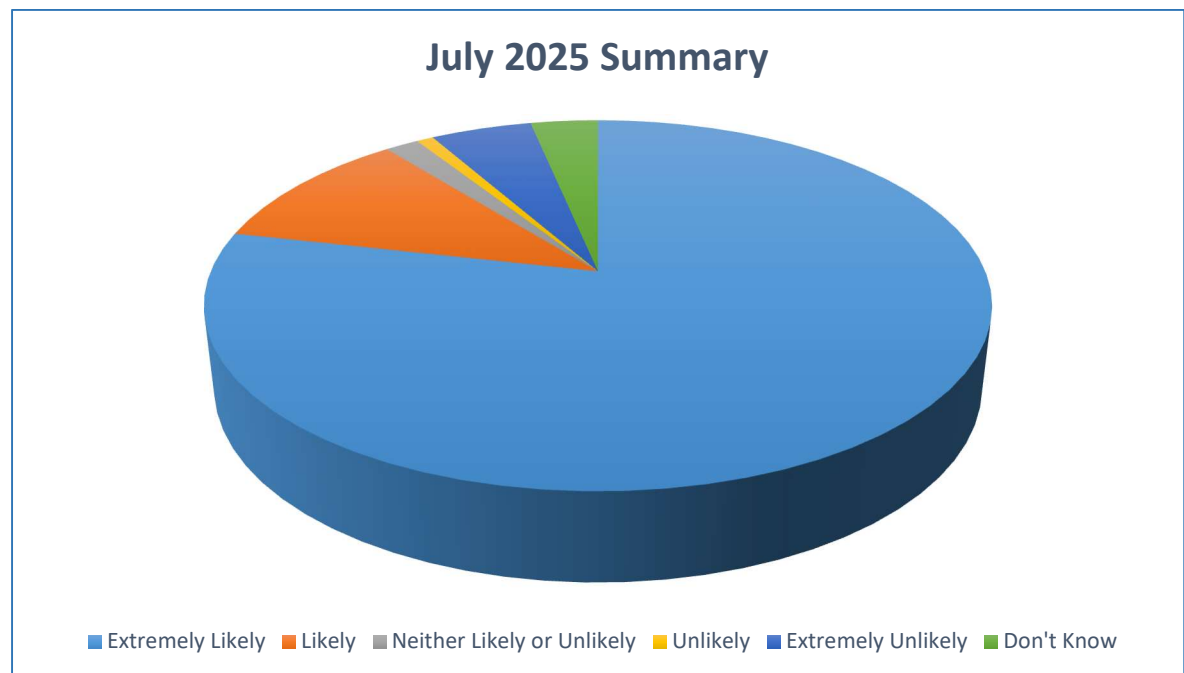
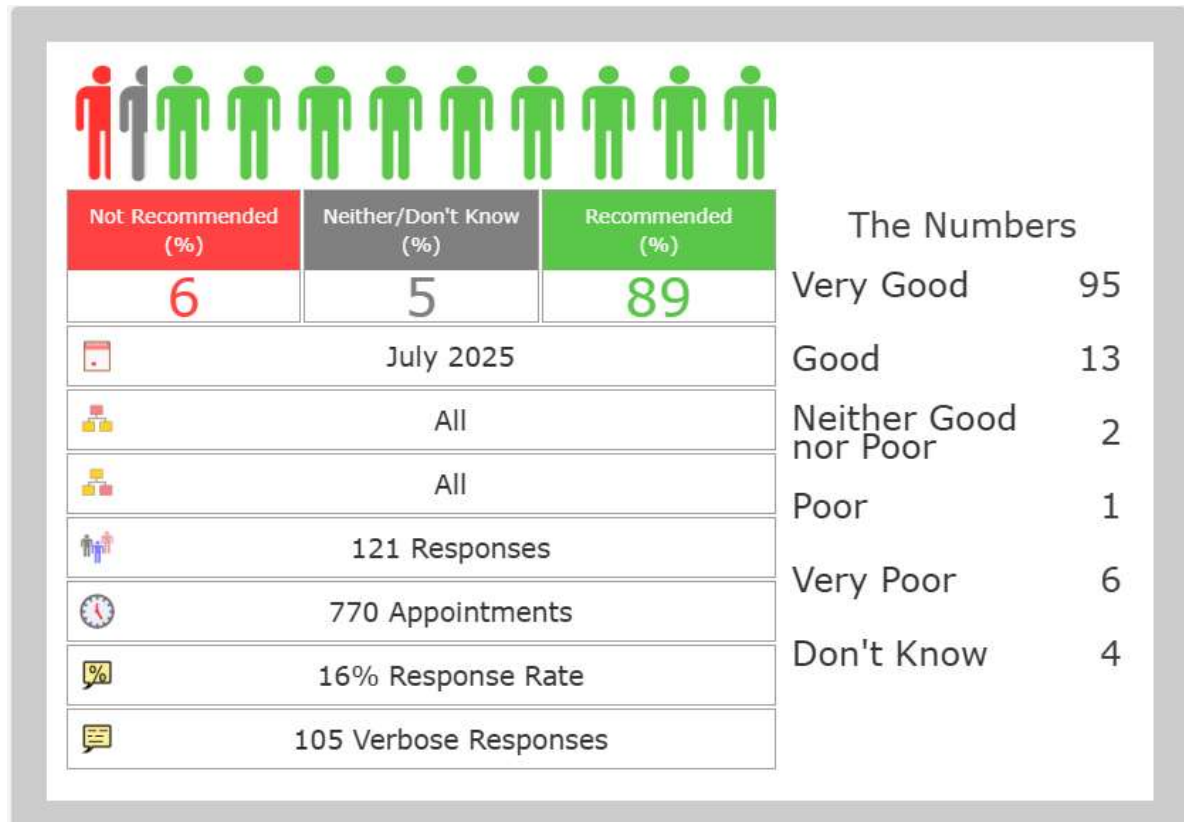


After your appointment, we will send you a text asking for your views. You will be asked Overall, how was your experience of our service? (With an option to add further info: Please tell us why you gave this answer – SEE PAGE 2).

Here are the results from JULY 2025



Sands End Health Clinic	Please can you tell us why you gave your answer?
Department	Response
COPD review	The surgery is very efficient. The medical staff are so nice and they are really very focused on prevention and detecting early signs of any conditions that may occur.
Diabetes Clinic	Sarah Williams is a brilliant nurse explains everything so I know what is being done
Diabetes Clinic	Because she's the best
Phlebotomy	Shanti is amazing. Didn't feel a thing with the blood test,
Phlebotomy	Blood test: on time, kind and painless - excellent!
Child immunisations	Good patient experience and was accommodating to changing the appointment
Session	The reception staff as usual were so kind to my daughter and myself. Very very nice people you have at your reception, all of them. The Dr I saw equally is a very very pleasant lady. She was quick to see us and was very patient and kind to my daughter.
Session	No one turned up
Session	The lady Doctor is very kind to me
Phlebotomy	Saw me on time Fast and painless blood test Efficient
Session	Waiting time was a bit delayed
Smear Clinic	Lovely nurse who carried out the procedure really well. Efficient reception team. Like the light airy feel of the surgery.
NHS Health Check	Consistency good
Phlebotomy	The service was delivered at a very high level of professionalism - quick, accurate, and precise. Many thanks!
Phlebotomy	It went very smoothly and the nurse was very pleasant
Session	The doctors are very helpful and patient first class care
Phlebotomy	Sarah Williams is a lovely nurse. Very knowledgeable & professional whilst being so friendly and putting me at ease. Thanks Sarah!
Phlebotomy	I waited for over 25 minutes on the phone to not be given a suitable appointment in the afternoon with Sarah for a blood test! Only given early morning slots! I was also turned down to me seen as I was stuck in traffic and running late, bad service!
Smear Clinic	Caring, professional and timely assistance. Sands End make access to the advice and assistance you need very easy. Always responsive and very helpful. Feel lucky to live near this clinic.
NHS Health Check	Friendly
Phlebotomy	Excellent service in every respect.

Smear Clinic	I had an appointment this morning with Miss Nazaret who was amazing, she made me feel so comfortable and explained everything I needed to know so clearly making me feel really comfortable and reassured. A very lovely lady!
ECG slots	I arrived on time for my appointment and was seen shortly after my arrival
NHS Health Check	Punctual, professional, kind
Session	Professional service
ABPM	They cancel my appointment 30min before
Smear Clinic	The nurse was professional and friendly and the smear test went smoothly
Session	The appointment was quick and very happy how you show us how to use the inhaler correctly
Smear Clinic	I needed help with an emergency prescription and the reception staff sorted out the this problem for me
Session	Daisy was professional and very caring.
Session	The clinician I spoke with was great. However Sands End Clinic need to refine their text appointment confirmations to say either 'telephone' or 'face to face' as the current text is generic and really confusing
Diabetes Clinic	The nurse I saw was very helpful and answered all my questions
Session	Very good service
Child immunisations	Very kind and professional nurse, like usual.
Session	Because I'm being treated well
Child immunisations	Nazaret Corcobado was really great and very calming and helped me through my fear of needles and injections. It was a great experience.
ECG slots	Waited over 20 mins for my appointment with no notice of there being a delay. Had to leave and rebook as I had a work meeting. This is the 2nd time this has happened with no notice. Staff should at least inform people.
Session	I couldn't make it the appointment, tried to call and rearrange but couldn't get through. Very difficult to reach the clinic
NHS Health Check	The receptionist was very helpful and the nurse was lovely, put me at ease
NHS Health Check	Very helpful, thanks
NHS Health Check	I missed appointment, need to rebook
NHS Health Check	Shanty was terrific blood test in
NHS Health Check	No problems
Session	The doctor was very , friendly and understanding, and helpful thank you
NHS Health Check	I had been awaiting an appointment for a blood test for over 2 weeks. I was telephoned 20 minutes before it) to be told the appointment was cancelled as nurse had called in sick. Annoying and even more so to receive this text asking me to comment.
Session	Absolutely lovely doctor, felt listened to and taken care of. Thank you

Asthma Clinic	Very professional nurse, polite, cheerful & pleasant, thanks
Session	Seen promptly and doctor took time and addressed all issues
Pharmacist	I gave the answer "very good" about my appointment today because I was treated with kindness and respect, the young lady was professional, polite and capable in her manner & work, yet maintained a warmth and concern about my overall health.
Pharmacist	Lovely Dr. Listened to Lewis and myself. Very helpful and informative
HCA Clinic	Very punctual Exactly performed the procedure needed Well-presented and professional
GP session	We are so lucky to have the surgery so near with such brilliant doctors and staff who are always so welcoming
Session	Lovely doctor see on time , and help me with my problem, that I was worried about, with cream's and will see me again in 2 weeks
Session	My appointment was on time and she give me enough time and answer all my questions.
Session	Dr Watson was the first doctor to explain to me after about 10 years exactly what was happening to the circulation of blood in my legs. She was therefore also the first person to prescribe a remedy, which appears to be likely to cure the condition.
NHS Health Check	The staff was very efficient and experienced. I did not even feel the needle.
NHS Health Check	The app is easy to use and responds quickly. It was very professional. The test was Easy to book and quick to complete.
NHS Health Check	The nurse said a great job.
NHS Health Check	Friendly staff, they remember me and who I am, blood draw was pain free! Always professional and there to support.
Telephone Appointment	Very understanding
Phlebotomy	All great
High Risk Diabetes	Service was cordial and professional
Smear Clinic	Dr Maria was very nice and helpful thank you
Session	The surgery was very quiet and the doctor had time to listen and discuss options
High Risk Diabetes	Very friendly staff and was very quick
Session	Was surprised how out of date my medical records are.
Session	She explained me everything
ABPM	The nurse Sarah was really good.
Session	Staff always professional and helpful.
Session	Was seen by doctor I never met b4, don't like seeing new doctors who don't know me.

Session	I saw a highly efficient and knowledgeable GP, who thanks to her gave me a referral to Chelsea and Westminster Hospital, and also said that I would be seen within two weeks as the case seems quite urgent. Many thanks to the staff at Sands End health.
Diabetes Clinic	It was on time
Session	Excellent doctor and reception staff were helpful
Diabetes Clinic	Because they are always good and look after me
Session	Everyone was nice
Diabetes Clinic	Always a pleasure coming to the surgery because all of the staff are really nice, today my appointment was with the nurse- Sarah, such a nice calming person
Session	Very nice.
Diabetes Clinic	Sarah is a very pleasant and listens to anything I ask her
Phlebotomy	Very quick blood test. In and out in 2 minutes.
Session	
Session	I contacted the surgery via PATCHs but have not yet had an appointment or a consultation. I received a message that my request had been passed on to the doctors and someone would contact me.
High Risk Diabetes	The practioner was very Courteous and answered All my questions in a professional and Understanding Manner A credit to the N.H.S.
Session	Understanding and caring makes all the difference
High Risk Diabetes	I was seen in time by the HCA and doctor, They were both were very good explaining what they are going to do, I felt comfortable. I was given chance to ask question and they replied which I understood. Thank you to all staff in PG
NHS Health Check	I think the staff are friendly and helpful.
Phlebotomy	Fast, painless. On time.
Session	Gp listened and was very thorough Thankyou
NHS Health Check	Great communication and quick appointments. Friendly and supportive staff.
Phlebotomy	I didn't have to wait too long to be seen, although I had a blood test done, I felt the nurse was a bit rough and it actually hurt, I am now left with a bruise
Session	The staff are so nice I'm getting old and got health problems but they never judge you and so polite and helpful give them a pay rise
NHS Health Check	I was seen on time. The nurse took the time to explain the tests I was having & she was friendly & professional.
Session	The caller was very polite, friendly and helpful.
NHS Health Check	I was seen on time reception staff were friendly and nurse was able to take blood first time and no pain
NHS Health Check	The doctor took action, send some tests and scan, ultrasound

COPD review	The nurse was helpful
Diabetes Clinic	staff are nice and very helpful
Session	Very attentive and knowledgeable GP. I left confident and with the next steps in place
HCA Clinic	Usually I dislike blood tests as I had a bad experience in the past, the nurse was very understanding and professional, she put me at ease. All went smoothly.
GP session	Didn't wait long, Dr answered all enquiries with clear action and follow up
HCA Clinic	Super-efficient blood test from a friendly nurse/phlebotomist
Pharmacist	I was able to discuss all recent changes to my medication. Krishna also agreed to check progress in 2 weeks.
HCA Clinic	She's professional
High Risk Diabetes	I was seen on time and Claire looked after me very well Great service
High Risk Diabetes	Great service from both the receptionist and the nurse. I was seen immediately and felt comfortable during the test (despite my fear of needles!).
Pharmacist	All our questions and requests for help were answered well Very kind and helpful