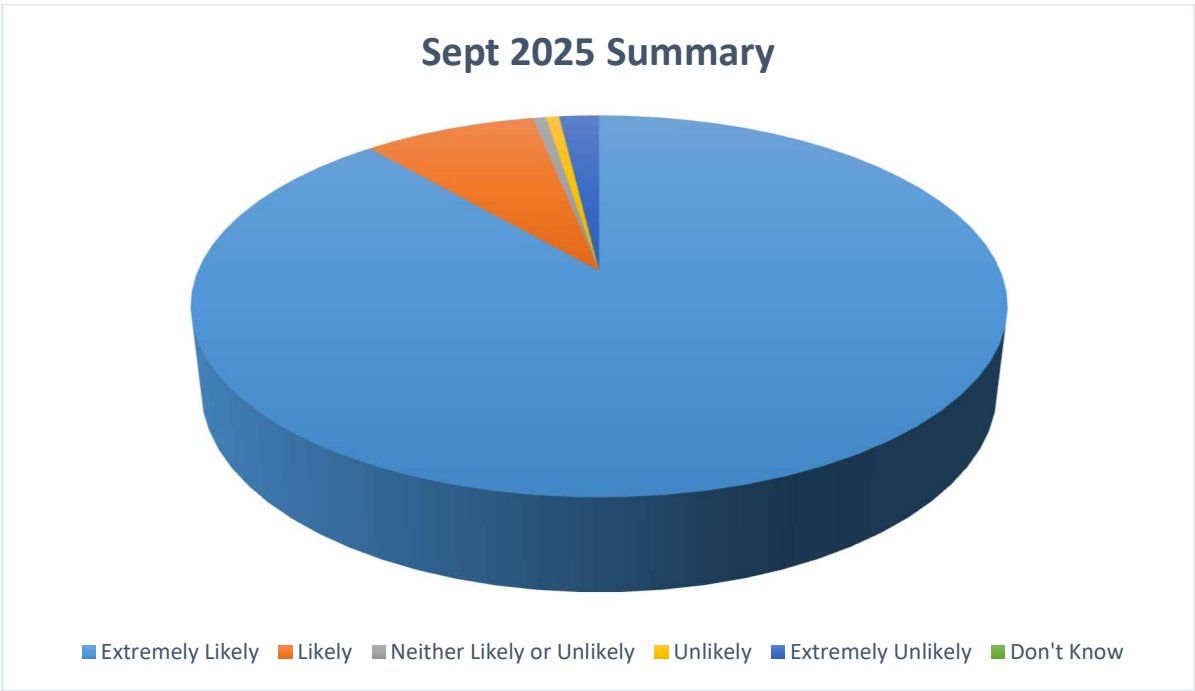
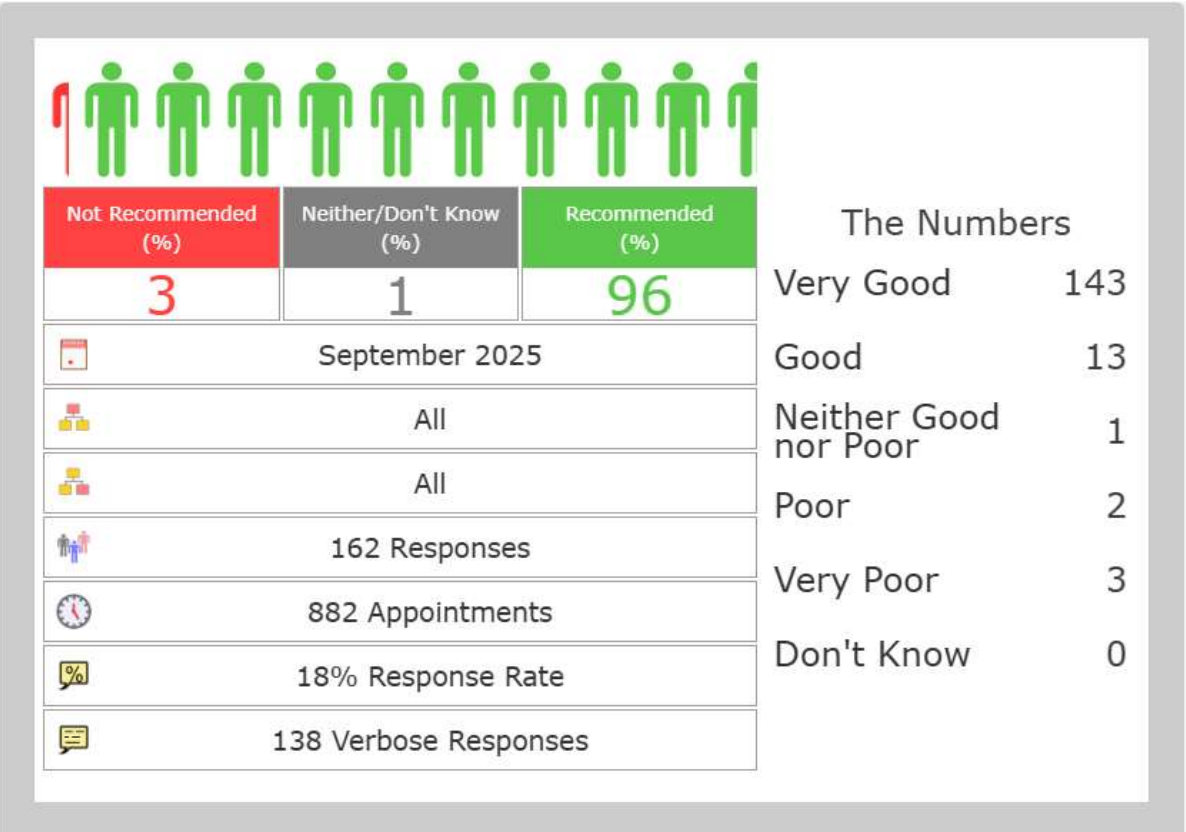


After your appointment, we will send you a text asking for your views. You will be asked Overall, how was your experience of our service? (with an option to add further info: Please tell us why you gave this answer – SEE PAGE 2).

Here are the results from September 2025



Sands End Health Clinic	Please can you tell us why you gave your answer?
Department	Response
Session	Quick responses attentive to our baby cannot ask for more
ECG slots	Very good
Session	I felt the doctor was very thorough
ECG slots	Very helpful
Session	Very thorough check with Dr Jackson
Session	Staff always very helpful and Dr Jackson a brilliant GP
COPD review	Fast and quickly.
Session	The pharmacist called me on time. She was patient and clearly explained my results. I had time to ask questions and did not feel rushed.
Session	Dr. Anmar Teraifi has been exceptional. His knowledge of neurology and gynaecology was exactly what my situation required. He immediately identified the key points and put an action plan in place without delay. A huge thank you.
ECG slots	The nurse was nice and calm and very understanding
NHS Health Check	Very professional and pleasant
Pharmacist	Very helpful thank you
NHS Health Check	Efficient
HCA Clinic	My appointment was quick and easy, the staff were helpful and I didn't have to wait long.
ECG slots	Good service
ECG slots	Felt welcoming coming into the surgery and everything was explained about what would happen at this appointment
Pharmacist	Very good
Phlebotomy	Staff are very polite and helpful. Always helping and give good advice.
Phlebotomy	The HCA was pleasant and took my blood without causing any pain. She was gentle. The doctor I spoke with beforehand was lovely and helpful. She asked me if I needed any help which was kind of her.
Smear Clinic	I was seen on time! The doctor explained exactly what she was going to do and more important as I was very anxious, she got on with it and made me feel comfortable and safe she was patient reassured me.
Session	The GP surgeon was very kind and helpful
High Risk Diabetes	Dr. Listen with patience and explain my problem thank you for giving the time
ECG slots	Fantastic nurse was seen in time and completed injection and blood test with no issues
NHS Health Check	Quick and straightforward
ECG slots	She was on time, very speedy and managed to draw blood first time with minimal pain. She was also very friendly, easy to talk to and helpful with a prescription problem I was having which was more than she was required to do.

GP session	The staff is very helpful And the Doctors are always nice, it's great and I know I am in good hands
Asthma Clinic	I was dealt with most promptly and courteously, with care and diligence. Thank you.
Session	It was really good
Session	Daniella was so polite. She had a smile on her face. Very good listener and answered all my questions. Just perfect for this job.
Session	I visited the clinic for my baby and myself 8 week postnatal check up. The GP did a great check up of myself and my baby, answering all my questions and giving me rigorous information about it. She's very professional.
NHS Health Check	Very helpful information and advice!
Diabetes Clinic	Appointment on time and nurse very knowledgeable and pleasant
Session	Really good appointment. Maria was amazing and did everything that needed to be done and so helpful
GP session	I was seen on time, and the doctor was very nice and asked me what was wrong I explained, and he listen to me and prescribed to different medication as there was for me
Session	Dr Iqbal did not give me any solution on the core problem at all. She was extremely insensitive, rude & dismissive in terms of choice of words, judgemental & passed remarks commenting on my financial situation (made statements like if you can afford)
NHS Health Check	Prompt appointment, lovely nurse. My experience with Sand's End medical centre is consistently outstanding. Thank you
Smear Clinic	The nurse was very helpful about my forthcoming travel. She also spotted that I had booked a blood test for an unrelated condition, and she offered to do that at the same time as my vaccination
Phlebotomy	Because I have very narrow veins and Sarah is the only nurse anywhere who can give me a blood test first time without hurting me.
NHS Health Check	The person I see was very pleasant.
NHS Health Check	Very nice person and very polite
Phlebotomy	Always helpful
Smear Clinic	Maria Isabel, explained in a very nice way about the result of my previous test. She's very kind and very compassionate person. Very grateful of meeting her yesterday. May God bless her and the whole staffs of Sand End clinic continually.
NHS Health Check	Right in time
NHS Health Check	I was seen almost immediately, the nurse was professional, and a fair amount of my blood was safely extracted
Phlebotomy	My nurse was very reassuring, kind and professional I didn't feel a thing.
Pharmacist	Was very helpful and polite very nice gentleman
NHS Health Check	Very polite and caring
Session	Professional and caring Doctor
NHS Health Check	Nurse was great, very nice and painless
Session	I?m very happy with the tested and overall investigation

NHS Health Check	the receptionist in the hijab was excellent, very helpful, as was diabetes nurse and doctor when I got to see her
NHS Health Check	Extremely lucky to have the opportunity to enjoy Sands End clinic services ... very kind and professional
ECG slots	Easy booking. Hassle free date and doctor choice.
High Risk Diabetes	a very good nurse excellent always very pleasant
ECG slots	Seen on time. Friendly and efficiently dealt with.
Session	Because they solved my problem.
NHS Health Check	Sarah always friendly. All very smooth.
Session	The nurse I had was one of the nicest I have seen. I had a smear test book in the afternoon, and a telephone call about travel vaccines the same morning. She managed to fit me in the same afternoon for the travel vaccinations. Very friendly.
Diabetes Clinic	Sarah was very good at taking my blood test
HCA Clinic	Shanti was professional and polite and very understanding of my situation and asked if things where ok and knew where to do bloods from hand, she has done many times before
ECG slots	Main thing is the punctuality on time. Good greetings and purposeful actions
HCA Clinic	Shanti took my bloods today. She was very professional friendly and it didn't hurt a bit.
Session	Very good
NHS Health Check	I get a good advice and response
NHS Health Check	Doctors were professional, listened, and provided useful advice and feedback.
ECG slots	Because she was good and fast thank you
Session	Everything was done on time and with great care. I felt very well looked after. Thank you
Session	Everything was in time polite and friendly
ECG slots	Everything was done well
Pharmacist	The person who I spoke to was very polite and helpful
NHS Health Check	It was on time and the lady nurse so gentle. Thank you so much.
NHS Health Check	Good friendly people and excellent service.
NHS Health Check	Excellent timely blood test Friendly staff
ECG slots	Didn't have to wait long
Session	As I booked my appointment I was assured I'd discuss two concerns. Instead at the appointment we were only able to discuss one concern to which I wasn't prescribed anything because the Dr. Chan explained to me they are being pushed to cut costs
NHS Health Check	All the receptionists and my nurse/doctor were brilliant. Thanks
Session	Did not remind me on time so again I missed my appointment!!!
NHS Health Check	Punctual, professional, kind

Phlebotomy	receptionists are amazing at sands end clinic they go out of their way 2 help you the best
Diabetes Clinic	Good service
ECG slots	Saw Sarah for a blood test and she is always friendly and very professional!
Smear Clinic	Prompt, friendly customer service
ECG slots	Because over the yrs attending the dentist. Staff are fantastic polite friendly and very understanding if I have any issues myself as i anxiety and I talk to the dentist and there so understanding. Great teamwork. Thank you!
Diabetes Clinic	Because I was waiting for half an hours
Diabetes Clinic	I arrived on time for my blood test 845. Saw my doctor who was nice and chatty! All is a good experience!
Session	She was very professional and caring, helping me know where I need to work more. As an adult, I am over the moon to have access to such a great GP team. After all as adult I have responsibility toward myself. Tonnes of thanks
ECG slots	The clinician was efficient and knowledgeable, but I did not find it easy to find my way round the place beforehand.
ECG slots	Booking was easy to make, Shanti was efficient and very helpful.
GP session	The dr was really nice
HCA Clinic	Wonderful HCA who was punctual, friendly, professional and helpful
NHS Health Check	The phlebotomist is very gentle and efficient. Always so charming a delight to see her
NHS Health Check	I was given an appointment on the day I rang and had my blood test within 10 minutes of arriving and Shanti was wonderful. I didn't even feel the needle going in! Fabulous!!
ECG slots	Good service and onetime.
ECG slots	All went well, the nurse was pleasant and my injection was pain free. I add that I pressed 1 on the lift and it went to 2 and I couldn't work out what was happening, banging the door relentlessly until a lady had to clarify I was on the 2nd floor
Session	The appointment was very informative, I was given a lot of advice on healthy eating
NHS Health Check	I was seen on time without any fuss,
Phlebotomy	My visits to Sands End Health Clinic are always positive. All staff are friendly kind, caring and professional. I always feel taken care of and respected. Thank you all for your excellent service.
Asthma Clinic	I always get seen on time and the nurse is very good at her job
Session	Very helpful, nice , and polite .
Asthma Clinic	Sarah Williams is a very efficient professional with a friendly nice approach
ECG slots	Good communication
Phlebotomy	Tasniya Begum is sensitive, very organised, welcoming and an excellent HCA. It's always a pleasure seeing her.
Asthma Clinic	Sarah Williams is just excellent and nice to talk to as well
Session	Well treatment

	Advice given what I want to know
Session	Very good appointment
Diabetes Clinic	Because, it couldn't have been better, thank you so much
NHS Health Check	Shanti was very professional and my appointment was punctual to the dot.
NHS Health Check	Everyone was very nice and helpful to the both of us
Flu Clinic	My appointment for flu jab was on time. The healthcare professional who done the vaccine was very polite and gentle, the injection didn't hurt.
Flu Clinic	The nurse was very polite and I didn't feel anything. She is good in what she does
NHS Health Check	Appointment was on time, very quick but everything I needed.
Flu Clinic	I was seen promptly and very professionally and with a smile.
Flu Clinic	On time, quick, polite and pleasant.
HCA Clinic	Accommodating and helpful. Can answer inquiries.
HCA Clinic	I was contacted & prompted to make the appointment, it was then very easy to make on the appointment, good choice of days & times... & was very efficiently done this morning, ran on time. Also there was a very pleasant receptionist in the main waiting area.
Flu Clinic	Staff very pleasant
Flu Clinic	Lovely Nurse and I was seen on time. However, the waiting room was like Bedlam. With receptionists shouting through the glass and patients shouting back. No privacy, no confidentiality.
Flu Clinic	I had my flu injection Vinnette was lovely.
Flu Clinic	Good service
HCA Clinic	Efficient. Friendly. Thoughtful and proactive. Also prompt and very well organised generally!
Flu Clinic	Efficient, both with reminders and appointments
Flu Clinic	Totally professional
Flu Clinic	Fast efficient did what had to be done
HCA Clinic	Was seen on time and very kind doctor
HCA Clinic	I went for the flu vaccination Everything happened smoothly, relaxed and efficient at the same time.
Flu Clinic	Arrived on time. But had to wait. Last year had the vac at a chemist no waiting. Nurse was kind and efficient. But rushed.
Flu Clinic	Very good service
Flu Clinic	Straightforward, prompt, pleasant.
Flu Clinic	My appointment was efficiently arranged and the nurse saw me promptly. I am a big fan of the Sands End surgery - thank you for a great service.