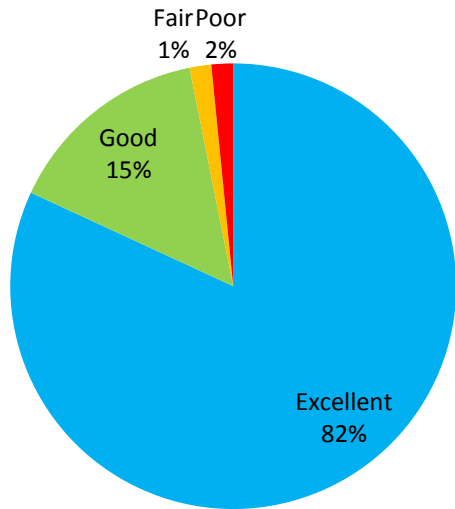
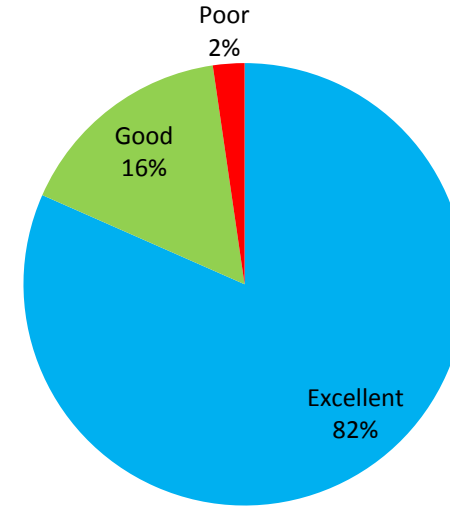


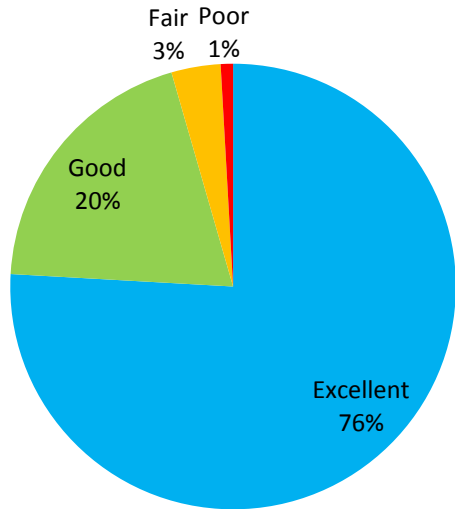
Feedback on Receptionists at Heartlands



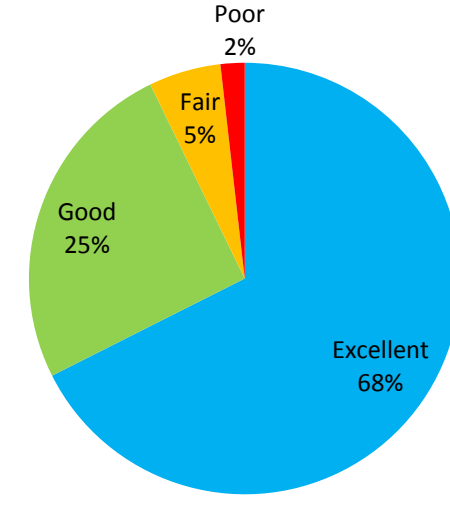
Feedback on HCSWs at Heartlands



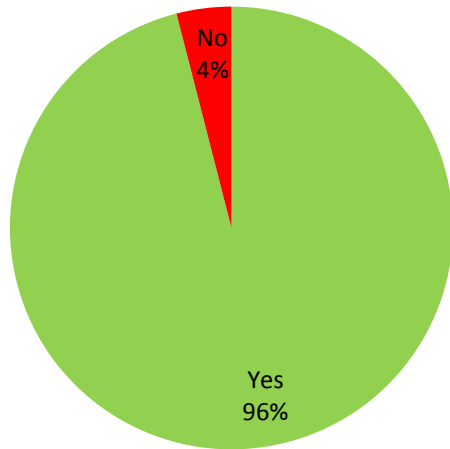
Feedback on Doctor/Nurses at Heartlands



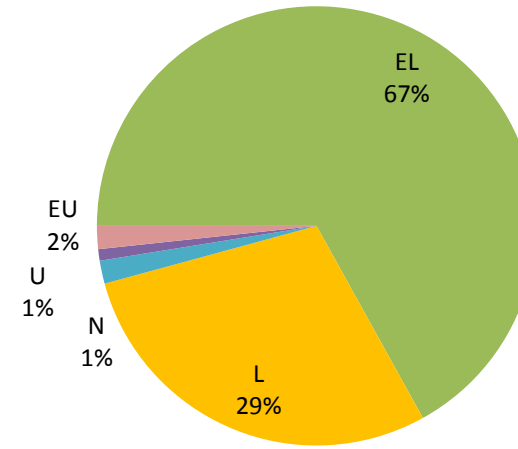
Overall Experience at Heartlands



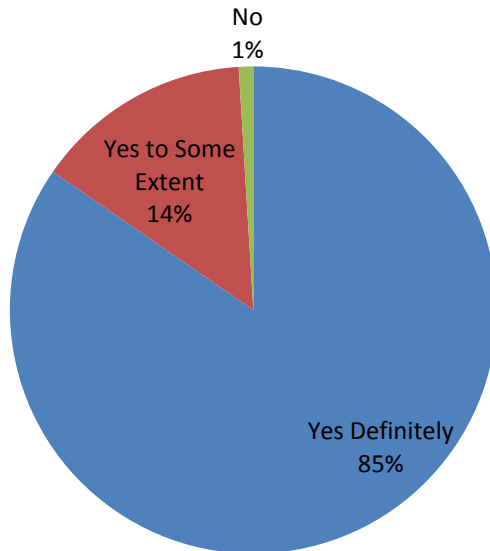
Doctor/Clinician explanation following this visit



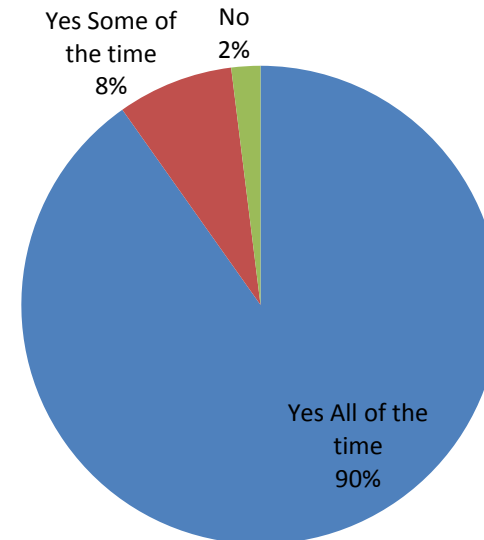
Recommendation to family/friends



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?

- Fast.
- Friendly staff, fast service.
- So quick, so friendly, amazing!!!
- Everything
- Overall excellent
- Friendly and well organised
- Helped us.
- Speed
- Seen quickly and doctor was very nice - relaxed my daughter.
- Did not need to wait and doctor was understanding
- Dr's give complete check over and take time
- The dedication and support of all the workers
- Very pleased with the attitude of the staff & treatment
- Service was quick
- Service and staff behaviour
- Very quick ringing me back and getting seen once here
- Always good
- Receptionist lovely and understanding
- Friendly smile and considerate
- Lovely experience from receptionist through to doctor
- Doctor did thorough checks and took her time
- Prompt call back, friendly staff & short waiting time.
- very helpful receptionist and doctors
- Kindness met with positive attitude.
- badger staff and doctors good
- was called in straight away once threw to doctor
- Receptionist was extremely helpful - Lynn Vincent
- Friendly helpful staff
- Staff on counter very polite
- Saw the doctor quickly / not many to be seen no long waits
- Prompt to see doctor
- The doctor being very thorough/waiting time
- I was seen very quickly, hassle free.
- Receptionist was very helpful, DR good.
- Everyone was friendly and didn't have to wait long.

- access to Dr at weekend
- Seen fairly quickly, positive/nice.
- Everything - nurse and both doctors excellent
- Fast service and very professional
- The treatment
- the waiting time wasn't long
- the doctors and the people were nice
- friendly and fast
- Sat appointment
- Kind reassuring, made me feel better
- the positivity of the staff
- Excellent service by reception staff
- Excellent receptionist - Shamim was brilliant we should have more in the trust like people like Shamim
- very patient and helpful
- the service, excellent staff - very helpful
- Quick Service
- very quick, reliable service, friendly
- treatment from doctors/nurses
- receptionist really nice and friendly
- prompt and friendly
- polite and speedy visit
- we never had to wait long and all of the staff were lovely thank you
- Very kind and helpful
- Chat nicely and friendly
- Attitude, response, work ethic, timing
- The nurses and receptionists
- fast, friendly and professional
- Well mannered and professional, also very helpful
- Helpful and respectful
- Fast friendly and efficient
- Called me straight away
- waiting time was not too long
- Staff
- very quick and dealt with issues

Heartlands

What would have made our service better?

- Less waiting time
- more staff working to see patients quicker
- having a set appointment
- easier location of the badger clinic
- waiting time
- A better of idea of 'when'
- the waiting as kept getting sent everywhere
- cup of tea
- more budget funding from the government to the NHS
- open 24 hours would be very helpful and a 24 hour pharmacy
- dire need for better signage
- hospital staff should know where badger is
- More doctors and nurses!
- the reception area is very stuffy, needs better air con or fresh air
- quicker waiting time
- extra doctors working so you wouldn't have to wait so long
- Re-decorate
- More staff and bigger waiting area
- Fantastic but, appeared to be short staffed, so more staff.
- by calling patients a bit quicker
- play area for children
- Waiting time too long