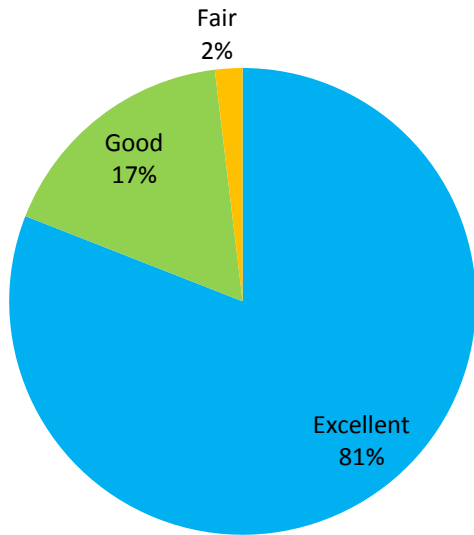
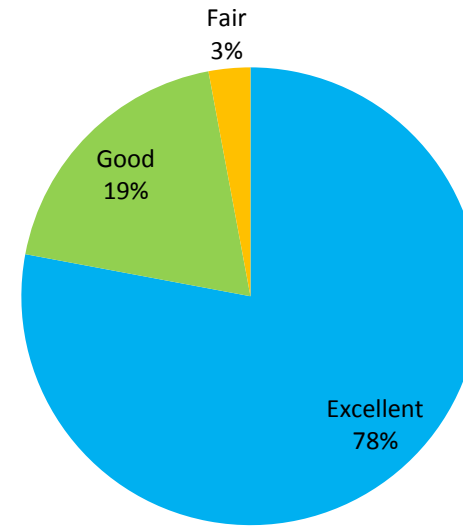


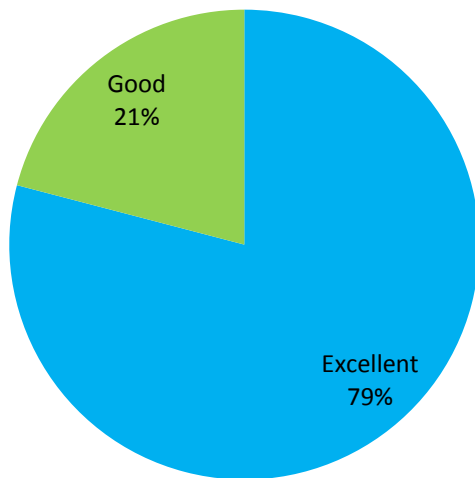
Feedback on Receptionists at Heartlands



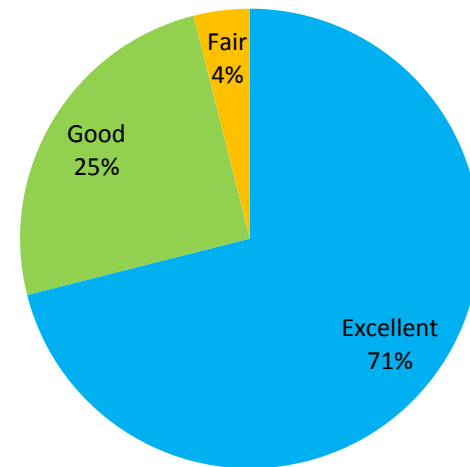
Feedback on HCSWs at Heartlands



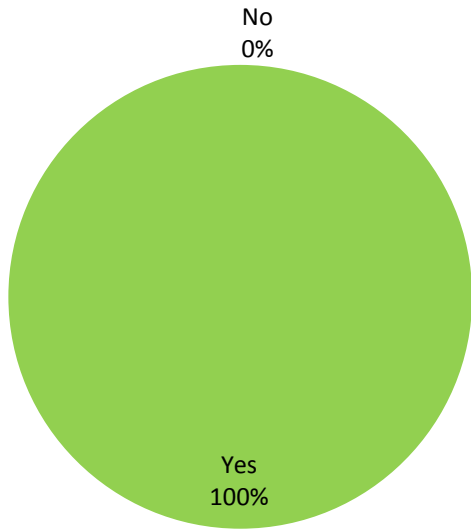
Feedback on Doctor/Nurses at Heartlands



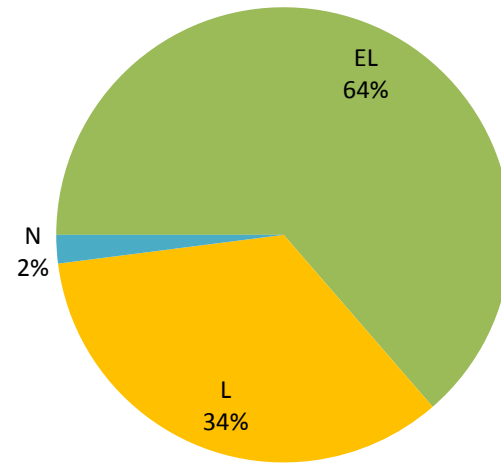
Overall Experience at Heartlands



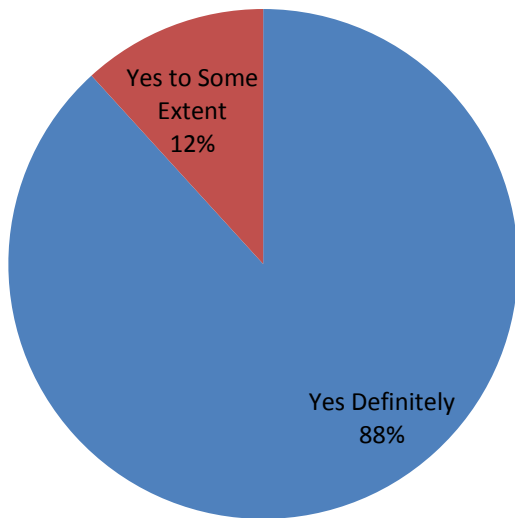
Doctor/Clinician explanation following this visit



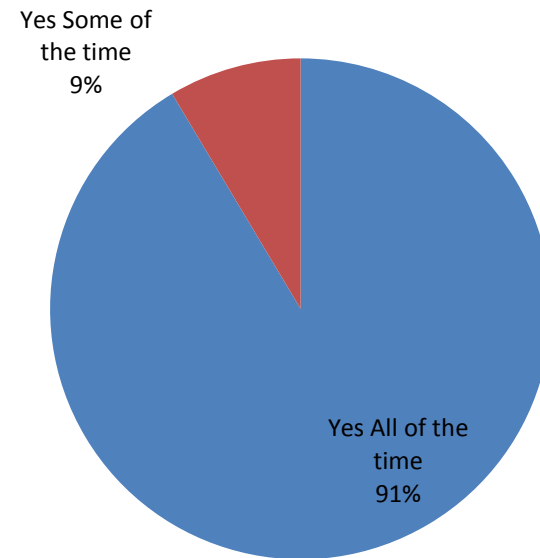
Recommendation to family/friends



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?

- Polite and helpful staff
- Not waiting to long
- Seen quickly friendly staff
- Doctor was very pleasant and reassuring
- Fast response helpful staff more than satisfied with my outcome
- Staff was fairly friendly
- Very friendly and efficient staff
- All staff all good
- The nurse actually listened to me and not fob me off
- Fast service!
- Different advice
- Everything
- Friendly staff, very helpful
- Quick to be seen
- Staff were friendly also not too crowded in the waiting area
- Quick and friendly service
- Care, attention
- Friendly staff/ receptionist
- Overall very good and clearly concerned
- The doctor- Abdul was great
- On time seen
- Reassurance
- Professional and efficient
- Everything, helpful
- Extremely nice people
- Prompt and efficient
- Quick service, easy calling
- Initial telephone service was good quick call back doctors made me feel at ease
- Excellent communication
- Very polite and helpful staff and was seen quickly
- Very helpful
- Fast
- Gave good help and support
- Quick service
- Friendly, quick

- Very professional
- Receptionist were great, polite and helpful nurse was lovely
- Very professional and understanding
- Given the circumstances, very quick treatment time
- Out of GP hours
- I was seen very quick
- Friendly staff happy to help
- Quick and nurse was very friendly and pleasant
- Friendly and very informative
- Brilliant thank you
- Today the service was fast, I saw the doctor in 10 minutes of waiting
- I can all out of doctors hours
- Friendly staff
- My son was seen straight away. I've always been pleased with this hospital
- Very prompt
- Just nice people all round was in and out
- Didn't have to wait long
- Less waiting time
- Your always available at times when needed urgently
- On time straight to the point good advice
- being nice and giving company
- Waiting time
- Very good service
- Accessible/ close to house
- All of it!
- Fast effective and there when you need it
- Prompt and polite
- Everything
- The speed I got seen
- Fast treatment
- Caring
- Friendly and well served on time, No long delay
- Quickest I have ever been seen
- Got the help we needed
- Very fast
- Quick and efficient
- Very efficient
- Brilliant service very helpful

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What would have made our service better?

- Maybe toys (but otherwise nothing)
- Not the long wait
- Sometimes when it gets to busy there should be more doctors on duty
- To be seen more quicker
- Maybe issue patients with numbers so we know how long we are in the queue
- Good behaviour
- Less waiting time
- People waiting should have games to play to keep them occupied
- Better Doctor who more experienced
- Wait time
- Shorter waiting time
- Communication and updates on how long the waiting time is
- Waiting time/ phone service
- Receptionist, fast service
- Labels to where badger clinic is
- Kid activities
- Better trained doctors
- Maybe make available drinks/refreshments machine in waiting area
- Shorter waiting
- More staff