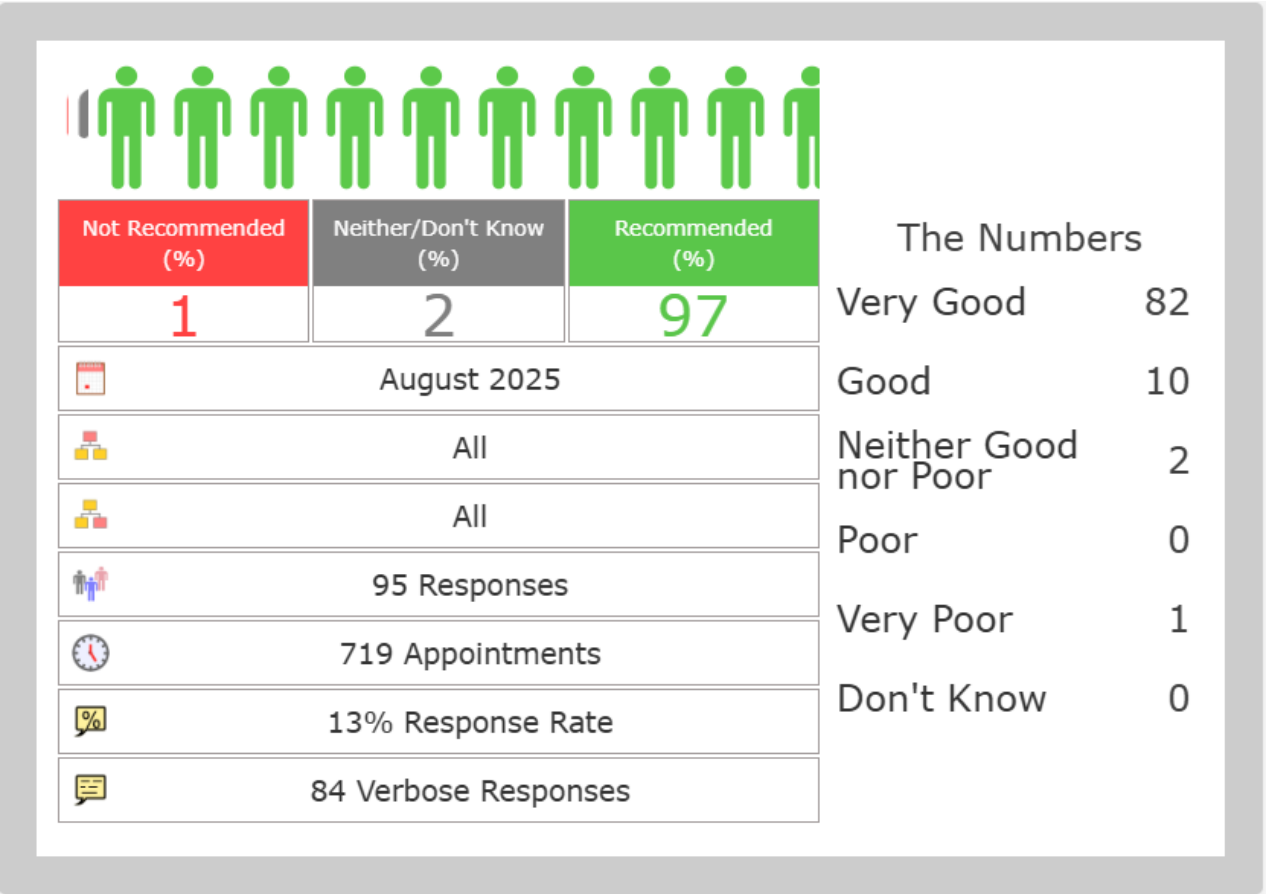


After your appointment, we will send you a text asking for your views. You will be asked Overall, how was your experience of our service? (with an option to add further info: Please tell us why you gave this answer – SEE PAGE 2).

Here are the results from August 2025



Sands End Health Clinic	Please can you tell us why you gave your answer?
Department	Response
Pharmacist	Friendly and efficient.
Phlebotomy	Receptionist are very helpful. Waiting time is minimal. & the Nurses & Doctors are really patient with you!
ECG slots	Best pain free blood I have ever given Never felt a thing nurse was amazing
High Risk Diabetes	Thank you for the attention received!
Pharmacist	Very pleased to have another staff at the surgery to give me good service. I am happy, as the sands end clinic is a blessing to my husband and me. Keep up the good work and thank you
Phlebotomy	Prompt action taken thank you
Session	Dr was patient, helpful and constructive.
ECG slots	Person who saw me explained what was going to happen, and was informative, and put me at ease.
Session	It was great to get a same day appointment for both my queries - thank you
GP session	I saw a very good Doctor.
Pharmacist	Because. You wanted to know about my health
Pharmacist	This was a telephone call to review my state of health with the practice pharmacist. It all went well.
NHS Health Check	Yes, the nurse was very nice and easy
ECG slots	From follow up reminder to book an appointment, to the actual appointment I can't fault the service
High Risk Diabetes	The nurse was very pleasant and helpful
NHS Health Check	Friendly helpful staff
NHS Health Check	Very helpful and very kind and very considerate.
NHS Health Check	The staff are very kind and helpful
HCA Clinic	Happy with everything
ECG slots	Little time to wait and professional, polite, and respectful nurse
Session	Thank you very much for the advice
ECG slots	Was held up on the motorway due to car accident that made me late for first appointment 9.20 but new was arranged for 11.00 and was appreciated considering coming from Downey.
Session	Warm, friendly and perceptive clinic from reception to interview to warm after-service
NHS Health Check	Quite easy to check in though self-check in not available. HCA got on and did what she needed to do efficiently. In and out fairly quickly.
NHS Health Check	Was seen on time nurse was very good
NHS Health Check	It was good visit. Thanks

Phlebotomy	I was seen just a few minutes after my appt time, nurse was friendly & efficient.
Smear Clinic	Punctual and efficient
Phlebotomy	You are very kind
NHS Health Check	Nurse was very kind and helpful
NHS Health Check	Great reception team always very helpful to assist you. Lovely consultation with doctor, plenty of time to talk, felt heard and understood and provided me with reassurance, options and a safety net. Truly a brilliant surgery
NHS Health Check	Nurse was very good
Asthma Clinic	The lady who talking the blood test is very professional, friendly and warm. Thank you
Session	Dr Marouf is so kind and caring and very thorough.
Session	Very prompt service and dealt with my issues effectively
Session	Very nice doctor
Session	The Practitioner seemed to understand what I was describing and he didn't make me feel the odd one out.
Session	Firstly, I saw the same doctor twice. A unique experience. Then she actually looked at me, and listened to my description of symptoms. Of course, she sadly was a locum.
Session	Communication not clear and long time to do pretty everything
Session	When I received a call today to attend the surgery for 10.10am. I got very anxious but it was a follow up on my chest X-Ray update. Dr was absolutely amazing and explained everything I needed to know. I couldn't fault my appointment. Thank you!
Session	The GP was very nice as was the reception staff
Session	Very good
Session	Thought the doctor listen to my concerns and addressed them
ECG slots	You are welcome with me. Treating myself with love gave me great results.
Diabetes Clinic	Seen on time
Diabetes Clinic	Girl on reception very efficient and smiling. Nurse quick, clear and professional
Session	I was able to get an appointment by a phone call. Dr Marouf was most helpful and explained various things following my visit to Chelsea and Westminster on Saturday after being referred there via a 111 call.
Session	Charlotte was kind, caring, and patient, considering I was teary, long winded and we had allot of topics to cover. She made a pragmatic plan for each issue, listened well and remained calm and supportive.
NHS Health Check	Not just on time but a few minutes early. As always, a painless and professional extraction of blood delightfully executed. Thank you.
Pharmacist	This was a follow up appt. After my return to work after a period of absence, and with my GPs support it is good to have got to this point.
Phlebotomy	Shanty very pleasant and helpful put me at ease. Thankyou.

Phlebotomy	Good welcome and excellent delivery - though bloods being taken.
Smear Clinic	The receptionist interrupted and spoke over me as I was introducing myself, incredibly rude.
ECG slots	Good is because she helped me to arrange for an appointment to see a doctor. But I only realized today when I saw a doctor, that she did a blood test for liver only, despite I told her it is an annual check-up. Disappointed.
NHS Health Check	Doctors and staff are friendly.
Diabetes Clinic	The clinician called me back and dealt with the appointment promptly, even though my phone was in a bad signal area and I couldn't answer it at the time of the original appointment
ECG slots	The nurse was very nice and very helpful. She is an asset to the surgery.
Smear Clinic	Maria gave useful information and made Daisy feel at ease straight away
ECG slots	Excellent and kind service! Thank you Terry
Phlebotomy	Seen on time, clear information given regarding procedure and when I can expect the results
Phlebotomy	Good service, very polite and helpful staff
Phlebotomy	Very kind nurse.
Phlebotomy	Appointment was on time and straightforward
NHS Health Check	Worked perfectly and Shanti is great.
Smear Clinic	The nurse I saw was very efficient and punctual.
Phlebotomy	I always get treated with kindness and respect.
NHS Health Check	Appointment on time. The nurse was very experienced made my blood test simple.
Phlebotomy	As usual nurse Sarah was very nice and made me feel comfortable and relaxed
Phlebotomy	The receptionist was cheerful and helpful , the nurse was excellent and all went well
High Risk Diabetes	The nurse who took my blood test this morning was very gentle and professional. She even helped me get in touch with the doctor and provided amazing support. I truly appreciated her help
Phlebotomy	Sarah is so helpful and professional in every aspect a real diamond
NHS Health Check	Very courteous staff. My appointment was very quick and the nurse was very professional. Many thanks.
High Risk Diabetes	I have two appointments today one with the nurse for diabetes follow and ECG checked they both are friendly and helpful the receptionist staff are good all in all Sands end staff are the best
Session	I had a good session with Krishna, the pharmacist.
NHS Health Check	On time. Professional. All very smooth and easy.
NHS Health Check	The nurse brought forward my blood tests which I appreciated given my recent operation at the Marsden

Phlebotomy	Very helpful and efficient Understanding all week they helped during the week as well thank you
Diabetes Clinic	Reception staff were very kind and helpful. I saw nurse Sarah Williams and she was kind and thorough. Duty doctor, Dr Yates, I didn't see but sorted out a prescription for me via reception staff. World class service. I'm grateful.
ECG slots	I was seen straight away and the nurse was lovely.
Session	"The reception staff are excellent. The doctor was great and listened to all the patient's problems."