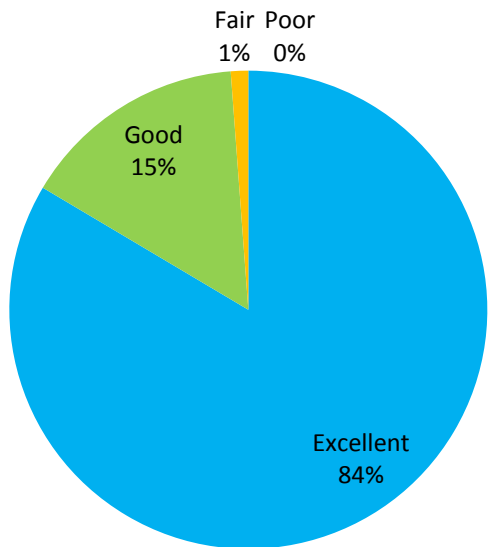
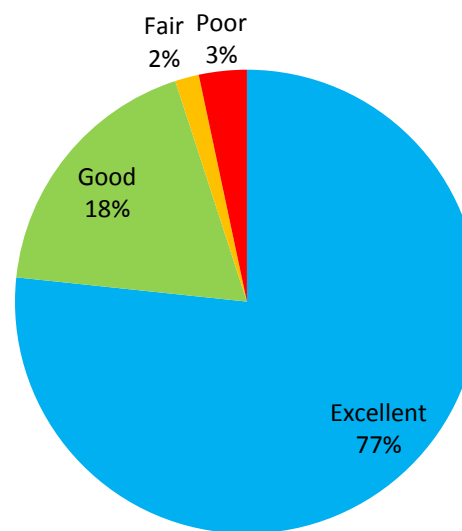


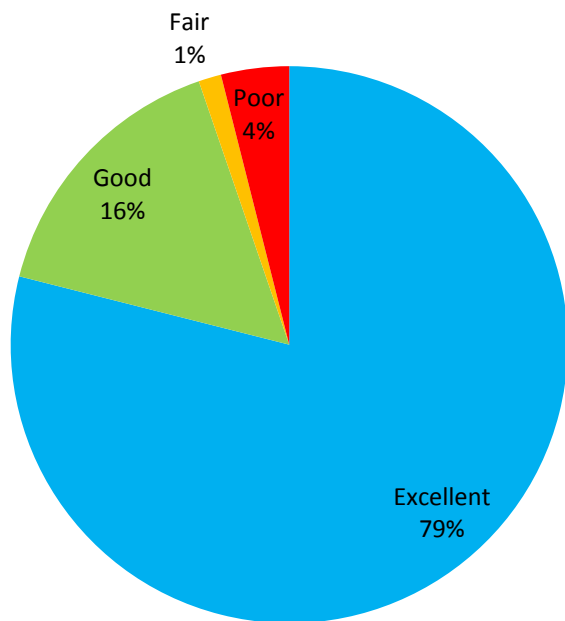
**Feedback on Receptionists at Glover St**



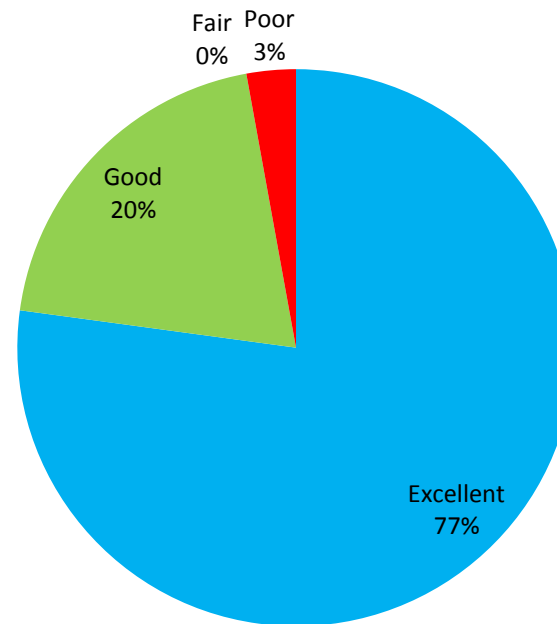
**Feedback on HCSWs at Glover St**



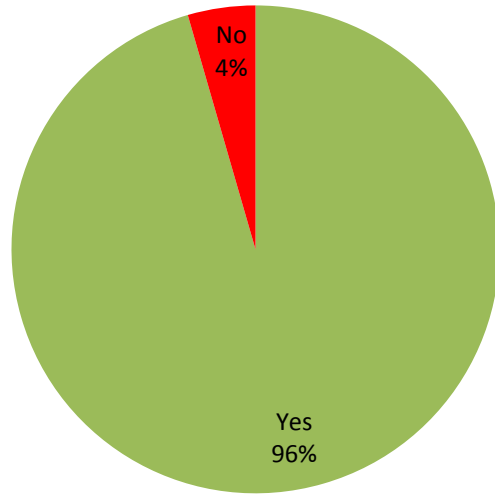
**Feedback on Doctor/Nurses at Glover St**



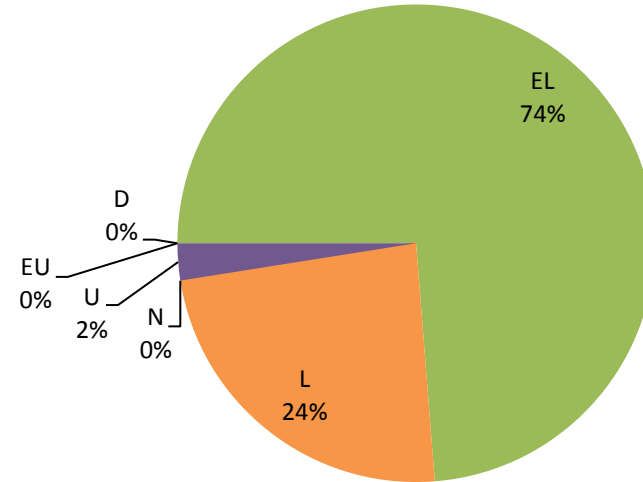
**Overall Experience at Glover St**



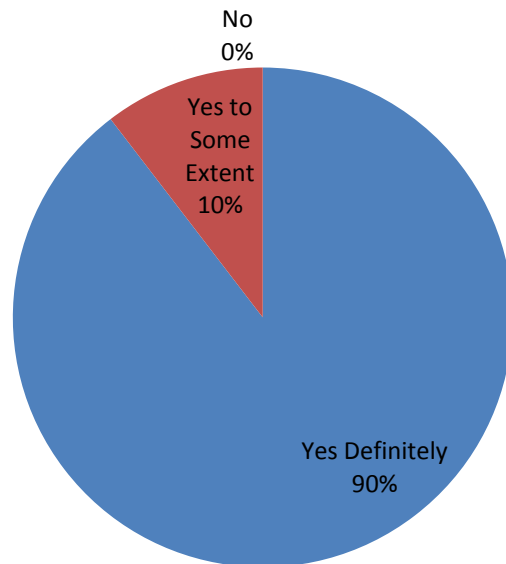
Doctor/Clinician explanation following this visit



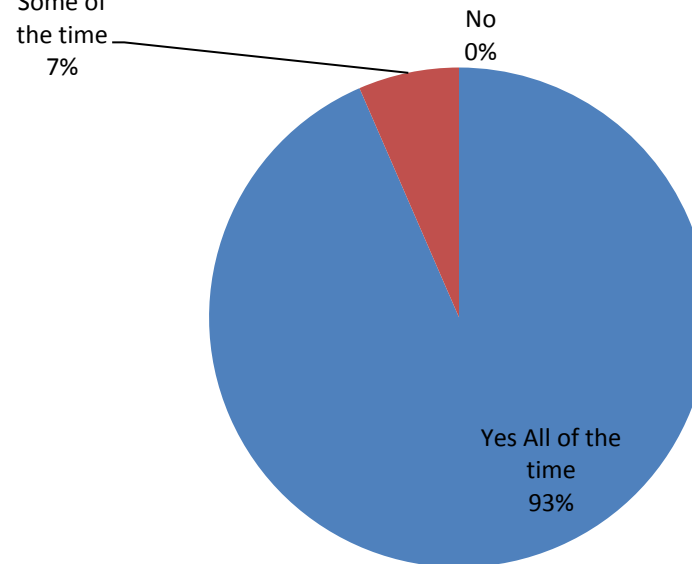
Recommendation to family/friends



Did you have confidence & trust in the clinician?



Overall, did you feel you were treated with respect & dignity?



## Glover Street

### What was good about our service?

- Friendly- Quick very very easy to get on with
- Very professional
- It wasn't long to wait
- Fast, efficient and friendly service
- Friendly and helpful
- Speedy and informative felt they cared
- Quickly seen by the doctor
- Quick and friendly
- I didn't wait a lot. The nurse was extremely kind and the doctor not only checked my baby but also gave some precious advice
- Polite, professional and very quick
- The speed of it
- Sharp/ Quick to deal with situations
- The timings was fantastic
- Seen quickly, clean practice, very professional
- Extremely prompt and personal
- Quick friendly service and very informative
- Clear in giving instructions and explanations
- Quick and efficient
- Close to home
- Thank you for being open so late and agreeing to see me. The service I received was very professional
- Efficient sensitive and highly professional, very warm welcome from receptionist
- Receptionist very friendly and helpful
- Fast, kind
- Seen very quick
- Pleasant caring staff promptly seen, building and equipment spotless, very professional Doctors and nurses everything explained well
- It was so quick as compared to other badger services
- Quick time to see Doctor
- Accessible
- Good staff Very good Doctor
- First come first serve
- How quickly we accepted the service
- Polite doctor and receptionist
- Prompt service
- Polite doctor
- Less waiting time
- Prompt treatment and reduced waiting time than most places
- Got the support and help needed

## Glover Street

### What would have made our service better?

- A salad bar
- To have full medical reports on system
- Better entertainment whilst waiting
- Sign with current wait times
- Vending machine
- Be better if it was closer to my house
- Coffee machine
- Waiting time (doctor)
- Seen Quicker!
- Better directions to get here

### Any other comments:

- Very good service
- Very thorough Doctor found another issue and diagnosed my child alongside my consultation
- Thank you
- Excellent service
- Thank you very much
- The service was brilliant
- The guy at reception was really nice and couldn't have been friendlier 'cheers Rupert'
- Excellent service, every confidence in the delivery
- Felt like the doctor didn't take the seriousness of my symptoms with enough gravitas - felt as though I was dismissed
- Friendly team.
- Excellent on every level wish all health services was like this
- Fast efficient service
- Last time I came here I hated it I refused to come here but was forced to by my mum the HCA shamim and Nurse Narinder Kular excellent so good. I will definitely come back the mannerism was excellent and their professionalism was even better
- Great service
- Delayed my sons treatment by 45mins just sat in room discussing no wonder the NHS is in a mess when your employees. The nurse was rude also my son is a diabetic had a low for all the waiting he experienced the nurse just sat in her room doing nothing delayed my son's treatment. I will be taking this matter further
- Very appalling service waiting around when a doctor and nurse had no patients Nurse mobile phone
- Off road parking much appreciated by my wife who was driving/ Much better than going to A&E
- Happy with service