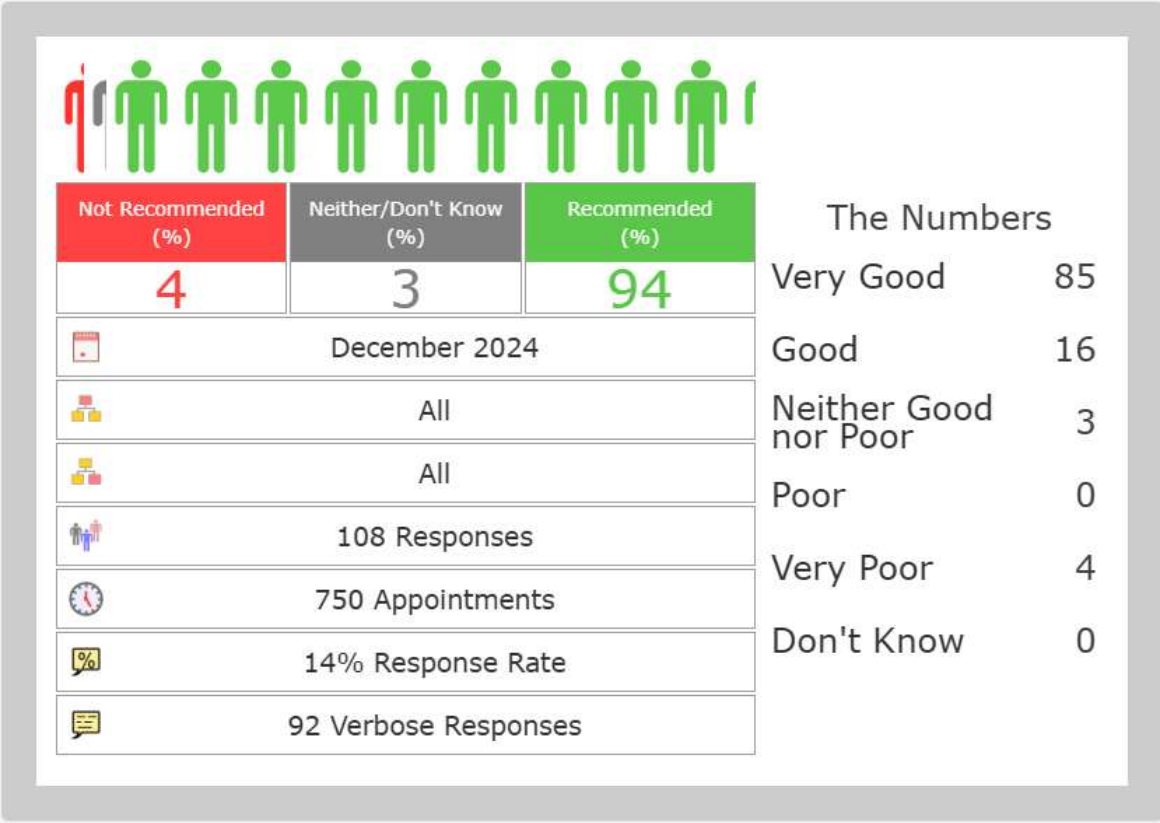


After your appointment, we will send you a text asking for your views. You will be asked Overall, how was your experience of our service? (With an option to add further info: Please tell us why you gave this answer – SEE PAGE 2).

Here are the results from December 2024



Sands End Health Clinic	Please can you tell us why you gave your answer?
Department	Response
NHS Health Check	Nice doctor and on time
Session	Needed to book a blood test which could have been arranged over the phone now need to book another face to face to assess diabetes requirements
ECG slots	Appointment on time Very kind and helpful nurse 100% efficient
ECG slots	The nurse was very helpful and explained everything well I was 20mins early for appointment and got seen straight way
ECG slots	I was seen promptly, and the nurse was very kind, professional and efficient.
Session	Easy to make appointment on next day, no waiting - seen on time, efficient and thorough meeting
Session	The 2 dr and nurse were very kind. Explained very clearly the procedure and answered all my questions.
ECG slots	The nurse didn't engage at all. No eye contact, no conversation, no good-bye, very cold and uninviting. The nurse didn't even know I came in for a B12 injection as well as a blood test. Very poor, maybe having a bad morning.
Diabetes Clinic	It was a simple blood test done by a very pleasant nurse in no time at all. Excellent.
COPD review	My visit experience was a good one as everything was efficient & a smooth process. 9/10
Session	Bedside manner was appalling. They said they I could have cancer if they had read my medical record they would have seen that I have sever issues with my mental health and illnesses. This needs to be escalated
Smear Clinic	As someone who has a fear of injections, I was exceptionally well looked after by Miss Nazaret Sanabria Corcobado.
Session	Great Nurse who was friendly, Informative and took time to go through my details and explain exactly why tests were needed making me feel at ease. Thank you
ECG slots	Friendly helpful people and good service.
High Risk Diabetes	My appointment is on time i don't have to wait for a long time and my nurse is so nice.
Phlebotomy	Seemed to work for me. Liked receiving the reminders. Thank you.
Session	Dr Henderson-Cleland is a really lovely understanding, Doctor.
Phlebotomy	Sarah the nurse, was as always very lovely and puts you at ease.
Phlebotomy	I have had very pleasant experience, great service, all good, thanks

Session	Clearly Explained what treatment I needed
Phlebotomy	Little waiting, efficiently dealt with - just having to shout my name and age in reception disliked.
Phlebotomy	Very nice and helpfully
NHS Health Check	My appointment was on time, the tests and taking of blood samples were all carried out in a professional and timely manner
Session	Once I got to see doctor, she was really helpful and I had a very reassuring and helpful appointment with her. However, booking an appointment is still a really frustrating experience : no appointments online, no appointments on automated system.
NHS Health Check	The nurse was v understanding and proficient at the blood test
NHS Health Check	The nurse was running a few minutes late but otherwise all fine. Tests were explained clearly, and results came back on the same day.
ECG slots	I find the Sands End Health Clinic provides an excellent service despite the challenges of a very large patient cohort. I was extremely impressed when the very efficient administrator contacted me out of the blue for a routine ECG. Excellent care!
NHS Health Check	Because I was happy with the service
Phlebotomy	I had an ECG and the nurse explained to me all about it and then took the ECG She needed a bit of help from another nurse but she completely understands what she was doing and did a good job
NHS Health Check	Kind when I went in to get a blood test I was scared she made me feel comfortable
Session	There seem to be confusion about if the appointment was a telephone appointment or an in-person appointment
Smear Clinic	Super friendly nurse and very informative
NHS Health Check	Shanti was lovely, very engaging and attentive, explaining everything I needed to know about the medical
Session	Because I didn't have to wait also lady was very friendly and helpful thanks
Session	I was well attended to. I was relaxed and got answers to all my questions. I left happy and very satisfied.
Smear Clinic	Nurse was very friendly, respectful, explained everything that is going to happen and is keen to answer any questions. The experience was very positive!!
Session	Did not have to wait more than a day for the appointment.
Diabetes Clinic	Didn't have to wait long. Very helpful nurse who explained what she was doing and why. Answered all my questions.
NHS Health Check	Sarah is amazing
Session	The Doctor was very attentive and the reception staff were very helpful. The follow up was swift.

NHS Health Check	Patient and meticulous service
COPD review	Miss Shanti Robinson was very efficient and Friendly
Session	Doctor understood my problem and came back to me with forward action. I am very pleased with the outcome which he will monitor.
ECG slots	I was seen on time, with a very nice nurse, had an ECG, all well thank you
Session	No long waiting...friendly staff...
Session	I wish I could have more examination, But meantime, I'm grateful for that
Phlebotomy	Check-in was quick, and wait was short even with being a few minutes late myself. Team member was great, and their great personality stopped me from feeling anxious during the appointment
Phlebotomy	I was seen by Sarah Williams at the appointed time, and the blood test was achieved quickly and very efficiently. Not easy as my veins are hard to find, as I know from many previous blood tests where it took time and several attempts.
Session	Megan was very thorough and considerate
Smear Clinic	I had such a wonderful appointment with a very warm & kind nurse who was very informative & explained all about why we have a smear test. She made me feel very at ease! Thank you!
Phlebotomy	Everything was impeccable, at the highest standard: quick and accurate. Many thanks.
Smear Clinic	I was made to feel very comfortable. Everything was explained to me very clearly and my questions were answered.
Smear Clinic	Nurse was absolutely fantastic
Session	Thomas Wright is very competent, explain well and a nice person
Smear Clinic	The GP doctor - Nas was just brilliant. Took the time to explain procedures and the purpose behind them. I can tell she really cares.
Smear Clinic	The service was very good
Session	The lady that was looking after me was absolutely lovely. Really nice lady makes me feel very comfortable
Session	Doctor very good Time to see the doctor too long
Session	My doctor's request due to knowledge on menopausal.
Phlebotomy	The blood taker was efficient and friendly.
Phlebotomy	Appt on time and was seen by a lovely nurse
ECG slots	The nurse was very gentle and quick
ECG slots	Efficient and friendly
Session	The doctor explained everything to me
NHS Health Check	For the first time in a long time appts were on schedule and I was able to go into my appointment on time, instead of being penalised/punished and made to wait because previous patients were late for their appointments.
NHS Health Check	I had a wonderful talk with Miss Robinson whom my husband also knows and admires.

Session	Result of visit was immediate visit to Hospital where diagnosis was made and disproved with Xray. But no discussion as to what should happen next.
Diabetes Clinic	Quick and helpful
Session	Great doctor in every way
Session	Kind, professional and supportive.
Phlebotomy	You cancelled the meeting and I had to get up early.
Smear Clinic	I was called in quickly and the nurse was lovely and very informative
Session	Very helpful and pleasant to talk to felt I can call with any questions
Session	Well I didn't wait too long! The doctor examined me and was very good so all in all I'm happy with the service!
Smear Clinic	Just happy with the service
Session	I was able to get a same day appointment
Session	Very professional and helpful Thank you
Session	The doctor on duty was rude. I was very breathless, and she asked have I come regarding my breathing. I said no told I need a letter regarding my health to renew my blue badge. Anything I said to her unprofessionally she put her hands on her head.
Phlebotomy	Everyone in the surgery was very kind and so helpful. Thank you.
Session	He was very thorough and really a nice Gentleman
Smear Clinic	The nurse was very polite, patient and professional.
ECG slots	The doctor who see to me was friendly and I felt at ease with her she was ver nice
Session	The doctor was kind and helpful nothing to complain about it thank you
Session	Explained everything to me in lay man's terms!
Session	Krish was outstanding
Session	The doctor was kind but not so warm and welcoming as other doctors at the practice and experiences we've had so far. The appointment booking was easy enough.
Phlebotomy	Friendly and helpful and approachable
Session	Because the doctor was polite, unrushed and attentive
Phlebotomy	Very caring