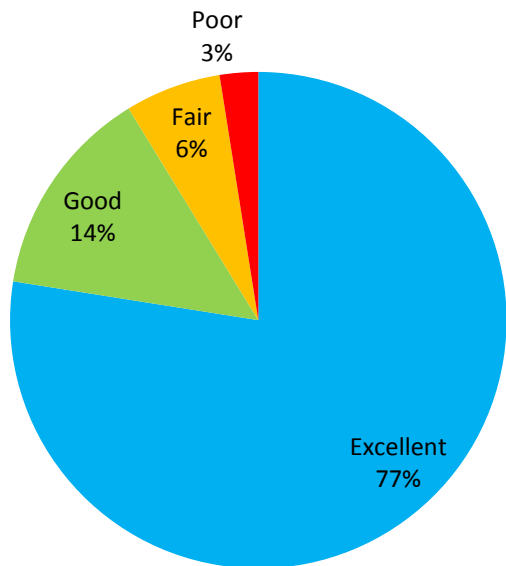
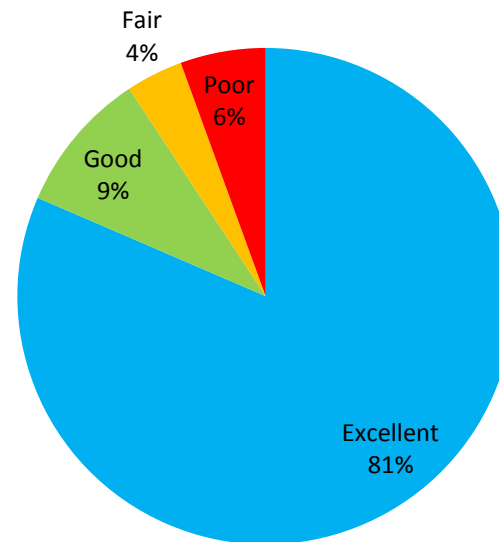


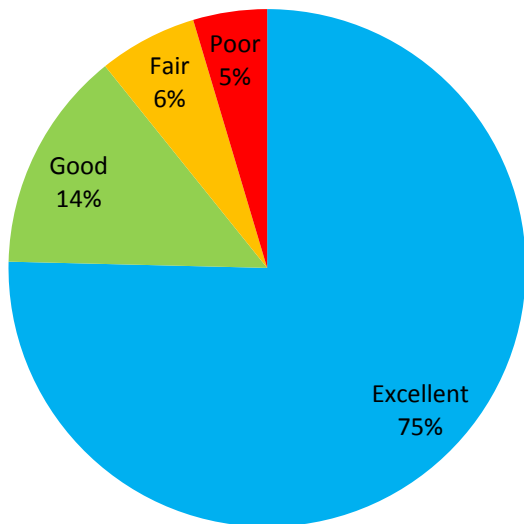
**Feedback on Receptionists at Heartlands**



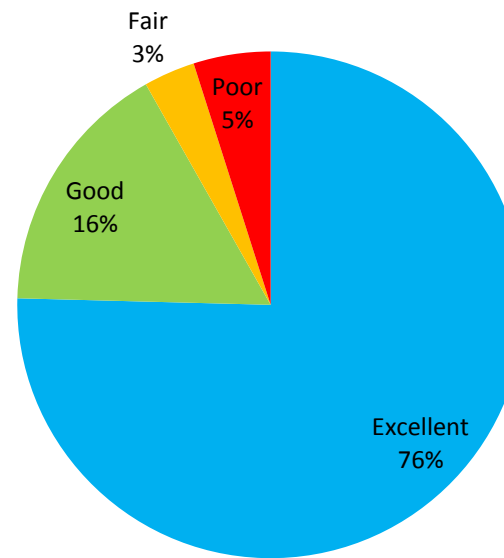
**Feedback on HCSWs at Heartlands**



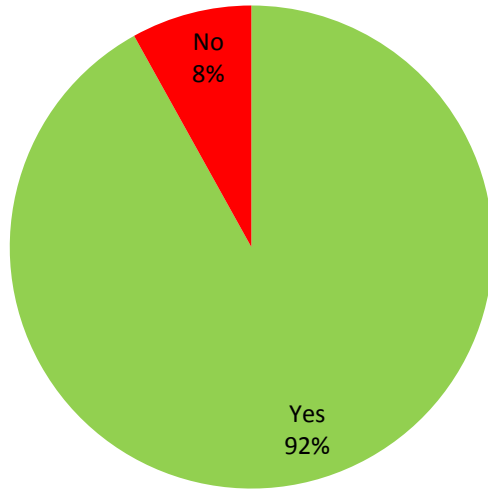
**Feedback on Doctor/Nurses at Heartlands**



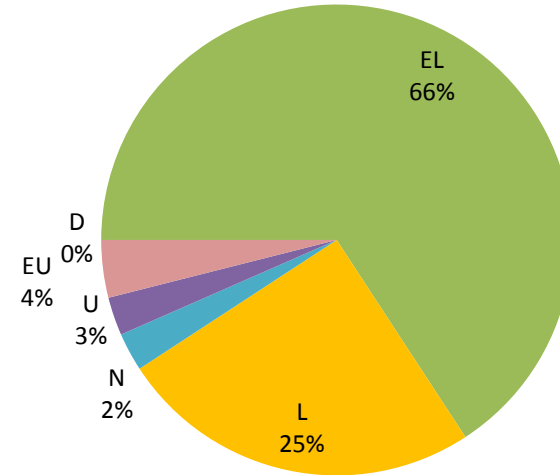
**Overall Experience at Heartlands**



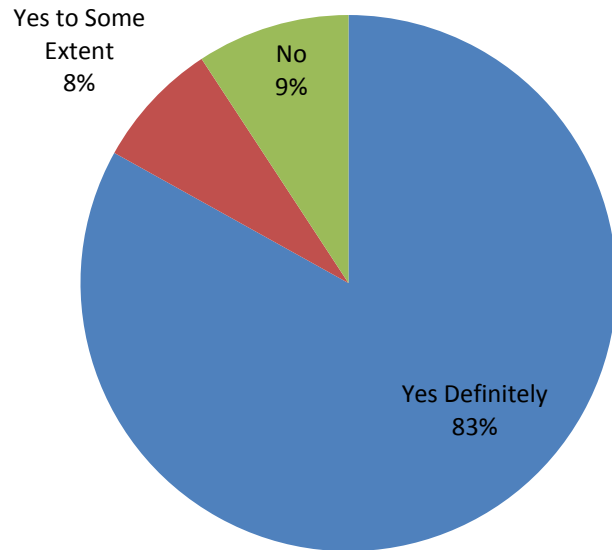
### Doctor/Clinician explanation following this visit



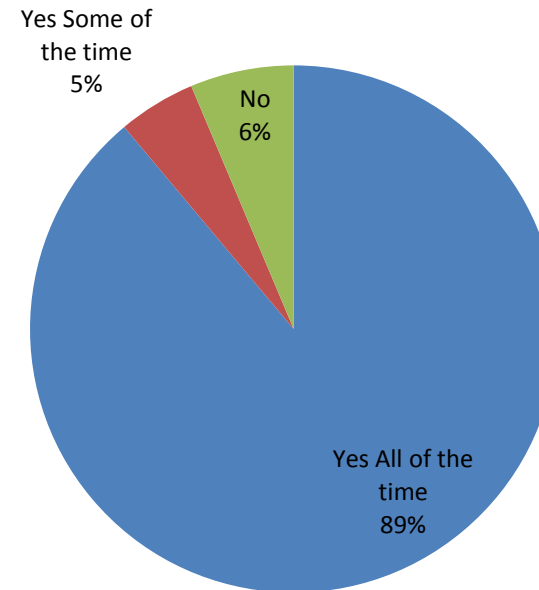
### Recommendation to family/friends



### 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?

- Friendly nurse
- Quick time to see doctor
- Prompt care
- Everything
- Friendly helpful
- I didn't have to wait long to see a doctor.
- Prompt care
- Didn't wait to long, very friendly reassuring staff
- Good help and nice manners
- I think we should straight come to badger
- The care and time wonderful
- Quick friendly, helpful
- Professional helpful caring polite
- Funny staff very friendly
- Seen quickly friendly staff
- The staff were all excellent
- Got seen quickly everything explained to me
- Being seen at short notice and quickly
- Prompt/polite and caring
- Didn't have to wait to long
- Quick and friendly staff
- Shamim receptionist excellent caring
- Doctor John was excellent listened to what I had to say
- Doctor was very polite and helpful low waiting times
- Friendly efficient staff
- The doctor explained everything to me
- Both receptionist really cared and helpful
- Good staff very friendly
- Waiting time good didn't wait to long
- Extremely efficient and thorough
- The advice and nurse was excellent
- Listened to how I was feeling, through check up
- Excellent service from shamim
- The kindness and care received
- The receptionist was very good and did the information

## Heartlands

### What would have made our service better?

- Quicker service - the waiting time is too long especially for children who are very ill by the time they're seen, patient feels better.
- Free cup of tea for mum lol
- Receptionist was a bit rude
- More doctors
- Just take less time
- Clearer signs to where badger is
- The drinks machine
- The BP monitor didn't work a few times 1st reading was high could have been done a few more times
- Stop using mobile whilst working
- No display time of estimated wait time
- Had to wait a long time to see a doctor quicker service would have been better
- Drinks machine area
- Quicker waiting times
- Waiting time
- If the main badger didn't send my stuff to Good Hope when I was told to go to attend heartlands
- Known waiting time
- More doctors would be very good, so patients don't have to wait for too long
- Less waiting time

### Any other comments:

- Great service
- Very helpful and friendly and seen very quickly.
- Very good service
- Too much waiting
- Very happy with overall experience
- Excellent service
- Was seen quickly happy with the service for the first time
- Excellent consultation nurse francis ANP
- Fantastic experience
- Great service
- I came to the doctor it been 2 and 1/2 hours to be seen. Still not waste of time please call me need to make a formal complaint.
- Thank you for help today
- Thank you for seeing me when my own GP would not