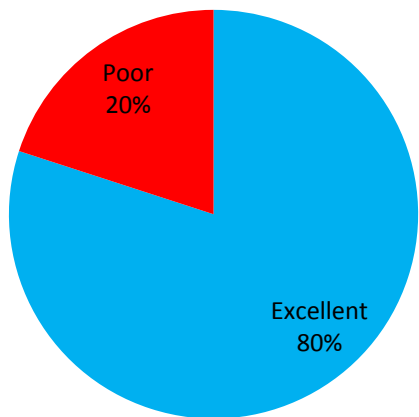
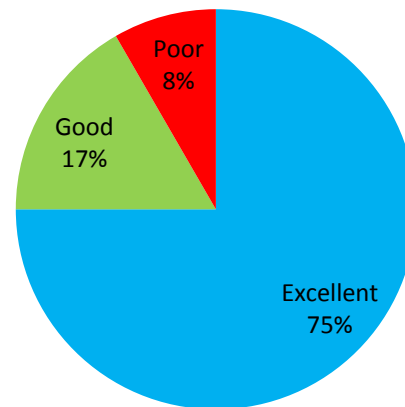


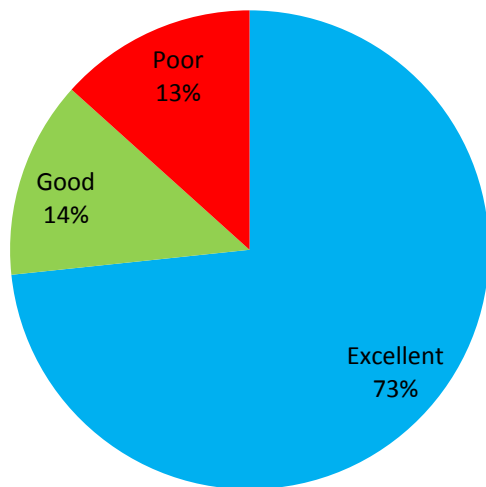
Feedback on Receptionists at Glover St



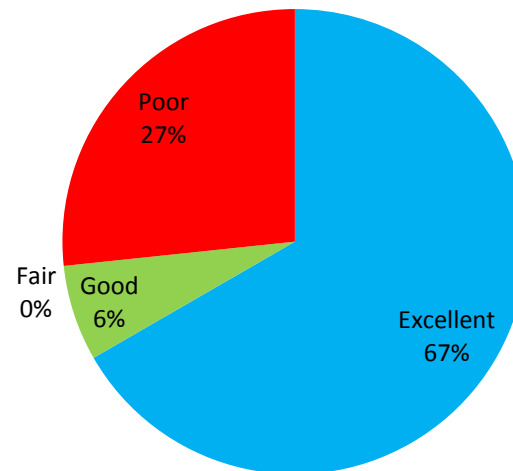
Feedback on HCSWs at Glover St



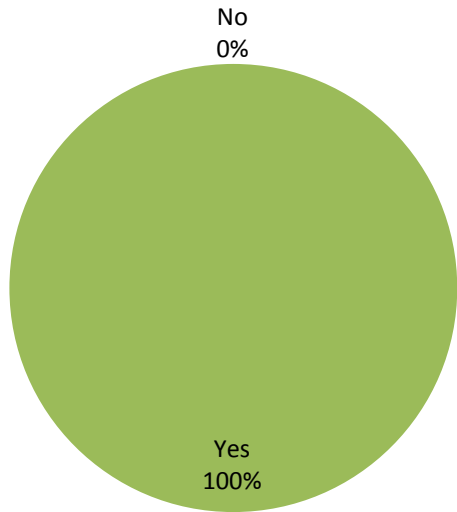
Feedback on Doctor/Nurses at Glover St



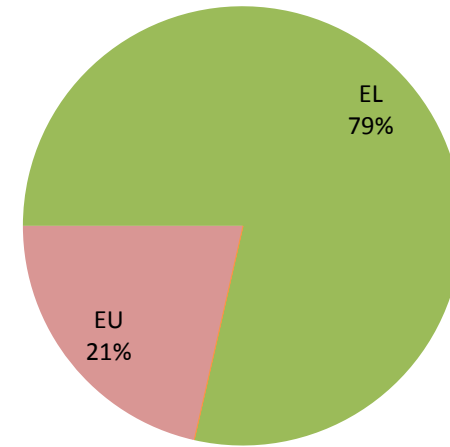
Overall Experience at Glover St



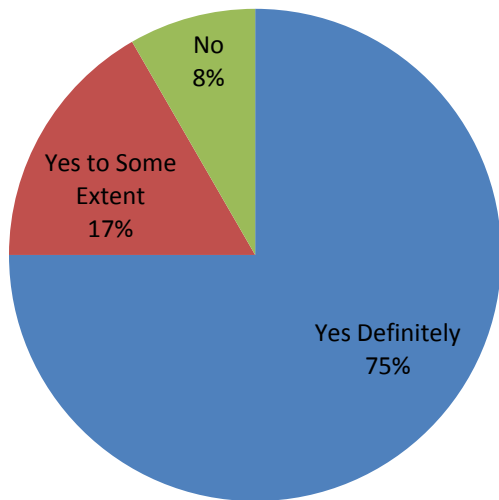
Doctor/Clinician explanation following this visit



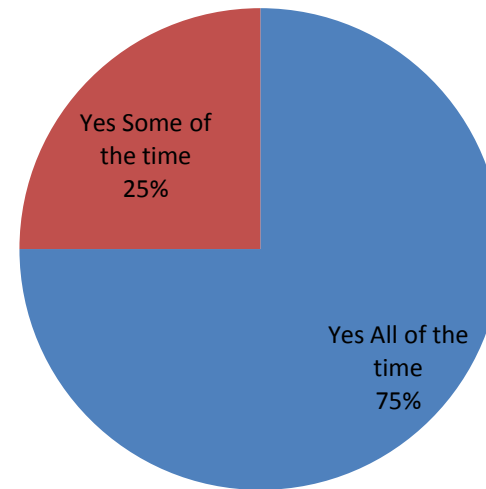
Recommendation to family/friends



Did you have confidence & trust in the clinician?



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



Glover Street

What was good about our service?

- Very helpful
- Step by step made me feel less worried
- Efficiency very clean and tidy
- Seen straight away
- Your open
- Clear informative supportive advice
- Friendly
- Friendly thorough staff
- Great friendly service- put me at ease
- Everyone was very pleasant and helpful and took time to clarify symptoms
- Open late
- Prompt service and very welcoming staff
- Very impressed with the service Thank you
- Great service and wonderful staff highly recommended service
- Great service- thank you

What would have made our service better?

- Only while waiting TV on or reading material
- Doctors sitting instead of standing through consultation
- A receptionist that knows how to book you in as my little boy was sat here for 40 mins. The receptionist training on her job she never booked us in we was sit there for 40 mins
- Faster to see us
- The receptionist failed to book my son in and left him waiting in pain while everyone was seen before him