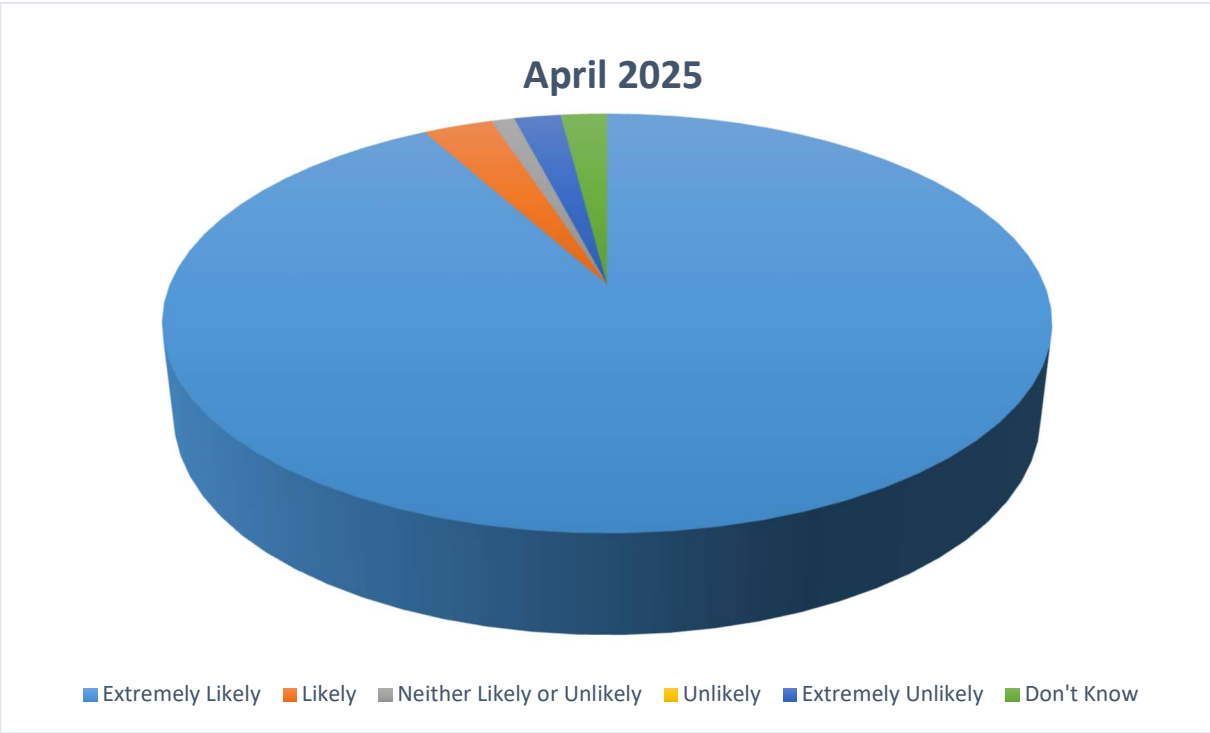
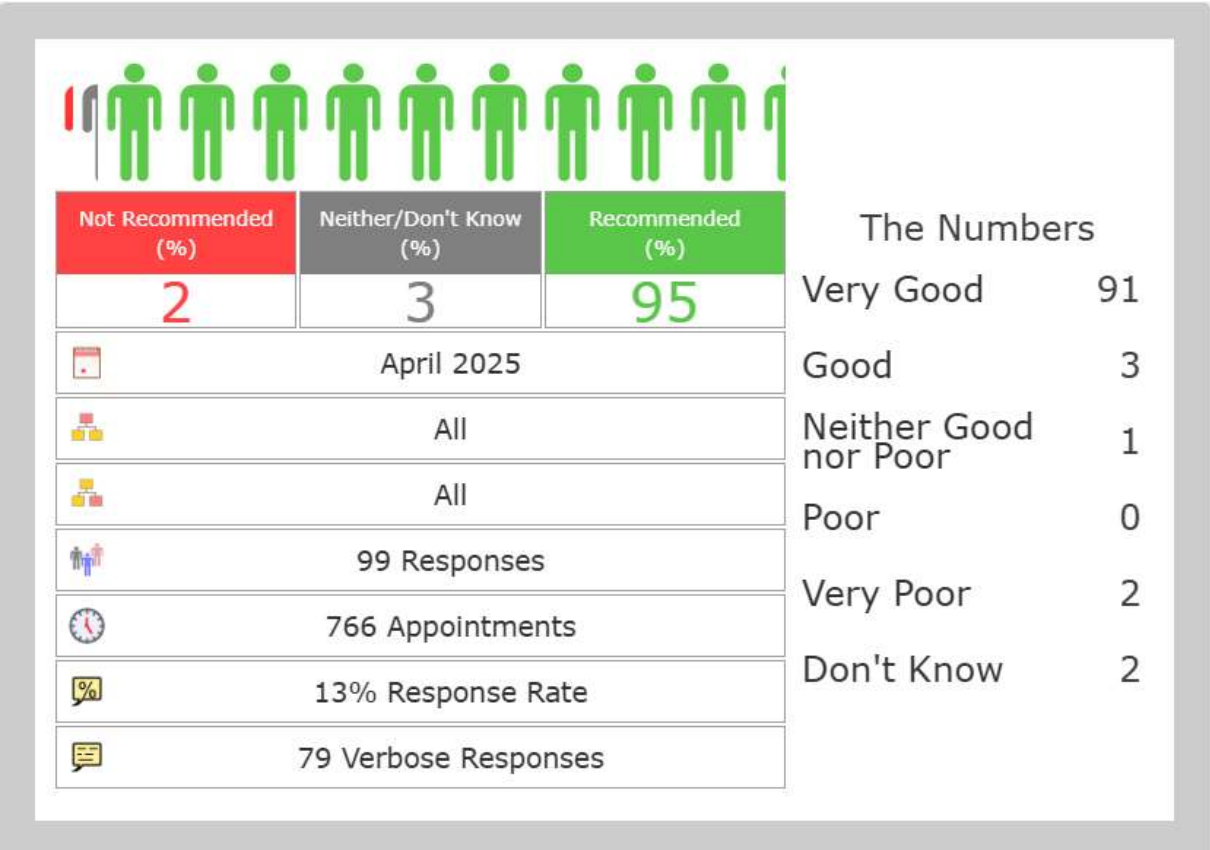


After your appointment, we will send you a text asking for your views. You will be asked Overall, how was your experience of our service? (with an option to add further info: Please tell us why you gave this answer – SEE PAGE 2).

Here are the results from April 2025



Sands End Health Clinic	Please can you tell us why you gave your answer?
Department	Response
NHS Health Check	Love sands end practice. Very smooth process and lovely staff overall
NHS Health Check	Very good
Session	excellent
NHS Health Check	The nurse was very informative, polite and professional. Very good experience as I find it stressful to have my blood taken.
ECG slots	Very clear, reassuring and kind
Phlebotomy	Dr Pettit listened to me and was supportive
Smear Clinic	The nurse was very informative and gentle.
Phlebotomy	Reception staff very helpful and polite the young lady who took my bloods was very good and comforting very happy with my appointment thank you
Session	Very Helpful, approachable and knowledgeable staff (Reception +Dr).
Phlebotomy	Very helpful
Smear Clinic	Nurse was friendly, gave clear information, put me at ease and got the procedure done as quickly and painlessly as possible.
Smear Clinic	The nurse was kind and helpful.
Smear Clinic	Lovely nurse who put me at ease
Session	Customer service was satisfactory.
Session	The lady who called me was thorough and listened carefully to my replies to her questions.
Session	I had a routine phone call from the surgery, I was told a time that they would call and they did. The pharmacist went through my medication and asked lots of questions about my health making sure of I had any problems I could call the surgery
ECG slots	Caring, patience nurse. Explain thoroughly what is doing and make Ricky feel comfortable and at easy.
ECG slots	The nurse was really nice
NHS Health Check	Nurse Sarah is lovely, helpful, and kind!
Diabetes Clinic	Appointment was on time and Sarah the Nurse was very helpful and explained what to expect after the vaccination.
Smear Clinic	Very good nurse who took the time to answer all my questions. Smear test was rapid and painless. Well done NHS
Session	Waiting time. Took too long
ECG slots	It was a very pleasant visit to the surgery, friendly staff and a good experience overall.
Phlebotomy	I am sorry I was unable to attend this appointment as an unpleasant surprise woke me up and had to run to the toilet... It has settled by now but did not feel well enough and stayed at home, thank you..
ABPM	Nurse Sarah was efficient, helpful and friendly. Nurse Naz also the same.
Session	I was seen very quickly and the physician I saw was very reassuring and gave clear advice.

Phlebotomy	Excellent service
ECG slots	Thank very much for the service
Session	My problem was dealt with most sensitively. Everything was explained carefully and follow ups booked. Thank you.
Phlebotomy	Right in time, friendly nurse, experienced
Smear Clinic	I didn't not attend my appointment because my next door neighbour passed away in her flat while I came to give her food she was not answering the door. Therefore I'm depressed I couldn't even manage to cancel the appointment too depressed sorry.
Phlebotomy	I saw to different nurses, they were both amazing lovely ladies.
Session	Answered all my questions
NHS Health Check	Done very good job with blood work
NHS Health Check	Unable to carry out the test I went in for.
Session	Very good and caring phone call with Ms Williams about my blood pressure. Also the receptionist was very nice and efficient.
Session	The doctor was very professional at all times.
Session	It wasn't busy, it was a nice facility. There was free water. Lots of toilets, breastfeeding facility. I liked it.
NHS Health Check	Sarah the nurse is amazing, she is kind and caring. And the receptionist are nice too
NHS Health Check	Always very helpful and friendly and polite
ECG slots	As now the team members are really good and help you
Phlebotomy	On time, fast and professional
Session	They provide excellent service to their outpatients.
Session	Yes. I received good service and advice.
Phlebotomy	Very polite and efficient nurse - Shanti Robinson!
NHS Health Check	The nurse that did my diabetes check today was very nice, she went through my check thoroughly and listened to my concerns. Also advised me to call talking therapies for other issues I'm dealing with at the moment
Session	Sarah is great! Wonderful experience
ECG slots	The centre failed to ensure it has necessary equipment before the Easter holiday. Appointment cancelled 15 mins before due to take place.
NHS Health Check	Very kind and efficient nurse
Diabetes Clinic	My appointment is it in good time. I don't have to wait for long time
Diabetes Clinic	The information given was clear
NHS Health Check	My appointment was on time and I was seen and dealt with professionally/ efficiently, thank you.
Session	I contacted the GP practice on 22 April asking if I were eligible to have a shingles vaccination, & on 23 April at 9.15am I received the vaccination. Also the incredibly helpful nurse was able to answer all my queries about this

Session	<p>I was seen punctually.</p> <p>Given enough time to ask questions.</p> <p>Given sound advice in relation to several health issues.</p>
ECG slots	<p>The nurse was very helpful and Polite.</p> <p>Thanks</p>
NHS Health Check	<p>The Nurse was very helpful and understanding. She made sure I understood what my results and readings means and the possible causes of it.</p>
Phlebotomy	<p>I think this is an exemplary practice. Diligent, attentive, efficient. All of the team are helpful and friendly. Today was no exception.</p>
Phlebotomy	<p>Really efficient and on time.</p>
Session	<p>Gave me a same day cancellation appointment just very helpful</p>
Session	<p>Everyone was polite and quick and the nurse explained everything she was doing</p>
Phlebotomy	<p>Quick, on time, efficient</p>
ECG slots	<p>Clare was very professional, she managed to take my bloods first time (I always have trouble with my veins) and quick, no pain. Whole experience EXCELLENT.</p>
Session	<p>The surgery admin staff and DR Boreham are always helpful listen and caring, an exceptional surgery.</p>
Diabetes Clinic	<p>I was seen by miss Sarah Williams she is very pleasant and so good at her job</p>
ECG slots	<p>The nurse we see is always a joy she puts you at ease always has a chat with you and cares about her patients beautiful lady inside and out</p>
ECG slots	<p>The Nurse is the most Adorable and effective and always kind and helpful I Adore her and Dr Boreham</p>
NHS Health Check	<p>All the staff was very helpful and the nurse was very professional</p>
Paediatric, Psychiatry & O&G ONLY	<p>My overall experience was positive. Both doctors were professional and caring. It was reassuring to feel listened to before any examinations, and I left feeling relieved. Thank you again!</p>
Session	<p>Professional Doctor, thank you Dr Jackson</p>
Smear Clinic	<p>Prompt and professional care from Nurse Isabel. Thank you</p>
COPD review	<p>Friendly nurse and no problem</p>
Session	<p>Very understanding and polite.</p>
Paediatric, Psychiatry & O&G ONLY	<p>The doctor and student we're both lovely, professional, efficient and thorough.</p>
Smear Clinic	<p>Appointment was on time and the nurse was very helpful</p>
Session	<p>The doctor I saw was unfriendly, sharpish, and conclusive and was too much in a hurry to be rid of me.</p>
Session	<p>I didn't have to wait and I liked the person I dealt with.</p>
Session	<p>The doctor I met today is very helpful and comprehensive, kind and loves to help.</p>