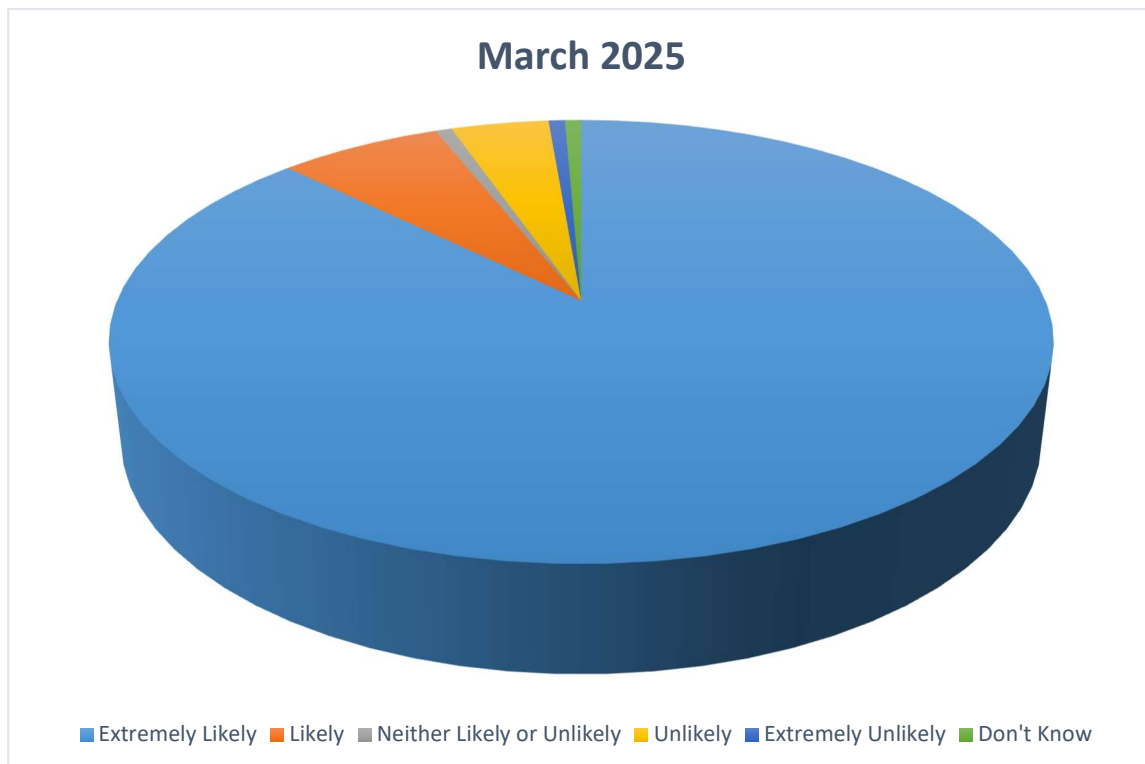
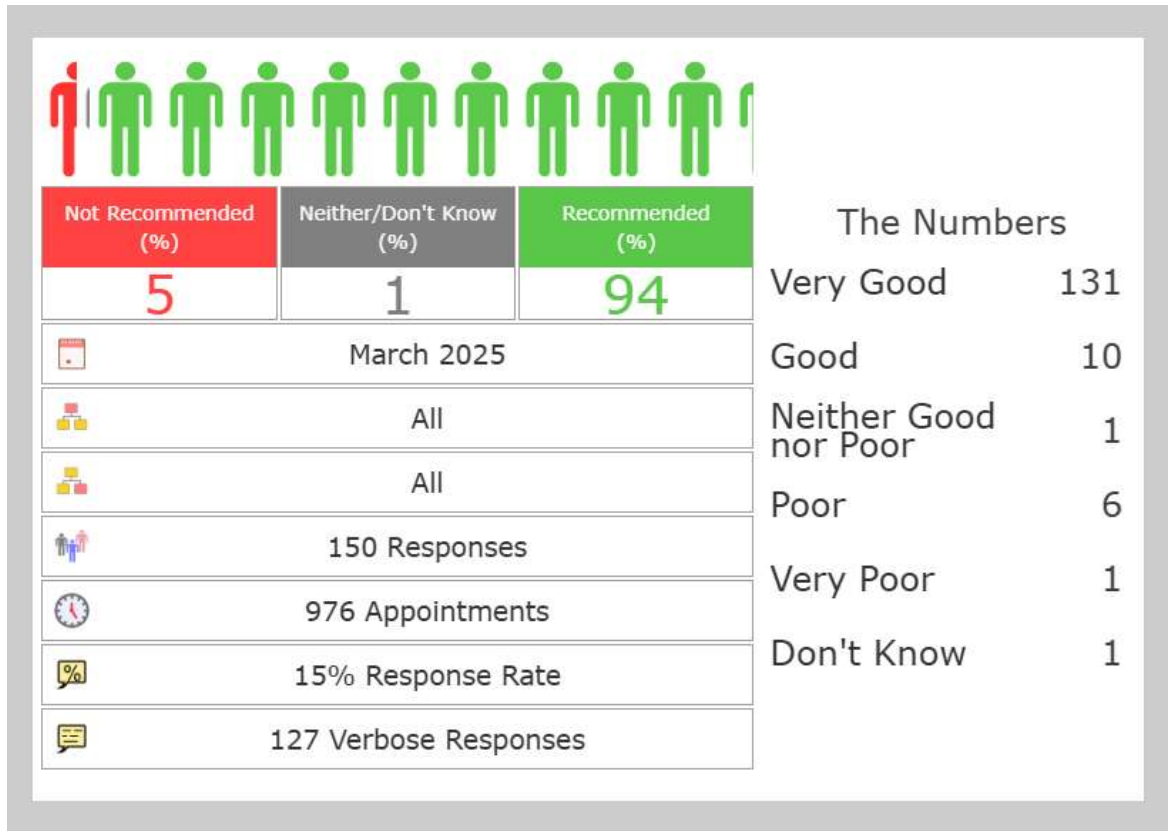


After your appointment, we will send you a text asking for your views. You will be asked Overall, how was your experience of our service? (with an option to add further info: Please tell us why you gave this answer – SEE PAGE 2).

Here are the results from March 2025



| Sands End Health Clinic | Please can you tell us why you gave your answer? |
|-----------------------------------|---|
| Department | Response |
| Smear Clinic | Nazaret was very informative and friendly and made sure I was comfortable before starting as it was my first Smear test. Thank you! :) |
| Phlebotomy | The staff were friendly and my appointment was quick and on time. |
| NHS Health Check | It was on time - delightfully executed with a smile |
| ECG slots | V welcoming, Friendly staff, Punctual |
| Session | I did not receive any useful information during the consultation. Everything I asked was answered with speak to your midwife or call this number: there's no point of visiting GP during pregnancy as the services that can be provided are too limited |
| Smear Clinic | Naz was the nurse I saw and she was so lovely, made me feel very comfortable and was thorough when walking me through my blood test results. |
| Session | Nurse Kate is so lovely and explains everything to me , have great faith in her |
| Session | Doctor send medication informer nominated pharmacy. I said to send to new nominated pharmacy but he made mistake. Receptionist didn't respond to my problem as she wanted me to call pharmacy and release prescription it lasted 1 hour to get medication |
| COPD review | Super-efficient experience from checking, speaking with reception and being called for bloods. Nurse taking bloods was very polite and was out in about 10 mins from start to finish and I received my results 12 hours later by email. Thank you! |
| NHS Health Check | The nurse was very professional, polite, expert in what she was doing and very knowledgeable |
| COPD review | Prompt appointment |
| NHS Health Check | The nurse was lovely And did a great job |
| Session | Did not attend appointment due to not being able to leave home as my front door is unstable. And needs a lock |
| Paediatric, Psychiatry & O&G ONLY | The doctor was lovely and the student was also very caring and knowledgeable. They listened to my problems carefully and helped me on finding solutions and deal with it in the best way. |
| Session | Because the doctor really she gave me attention and she knows I how I feel pain she is very helpful! Thank you |
| ECG slots | I always find your reception staff excellent. All the staff I have seen have been efficient and assuring. |
| Phlebotomy | Quick and easy very pleasant nurse made me feel relaxed |
| Smear Clinic | Everything was smooth and comfortable |

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| Session | Immediate and thorough questions and examinations, compassionate and friendly throughout. All staff were so helpful and processed me to see the doctor so quickly, and the doctor was amazing. You could tell she genuinely cares and helped me massively |
| NHS Health Check | Great service, polite & friendly staff... |
| Phlebotomy | Everyone friendly, helpful, polite and in fact perfect in every way. |
| Phlebotomy | Just popped in for blood test |
| Session | It was the first time that I had a proper discussion about all my problems |
| Smear Clinic | Very quick, efficient and friendly service |
| NHS Health Check | On time. Very professionally appointment. Told me when to expect the results. |
| Session | Lovely doctor and nurse Kept me right at ease Provided easy explanation to my questions Around great experience |
| Session | It was lovely to meet Dr Chan. He was thorough, inquisitive and listened well to the complex issue I have been experiencing. I felt heard and understood and although the answers were not obvious, he carefully looked at next steps which was helpful. |
| Session | Happy with my appointment, all GPs and staff are very good and friendly, at Sands ends clinic. |
| NHS Health Check | I was seen on time and the nurse was very friendly and informative. Thank you. |
| Smear Clinic | Before my appointment on 07 Mar 2025 16:37 with Miss Nazaret Sanabria Corcobado, I had a phone consultation with her. She was incredibly helpful during both interactions and went above and beyond to give me advice about my trip. |
| NHS Health Check | Everything so fantastic from you to me. Thank you so much xxxx |
| NHS Health Check | Nurse was very kind. She helped me a lot. & reception staff are very good! |
| Smear Clinic | Very professional, quick and kid-friendly |
| ECG slots | Sarah Williams was very professional and friendly! |
| NHS Health Check | I met with a GP and we had a valuable conversation about my health and related treatments. |
| Diabetes Clinic | Everything works on time. The people that work there are all fantastic. |
| ECG slots | You asked me to have a blood test. I asked for certain tests. Your response was not appropriate, I asked if they could re-read my message. I am always very polite. No response. Lovely nurse sorted. Text messages reminders also changed the time. |
| Diabetes Clinic | Miss Sarah was an amazing professional doing my blood tests |
| Diabetes Clinic | I was seen promptly |
| Diabetes Clinic | Sarah was polite, made me feel at ease while also being professional and informative |

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| Session | The pharmacy's lady is very good. But I didn't expect that she will take my blood pressure instead of taking a blood test and urine test sample. The GP told me to have a blood test and urine test. But it's different check-up. |
| Smear Clinic | Naz is amazing, lovely and personable, never feels rushed and you feel valued and genuine care shown |
| Smear Clinic | My practitioner was very good, kind, and informative. She had extremely good bedside manner and I get cared for as a patient |
| Session | Very accommodating thank you so much |
| Child immunisations | The lady who done my son's injections is an angel she is so lovely! |
| Session | Doctors and staffs are helpful and accommodating. Thank you everyone. |
| ECG slots | Staff were kind, attentive and helpful. |
| Session | I felt listened to and cared for, truly |
| Phlebotomy | Just a blood test but done with class Santi remembered me which always helps. Trevor Davies |
| Session | The GP is getting worse by day |
| Session | Responsive reception, not too long waiting time, lovely doctors, efficient procedure. Just a bit painful |
| Session | Dr Gibson is an excellent doctor and I'm very pleased with everything she is doing to help me. |
| Child immunisations | Service was impeccable as usual: quick, accurate and highly professional. Thank you very much, Ms Corcobado! |
| Session | Because there is no point of going to the GP because no matter how unwell you are all problems get dismissed as nothing |
| Session | Professional very nice doctors and staff |
| Phlebotomy | The nurses were very polite, helpful and professional at all time during my visit |
| Session | Appointment in the day, seen on time and pleasant and professional physician. |
| NHS Health Check | Very knowledgeable, kind and helpful. |
| Paediatric, Psychiatry & O&G ONLY | Great service and staff. |
| Session | The Doctor carried out the Examination and explained my condition and treatment needed. |
| Phlebotomy | Everyone was very attentive. |
| Session | Did not call me for my phone appointment as promised! Said ya did but that is just a lie! |
| NHS Health Check | Excellent service from the nurse. Personal, valued caring service. Thank you |
| ECG slots | The help provided by the nurse and doctor I was very pleased with but the receptionist was quite rude |
| ECG slots | Clare was very efficient, calming and put me at ease |
| Session | Dr give me enough time and listen my problems and main things when I call in morning they told me to come same day and sort out my problems because I was suffering for last 34 days and they did straight away today. I would really grateful. |

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| NHS Health Check | The care that I received today from Sands End clinic is as always excellent and exemplary. I have nothing but praise for their service. |
| Smear Clinic | Excellent personable service |
| Smear Clinic | The nurse was particularly kind and explained things really well. Thank you. |
| Phlebotomy | They were all very friendly starting from the receptionist. The nurse was very friendly and professional! Thank you |
| Smear Clinic | I was seen promptly and Kate was very helpful |
| ECG slots | Excellent quick service - the lady was lovely |
| Session | Did not have to wait as my appointment was 9.50am as I have had to wait in the past if doctors are running late it would be nice if the receptionist notified the patience |
| Phlebotomy | On time, helpful, and friendly service. |
| Diabetes Clinic | Friendly and efficient. |
| Smear Clinic | I was triaged online very quickly and given a next day appointment. The doctor asked pertinent questions and assessed the problem and issues. It was a very reassuring appointment and I felt I was listened to throughout. |
| Session | Friendly and helpful |
| Session | Was treated with respect and well checked. Thanks for NHS staff |
| Session | Showed a genuine interest I felt she was actually listening instead of me hearing the keyboard rattling away which is a usual practice yes I was very satisfied |
| Diabetes Clinic | Explained in full the purpose of the appointment. Received my Flu vaccine. |
| Session | Very good service. Many thanks |
| Smear Clinic | Brilliant nurse, very welcoming and sorted my issue with another booking and made me feel at ease within my appointment thank you Nazaret! |
| Session | The appointment was good, what else can I say? |
| NHS Health Check | Speedy system and helpful team |
| Session | The colleague listened to all my questions and was able to respond in a positive way. The meeting was not rushed. |
| Session | Thorough and quick wait time from when I requested one. Dr was very thorough but bedside manner left a little wanting. A slightly more friendly approach would help in an embarrassing situation for the patient. |
| Phlebotomy | Best nurse ever. ? |
| NHS Health Check | No delay, no issues - in and out no problem |
| ECG slots | I was seen right on time. The nurse doing my ECG was professional and lovely. I was told to wait for results which came quickly. Easy and smooth. |
| COPD review | Always efficient and helpful nothing to much trouble |
| NHS Health Check | The doctor I saw today was very caring and reassuring she made me feel at ease |

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| NHS Health Check | Nurse was excellent very professional and never felt a thing during blood test. Very happy |
| Session | The doctor was very professional |
| NHS Health Check | Kind and efficient nurse and punctual |
| Session | Dr Jewels and her nurse were really lovely and made me feel very comfortable as I was very nervous. They did the procedure very quickly and made me feel at ease as they explained everything in detail to make sure I understood the process. |
| ECG slots | I was given the full attention of Ms Robinson and dealt with need for visit professionally, making a suggestion for some of the medical issues I have. |
| NHS Health Check | Excellent nurse Isabelle who was very helpful and professional and called me later in the day as promised. |
| Session | I've been in agony x a week possibly x a trapped nerve in the shoulder. GP would not refer x scan/MRI. MKS have 2 refer me. Yesterday went to A&E, given morphine and antidepr & to be told to have MRI have 2 arrange it with GP. 2day request rejected again |
| Session | My problem was urgent so I was happy an appointment was given |
| Session | Checked my son allergy very good and gave all his medication |
| COPD review | Very thorough & pleasant nurse |
| Session | Easy to get appointment quick |
| COPD review | I was seen on time. She knew what she was doing. Managed to get blood in good time. |
| Diabetes Clinic | The nurse who looked after me was amazingly kind. She was helpful in answering all my questions. It was one of the best experiences I ever had going to the GP |
| NHS Health Check | The reception girls and nurse that see me were amazing |
| NHS Health Check | Appointment on time |
| Smear Clinic | the staff and DR Kate Marsh are very helpful and easy to talk to |
| Session | Very pleasant welcome at reception |
| Session | The person that spoke to my wife was very helpful and she explained everything |
| Phlebotomy | Saw nurse on time and she was lovely! Thank you all for your service |
| Session | The staffs at sands End is excellent. |
| NHS Health Check | Lovely and Friendly, took time to listen to me. Felt comfortable with a nurse that can relate to how I was feeling. Thank you Vinnette |
| Session | I could see a lot of improvement in service about reminders and more care to the patients about blood tests going through the results with patients and giving them confidence and importance advice all in all very satisfied keep it up |
| Session | Quick appointment time, very clear and sensible advice, clear follow up |
| Session | Friendly |
| COPD review | Sarah Williams the nurse is always professional and friendly/approachable |

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| NHS Health Check | Very helpful staff |
| COPD review | I met Sarah the nurse who is very easy to talk to and knows what she's doing. When I see a nurse I always ask for Sarah. |
| Session | <p>The pharmacist checked my records of my blood pressure and decided that I should have some extra medication as my blood pressure was still high</p> <p>He explained to me well what he was prescribing and helped me to get another prescription that I needed</p> |
| Smear Clinic | This was a really good appointment for something so sensitive in nature the nurse Nat made my appointment very comfortable, I can't thank her enough. |
| NHS Health Check | Polite, efficient and very helpful Service from everyone at the surgery. Thank you. |
| NHS Health Check | Was professional |
| NHS Health Check | Fast service, doctor was friendly and attentive |
| Session | Very efficient process. Appointment on time. Great communication. Nurse knowledgeable and friendly. Love the clinic |
| Session | Doctor was really kind and it was really easy |
| Session | Dr Jewels was amazing |