getting anywhere at the moment. In a lot of pain no answers. Very frustrating. |
| Nurse very gentle and courteous |
| Nurse very pleasant. Was not looking forward to having blood taken. Did not hurt. In and out in a few minutes |
| Nurse very professional made me feel at ease |
| Nurse was very efficient and helpful and on time! |
| Okay |
| On time and efficient |
| On time and expertly done. |
| On time and very diligent x |
| On time and very nice nurse |
| On time appointment. Friendly professional nurse. Gave me good advice. Warned me injection might hurt |
| On time appt professionally handled |
| On time kind and efficient |
| On time, care and considerate. |
| On time, caring and efficient |
| On time, efficient. |
| On time, friendly and informed |
| On time, friendly, knowledgeable, and helpful  |
| On time, friendly, professional, and helpful. 10 out of 10 Michelle, |
| On time, Hannah Nicholls nurse, very pleasant. Makes you relax. |
| On time, polite, knowledgeable, and efficient. |
| On time, quick, friendly, and efficient. |
| On time, very friendly. |
| On time. I felt listened to. Chloe is caring and understanding. |
| once again things ran very smoothly, I was put at ease as per usual |
| Phlebotomist takes blood was excellent |
| Pleasant and efficient treatment thanks |
| Pleasant and looked by the nurse. |
| Pleasant and professional |
| Pleasant service and to the point. |
| Pleasant, quick, and professional procedure |
| Polite, helpful staff. Good communication. |
| Prescription request deposited in internal box 27th April only acknowledge by your pharmacy as deposited 2nd May- do I have to deposit 10 to 14 days befo |
| Pretty much on time, Friendly Efficient Reminded me what I should be doing in some areas |
| Print and polite service |
| Problem competently explained by nurse, all questions answered in detail. Rated 100% |
| Professional and informative |
| Professional efficient and informative |
| Professional, caring, informative health care professional |
| Prompt, efficient and no bruising. |
| Prompt, polite, pleasant, and efficient nurse |
| Punctual and helpful with my questions |
| Punctual appointment, helpful and efficient staff |
| Punctual appointment, informative nurse, everything explained, kind and caring nurse |
| Punctual appointment, no waiting. Lovely nurse. |
| Punctual, friendly, informative, and knowledgeable. On time  |
| Punctual, patient, empathetic and understanding of my distress. |
| Quick, brief appointment, and everything was done as needed. |
| Quick and efficient service and friendly staff |
| Quick and painless |
| Quick and professional and friendly.Perfect, thanks |
| Quick efficient attention, in and out before the time of my appointment time. |
| Quick friendly |
| Quick friendly service |
| Quick, easy and prompt appointment. Friendly, competent, and professional staff meant I was confident throughout the whole process, thank you. |
| Quick, helpful pleasant |
| Rachel did a fab job drawing my blood and explaining which tests were done. Thank you |
| Rachel was lovely. She knew I'd been really Ill and was so sympathetic. Also she took blood expertly: painless and quickly. You are a great team. |
| Rachel was very friendly, kind, and knowledgeable, and made the whole experience lovely. I hardly noticed that I'd had any blood taken, actually.  |
| rearranged appointment? no problem. all good! |
| Reception lady was really friendly and Chloe the nurse was lovely and friendly too. X |
| Running to time. Nurse was polite and helpful. |
| Seen exactly on time. Nurse very helpful. Excellent service |
| Seen on time and practitioner very pleasant and reassuring |
| Seen on time and very efficient and competent nurse |
| Seen on time very friendly staff well explained why bloods were being taken and what they were testing for really great all round |
| Seen on time. All good. No complaints at all. Care excellent at the surgery |
| Seen promptly nurse polite, caring & helpful |
| Seen promptly. Procedure explained clearly and any questions I had were answered confidently. |
| Seen quickly and monitor fitted efficiently |
| Service was on time |
| She was efficient, considered. Etc |
| Signing in was clear collecting prescription was simple follow up booking was easy all staff encountered were friendly and engaging |
| Simply the best |
| Staff very friendly and helpful....... Appointment in time |
| Staff were very professional, helpful, and kind. |
| Surgery receptionist was smiley, friendly, and helpful. Dr Robbins was his usual professional, listening, informative self. He explains things in layman' |
| Sympathetic, good-humoured phlebotomist. |
| Thankful |
| The appointment itself was excellent but it was also half an hour late. |
| The appointment was 30 minutes late, which I understand happens sometimes. The wait for picking up prescriptions was also long with 6 people queuing. Cou |
| The appointment was quick and very efficient. |
| The appointment with the Physiotherapist was prompt. She was attentive, pleasant and interested in my ailment and gave me some new exercises to do. |
| The appt was on time and Gemma was very helpful and professional |
| The attention was very thorough and covered every eventuality and was conducted very efficiently |
| The Doctor always has time for you. |
| The doctor listened to what I had to say, not rushed, thoroughly looked after. |
| The doctor was running late as he had spent ages with the 2 in front of me. This is a good thing. But he didn't seem too interested in my worries. Maybe |
| The doctor was very nice @ helpful. He explained everything to me @ he was very polite @ kind. |
| The Dr was lovely, put me at ease and covered things thoroughly. So appreciated. Will ask for him again if he ends up back here. Thank you! |
| The nurse performed the blood test 100% I am thankful for your help |
| The nurse Rachel was very friendly and unhurried, supplied the extra info I requested and made sure to do another test which should have been done previo |
| The nurse was kind interesting and efficient |
| The nurse was very efficient, helpful and friendly. |
| The nurse who tended me was kind and proficient appointment was prompt |
| The person who saw me was very helpful and gave the information I needed. |
| The professionalism of the staff is 5 star, I felt welcomed and valued by the nurse and experienced no discomfort whilst she completed her task. |
| The young lady used a very sharp needle, and it made it very pleasant, and I was happy to have something stuck in my arm on a regular basis like I do. In |
| They’re very good can't do enough to put things right very happy. |
| They were so good and helpful, and the doctor was very thorough. Thank you all. |
| This is not a smart phone my email is judiclark99@gmail.com please use that address if you would like feedback thanx |
| Thorough and very helpful |
| Timely, polite, well organised. No fuss. |
| Tracie gave me a lot of information on what my next steps would be |
| Tracie was on time with my appointment...as she always is.Also she is very caring and sorts out your problems. |
| Treatment very good |
| Treatment went well |
| Understanding and helpful |
| Very charming and efficient nurse attended me. |
| Very efficient |
| Very efficient |
| Very efficient friendly service |
| Very efficient, friendly staff |
| Very friendly and efficient |
| Very friendly and helpful |
| Very friendly and helpful |
| Very friendly and professional |
| very good |
| Very good |
| Very good  |
| Very good because it was: on time, blood test taken very quick, all done in 3 - 5 minutes. Excellent. Hope the results come quickly too. Jane James |
| Very good communication and reminders - appointment on time and quick. Very little fuss. |
| Very happy, my appointment was on time, doctor was clear about my |
| Very helpful |
| Very helpful and professional. |
| Very helpful information, clear explanation of exercises to help. Very supportive discussion and advice. |
| Very helpful and understanding as always |
| Very helpful understanding and took time to explain |
| Very kind and help me understand what wrong with me xx  |
| Very kind, listened and gave me extra time. Action plan now for cough |
| Very professional, empathetic, keen to resolve issues |
| Very professional, patient & explained all my questions....thank y |
| Very prompt and quick |
| Very quick and efficient, process was carefully explained. |
| Very quick Appointment, straight in to see nurse who was very gentle with taking blood. |
| Very thorough and informative |
| Very thorough, polite, and good listening |
| Visit went very smoothly. Friendly and helpful. Only thing I would say, by seeing different doctors for the same thing, you tend to get conflicting a |
| Was kind and considerate. Looked after my mother and answered my concerns promptly and to my satisfaction. |
| Was seen by nurse on time. She knew what test bloods were being taken for and injection was painless, all good. |
| Was seen quickly, my problem was dealt with, and blood tests planned to rule out anything else |
| Went in on time, nurse very efficient and professional, explained everything very well. |
| Went in promptly, even a fraction early, lovely friendly nurse.  |

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

1x474 2x24 3x5 4x1 5x0