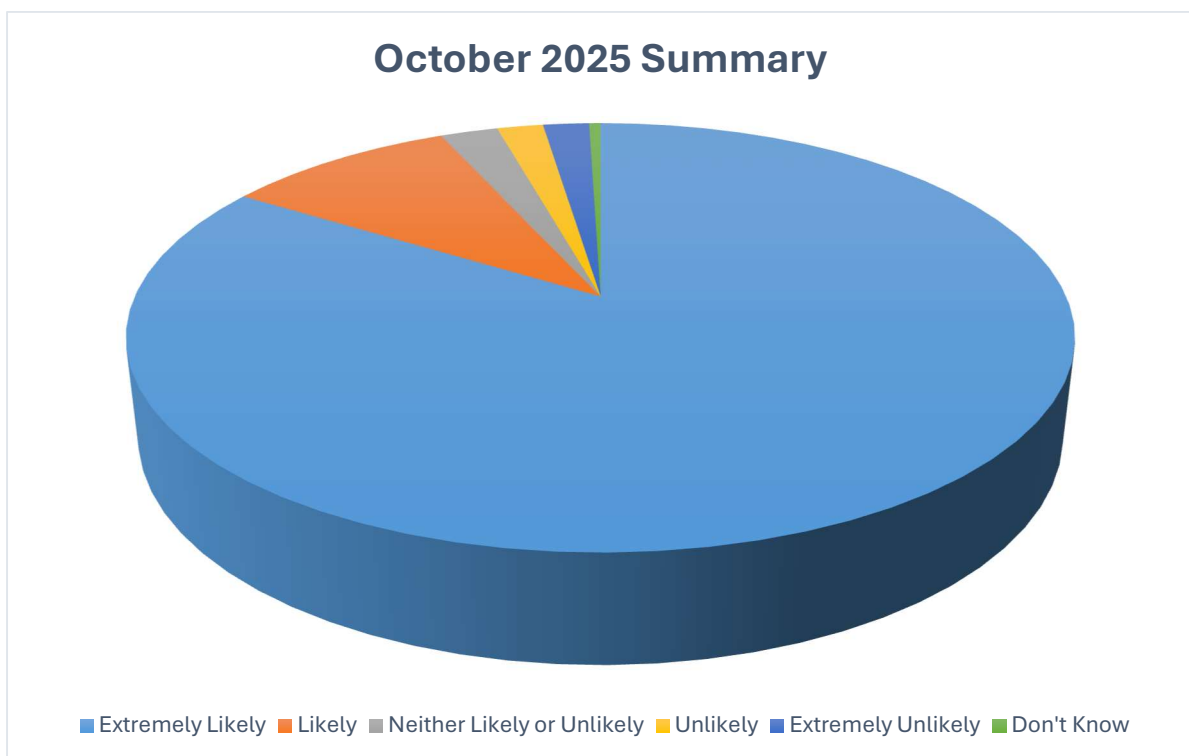


Here are the results from October 2025



Sands End Health Clinic	Please can you tell us why you gave your answer?
Department	Response
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	staff are helpful
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 App... 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
NHS Health Check	Miss Shanti ROBINSON Explained in full the Procedure I was about To receive, and answered All my questions & concerns In a professional manner .
Flu Clinic	I had to wait nearly 2 hours to be seen because of a mix up. After that the doctor I saw was very good & helpful but the chemist only got an order for half my pre- scription. 25mg of levothyroxine was missing & now it's the weekend & you're shut!
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.
NHS Health Check	I was seen on time but the experience is not what I could describe as good or bad, it was professional however.
GP session	I was seen by a conscientious doctor who explained the necessary next steps.
ECG slots	We arrived on time at the appointment and Vittoria skipped 2 hours of school to go in time to be told that Sands End centre doesn't offer ECG for children so you better update your system there is something wrong
NHS Health Check	The nurse was lovely and made my experience pleasant. Although it's clear that technical issues and power outage has limited her from doing her job properly. I'd expect for this industry to have backup systems in place so they are not troubled
High Risk Diabetes	She was not in a good mood I think. Said oh I've got to do a lot of test maybe will have to make another appointment for the other tests. She couldn't find my nerve. Finally I told her to leave it and got another appointment for the 14th of October.
ECG slots	She was very professional
NHS Health Check	Unfortunately, I arrived 10 min late. I've tried to explain why, but she didn't want to hear anything.... her reply made me to shutdown (I have Autism). I've been offered an another appt, which I couldn't say I can't make it, please reschedule it
NHS Health Check	The member of staff at reception were very unprofessional. One was a nagged in unnecessary chat with a guy and the other one was busy renewing her lipstick 3/4 times while I had to wait to check in for my appointment.
Session	Got seen very quickly and on time. GP was calm toned and stated everything needed
Session	I realised my prescription had not been fulfilled. I went to bed on Friday night having no trials today that I've had for many many years so for three nights I did not sleep. I phoned my pharmacy. They told me you did not put it on my prescription I
ECG slots	Very efficient
Flu Clinic	Sara friendly says when going to do injection mentioned few things mite happening sore arm etc
Flu Clinic	On time, efficient and very pleasant. Couldn't ask for more!
Flu Clinic	Efficiently and cheerfully booked in and then appt time kept to and jab delivered perfectly
Flu Clinic	Prompt and on time and quick
Flu Clinic	Everything was excellent other than nurse appointment ran 25 mins late
Flu Clinic	So easy and friendly staff well mannered polite and very professional

NHS Health Check	Very good service well done
Flu Clinic	Quick, easy Sarah Williams is a star
Flu Clinic	Sarah is very professional at everything she does with compassion and empathy just amazing.
Flu Clinic	My 8am appointment for my Flu jab was on time with Nurse Ms Sarah Williams and as always very caring with no problems in and out in 5mins, Thank you so much.
Flu Clinic	Very quick and efficient
Flu Clinic	I was on time and the nurse saw me on time and my flu injection took a few minutes and was gracefully done and I was able to leave almost immediately after I had arrived. thank you
Flu Clinic	Organised clinic. Efficient fast caring vaccination. Informative regarding relative subjects.
Flu Clinic	Easy to make an appointment. Professional service, and not long to wait! Thanks
Flu Clinic	Very polite lady as you went in and asked if you were there for the flu jab. The lady who gave the injection was lovely was lovely and friendly and reassuring for someone like myself who does not like injection.
Flu Clinic	Quick seamless process . Sarah the nurse is always efficient and charming : a pleasure to see her .
GP session	Very nice doctor seen on time ,and hopefully my ear problems will get better in the next week after treatment
Flu Clinic	Prompt professional and pleasant nurse. Thank you
COPD review	Quick response to my enquiry. Followed by an appointment soon afterwards. All so amazingly efficient! Thank you.
Flu Clinic	Was welcomed at the door with a lovely smile and asked to take a seat and was seen near enough straight away Sarah is always welcoming. Flu jab was done with no pain at all. as always.
GP session	Using Patches I was able to make a face to face appointment with the doctor on duty that afternoon. Dr. Teraifi could not have been more considerate and his summation of my physical condition made absolute sense. A final example of the efficiency.
Flu Clinic	Efficient, quick and on time
Flu Clinic	On time and very slick service
Flu Clinic	On time, efficient staff and friendly nurses
Flu Clinic	The clinician also organised an appointment on the same day for my unwell wife. Excellent service, well done Room 1
Flu Clinic	Very good
Flu Clinic	Flu vaccination on time and quick. Friendly staff.

Flu Clinic	Efficient flu jab procedure and Sarah Williams a delight as always.
Flu Clinic	Very efficient and quick.
Flu Clinic	My appointment was on time and Ashanti, the nurse was very efficient. The reception lady was cheerful & friendly and very good and organised several things for me.
Flu Clinic	Perfectly organised for the flu shot. It's very impressive. I don't think I was there for more than five minutes! ??
Flu Clinic	Very quick service
Flu Clinic	Everything was great as usual
ECG slots	Very kind and professional. Thank you for your continued reassurance and support.
GP session	They make me feel home, they listen and help. Thank you
NHS Health Check	The staff treated me with respect and kindness.
ECG slots	The staff are very helpful and accommodating
NHS Health Check	She is very kind and best GP.
ECG slots	Everyone was friendly and helpful; good experience with the blood test itself - thank you
NHS Health Check	Nurse very efficient, polite and helpful
Flu Clinic	I arrived 5 minutes early and I was dealt with within the time by a very nice Nurse
Session	Our vaccination went very quickly, and the child didn't experience any stress. At the end, we even received a little gift.
Flu Clinic	Very friendly and efficient.
Flu Clinic	Appointment on time
Flu Clinic	Very helpful and polite staff
Diabetes Clinic	Did not have to wait very long to be seen treated with courtesy and respect
Flu Clinic	Treatment is very good from excellent people.
Flu Clinic	The caring and professional staff
Flu Clinic	Very nice and I didn't wait more than 3 minutes
Flu Clinic	Pleasant & efficient staff
Paediatric, Psychiatry & O&G ONLY	Reception staffs were friendly and helpful. The doctor was engaging with my daughter and he was extremely good listener. I would like to recommend to anyone have children to see him because he is so patient with the children.
Flu Clinic	Very quick
Flu Clinic	Because I don't have to wait and Sarah is very friendly thank you
Flu Clinic	My vaccination was given quickly without any fuss
Flu Clinic	Very good attitude to the patients
Flu Clinic	friendly and efficient nurse.
Flu Clinic	Professional manners
Flu Clinic	As always I feel good when I get seen by great nurses and other staff at the clinic... thank you

Flu Clinic	The nurse Tasmania maybe? She was very helpful polite and professional thank you!
Flu Clinic	Very informative person efficiently gave me my flu jab.
Flu Clinic	I arrived for an 0910 flu vaccine appointment at 0905 but at 0925 I had to remind reception that I had not been called A few minutes later I was called in
Flu Clinic	Very approachable, kind and helpful,
Flu Clinic	Prompt, polite staff
Flu Clinic	Seen straight away and nurse very friendly and professional.
Flu Clinic	Went very smoothly and very nice people.
Flu Clinic	Everyone is so kind
Flu Clinic	I was seen straight away at the time of my appointment for my flu jab. The nurse was caring and efficient. Excellent service and not stressful at all.
Flu Clinic	Seen on time. Sarah was her usual peasant efficient self. All was good, thank you so much for this great service.
Flu Clinic	Polite. Efficient. Professional.
Flu Clinic	Sarah was very good always nice and friendly
Flu Clinic	The receptionist was helpful and the nurse was excellent
Flu Clinic	Booking appointment was easy and straightforward. Chose time with any problems. I made sure I'm on time for getting jab done. I'm very pleased it's done for a year. A request please it be great help for oldies can have covid-19 & flu jabs together.
Flu Clinic	Quick and good staff
Flu Clinic	Very helpful
Flu Clinic	GOOD on time also Doctor face to face explained how it's work
Flu Clinic	Good service nice people great GP clinic.??
Flu Clinic	I arrived just before my appointment on the dot of 10.20 I was seen and had my flu injection and back at home by 10.40 very efficient
Flu Clinic	The nurse was very helpful and professional
Flu Clinic	I've never had a bad experience with any of the staff at Sands End, or their Services.
Flu Clinic	I was seen very promptly The nurse was professional and friendly It was over very quickly
Flu Clinic	Friendly nurse. And was in and out in about 5 minutes. Very efficient service
Flu Clinic	All perfect
Flu Clinic	Always great? Quick details check, smiling, 5* Sarah? In & out in 5 minutes ?
Flu Clinic	Because receptionists and doctors are very very good thank you from x

Flu Clinic	On time, very quick
Flu Clinic	Very good stuff
Flu Clinic	I chose not to have the vaccine until I checked with my oncologist whether I could have a jab on myeloid as I have had cancer in both breasts. The health assistant was very understanding. I will get back to Sands End asap I have heard from the oncologist
Session	Brilliant staff, great doctors I've been with them years wouldn't change them at all
Session	Very professionally handled, the advised has let me understand how to manage to lower my blood sugar.
ECG slots	Came in for a blood test with Shanti. Professional. Friendly. On time. All very easy.
Session	Not sure on the new diabetic nurse. I prefer to see Tenby in Parsons Green who Kate Marsh introduced me too. I like her.
Session	The staff helped me and the service was quick thank you
COPD review	Very nice nurse
GP session	The doctor was helpful and explained how to go about my issues
NHS Health Check	Lovely nurse
Session	Seen on time. Reassured me with my concern. Information given to me make contact about my referral. Thanks.
NHS Health Check	Because that's the fact
ECG slots	On time. Efficient. PS The reception with its ceiling high screen is faintly ridiculous. No doubt brought in for Covid but no-one seems to have the nouse or will to remove it to make normal conversation possible.
HCA Clinic	Punctual, friendly. Felt no pain.
ECG slots	Quick and fast service very kind staff
NHS Health Check	Very good and comfortable appointment , extremely nice young lady, and easy to talk to.
GP session	Dr was very approachable and nice
GP session	My doctor is very supportive & thorough. I feel like my medical needs are being met.
Asthma Clinic	She as always Is bang on time very pleasant polite and professional.
Asthma Clinic	Because I miss the call from my GP and try to call back. I didn't get through.
Smear Clinic	The lady was really nice and she understood my needs. She took care of me all the time.
Smear Clinic	Nice nurse that gave my son his nasal flu vacation. She explained what she was going to do asked questions. Informed me that my son will need his pre school booster next year . Friendly

Session	Everything went according to plan, pharmacist was very helpful and friendly. Explained to my satisfaction and promised a follow up
Diabetes Clinic	The nurse was very punctual, no waiting post the appointment time. Very organised for the treatment I need and informative about the outcome. Extremely professional attitude. Thank you
Diabetes Clinic	Quick service
Session	Yes I am very happy thank you all for your help god bless all of you
NHS Health Check	I was seen to on time
ECG slots	Due to the quick response to the appointment with the attendant 's care and attention.
Smear Clinic	I received notification from you to schedule smear test. I took half day off work to attend the appointment only to be told at the appointment that I am not due for or eligible for smear test for another year.
Smear Clinic	The doctor asked me how I feel about having the procedure to be done today and I how I feel about it from my previous experiences. The doctor's approach made me feel at ease. I never thought that the Smear test was a breeze This time it definitely
Phlebotomy	On time, pleasant staff good phlebotomist.
ABPM	Very quick and friendly response
Session	They are very nice welcoming people especially the reception and doctor am very glad to be back
Session	My appointment was on time and the doctor helped me to overcome my hard situation and reassure me
Smear Clinic	I was late for my appointment but they were still able to fit me in for another appointment 15 minutes later. The nurse was very pleasant and understanding and was able complete her task with speed and efficiency. Very happy with my experience.
Session	I was seen promptly and got good advice
NHS Health Check	Very good service thanks
NHS Health Check	Was seen pretty quickly and the process from reception to my appointment was pretty straight forward
Asthma Clinic	Because I've been treated from this nurse with respect and dignity.
NHS Health Check	Very accommodating n nice
ECG slots	My experience is very satisfying, the GP employees are very very willing to help you, even if my English is not good, they with their patience try in every way to help you, I thank them
Smear Clinic	Quick appointment, Very accommodating and very understanding

Pharmacist	It was okay
Phlebotomy	Very polite and welcoming Overall very happy Made feel calm
NHS Health Check	My appointment was in time
Phlebotomy	Deb was very informative and prescribed me mediation that worked immediately. Very happy now.
NHS Health Check	In out very quick
ABPM	Appointment went pretty smoothly
Session	Excellent Doctor who listened to me.
Diabetes Clinic	They were all polite did not wait too long
Session	Receptionists and doctors are great, couldn't ask for a better practice
Smear Clinic	The receptionist was polite, my appointment was on time and the nurse that did my smear was very friendly and professional! She made me feel very comfortable! Overall a great experience.
Smear Clinic	Really quick, friendly staff
High Risk Diabetes	Nurse very efficient and i did not wait around
Session	I have put this in a complaint to the surgery. Lisa Moss Appointee for Sandra Moss
NHS Health Check	I was seen pretty much on time and all was very efficient
NHS Health Check	Bit of a long wait but the nurse was great, apologetic and friendly
Smear Clinic	Did not make the appointment got stuck in traffic
GP session	The doctor did the assessment and explained everything am pleased with the service
High Risk Diabetes	Blood test very efficient