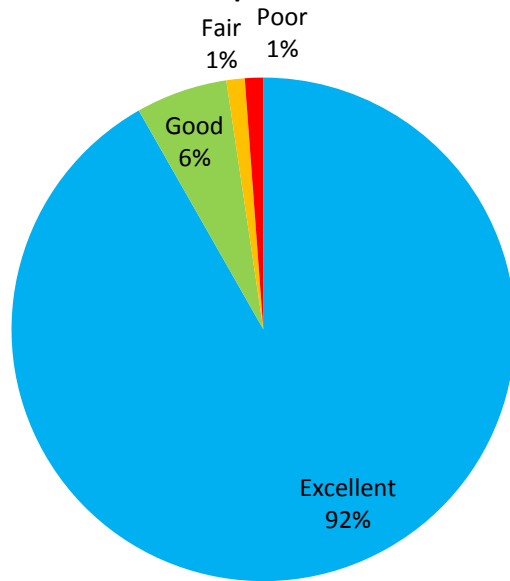
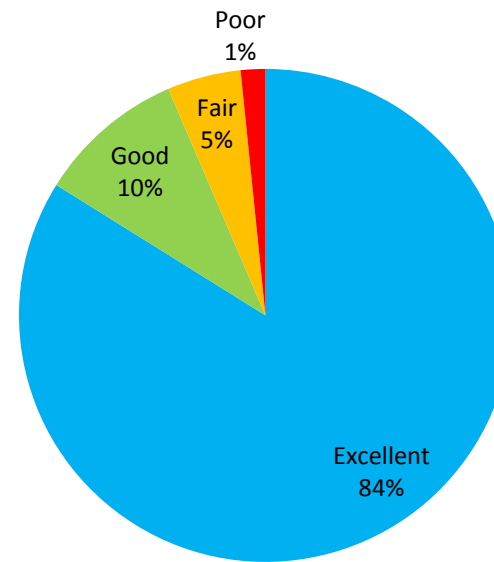


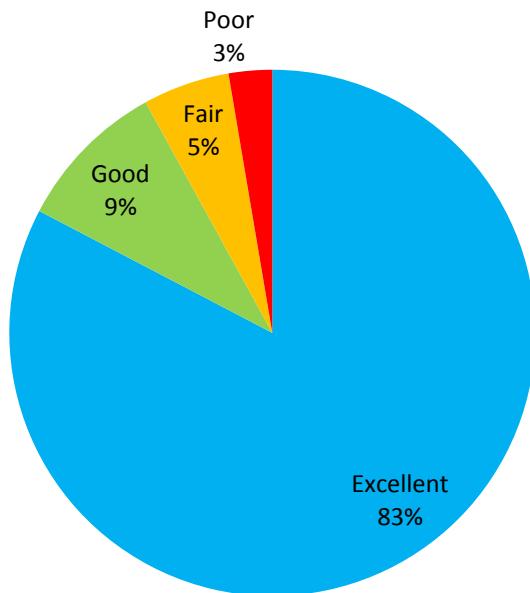
Feedback on Receptionists at Heartlands



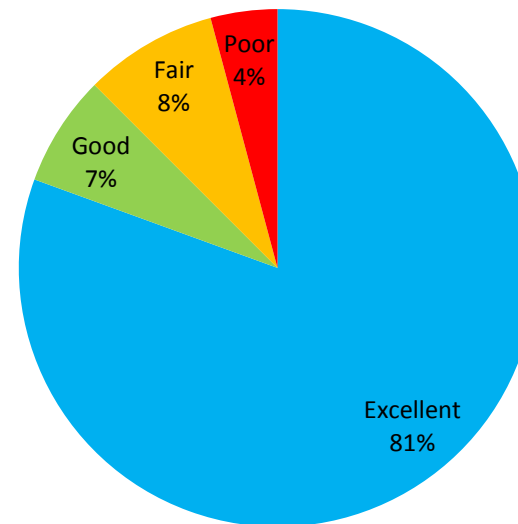
Feedback on HCSWs at Heartlands



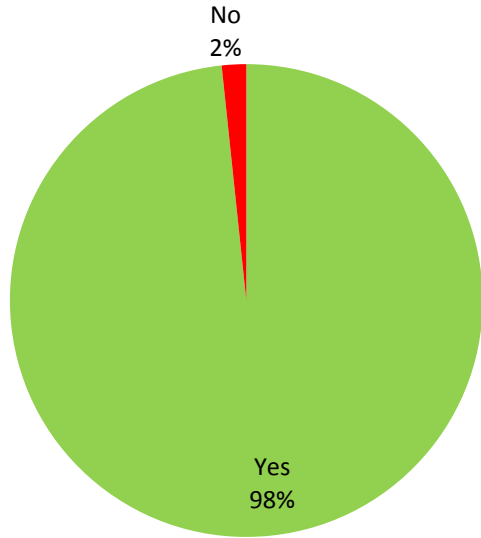
Feedback on Doctor/Nurses at Heartlands



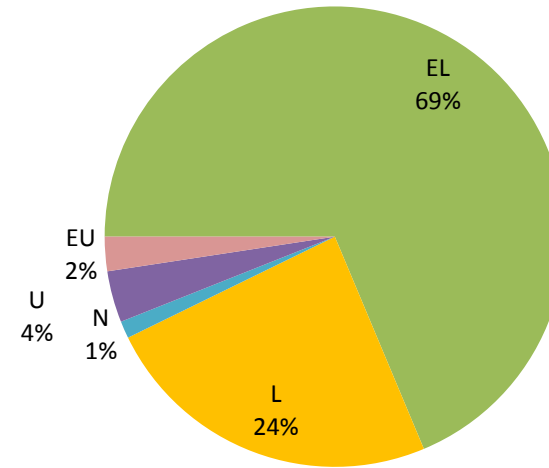
Overall Experience at Heartlands



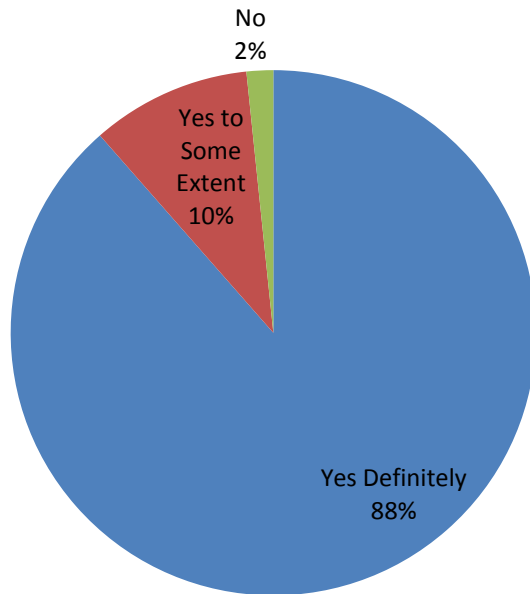
Doctor/Clinician explanation following this visit



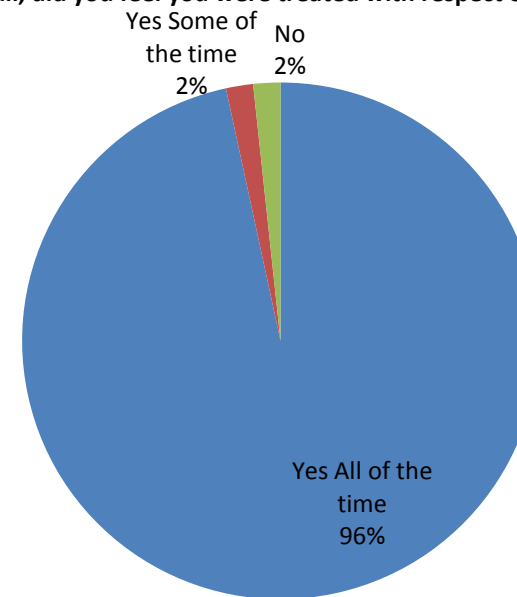
Recommendation to family/friends



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?

- I was seen very quickly as not much of a wait
- Very co-operative
- Staff were really nice and understanding
- Bernie was absolutely amazing
- Friendly staff, advice and guidance given
- Fast service, caring staff
- Friendly, helpful, quick and non judgemental
- Got more information and advice regarding my problem
- Very efficient in difficult circumstances
- It was efficient
- Explaining about the symptoms over the phone
- Its good for out of hours instead of A&E
- Polite and friendly
- Knowledge of staff, friendly staff and seen quickly
- Attitude of staff and promptness with patients.
- Friendly and thorough examination
- Pleasant receptionist and doctor was thorough
- They are listening to the patient
- Staff were all very welcoming
- Friendly and very helpful
- Very quick and very friendly/reassuring
- Doctor was excellent
- Lovely staff and doctor
- Fast and friendly
- Staff seems very friendly and helpful
- Efficient and honest about wait times
- Was seen quickly and advised properly
- A warm and friendly service by the reception team, fantastic GP
- The staff are very friendly and helpful
- Friendly staff, short time waiting
- Friendly and polite
- Helpful receptionist staff
- Good Services
- Helpful
- Very welcoming

Heartlands

- Everything good
- Good timing
- All round helpfulness and friendly staff
- Quickness, friendliness of staff
- Excellent start at reception (Rose and her team)
- Good, wasn't too long to wait
- Time and good service
- Quick to be seen
- The Doctor was friendly
- All staff were very friendly
- Quick, efficient
- Nice, friendly
- Friendly, very helpful staff
- The service was fast and friendly
- Very helpful and informative staff members, friendly staff
- Very efficient and quick service and lovely staff
- Staff perception very good
- Very through and calming put myself and my daughter at ease
- Staff at Heartlands Badger clinic are very friendly and polite and try to help the best they can, well done and thank you staff, keep up the good work
- Rose and her team were very helpful, felt welcomed and would recommend this service for family. NHS money well spent

What would have made our service better?

- They didn't have staff so had to see two people
- If the doctors here could refer and chase up appointments.
- Reduce waiting times
- More doctors
- More staff (9 doctors)
- Tea and cakes lol
- Wait time
- See a doctor more quickly
- Time (however I am aware that this is out of your control)
- To have air con or fans to cool down areas when waiting
- Air conditioning

Heartlands

- Being a bit more sympathetic and not being so abrupt
- The heat needs to be turned down, too hot in the hospital, especially for young children and babies
- More doctors, 2 hour wait
- Waiting time
- Better waiting area
- Quicker waiting time
- Long waiting times more than 2 hours not good when patient is already feeling sick