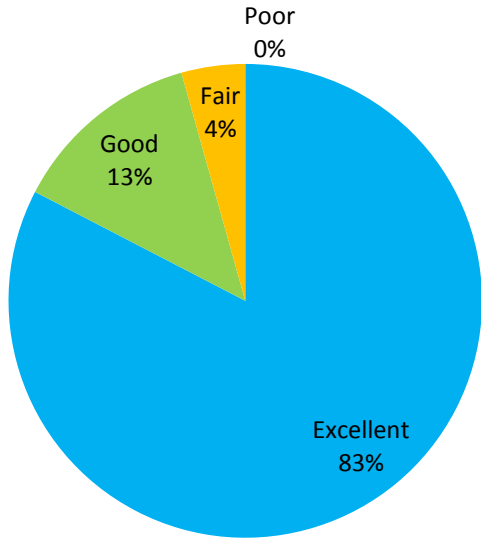
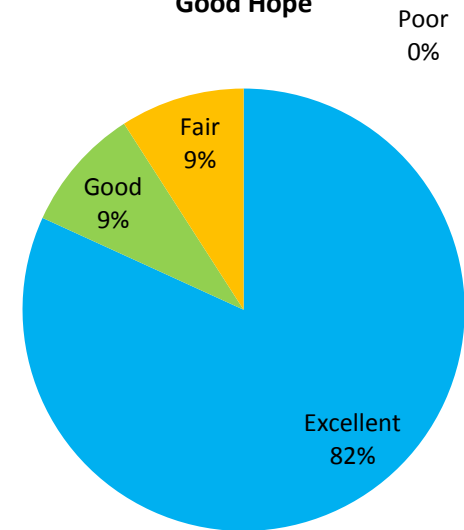


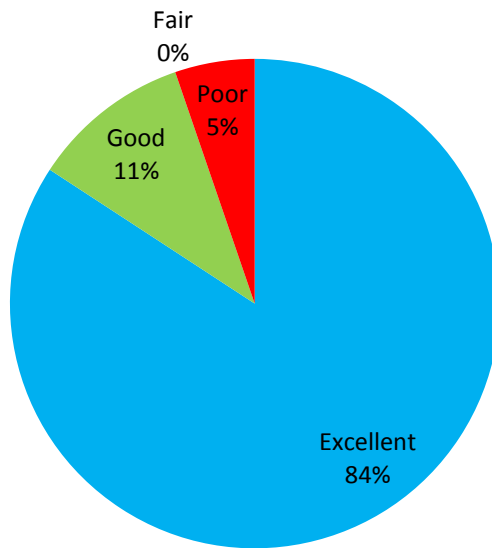
Feedback on Receptionists at Good Hope



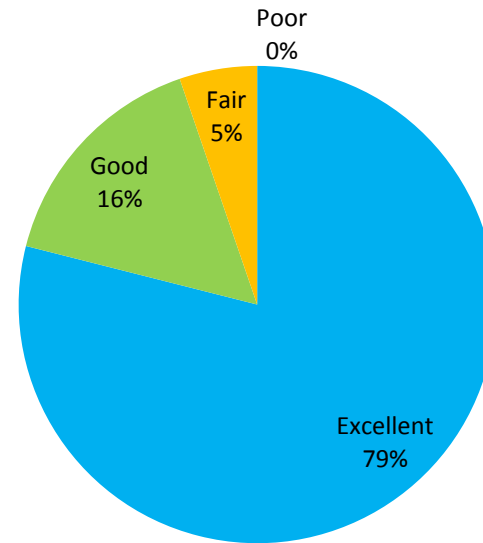
Feedback on HCSWs at Good Hope



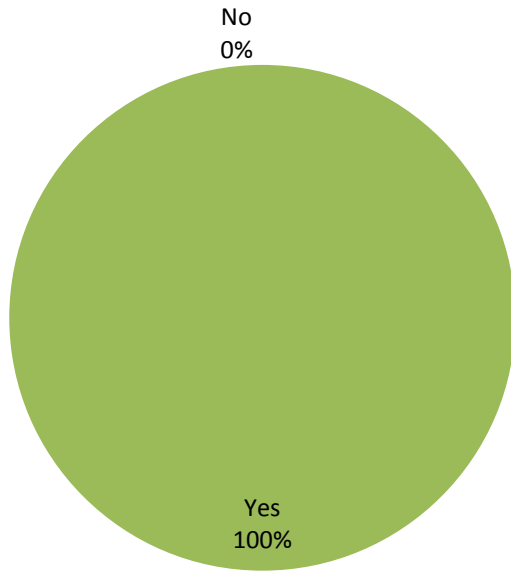
Feedback on Doctor/Nurses at Good Hope



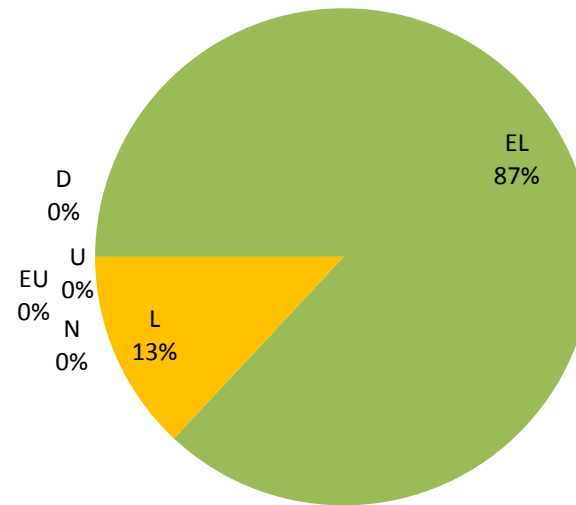
Overall Experience at Good Hope



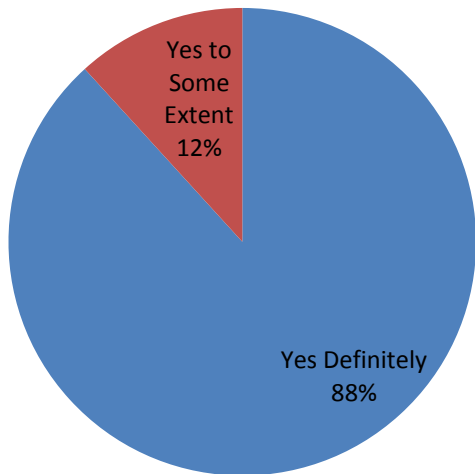
Doctor/Clinician explanation following this visit



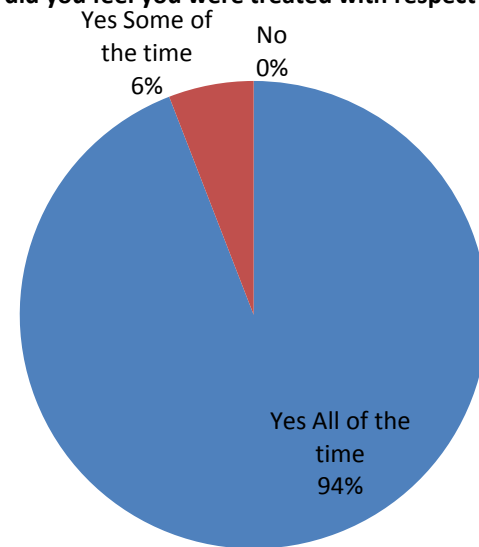
Recommendation to family/friends



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?

- Waiting wasn't long
- Times available hard to get an appointment at GP
- Availability
- Very fast and efficient my daughter was very upset so I couldn't be more grateful for this service
- Quick diagnosis
- Excellent understanding and empathy
- Fast and friendly
- GP that we saw was very thorough and is the best out of hours GP I've seen
- Everyone was totally thorough
- Care and helpful
- Proper friendly and swift
- Really quick and efficient
- So efficient and understanding/ friendly doctor
- Very quick responding back to call
- Nurse got down to the point
- Polite friendly and explained carefully everything needed
- Dr Dubb fantastic doctor very thorough and reassuring
- Quick
- Very efficient
- Speed

What would have made our service better?

- Not having to deal with 111 call centre
- For the doctor to be on time he came at 9:40, had no eye contact
- To advertise badger open hours

Any other comments:

- Nurse was amazing
- Doctor very good
- The out of hours call centre are awful was much easier before having to ring them
- Excellent service
- Fantastic service all the team from calling 111 until seeing the doctor