**In November 2023 we had a total of 545 responses; 97.8% (533) 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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| A bit of a wait past appt time but doctor explained results of scan, implications and what needed to be done next, then sent me a link to the relevant su |
| A good and though visit and kind response to my questions |
| A very Charming and efficient nurse attended to me on time. |
| A+ as always |
| A+ as always. |
| All done thoroughly and in a friendly manner |
| all excellent! |
| All on time and efficient |
| All questions answered and acted on. |
| All staff very considerate and friendly. Appointment went smoothly and things were moved around to suit my needs |
| All the Staff that I spoke to were friendly, efficient, and professional. Marazion Surgery is an amazing credit to the NHS. |
| All very kind nurses and very reassuring when you are recovering from surgery |
| All went as planned. |
| Always excellent service. |
| Another of your very efficient nurses. Thank you. |
| Appointment cancelled! |
| Appointment on time and efficient and friendly nurse. |
| Appointment on time and the member of staff really nice, informative and helpful |
| Appointment on time nurse friendly and very sensitive to my situation. Nurse quickly change her plan to meet my needs. |
| Appointment on time. Nurse was efficient and very pleasant. |
| Appointment on time. Excellent nurse who was helpful and caring and planned the way forward |
| Appointment on time. Routine blood test and info given on previous test results. Very pleasant nurse. |
| Appointment was on time and lovely nurse. Good explanation and lovely manner. |
| Appointment was on time and nurse pleasant and professional |
| Appointment was on time, nurse very friendly and answered any questions I had. |
| Appointments running on time. Professional and competent staff. |
| Appt with DR Robbins, a very helpful, kind & informative consultation. |
| As a regular at Marazion clinic, the kindness and professionalism we, as a family and as individuals are always treated means a lot. |
| As always everything was really friendly and professional. Thank you. |
| As always very caring. Seen on time, had a mini medical and all was well explained |
| As usual, well looked after and put at ease, thank you ?? |
| Because doctor Brewer called me into the surgery and helped the best she could. |
| Because Dr Robbins is a good Dr |
| Because I would expect nothing less from a professional, is that not the point |
| Because the nurse I had was amazing towards me and very patient |
| Because the service polite and on time and very comprehensive. |
| Blood taken easily, staff working in difficult circumstances very p |
| Blood test arranged for me at very short notice. Nurse very friendly. |
| Booking the appointment was easy. Booking dates available either fo |
| Both receptionist and asthma nurse were excellent. |
| Can't get appointments even though I have had 2 txs to say so. |
| Chloe both professional and informative |
| Chloe is extremely professional, kind and put me at ease for my appt. She spent time talking to me and reassuring me of some worries I had. |
| Chloe is the best and a good laugh x |
| Chloe really listens to you and tries to fit your medication to your lifestyle. I really appreciate her |
| Chloe was excellent with all the travel information and vaccinations for our forthcoming travels. Thank you |
| Definitely goes the extra mile. Thank you for your efforts. |
| Didn't have to wait long. Information given to me was clear. |
| Didn't have to wait, nurse was very professional. |
| Doctor Lock always has time, understanding, and a treatment plan. Many thanks |
| Dr Brewer has been very supportive and knowledgeable. Excellent job. |
| Dr Robbins - excellent Dr |
| Dr Robbins is professional and informative. He wanted to know the history since my last appointment with him and was able to provide a way forward if th |
| Dr Robbins listened to my concerns. Very understanding, sympathetic, is going to arrange an X-ray which I hoped for and an appointment to sort out my a |
| Dr Robbins was friendly, efficient, and no nonsense. Did not feel rushed. Got on with the job in an empathic manner, just what I want in a GP |
| Dr Robins was concerned and very understanding of my conditions and also requested tests to be completed. Excellent |
| Dr Tucker has been supportive. I find him easy to communicate to. He shows compassion and genuine concerns of my wellbeing. |
| Dr tucker was very helpful and efficient very satisfied with my visit |
| Easy check in, seen within one minute of signing in, nurse very informative and helpful. Painless blood taking. |
| Easy visit |
| Efficient |
| Efficient and friendly |
| Efficient and friendly |
| Efficient and friendly |
| Efficient and friendly staff |
| Efficient and friendly. |
| Efficient and helpful. Courteous. |
| Efficient and polite as always. |
| Ella - excellent nurse |
| Ella was very professional, and I felt very much at ease |
| Everyone at the surgery take all your needs into account and are supportive and caring with all issues. |
| Everyone friendly, professional, and efficient. Thank you. |
| Excellent appointment with a brilliant Doctor as usual. |
| Excellent appointment with physio. Answered my questions and reassured me. |
| Excellent care |
| Excellent care |
| Excellent care provided |
| Excellent nurse and dispenser who were both very helpful |
| Excellent service |
| Excellent service as always |
| Excellent service from the doctor I saw today. Appointment made by using NHS App, which was really easy and saves time from hanging on the phone. |
| Excellent service. |
| Excellent staff who are very knowledgeable and friendly |
| Excellent treatment received |
| Excellent, quick, friendly service. Thank you |
| Expected Chloe. Felt change in medication would have been more beneficial |
| Extremely pleasant and efficient. |
| Fantastic service from every team member, doctors amazing, privileged to be a patient, many thanks  Andy |
| Fast and professional |
| faultless professional care |
| Faultless. |
| Felt very comfortable after my concerns as to not visiting surgery for a while. |
| first class service |
| Found the vein first time |
| Friendly and efficient! |
| Friendly and on time. Would appreciate not being sent messages during the day, as teaching, thanks |
| Friendly and professional |
| Friendly but professional practitioner, helpful reception staff member |
| Friendly efficient and answered all my questions and did not rush my appointment. Thank you. |
| Friendly efficient service thanks ?? |
| Friendly helpful efficient |
| Friendly manner, listened, and understood what I was saying. |
| Friendly, efficient, and helpful service, as always, thank you. |
| Friendly, efficient, and professional. |
| Friendly, efficient, helpful staff. Slight wait to be seen but apologised for that, confirmed next appt date, all round good service |
| Friendly, punctual, and polite |
| Fully understood the problem and thorough |
| Gemma is very pleasant, explains issues well and appears very thorough. |
| Gemma was really helpful in advising me on the exercises to do. |
| Gemma was very friendly and helpful |
| Gemma was very helpful and very nice. |
| Good |
| Good job done |
| Good service and attention. |
| Good, efficient diabetic review with Chloe |
| Got seen promptly (early), pleasant staff. |
| GP very nice and both g was too much trouble good service and efficient. |
| GP was very attentive but he needs to speak to the practice manager about acting upon my blood results so I await further information |
| Great professional service |
| Great service as always |
| Great service efficient and caring |
| Happy with the friendly, efficient service |
| helped me to even turn up . Anxiety was so fearful. Physio was so great ty |
| Helpful and friendly |
| Helpful, efficient, reassuring, friendly |
| Helpful, kind and interested. |
| I can't remember the vaccine nurses name, but she is fantastic....not only brilliant practical skills of administering the jabs, but also superb communication |
| I felt listened to and that my health issues are being taken seriously. Ms Venning's manner is kind, and she was constructive |
| I found the Dr very helpful and considerate |
| I had a very good consultation with a competent and pleasant practitioner. Excellent |
| I had bloods taken on this occasion and the nurse was great. My Veins are hard to find, but she has no problem. Nice and easy. Thank you. |
| I thought she was exceptional thorough |
| I thought the lady I saw was very helpful. |
| I value the care and attention extended to me. |
| I was booked in for a 20 minute consultant thought I was seeing a doctor all I saw was a nurse who just stuck a plaster on my leg |
| I was late but was still seen |
| I was seen at the appointment time, ideal! |
| I was seen on time and the nurse did her job well. Thank you. |
| I was seen on time and the nurse was pleasant and good at her job - thank you. |
| I was seen promptly and dealt with efficiently and sympathetically and the nurse found me when a further appointment came to light before I left the surg |
| I was seen promptly blood test went well and not even a bruise. |
| I was seen promptly, and the reason for my fasting blood test was explained to me by the nurse. |
| I was so pleased as I’ve had back ache for a long time and her help, and a prescription made my day |
| I went to see Chloe about a hormone injection but while there said I was concerned about a cough that didn't seem to respond to antibiotics. Chloe was b |
| In 27 years myself and my husband have always had excellent care from the surgery but today the nurse who administered my shingles injection was abrupt, |
| In all the years I've been with Marazion surgery, I've never had a problem with any part of it. I'm very satisfied with the service of Marazion surgery a |
| In two words, perfect GP |
| It was a unique experience to fully discuss and put in place the way forward. |
| It was excellent |
| Job done efficiently |
| Just excellent service as usual |
| Kate was brilliant - even though she acknowledged she wasn't the right person to deal with my symptoms, she suggested options, explained, discussed, resp |
| Kate was very professional throughout the appointment. Confident, competent and very knowledgeable. This put me at ease throughout the appointment. |
| Katie Venning, was so kind, professional, caring and explained everything so I could easily understand my condition. |
| Kind, warm welcome by staff. No waiting time. Quiet waiting area, although I'd rather not to have the radio on. Maybe some classic/neutral /relaxing music |
| Lack of communication and misinformation. |
| Lovely friendly service! |
| Lovely kind nurses who made me feel very comfortable who are great at their job. |
| Lovely staff, my child enjoyed experience |
| Made me feel at ease, explained everything. A really nice girl |
| Made to feel welcome, appointment on time and follow up quick |
| My appointment started dead on time. The nurse practitioner was efficient but friendly. Overall, a good experience! |
| My appointment was on time, the nurse was pleasant and efficient. |
| My appointment was very encouraging as I feel much better now after a week on Prednisolone. My nurse was very friendly as well as examining me thoroughly |
| My doctor Herdman is exceptionally good. Pulls no punches, is very clued in on what's what. Takes his time. Doesn't rush. Gives me the explanation of wha |
| My practitioner was easily approachable, and I felt at ease quickly. She was clean, interested in what I had to say. She was imbarbed with my situation and |
| My telephone call from Aimee was very helpful. I want to try to reduce my cholesterol with diet and exercise instead of taking statins. Aimee agreed this |
| No waiting, bloods taken painlessly and no bruising. Myself and husband. |
| No waiting around & on time appointment |
| No waiting. No pain. Pleasant reception from nurse. |
| Number 1 as was my first time at the surgery. I had blood tests done young lady who did it was very nice answered my questions and didn't hurt with taking |
| Nurse Kate was very good. Seen on time. Understood my long term illness. |
| Nurse was lovely |
| Okay |
| Olivia undertook my blood test very professionally and efficiently. I would be very happy to see her again for this test. |
| On time, friendly, efficient. |
| On time .on target. On message that medicine is about generating prosocial feelings as much as it's obvious functions |
| On time and friendly |
| On time and informative |
| On time and Olivia Burr was very friendly and professional. Great |
| On time appointment. Dr Robbins was excellent - listened carefully and proposed an action plan. |
| On time as usual and attentive |
| On time, didn't feel rushed, very realistic, and practical. |
| On time, friendly, efficient |
| On time, listening to needs & offering solutions. |
| On time, professional, adapting practice to consider my needs. Frie |
| On time, quick and efficient |
| On time, quick, polite, and efficient. |
| On time. Very pleasant and efficient service. |
| On time. Very easy to chat to, Unrushed felt as though he time for us, Very knowledgeable, Dr needed some test results not on his computer so he phoned th |
| On time. Very good patient interaction. Put me at ease. |
| Patience and care and support and knowledge |
| Patients sitting in the waiting room still cannot open the windows for ventilation, because they are locked shut. This is poor medical practice. |
| Perfect |
| Pleasant and informative nurse. Well on time, in fact a head of time. Thank you |
| Pleasant staff |
| Pleasant understanding nurse made me feel very comfortable |
| Polite, efficient, friendly staff |
| Professional, good manner, Dr Tucker LISTENS and understands. |
| Professional, informative, and caring |
| Professional, welcoming, efficient |
| Prompt and friendly |
| Prompt and friendly attention |
| Prompt appointment. Reminder of appointment. Seen on time. Clear explanation. Not rushed |
| Prompt friendly service. Therefore, not many in the waiting room either. |
| Prompt thorough and polite |
| Prompt, efficient and friendly. |
| Punctual |
| Punctual and helpful |
| Punctual Efficient Helpful Friendly |
| Punctual, friendly, and professional staff |
| Punctual, friendly, information given on tests taken and timeframe for results to come back |
| Quick and efficient |
| Quick, organised, and informative |
| Really friendly and efficient service made me feel at ease thank you |
| Really friendly and helpful thanks |
| Really helpful |
| Really lovely nurse, made to feel comfortable for cervical smear test. |
| Saturday appointment, excellent timekeeping, friendly very capable staff. |
| Saw the nurse for blood. Doctor phoned me back later excellent service |
| Seen on time - very professional |
| Seen on time but unable to book a follow up appointment, as it was a Monday? |
| Seen on time. All went well. |
| Seen on time. Knowledgeable, caring, friendly and skilled staff member |
| Seen on time. Lovely friendly staff. |
| She Listens |
| She was a very kind, reassuring, compassionate, skilful taking blood, patient centred practitioner. She really cheered me up. I was very happy after my |
| Shirley Hatton is excellent |
| Shirley is amazing at her job and always brilliant with my daughter |
| Shirley is so lovely and great at her job. Makes you feel very calm and at ease. Surgery very clean and all staff welcoming. |
| Shirley, as always was friendly and efficient, just like the dispensary team |
| Short wait, friendly nurse. |
| So friendly and efficient |
| So quick |
| The appointment was exactly on time and professionally delivered. |
| The doctor was kind, sensitive, understanding and explained things easily |
| The Doctor was very helpful. He had familiarised himself with my case history before I went in. Very understanding of my situation and tried to help all |
| The doctor was very knowledgeable about my condition and explained everything very clearly. |
| The Dr explained well throughout the appointment. All about my condition. Seemed to know about me even though we have never met before |
| The Dr I saw was absolutely amazing and very understanding I'm suffering with mental health problems; she definitely helped me |
| The GP I saw was kind, knowledgeable and listened to me |
| The ladies where very friendly and welcoming, the practice was clean, warm and inviting |
| The nurse I saw today was very professional, friendly, polite and non-judgemental. She certainly knew her role and explained everything in detail. She ma |
| The Nurse I saw was the best when inserting the needle when taking bloods. She also listened and gave me some positive advice |
| The nurse that gave me my covid jab was lovely took time to enquire about my health and explained in detail about the vaccination. This is always the won |
| The Nurse that I saw today, was friendly, professional, and very reassuring. She made a visit (smear test) that I had been dreading turn into a good expe |
| The nurse was excellent very kid and understanding |
| The nurse was lovely |
| The nurse was lovely and asked me lots of questions to make sure it was safe for injection |
| The nurse was lovely friendly, and calm with me, she explained what will happen and how I should expect my results. it made my first smear experience a |
| The nurse was professional, a good listener and sympathetic when hearing of my recent bereavement. Also discussed several health points and she was very |
| The nurse was really lovely, put me at ease, and was very professional and understanding. |
| The nurse was so nice and patient explaining, and it made the whole thing best experience. Not keen on smears but she made it ok |
| The nurse was very careful and pleasant, after a previous person during Covid, who was most unprofessional and treated me roughly, caused agony, & couldn |
| The nurse was very helpful and answered my questions |
| The Nurse was very helpful giving us advice on things we can do to ease my son's asthma |
| The nurse was very nice and explained to me what the blood sample would be tested for. |
| The nurse was very pleasant and understanding |
| The nurse was well prepared, professional, and communicated clearly. |
| The nurse who gave me my shingles vaccine did a great job (no pain) and was informative, professional, and friendly |
| The person was professional and helped you to be relaxed |
| The physio is always very helpful and listens to you too. |
| The professionalism, kindness, and wonderful way your doctors, nurses, receptionists and Dispensary people look after us patients is really wonderful. |
| The staff are always polite and helpful, the Dr's make time to listen. |
| The staff are always very friendly and helpful. |
| The staff are excellent. They put you first kind and understand |
| The staff are extremely understanding and helpful |
| The surgery is clean and welcoming, Dr Robbins was on time and extremely kind and patient as always. I felt much happier upon leaving. |
| The whole team were very good & supporting during an uncomfortable procedure |
| This was the first time since 20 June, when I was fitted with a catheter, that I was treated by someone who listened to the problems I had experienced wi |
| Thorough and very helpful. |
| Treatment was first class doctor explained everything and I felt relaxed and stress free. |
| Trying to take blood and took 2 goes in different parts of the arm |
| Unfortunately, I was 10 minutes late due to the A30 being closed. The Doctor very kindly still saw me. She was very reassuring and thorough and with the |
| Unsympathetic of my mental health situation left feeling more hopeless than when I went in contemplating changing surgeries as a result |
| Very competent and pleasant |
| Very efficient and friendly staff |
| Very efficient and kind. |
| Very efficient, friendly nurse, straight in and out |
| Very friendly and on time |
| Very friendly and efficient thank you |
| Very friendly and helpful |
| Very friendly, quick, and easy with no discomfort when taking blood. |
| Very good all on time x |
| Very helpful and considerate |
| Very helpful and informative |
| Very helpful and professional |
| Very helpful information and understanding |
| Very kind and helpful supportive. |
| Very kind and personable |
| Very kind, thorough, an expert in asthma care, so much appreciated, thank you. |
| Very nice and considerate staff |
| Very nice and considerate staff |
| Very nice nurse but then all the nurses doctors and receptionist are polite and treat everyone well. |
| Very nice nurse who was gentle and sympathetic. |
| Very nice professional nurse, helpful reception |
| Very nice staff, who took me seriously and tried helping promptly. |
| Very pleasant and competent |
| Very pleased with service provided |
| Very pleased with the service tank you |
| Very polite and easy to understand along with offers of help and support in other areas |
| Very polite and efficient |
| Very positive nurse. She sounded as happy as I was following a great diabetes review where some lifestyle changes had paid off. |
| Very professional and referred me for healthy Cornwall swimming |
| Very professional and felt perfectly relaxed |
| Very professional and informative |
| Very professional appointment over and above normal service. On request did blood's also freeing up my future appointment for another patient. |
| Very professional manner as well as being warm and caring |
| Very reassuring nurse who knew her job and was also very kind |
| Very speedy service with lovely nurse |
| Very thorough and kind, clearly explained |
| Very well organised, on time, (early in fact!) lovely, friendly nurse. |
| Waited no more than 2 mins then dealt with swiftly and efficiently for blood test and pressure test |
| Was on time and nurse was very nice |
| Was seen promptly, very thorough test. Pleasant staff. As always |
| Well! As always the nurses who take my blood are not vampires! |
| Went in on time, had my blood taken painlessly, efficiently, and considerately. Had some other medical questions answered by a kind and smiling young woman |
| Would have scored higher but parking was difficult to say the least and also found manoeuvring through the large queue for the pharmacy to access treatme |

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

1x541 2x26 3x7 4x1 5x5