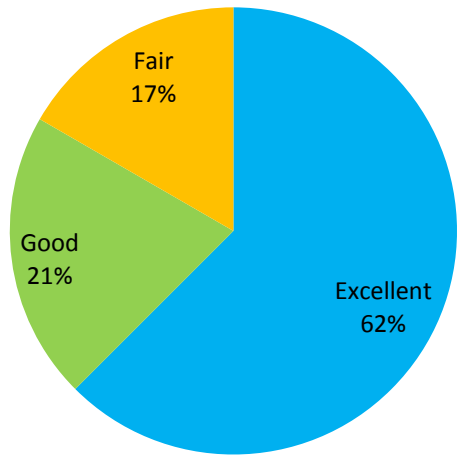
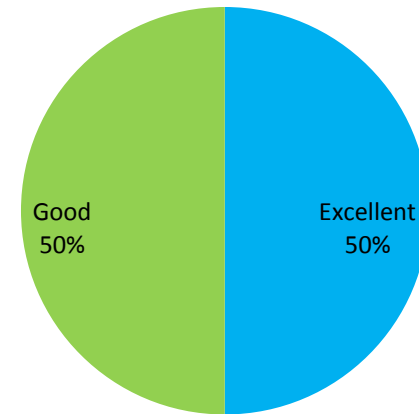


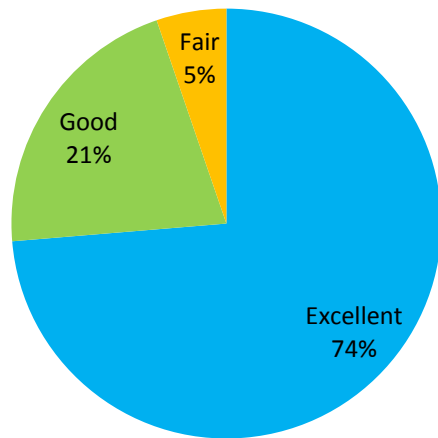
Feedback on Receptionists at Good Hope



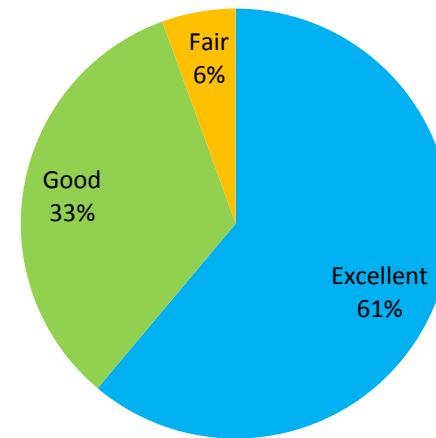
Feedback on HCSWs at Good Hope



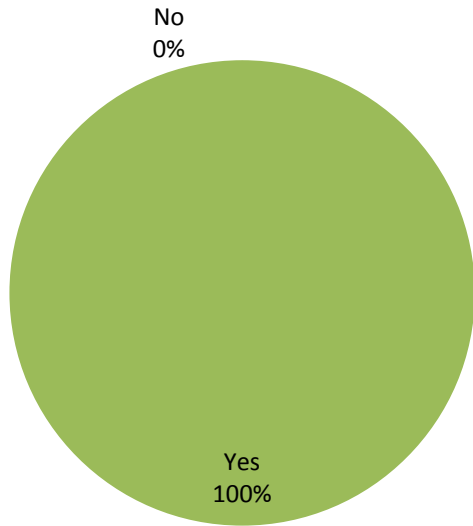
Feedback on Doctor/Nurses at Good Hope



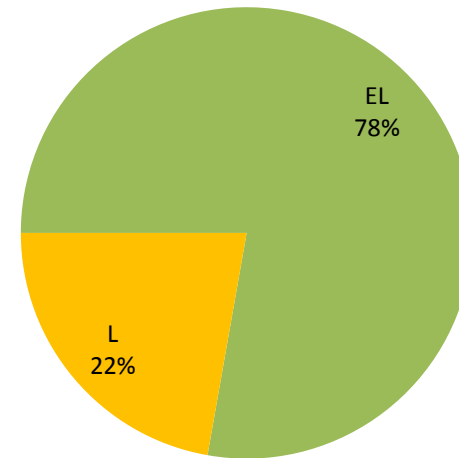
Overall Experience at Good Hope



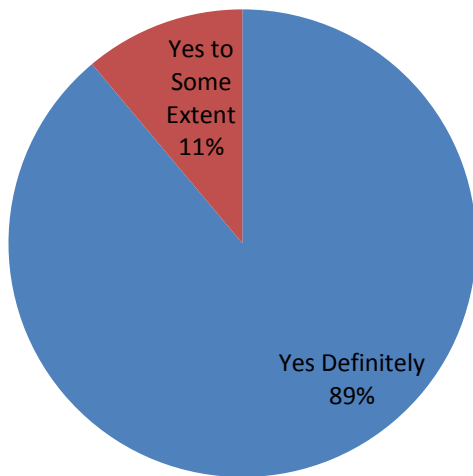
Doctor/Clinician explanation following this visit



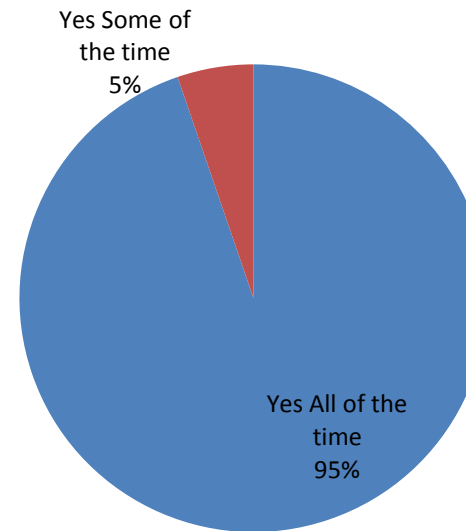
Recommendation to family/friends



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?

- Very quick and friendly. No trouble at all
- Quick and friendly
- Very good doctor
- Quick, efficient
- Fast, efficient, friendly
- Seen promptly, good telephone service and referral
- Prompt friendly doctor who listened and helped
- Seen quick
- The GP was child friendly and lovely
- Concise, efficient and friendly - prefer to GP
- Quickness
- speed, efficiency, receptionist friendly & engaged with son (13) asking him the questions & nurse very good and kind and respectful of son and allowed him to see a male doctor
- Quick telephone call back, seen by triage nurse within 15 mins of arriving
- Excellent doctor, thorough consultation - took time to explain everything
- Speed and professionalism
- Fast and effective
- Excellent service, thank you.
- Doctor we saw was brilliant
- Very caring - Dr Wright was wonderful with me

What would have made our service better?

- Too hot in waiting room - minor issue
- Waiting time - previous experience
- More doctors - less waiting between patients. Dr was alone in room for 10 - 15 mins between patients
- Availability 24 hrs
- Not asking for a questionnaire when clearly in discomfort
- Correct waiting time upon entry would be great, referred patients should have priority, esp by 111. Bigger waiting room, not a random corridor. No where near enough seats even at quiet periods.