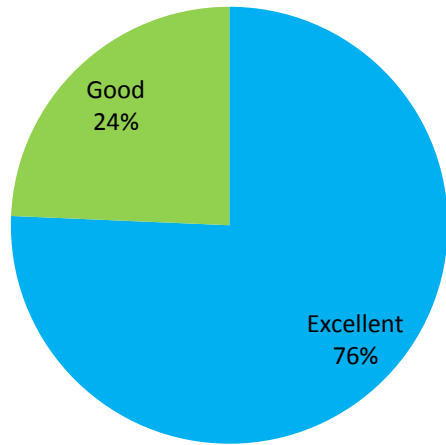
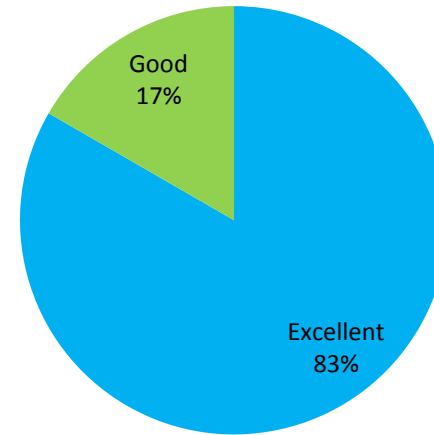


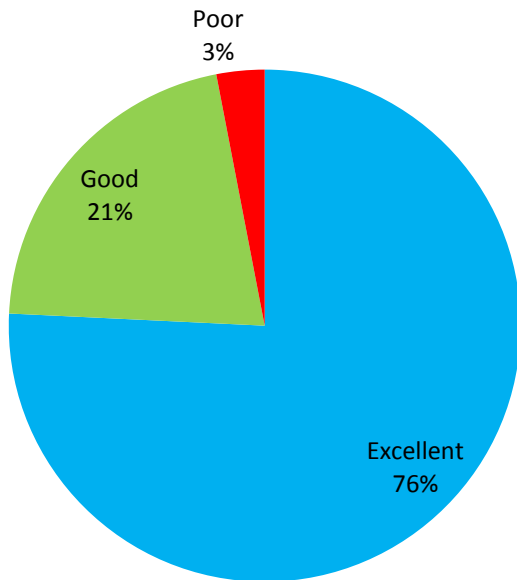
Feedback on Receptionists at Glover St



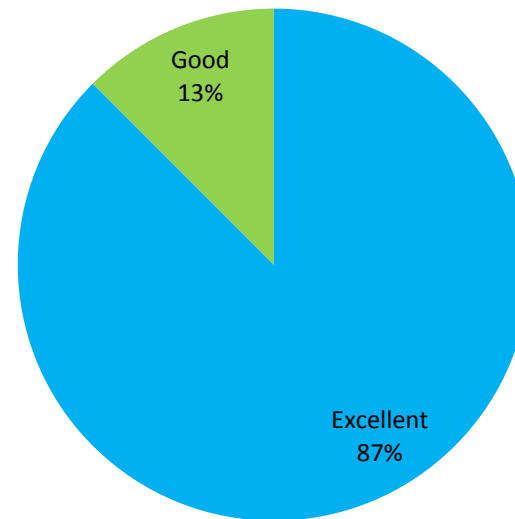
Feedback on HCSWs at Glover St



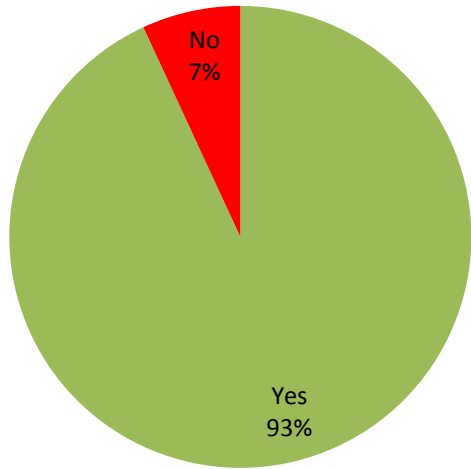
Feedback on Doctor/Nurses at Glover St



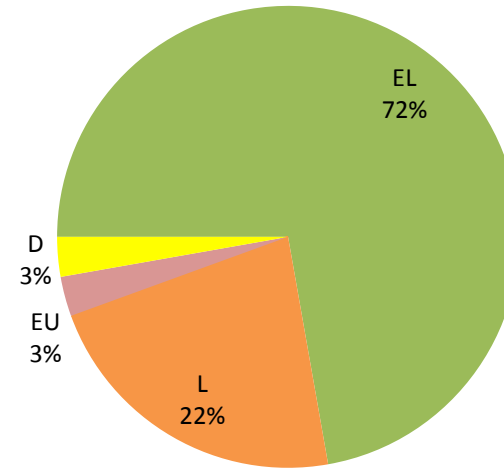
Overall Experience at Glover St



Doctor/Clinician explanation following this visit

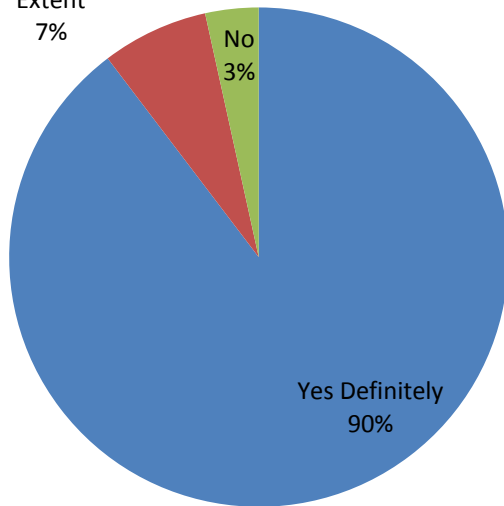


Recommendation to family/friends



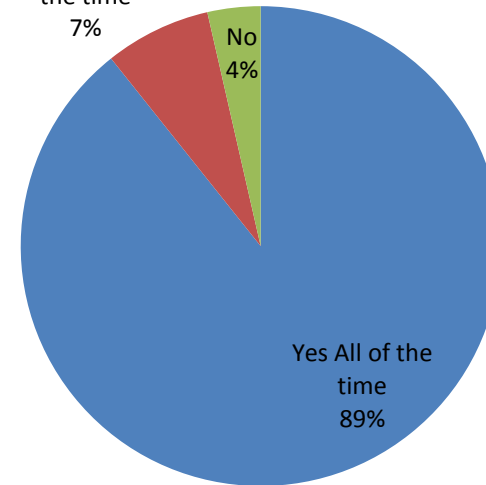
Did you have confidence & trust in the clinician?

Yes to Some
Extent
7%



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

Yes Some of
the time
7%



Glover Street

What was good about our service?

- You had a TV, clean waiting room, cool water service and its warm in here
- All aspects
- Short waiting time
- Fast and professional
- Fast and efficient
- Friendly good advice and quick
- Everyone was nice and helpful very welcoming to us first time parents
- Did not have to wait around happy staff
- Staff make you feel welcome and at base
- Speed, competitive
- Friendly, clean, new
- Service was prompt and staff were helpful
- I could not fault it
- The explanations given by Dr Sen- Gupta were perfect and his manner was wonderful
- Nice people
- Speed of service
- Was seen quickly
- Very efficient and quick assessment doctor explained the mental problem
- Quick
- Prompt, concise advice
- Service, friendly attentive staff, environment
- Seen within 30 minutes doctor responded well to needs of patients
- Very friendly and quickly seen
- Fast
- Really friendly nurse
- Very friendly and Understanding
- Very quick
- You have respectful and happy being also nice being doctors and I hope every one say something good about this
- From the moment I walked in great welcome and very considered very helpful
- Being a first time parent we was very concerned about our 6 week old baby everyone was very helpful and very nice to us thank you
- Much better than walk in centre
- Fantastic service
- First badger attended, having experienced multiple
- Excellent service/ have previously been before xmas

Glover Street

What would have made our service better?

- If you can have a quicker check up and have some toys in the corner
- Appointment was 15 minutes late place to lie down
- Nurse was very unhelpful she was talking in a dis-respective manor and aggression towards me