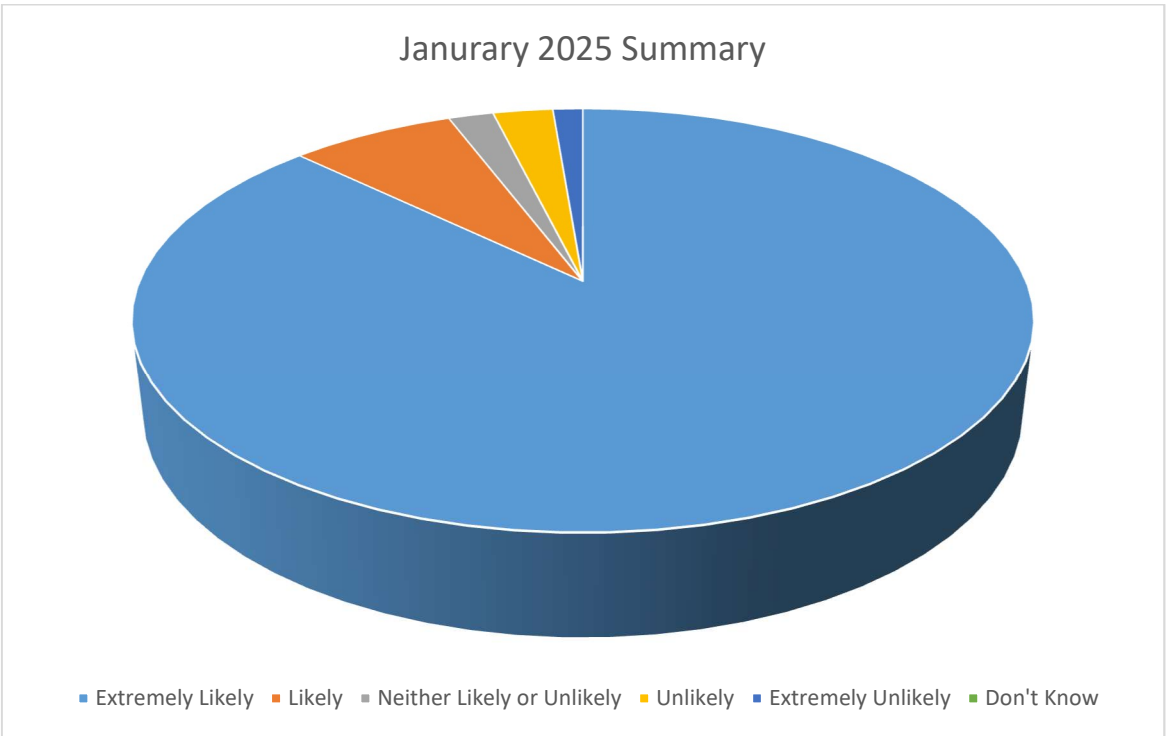
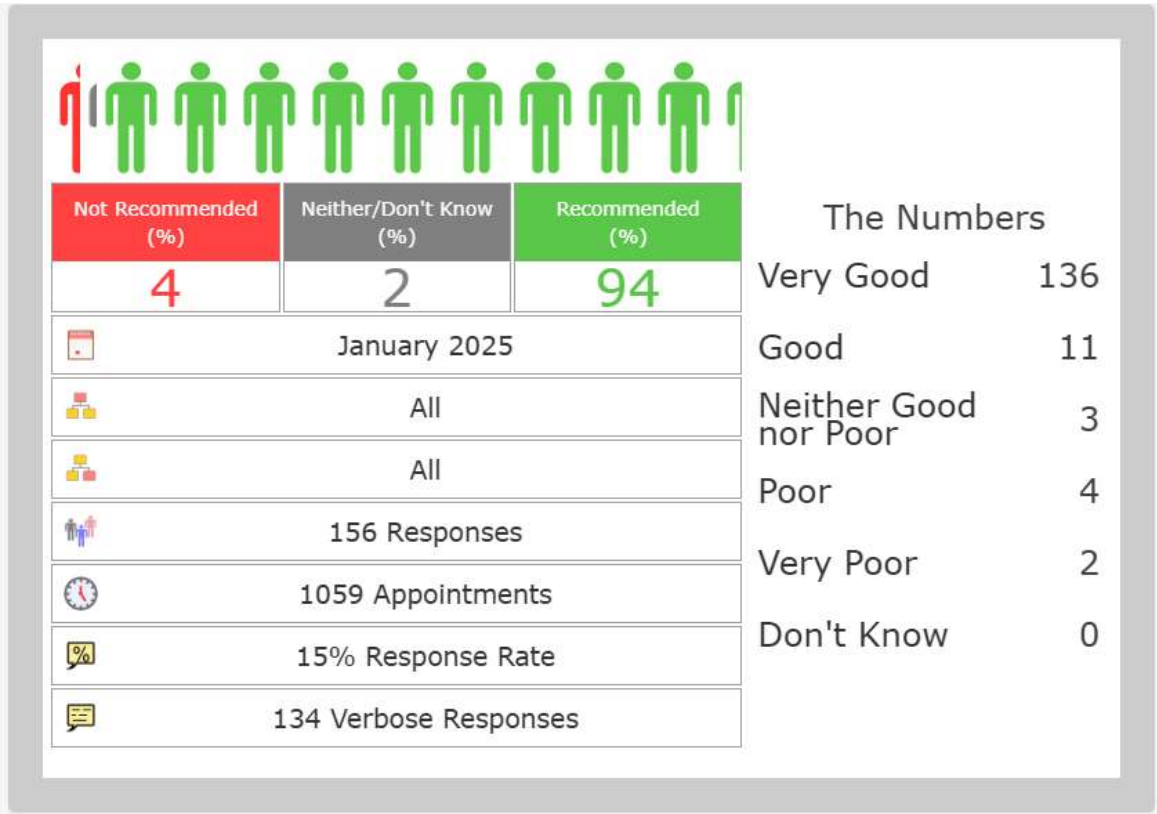


After your appointment, we will send you a text asking for your views. You will be asked Overall, how was your experience of our service? (with an option to add further info: Please tell us why you gave this answer – SEE PAGE 2).

Here are the results from January 2025



Sands End Health Clinic	Please can you tell us why you gave your answer?
Department	Response
Phlebotomy	Courteous and prompt service by all team members
Phlebotomy	I was seen by nurse on time. She was very pleasant. She took blood pressure, blood sample and done ECG all very efficiently.
Session	I had an excellent visit with GP Caroline today. She was highly professional, incredibly knowledgeable, and genuinely kind throughout. I felt completely at ease and well cared for.
Phlebotomy	My COPD review was done efficiently
ECG slots	I am nervous of needles and said I hate them and I normally scream. I didn't have the normal lady. I had another lady who got upset with me for screaming and I busted into tears. I can't help screaming I am petrified and find them painful.
COPD review	Seen on time nurse (Sarah) is extremely friendly and helpful and professional
COPD review	The nurse was so friendly and took my blood quickly and pain free. Thanks?
Smear Clinic	Attentive and knowledgeable nurse
NHS Health Check	Very efficient and friendly nurse. Appointment on time, I didn't have to wait at all. Thank you for the very good service!
ECG slots	Seen early and was also able to get some blood tests done ahead of check-up at Addenbrookes next month
Session	The doctor heard me and helped contain my anxiety and took me seriously. She made an appointment in front of me straight away on a 2 week fast track cancer service. Thank you
ECG slots	It was excellent
Phlebotomy	The nurse who took my blood was lovely and very professional
NHS Health Check	Dr was very receptive, empathetic and quite playful with my daughter which all helped to get the Dr all the assessments of my daughter. The phlebotomist who took my blood was also very gentle, knowledgeable, professional and communicative.
Smear Clinic	I got the best injection I needed.
Diabetes Clinic	Friendly, professional.
NHS Health Check	Thank you!
COPD review	I was sent my original text reminder for my appt at 2 pm. then sent appt for 3pm. I Turned up for my appt at 2 to be told my appt had been changed, you should inform me of this not just send out another text with no explanation
COPD review	The nurse was sharp as her unerring needle, I loved it, thank you!
Session	The GP made a scary procedure into something very easy and quick. I felt very safe
ECG slots	Lovely friendly surgery
Phlebotomy	Charming and very efficient nurse. Seen on time
Phlebotomy	My appointment was efficient, I time and quick. The clinic runs very well. I'm appreciative!

Session	Great staff and helpful direction
Session	The Doctor was very accommodating and helpful very nice lady.
Phlebotomy	Friendly staff
NHS Health Check	Quick and easy process, thank you!
Smear Clinic	Nurse was very patient when my daughter was scared
ECG slots	Seen on time. Very efficient procedure. Helpful clinician with appointment booking. Grateful to NHS as always.
Session	Experienced, professional & helpful nurse, thanks Sarah Williams
ECG slots	Appointment was on time Nurse was very good and informative. Thank you
Smear Clinic	The nurse is always fantastic!
Phlebotomy	The appointment was on time the nurse/technician was very skilled and the process was quick and painless
Smear Clinic	Consultation from Ms Corcobado was full, accurate and comprehensive. Many thanks.
Phlebotomy	Fast and straight forward, nice staff
Session	Thought it was a complete waste of time.
NHS Health Check	Efficient, knowledgeable and helpful.
NHS Health Check	Nurse is an old hand who I know well.
COPD review	The physio Marta was great at getting to the bottom of the problem and recommending the excessive. I was very impressed by the zoom call.
ECG slots	Because the service was efficient
Child immunisations	The staff it's too friendly, and the appointments in the time.
Session	I found the chat with Dr Lindberg very helpful this morning.
Session	The pharmacist put my medication in order
Phlebotomy	Appointment was on time and very professional
Phlebotomy	Helpful lady who took blood sample with no fuss
Child immunisations	The doctor/nurse was so lovely and really put me at ease!
NHS Health Check	Reception very friendly and professional, the doctor see me on time given me all information that I need.
NHS Health Check	The nurse was very helpful and pleasant
Paediatric, Psychiatry & O&G ONLY	Was greeted by friendly staff and was seen at the time I was given. The staff I was seen by were welcoming and made me feel at ease.

ECG slots	I was seen at my appointment time, was received by pleasant staff including the nurse Vinnette and finally, the new, clean and colourful chairs in the first floor waiting room are a welcome sight.
Smear Clinic	I saw Naz for a review. She is bright, warm and positive. Thoughtful about health issues and planning forward action. She is an absolute pleasure to speak with and a credit to the Sands End Health Clinic.
Phlebotomy	The nurse was very helpful with the questions I asked her polite and very cheerful
Session	Firstly, the staff at the reception are very good to answer my issue and get a Dr to call. It makes me feel I am well looked after. Dr yesterday was very good checking over my problems with ears and eye and a very caring chat which means a lot to me.
Phlebotomy	Easy to schedule. Appointment time. All worked very well
ECG slots	When I got to the surgery I was early so I didn't mind waiting but I actually had to end up waiting 15 minutes after my appointment time she did apologise but it's still a bit unacceptable as they would've refused me. Had I been too late?
Smear Clinic	Very kind and empathetic nurse. Took the time to make me feel at ease. Listened to my concerns and adapted treatment accordingly. Made an awkward appointment far less so. Bravo
Session	I cancel the appointment twice as I find it hard to go out I'm depressed at the moment and there is one particular paramedics who called me back about my disease instead of helping me she delete some of my recent medication and never send my prescription
Session	Almost on time. Given comfort and advice Rey issue
ECG slots	I'm pleased with the service, the staff, nurses and the communication I have received. Thanks.
NHS Health Check	Both my appointments were on time and both doctor and nurse were very pleasant and informative.
High Risk Diabetes	Because my appointment was good time and I did not wait long enough to see
NHS Health Check	The appt was on time and dealt with very quick
Session	They are very nice and patient with me
Session	Because thank you, I really appreciate you've been very helpful, I feel confident with treatment good service thanks
Smear Clinic	The nurse was so helpful and kind, and has always been very professional and reassuring every time I've seen her, for both me and my baby
Session	The doctor was amazing, the staff is as usual great.
Session	Prompt appointment and very nice doctor who explained everything to me
Smear Clinic	Service was excellent.
Session	Receptionist welcoming and friendly. Dr Yates very kind, empathetic understanding and helpful.

Smear Clinic	Miss Nazaret was so kind and helpful and talked me through the whole process making me feel very comfortable and at ease!
ECG slots	Excellent staff made to feel at ease
Phlebotomy	Everyone there is so professional and helpful
Phlebotomy	I'm always pleased - you would hear if I was not.
Session	Amazing experience the professional doctors. Thank you so much.
Session	Appointment on time, all clearly explained. Staff also sorted out the blood test form. Thanks
Phlebotomy	Always a pleasure for me to be checked and looked after by all at Sands End... thank you xx
Phlebotomy	No body checked me in waited an hour
Session	40 mins late Unprepared doctor flustered asking basic questions already in my notes
Session	I saw a paramedic prescriber. Very approachable and completed an examination unfortunately did not help at all with an infection I have had for three weeks. I was left feeling patronized. I have never had a bad experience of the NHS until now.
Session	My GP was very thorough and very pleasant and polite I didn't feel rushed at all and very happy with the appointment
Session	Time was taken to explain everything and all possible avenues
NHS Health Check	I didn't have to wait very long for my appointment with a lovely, polite, nurse. Thank you
Session	Lovely doctor knife personality wave they talk to you and explain things very helpful and consider
Session	Dr Platt was very kind, patient and professional
Session	I was happy enough with the outcome of my visit.
Smear Clinic	The nurse was super kind, reassuring and professional
NHS Health Check	Had text 5.30pm Thursday called into clinic 5.45pm. Made appointment. Had blood tests, advised I needed at 10.30am next day.
Smear Clinic	Very organised, a lovely doctor who put me at ease, extremely professional. Thank you very much.
NHS Health Check	Amazing support. Could not think of being with any other GP. They listen and resolve any issues I am facing. Thank you
High Risk Diabetes	I felt the GP I saw was very understanding and listened to my concerns
ECG slots	The lady was nice
Phlebotomy	I was early and they still saw me before my time.
Session	Because I will get the support in my life and health. Calling me to make appointments that make me feel I am being looked after.

Session	Mostly Enlightening +Adorable +Truly most Efficient +Effective is a breath of light and fresh air. I Adore her!! And I do have 10000%% on her Academic knowledge and practice! God Bless her and her family even more as she's. Very Enlightened Professional Caring
Smear Clinic	The service over the phone with the vaccination nurse was excellent. However, I had to call to arrange it, because my PATCHS message was not followed up.
Session	Because all staff, receptionists, doctors were very professional, knowledgeable, helpful, reassuring. Moreover, I did not wait at all for one appointment and few minutes for another one. Surgery is nice and clean, providing leaflets of information and more.
Smear Clinic	We worked together to resolve the problem. I always appreciate working with my practitioner, being treated as an adult, so to speak!
NHS Health Check	Very friendly and professional people made me feel comfortable and relaxed
Diabetes Clinic	Was seen on time nurse was very good told me what she was doing
Session	Now I have answer for my coughing for long time
Session	The pharmacist was very clear and gave me good advice.
Family Planning	The doctor and the nurse were both charming
Session	Kate is friendly and professional
ECG slots	Punctual appointment Caring approach Professional
High Risk Diabetes	Everything worked perfectly. Sarah Williams is a star. She could get blood out of a stone.
Family Planning	Such a lovely, supportive Dr and nurse I saw this morning. They made my coil change as easy as it could possibly be, but my nerves at ease and provided fantastic care.
Child immunisations	The nurse I saw was very good and very helpful, just the whole process of actually getting to see someone in person was too long, too convoluted and took way more time than was necessary because of using online AI resources.
Session	I was seen quickly and the procedure went smoothly. The nurse was professional and friendly. I don't like the procedure to register your arrival when you have to give your name date of birth etc in front of other waiting patients.
Phlebotomy	Sarah Williams personality was out of the world she is a person that I notice for many years not changed, always I saw a smile on her face and I wish for her to have a lot of success in her life, God bless her.
PPG Meeting	Very informative Patient Meeting
Phlebotomy	As always Dr Henderson provided prompt efficient and empathetic patient care

PPG Meeting	<p>It was very good to learn more about how health services, treatment and communication works in a patient/staff participation environment and will surely only make a positive impact on care delivery.</p> <p>Thank you for huge effort. Greatly appreciated.</p>
Session	<p>Dr Boreham was very kind and listened and helped me for every problem</p> <p>Thank you</p>
Session	<p>I am very pleased with my progress and Kate seems happy also.</p> <p>Kate helps me with all my issues with my health.</p>
Paediatric, Psychiatry & O&G ONLY	<p>They give me a good advice</p>
ECG slots	<p>The response given was good including their attending to my problem and was happy with their service.</p>
PPG Meeting	<p>After incorrect timing instructions causing me to be late I found the whole evening instructive and illuminating</p>
ECG slots	<p>I came in today just to have an ECG, but when the clinician noticed I had a blood test next week, she did both. Really friendly, and calm and distracting when I was nervous for the blood test and then gave me time to relax before the ECG.</p>
COPD review	<p>The Nurse and assistant was very kind, patient, and courteous.</p>
Diabetes Clinic	<p>I was seen at my appointed time by a pleasant and efficient nurse. The process (blood test,) was easy and comfortable.</p>
Diabetes Clinic	<p>All staff from reception and nurse very welcoming & polite, making me at ease</p>
Diabetes Clinic	<p>I saw a very nice person, who is friendly and helpful.</p>
Smear Clinic	<p>De Nazareth is comforting, reassuring and knowledgeable</p>
NHS Health Check	<p>The text sent did not say the purpose of the appt, I went expecting to see a dr, to discuss colonoscopy etc. Why can't you put in the text the purpose of the visit? I now need to arrange a dr's appt, as I am away for 1 month, to be 6+ weeks away.</p>
NHS Health Check	<p>Professional and polite nurse</p>
ECG slots	<p>If an appointment is for 8am it is not unreasonable to arrive 5-10 minutes early. Seeing the shutters down I rang the buzzer to be told abruptly 'doors open at 8am'. On such a cold and heavy rain day would it not have been kind to admit early patients</p>
Smear Clinic	<p>I was able to be seen quickly. My practitioner listened well, gave thorough answers that explained the issues extremely well, and was kind. It was the ideal experience.</p>
Phlebotomy	<p>The nurse was efficient and friendly and kind</p>
Smear Clinic	<p>Nurse was lovely, reassuring & provided excellent care.</p>
ECG slots	<p>Friendly service</p>