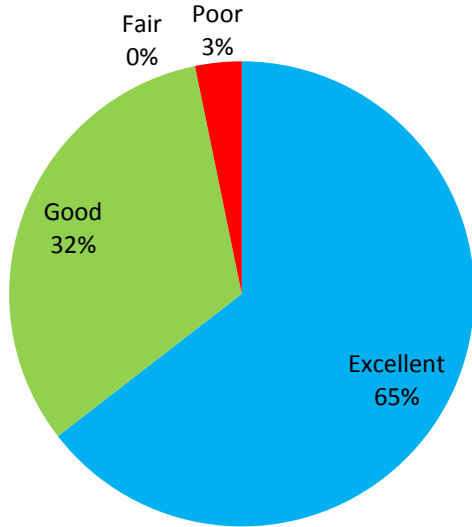
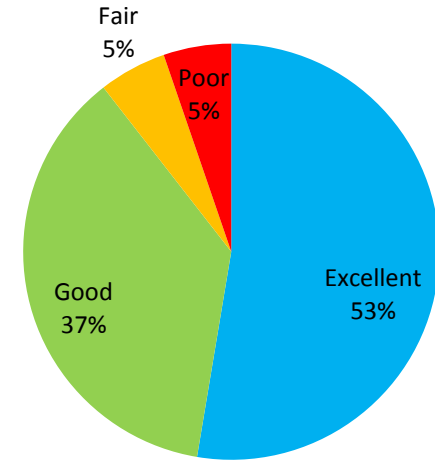


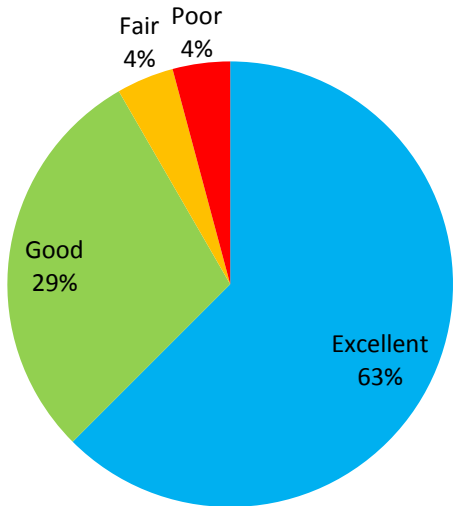
Feedback on Receptionists at Good Hope



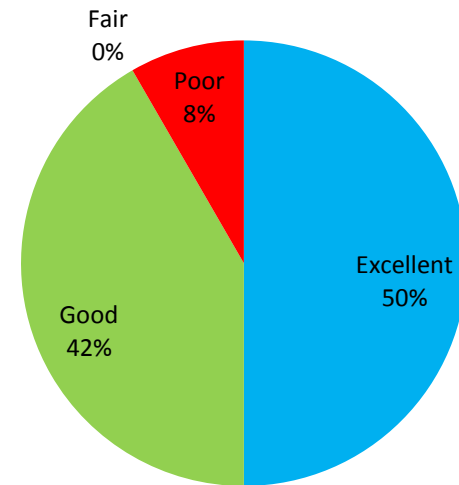
Feedback on HCSWs at Good Hope



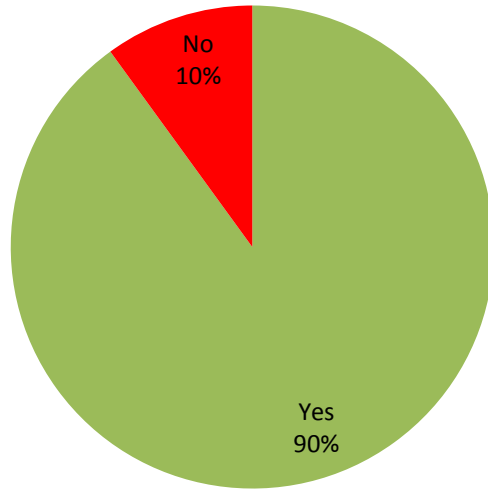
Feedback on Doctor/Nurses at Good Hope



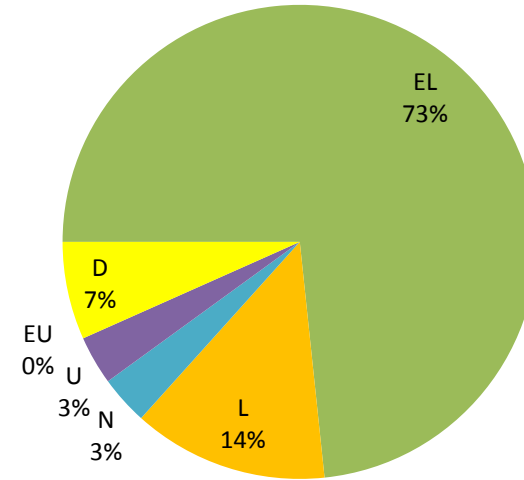
Overall Experience at Good Hope



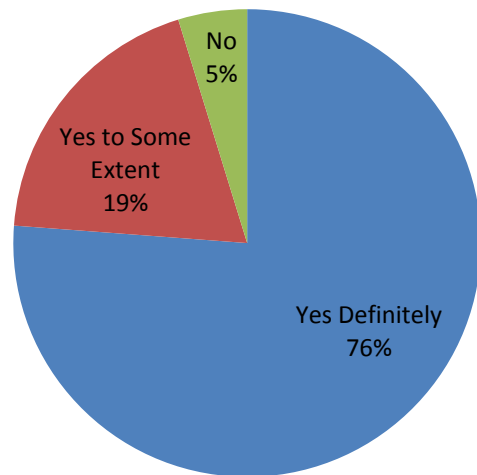
Doctor/Clinician explanation following this visit



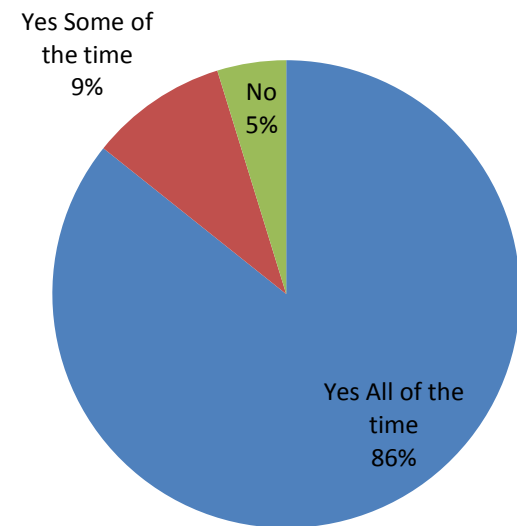
Recommendation to family/friends



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?

- Seen very quickly
- Seen quickly, good level of care and expertise
- Good customer service
- Good
- Ease of whole process, Doctor very friendly extremely thorough
- Quick service , good doctor
- Could not fault anything
- We were seen within 1 hour
- Quick, efficient and calm
- Friendly
- Quick- short waiting time
- No waiting time
- Quick, supportive, friendly
- All lovely and helpful
- Quick service
- Quick, welcoming
- Service was good, very good
- I didn't wait long
- Everything they listened to what I said
- Got seen quickly very helpful
- Short waiting time excellent Doctor took his time

What would have made our service better?

- Another doctor
- Seeing patients in order of arrival if unable to having the respect to let them know
- See a doctor/ than a nurse or health care worker
- Receptionist not there on arrival
- More engaging Doctor (seen male doctor)