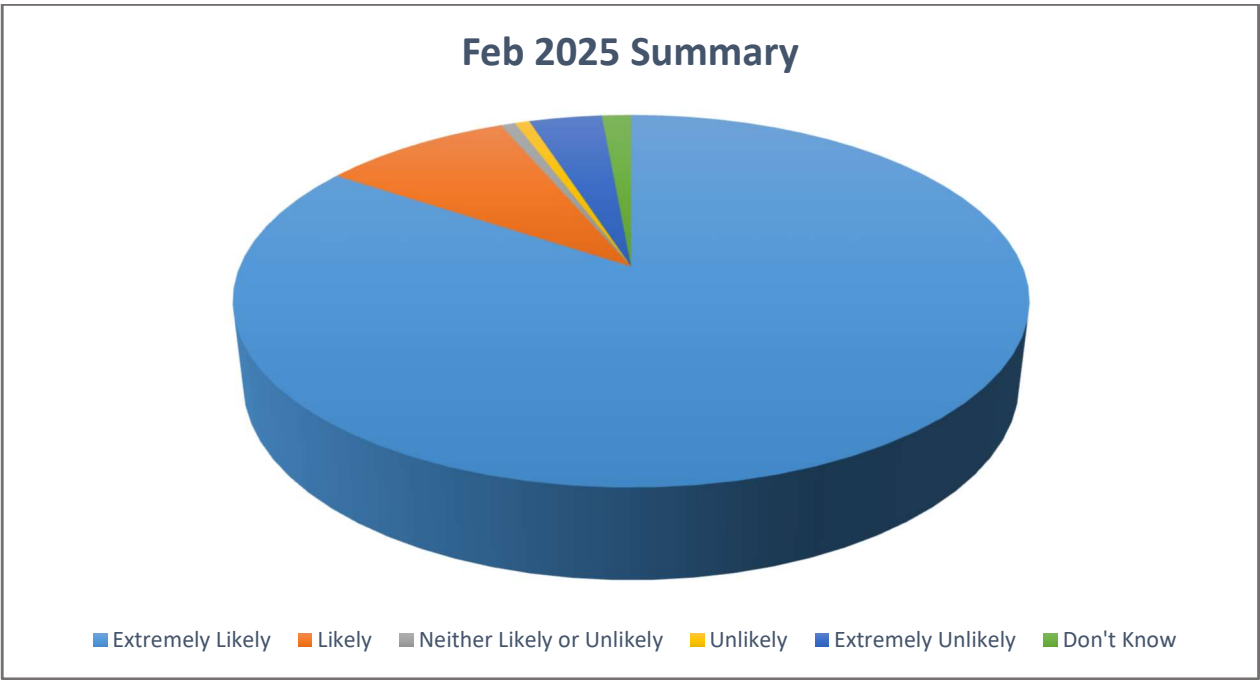
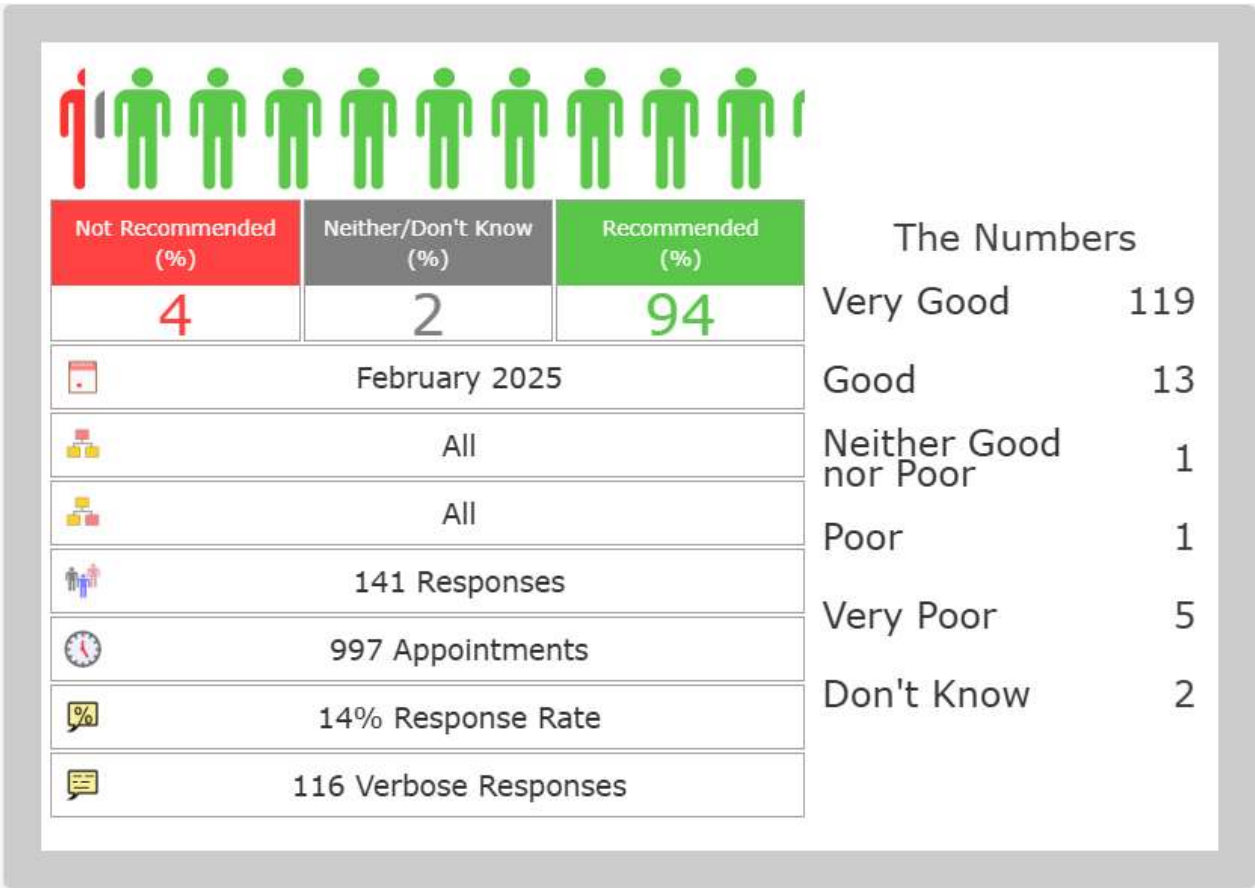


After your appointment, we will send you a text asking for your views. You will be asked Overall, how was your experience of our service? (with an option to add further info: Please tell us why you gave this answer – SEE PAGE 2).

Here are the results from February 2025



03/02/2025	Session	The care navigation were lovely and very quick to help. Was given an appt same day due to symptoms and was seen by Dr Giles who was amazing!
03/02/2025	Session	The receptionist was very good and helpful they always are good the staff.
03/02/2025	NHS Health Check	Because both the receptionist and the Doctor were pleasant and efficient. And the Doctor made the experience relaxing and pleasant with her professional and amicable attitude.
03/02/2025	Session	Very professional and great communication
04/02/2025	COPD review	Easy visit in & out
04/02/2025	Session	I was seen very quick and was checked over and was told exactly what was wrong with me very polite also made me feel very calm when I was feeling very I'll
04/02/2025	Session	I had a phone appointment with a pharmacist and she called me on time. She explained to me the purpose of her call and then she went through details in a thorough fashion.
04/02/2025	Session	Sick of not seeing a doctor and seeing someone unqualified. Doctors never available. Referrals not being made. Really unhappy with the service being provided. No prescriptions being given, sent to walk in clinics or being seen by a paramedic.
04/02/2025	Session	Nurse Kate was wonderful- courteous, caring, informative and efficient; a true professional.
04/02/2025	Session	It was NOT AT THE CLINIC but over the phone and that is really NOT THE SAME THING. The doctor I talked to was a good listener. He did not know about my wrist issue and said he will call me back. Thank you,
05/02/2025	Session	Very polite, tell me exactly who he is he did not talk over me and leaning to everything I was saying and he explained to me what to do next.
05/02/2025	NHS Health Check	The surgery is clean and welcoming and the staff are polite and friendly
05/02/2025	Child immunisations	Excellent care as always
05/02/2025	NHS Health Check	Nurse was excellent. She was knowledgeable, professional, and courteous.
05/02/2025	High Risk Diabetes	I recently had an appointment with an exceptionally kind and professional nurse, and I couldn't be more pleased with the experience. From the moment I arrived, she made me feel at ease with her warm demeanour and attentive care.
06/02/2025	ECG slots	My appointment was pointless. I was hoping to get a full check up with blood test and all I had was my blood pressure measured and ECG. What was irritating about the ECG is I didn't even get a chance to discuss the results with the doctor.
06/02/2025	Phlebotomy	All good, nurse was very kind
06/02/2025	Session	Because every thing is good

06/02/2025	Smear Clinic	The nurse who saw me called Naz was very nice and friendly. Each time She was going to do something she would let me know.
06/02/2025	Phlebotomy	Friendly professional service and on time
06/02/2025	ABPM	Just found it good.
06/02/2025	Phlebotomy	Sarah is fab didn't even feel my jab Thankyou Sarah love this surgery have been patient for a very long time and have never had a problem all the doctors are lovely thank you
06/02/2025	Phlebotomy	Felt like I was being looked after
06/02/2025	Phlebotomy	Because it all went as it should. This is perhaps not always the case.
06/02/2025	ECG slots	My visit entailed an E C G procedure The health care practioner was of good Manner the ECG was not clear and three attempts were needed Still waiting via text For results. Overall very thorough
07/02/2025	High Risk Diabetes	I do not have to wait for the appointment. Staff is very helpful
07/02/2025	Session	When I called the clinic the lady was extremely helpful and secured me an appointment on the same day! Reception was very quick and polite! t's my first time with this particular Dr. I felt awkward difficult wasting his precious time ?
07/02/2025	Session	Good service, important advice , very informative Thank you
07/02/2025	High Risk Diabetes	Happy to help good service
07/02/2025	COPD review	The Nurse was excellent and very patient and helpful.
07/02/2025	Diabetes Clinic	The Nurse is always pleasant
10/02/2025	NHS Health Check	On time, very friendly and efficient
10/02/2025	NHS Health Check	Quick, friendly + helpful
10/02/2025	NHS Health Check	Prompt and nurse was very friendly and approachable
11/02/2025	Smear Clinic	Staff member was very pleasant, helpful and gave detailed information
11/02/2025	Smear Clinic	Nurse Kate was excellent. She was courteous, kind, caring, efficient and informative.
11/02/2025	Paediatric, Psychiatry & O&G ONLY	Dr Jessica Giles was so pleasant and listened to my concerns very closely. She explained the whole process of the test she referred me to and made sure I was comfortable and happy with what I am being given. Lovely encounter, thanks to Dr Giles!
12/02/2025	Phlebotomy	Lovely friendly nurse ! Thank you
12/02/2025	NHS Health Check	Chief Nurse - Maria Isabel Marino Seoane was so helpful and extremely knowledgeable, friendly, experienced and very caring
12/02/2025	Phlebotomy	Professional
13/02/2025	Phlebotomy	The telephone receptionist rearranged my two appointments so that they were adjacent on the same day instead of different days.
13/02/2025	Smear Clinic	Really good experience and friendly service

13/02/2025	Phlebotomy	Clare is charming efficient but was let down by the lack of information from the doctor as to what tests were required so she had to wait a good five minutes for a reply , which would have naturally made her run late appointment wise
13/02/2025	Phlebotomy	Helpful and polite receptionists. Professional nurse. Quick procedure.
13/02/2025	Phlebotomy	I was seen on time
14/02/2025	Smear Clinic	Miss Nazaret is very nice, professional and takes the extra mile
14/02/2025	Phlebotomy	Nurse is amazing and courteous
14/02/2025	NHS Health Check	Appointment was on timely and the nurse was very friendly and efficient. I'm so sorry, I've forgot her name!
14/02/2025	ECG slots	On time and very professional Thank you
14/02/2025	NHS Health Check	Punctual. Painless. Reason for blood test explained.
14/02/2025	High Risk Diabetes	Seen quickly and made at ease
14/02/2025	Phlebotomy	Very kind and efficient. Also listened to my health concerns and was able to help, by asking the GP to add a couple of things onto my already booked blood test.
14/02/2025	Session	The doctor was very helpful
17/02/2025	Session	Comforting in explaining my recent shortness of breath and continual cough/phlegm. Will try spray.
17/02/2025	NHS Health Check	I came In for bloods to be taken and had the lovely Vinnette Alexis, she was great to talk to while having my bloods taken but also I didn't even feel anything! Normally I feel a sharp scratch but with Vinnette nothing it was so much better!
17/02/2025	Smear Clinic	Appointment on time, and the nurse was very professional
17/02/2025	Session	Dr was v helpful as was all the staff I dealt with. All excellent service
17/02/2025	Session	Very friendly / informative / helpful. Explained thing well Made me feel at ease
17/02/2025	NHS Health Check	I am happy with my GP. Big thanks!!!!
18/02/2025	COPD review	I was treated in courteous way she was pleasant and got on with the job in a calm and professional way.
18/02/2025	Session	Efficient, friendly staff and problem was solved
18/02/2025	ECG slots	The nurse was very friendly, she explained everything in detail to put me at ease.
18/02/2025	Smear Clinic	Helpful and informative. I've always had a good experience here
18/02/2025	Smear Clinic	Smear test, doctor took the time to discuss all the different possible outcomes, listened and made me feel comfortable and relaxed.
18/02/2025	NHS Health Check	I told reception TWICE to make sure I got my doctors phone call on my home number not my mobile and even though they changed these details on the system the doctor still phoned me on my mobile that was broke which called me twice to miss the appoint

18/02/2025	Session	Very efficient and kind paramedic . No waiting . And felt cared about .. rare
18/02/2025	NHS Health Check	Very nice lady
19/02/2025	Phlebotomy	Because it was good service
19/02/2025	NHS Health Check	Friendly, professional and punctual.
20/02/2025	ECG slots	Appointment times were kept and communications between the nurses and doctors seemed to work very well.
20/02/2025	Session	Very good every body is happy the look after the patient thank you very much
20/02/2025	Paediatric, Psychiatry & O&G ONLY	My daughter was examined comprehensively. I was asked for blood test in case but the doctor said it was unnecessary because there was no blood disorder in family history which I agreed.
20/02/2025	NHS Health Check	Because the Doctor was really professional and nicely.
20/02/2025	NHS Health Check	On time/friendly but at the same time professional
20/02/2025	NHS Health Check	The receptionist was pleasant and smiling. The nurse took my blood and there was ?no sharp scratch?. Pain free and friendly a nurse.
20/02/2025	Smear Clinic	Quickly seen, nurse was really lovely, as always, made me feel comfortable and cared for. Overall happy with my whole experience
20/02/2025	NHS Health Check	The Dr sent a text saying he could not get through, when I am sitting with phone in my hand. Next text saying see a pharmacist and or call 111. What a waste of time. When a Dr already triaged and arranged phone back.
20/02/2025	Phlebotomy	Seen on time. Very professional and friendly service.
20/02/2025	Phlebotomy	From the patch appointment request to the various tests performed , good and fast service from the GP and the staff in general . Friendly receptionists too .
20/02/2025	Phlebotomy	Lovely warm welcome at reception. I arrived to my appointment earlier and was lucky enough to be seen. The nurse was wonderful, calm and considerate. She created a positive and calm environment
20/02/2025	Smear Clinic	I was seen on time and very pleasant nurses!!well explained and I am very satisfied and happy...thank you .
21/02/2025	Session	Always had a good experience at Sands End Clinic.
21/02/2025	Session	Everything was perfect
21/02/2025	Session	I was contacted by the Doctor as soon as she was available, she gave me a solution and that made me feel better straight away
21/02/2025	Session	The support given during a difficult period personally has been second to none.
21/02/2025	NHS Health Check	The nurse who attended to me was very polite, attentive and kind. The public service needs professionals of this calibre.
24/02/2025	ECG slots	Seen at the appointment time, the doctor was kind and understanding, checked me and took my blood pressure and arranged for my requested blood test. Thank you Sands End

24/02/2025	NHS Health Check	Excellent service
24/02/2025	Paediatric, Psychiatry & O&G ONLY	Seen on time. Friendly student doctor and doctor. Good advice given.
24/02/2025	NHS Health Check	Very good nurse and receptionist are excellent
25/02/2025	COPD review	Seen on time. Procedure explained, dealt with kindly. Clear information given
25/02/2025	Smear Clinic	All good thanks
25/02/2025	Diabetes Clinic	The nurse was very Happy and made me feel at ease
26/02/2025	Paediatric, Psychiatry & O&G ONLY	Staff was very friendly and professional. I did not wait to see the doctor. she was on time and provided good advice
26/02/2025	High Risk Diabetes	Very polite happy very good to speak to first thing in the morning
26/02/2025	Session	On time. Nurse was pleasant and helpful
26/02/2025	ECG slots	Vinnette was very helpful and reassuring; she listened to my questions and took the time to answer them in detail. Thank you Vinnette
26/02/2025	Session	Obi called within the allocated time slot and was caring and helpful regarding my medications.
26/02/2025	Paediatric, Psychiatry & O&G ONLY	My Doctor was Professional friendly and knowledgeable leaving me reassured and the pharmacy expedient....
27/02/2025	Phlebotomy	The Doctor was very helpful and very accommodating.
27/02/2025	Smear Clinic	The nurse was very nice and polite and took good care of my wound
27/02/2025	Session	I was seen that afternoon and who I saw listened to me and helped me so much
27/02/2025	NHS Health Check	Quick and easy
27/02/2025	Phlebotomy	Nurse very nice
27/02/2025	ABPM	Clicked the link for a smear test, filled in the form. Turned up at 9:30am and the system has booked me for a blood pressure check. The nurse said I had booked the wrong thing - the only thing I booked was through the smear test link sent to me.
27/02/2025	NHS Health Check	Appointments on time and friendly staff
27/02/2025	NHS Health Check	The blood test left a bad bruise
27/02/2025	Session	Unfortunately I was unable to attend so I notified my surgery as instructed.
28/02/2025	NHS Health Check	Me atendieron a tiempo y muy bien
28/02/2025	Session	Good reception and very helpful
28/02/2025	NHS Health Check	Very friendly, professional and kind staff.
28/02/2025	Smear Clinic	Miss Nazaret Sanabria Corcobado the nurse was ever so accommodating. She reassured me during my smear appointment made me feel comfortable and efficient. Thank you so much.