

Walk Out Happy

Transforming the VeinCentre
Patient Experience



PEN Awards



About VeinCentre

VeinCentre is the UK's largest and most established vein care provider, with over 40 clinics nationwide and 23 years' experience.

Our mission is to champion easy access to the most effective, evidence-based vein treatments, and break the silence around a condition that affects so many.

Our purpose is simple: to help every patient **Walk Out Happy**.

VeinCentre in Numbers



4.8 TrustScore
based on 2300+ reviews

47
locations
and growing
across the UK

Over 1,600
appointments
carried out on
behalf of the



92
World class
Net Promoter
Score



100k+
treatments
carried out



225
members of
the VC team

Key Points

No time off work • Surgery not needed • Walk-in, walk-out

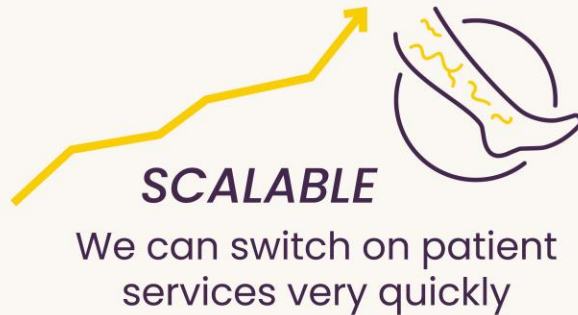
**Regulated
by CQC, HIS,
HIW & RQIA**

**SIX DEDICATED
VENOUS ULCER
TREATMENT
CENTRES**



**Expert Specialist Vascular
Consultants and Nurses**
Intensive in-house training and
annual coaching of all clinical
staff including consultants

SCALABLE
We can switch on patient
services very quickly



Cert No. 24649

97% of our patients say that
they are likely to recommend
us to friends and family

THRIVE

Major contributor to Imperial
College London's THRIVE trial
into thromboprophylaxis



Trusted Partner. Working with a
number of NHS Trusts over the last 3
years, providing diagnostics, venous
interventions and follow-up care

Training our People to Support the Patient Experience

Amanda Nicholson, Chief People & Quality Officer:

"Patient experience is embedded into staff training from the very beginning of every employee's journey at VeinCentre. As a mandatory part of induction, all new team members, whether based in our clinics or head office, are required to visit a clinic to experience and understand the patient journey first-hand. This ensures every employee gains a practical understanding of how our Walk Out Happy promise is delivered at every stage, from the first enquiry through to treatment and follow-up, and how their role contributes to that experience.

In addition, our Lead Nurse provides training for clinical and business support teams on patient communication, etiquette and delivering compassionate, professional care. This reinforces the importance of creating a welcoming, reassuring environment, ensuring patients feel informed, respected and supported throughout their treatment journey. By embedding these expectations into induction and ongoing clinical training, we create a consistent, patient-centred culture across the organisation".



We Deliver Excellence

We are all experts, using our knowledge and skill to give our patients the confidence to take the next step - aiming for excellence in everything we do.



We Are Proudly Passionate

We are enthusiastic champions of what we offer and proud of the positive impact we create - for our patients' lives, for the strength of our business, and for one another.



We Are Always Improving

We are open-minded and motivated to find a better way.



We Are One Team

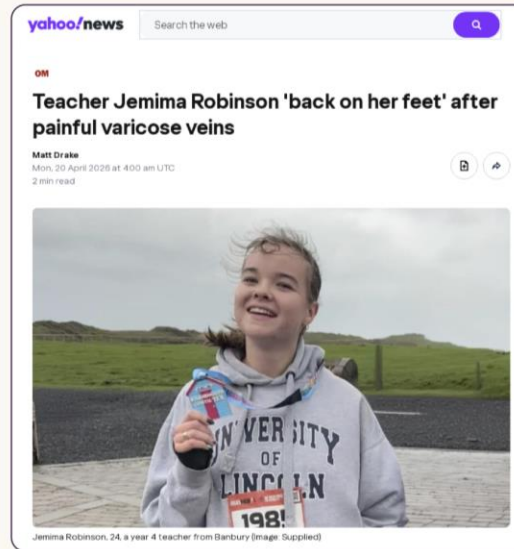
We come together seamlessly as one united, unstoppable team.

Patient Stories - How our Patients Walk Out Happy



David Tag (41)

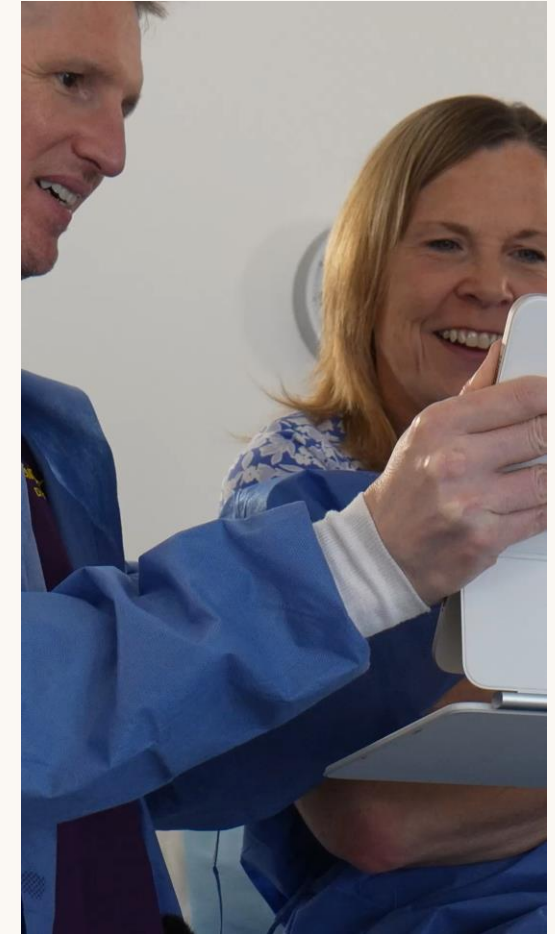
"Anyone who's got varicose veins, I could not recommend VeinCentre enough. Thank you so much, you have changed my life."



Jemima Robinson (24)

"I've ran my first ever 10k race and no longer have to contemplate giving up my dream job!"

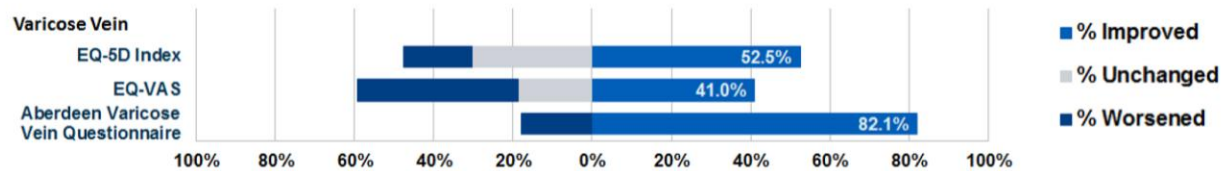
Donna Buckley (53)
"It's been life-changing for me. I should have done it years ago."



Treatment Outcomes & Patient Feedback

PROMS

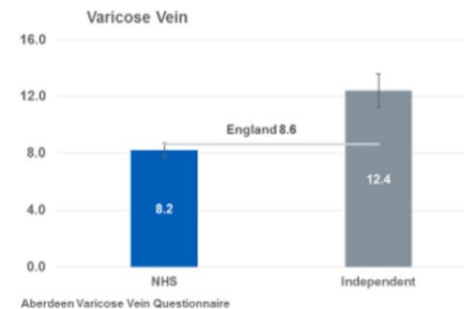
The results from the NHS PROMS showed the following:



Source: Finalised Patient Reported Outcome Measures (PROMs) in England April 15 to March 16

- Based on the Aberdeen Varicose Vein Score 86.5% of our patient's showed improvement benchmarked against 821% in NHS
- As a specialist provider we are able to focus on achieving better outcomes through experience

Average adjusted health gain by sector 2015/16: straight line represents the national average



Source: Finalised Patient Reported Outcome Measures (PROMs) in England April 15 to March 16

Patient feedback

- 97% friends and family test
- 98% of patients rated overall service, nurses and consultants as good or excellent
- 97% rated ease of contacting us, information provided, friendliness and efficiency of staff as good or excellent
- 89% reported symptom relief as good or excellent

"Fantastic service, everything was explained to me. When I took my stockings off I cried as my legs looked amazing and I can now wear shorts feeling confident! I suffered a lot with pains in my legs which have got and I can walk better and enjoy my life more! Thank you so much for changing my life."

Gaynor

"If I had to sum up VeinCentre in one word it would be 'PERFECT'!"

David

"Wow! What fantastic service! The team were absolutely brilliant throughout, incredibly attentive and professional. I could not be happier with the results - totally world class!"

Richard

"Fabulous, lovely staff, very friendly and professional. Explained everything I needed to know for my procedure and aftercare in a relaxed environment. I definitely 'Walked Out Happy!'"

Sarah

4.8 TrustScore



based on 2300+ reviews

PEN Awards 2026

Thank You

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VeinCentre
Walk Out Happy