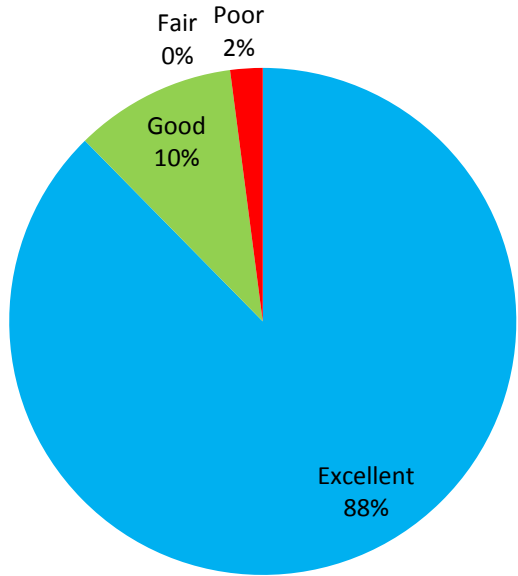
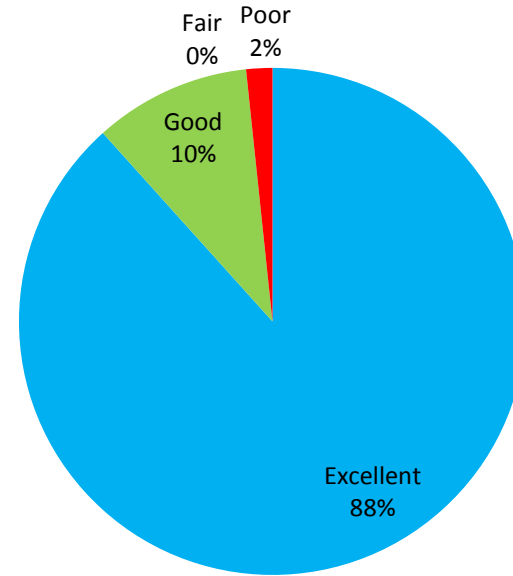


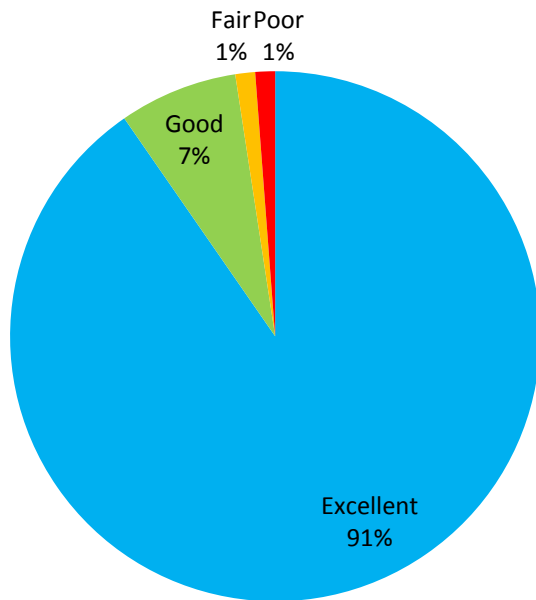
**Feedback on Receptionists at Heartlands**



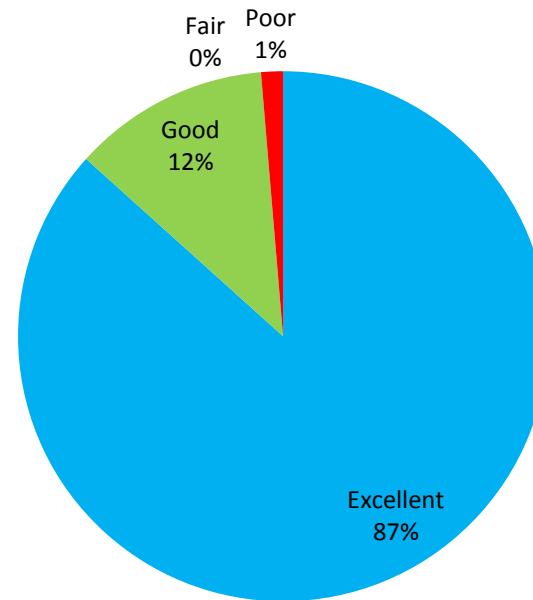
**Feedback on HCSWs at Heartlands**



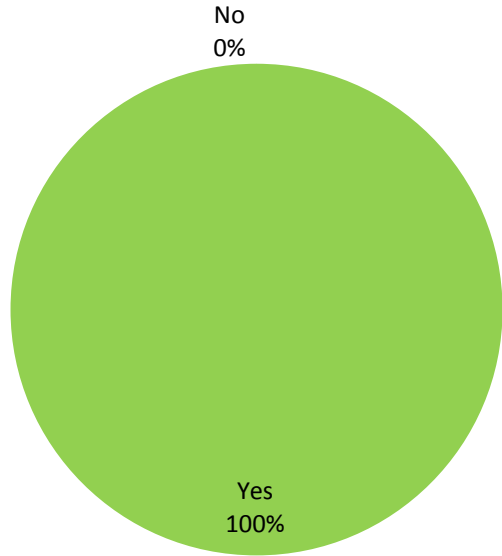
**Feedback on Doctor/Nurses at Heartlands**



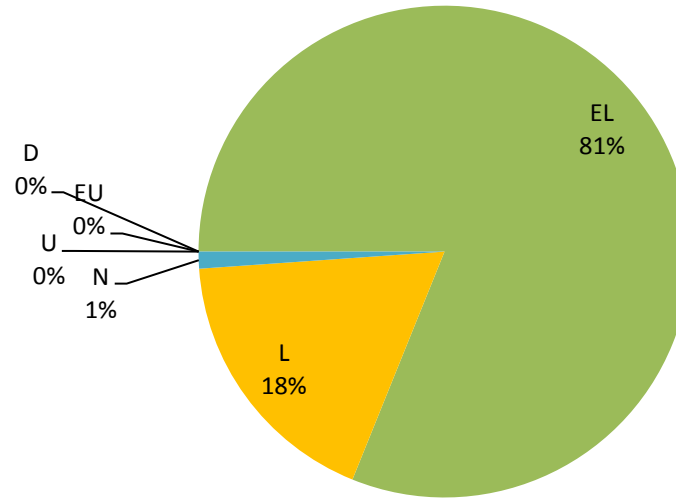
**Overall Experience at Heartlands**



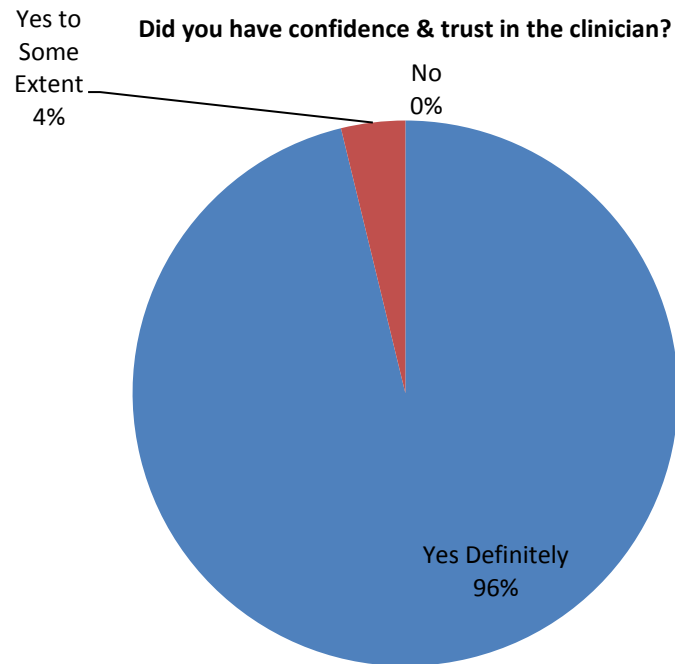
### Doctor/Clinician explanation following this visit



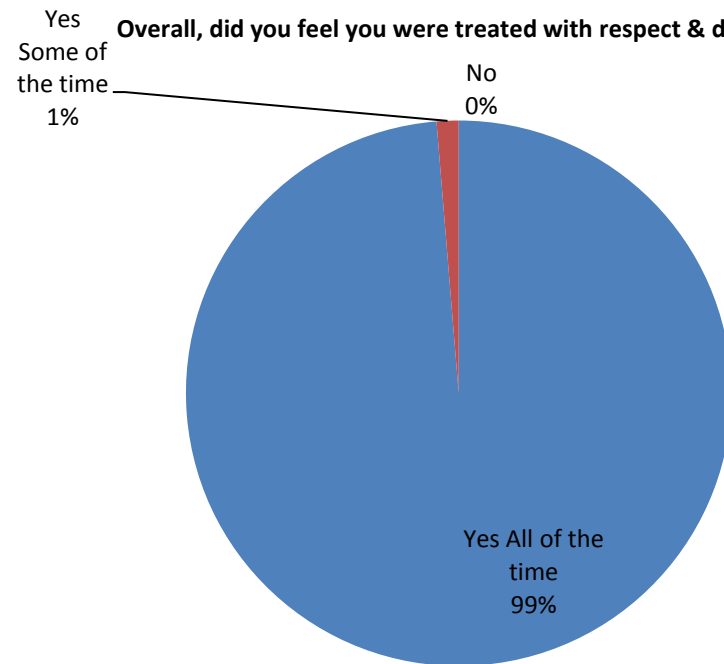
### Recommendation to family/friends



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



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



## Heartlands

### What was good about our service?

- The lady at the desk was very very helpful and friendly and took good care of me
- Friendly staff and very quick
- Explained everything well
- Efficient, polite
- The receptionist was very nice and polite as well as friendly she deserves a bonus
- The doctor made me feel at ease
- Always available when we can't see our GP
- Efficient and considerate
- Receptionist was great, Doctor was very reassuring
- Friendly and helpful staff
- Quick and alert, very helpful especially- Angela cook
- Communication with staff friendly
- Doctor and nurse was very good to me
- Quick- no time waiting
- Staff were nice & helpful
- Good explanation
- Quick to be seen
- Doctor/ Nurse- helpful
- Friendly environment and staff
- The waiting time and very friendly and seats are comfortable
- Waiting time wasn't long
- Very friendly polite and professional
- Reception polite
- Quick and pleasant and professional
- Fast - good reception
- Wish this was my GP
- Very friendly- but hard to find
- Staff were kind, service was well located
- Very thorough check up
- Big waiting area, big car park, good location
- Reception lady give the woman a pay rise friendly and hospitable and lovely
- Fast, friendly and efficient
- Polite, friendly, great with children
- They were kind
- Very helpful and friendly staff we were seen by Bernie palmers who was very professional and helpful
- Very understandable- kind/polite
- Staff very helpful
- Fast service-nice staff

- Well mannered staff
- The care and service is beyond excellent cannot thank you enough.
- HCSW and doctor been so polite and helpful
- Receptionist went above and beyond for my partner.
- Very friendly and helpful
- Responsive polite staff
- Very quick to be seen.
- Swift response and care to attention
- Really compassionate.
- Prompt friendly service.

**What would have made our service better?**

- It was just fantastic
- Being sent to badger first
- The sign to Badger clinic could have been more clearer
- Knowing exactly where to go!
- Lower the heating
- Waiting times
- Having more doctors
- Vending machine
- Extend Hours
- 24hr service. Something pointing to A&E seems to be wasting their time
- Not having to go through 111 to be sent to A&E unnecessarily who sent me to badger
- Politer receptionist.
- Maybe knowing how long you have to wait.
- Very poor signage to Badger
- Waiting times.

**Any other comments:**

- Excellent service
- All good staff
- Love the doctor very friendly and helpful advice thanks
- Greeted with pleasant receptionist (Lynne) Doctor gave a lot of advice and asked twice if we had questions
- Accepted my partner wanted lights off and attended to him on the floor as that was the only place he was comfortable. Receptionist was also lovely to us.
- My son my have pneumonia Doctor was very comforting to the point
- God bless you all
- Good advice from doctor
- Very happy we were dealt with very professionally and all staff are very helpful thanks
- Thanks for your help this evening.