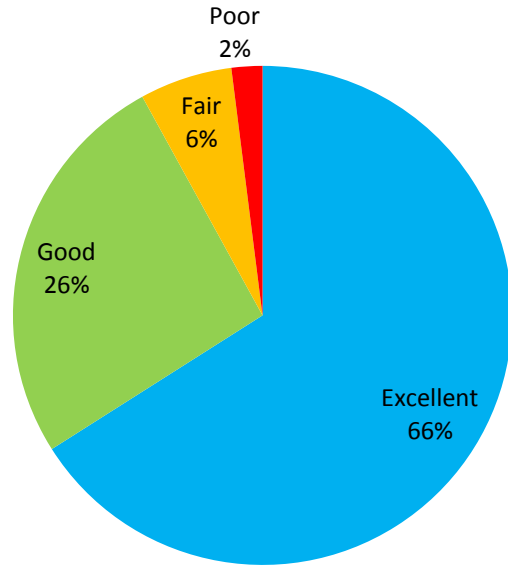
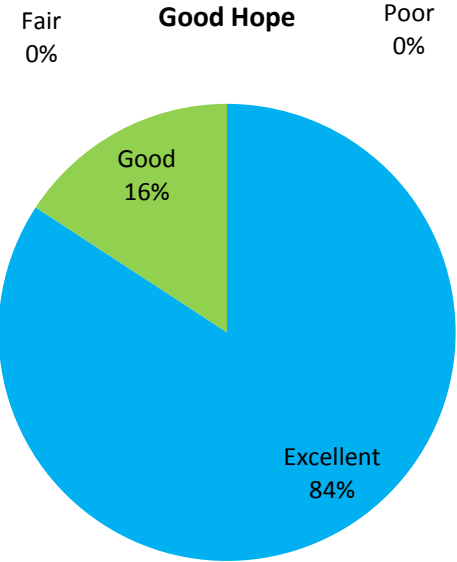


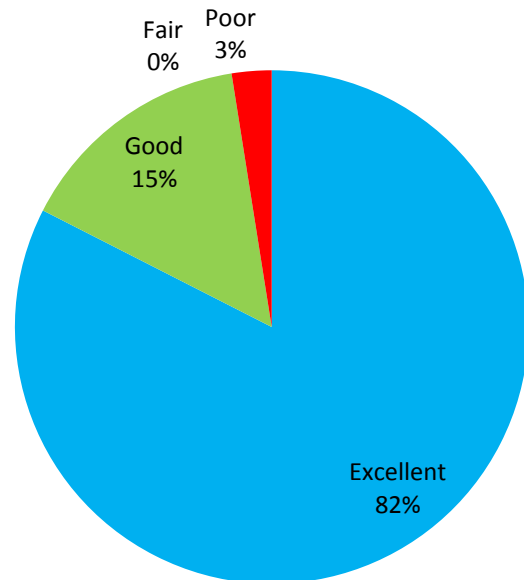
**Feedback on Receptionists at Good Hope**



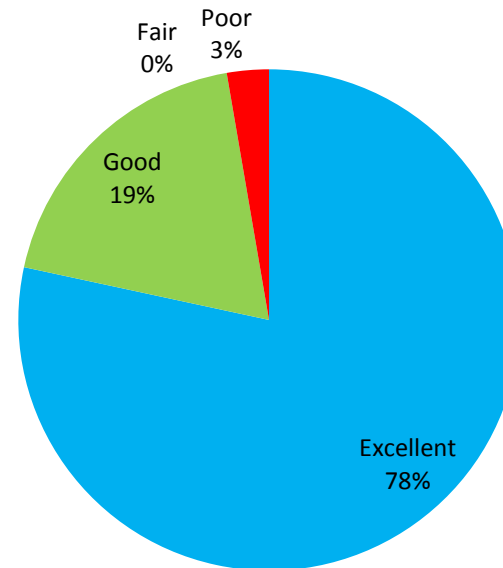
**Feedback on HCSWs at Good Hope**



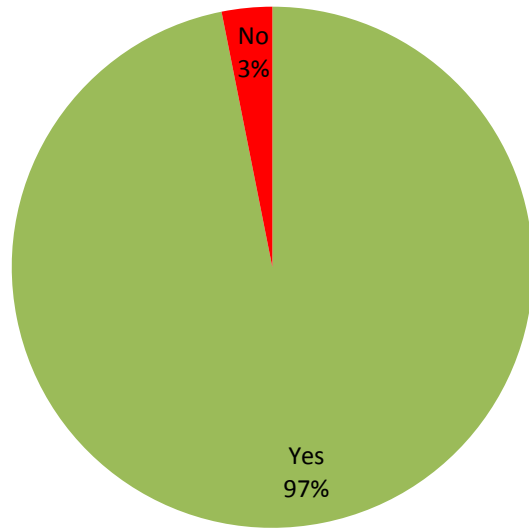
**Feedback on Doctor/Nurses at Good Hope**



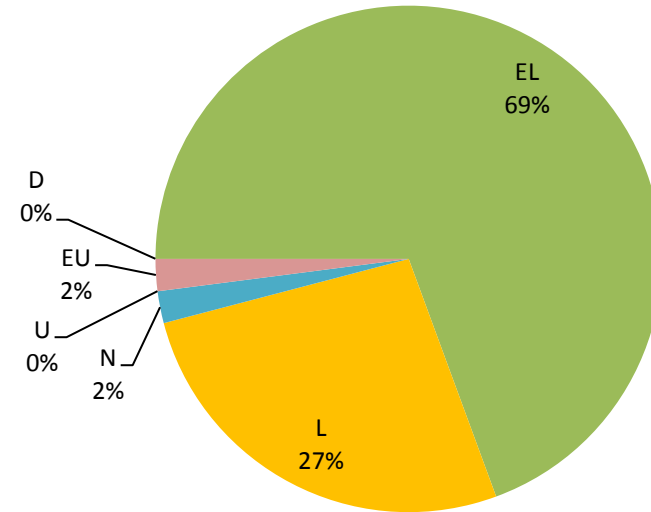
**Overall Experience at Good Hope**



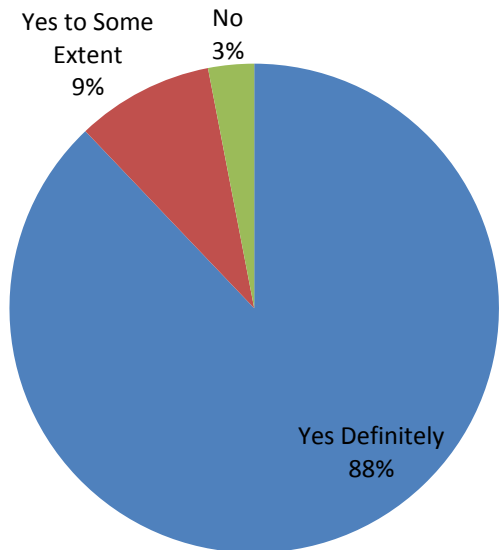
**Doctor/Clinician explanation following this visit**



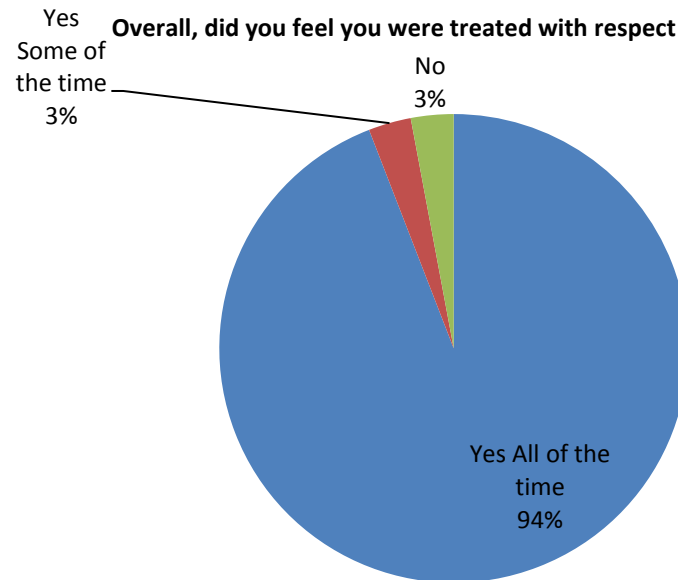
**Recommendation to family/friends**



**Did you have confidence & trust in the clinician?**



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



## Good Hope

### What was good about our service?

- The doctor listened to what my problem was
- Quick and efficient
- Total care and attention
- Seen immediately- thorough examination and explanation
- Seen very quickly, everyone was friendly
- Very efficient and effective
- Quick convenient location
- Lots of information, happy to answer questions.
- Good triage nurse. Angela nurse practitioner fantastic.
- We were seen very quickly.
- Very quick and very pleasant doctor.
- Friendly and quick
- Competency, convenience
- Very quick and thorough
- Thoroughly checked my daughter.
- Was seen as quickly as possible.
- Service
- They have your well-being at heart and check on me via phone call.
- Quickness of service, friendly staff.
- Waiting
- My son liked the doctor as he was helpful.
- Very efficient / friendly all excellent.
- Doctor was amazing
- Very helpful
- Kind and caring
- Dr Wright was wonderful.
- Prompt call back overnight. Appropriate signposting to Badger service approachable friendly staff.
- Quick and efficient
- Speed
- Doctor and nurse attention to detail.
- Seen quickly, nurse was very good.
- Good communicating and advice
- Very friendly ANP, very good with children.
- Caring efficient but friendly.
- Friendly and helpful.
- People

## Good Hope

### What would have made our service better?

- Doctors should have access to patients records
- Parking!! Far too expensive
- Quicker wait time.
- Better parking
- Parking nearer A&E /Badger centre
- Faster
- Better reception
- Phone service
- Better car park. When you're sick it's too far!
- Appointments.
- Screen showing position in queue
- I couldn't hear the person calling me although they were probably trying to be discrete!
- More chairs in Badger waiting area.

### Any other comments:

- Very caring Doctor, polite staff
- The doctor who treated me was helpful
- Doctor not very helpful - didn't listen. Nurse fantastic very happy.
- Thank you
- Brilliant doctor!!
- Was treated with care the doctor was great thank you.
- Brilliant advice and thoroughly checked over.