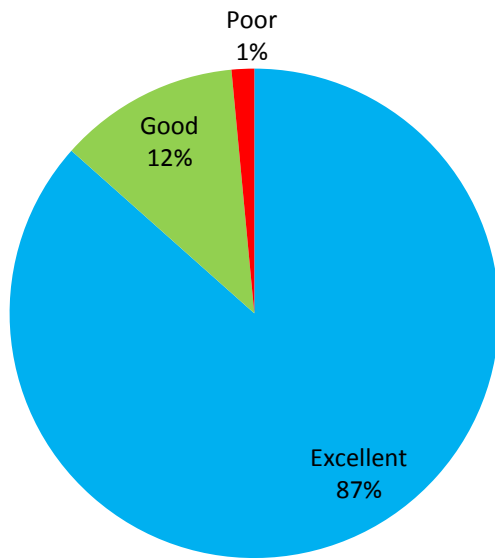
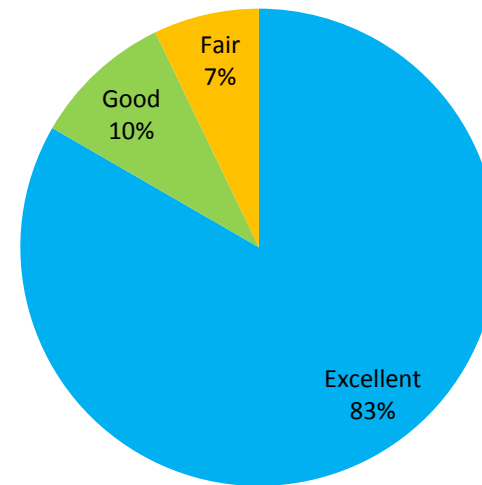


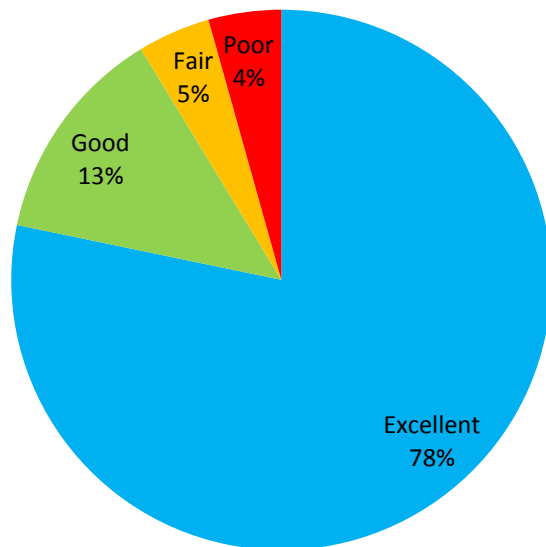
Feedback on Receptionists at Glover St



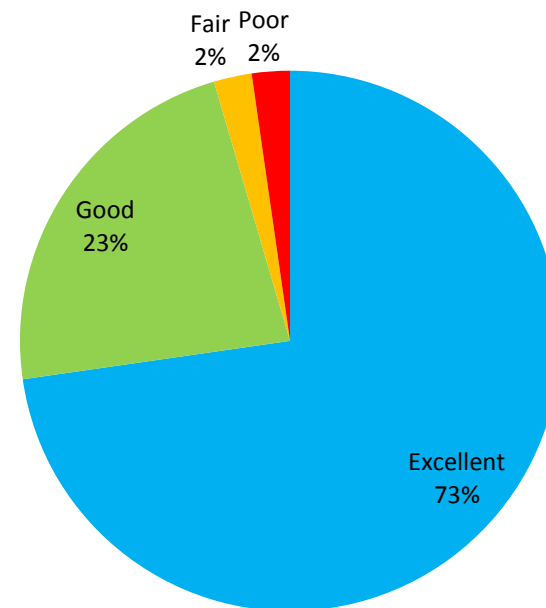
Feedback on HCSWs at Glover St



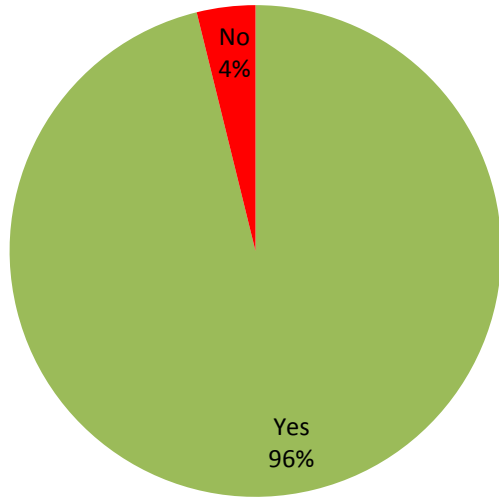
Feedback on Doctor/Nurses at Glover St



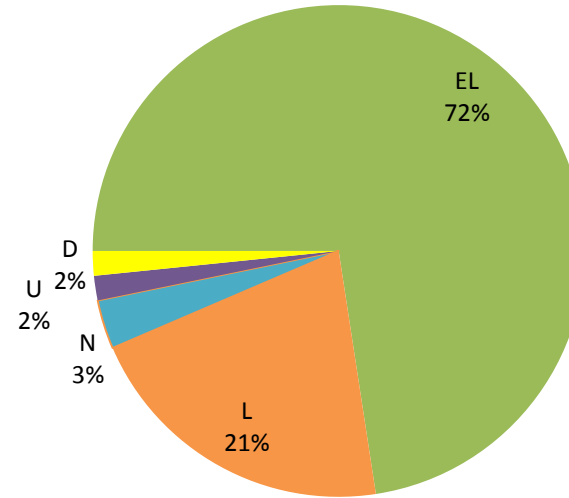
Overall Experience at Glover St



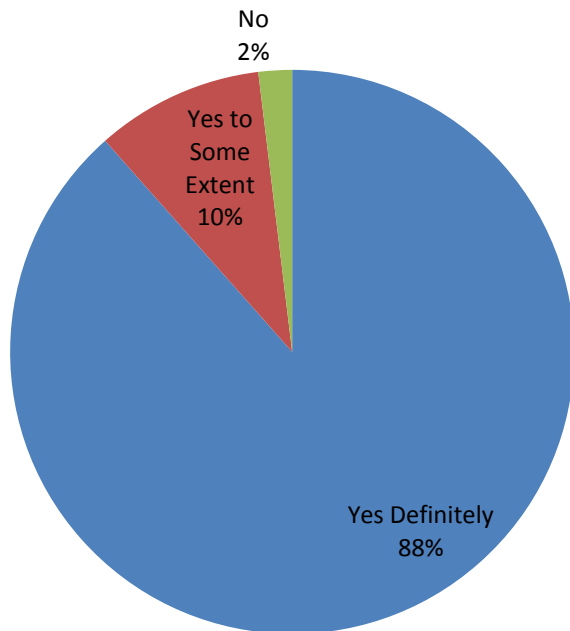
Doctor/Clinician explanation following this visit



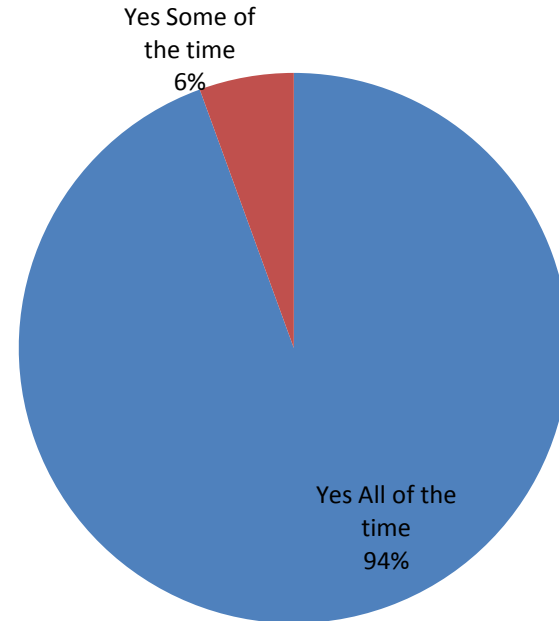
Recommendation to family/friends



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?

- Excellent, saw quickly
- Professional and very caring
- Friendly receptionist, very welcoming, good service
- Fast to be seen
- Very helpful
- Great service good communication
- The kindness and courtesy
- Fast and friendly
- Just receptionist is very polite
- Great doctor, was seen very quickly
- Friendly staff, clear instructions
- Prompt, caring, listened to my concerns
- Quick and efficient
- Rally nice receptionist
- Good time not long waiting
- No crowded waiting areas, short waiting time
- Not a long waiting time
- Fast and efficient
- Very well manned
- Friendly communication with my daughter
- The wait weren't that long and the nurses service was good
- How quickly we was seen and the lovely nurse
- See Doctor on time
- Quick friendly
- Explained so much to me and reassured me
- Prompt efficient friendly
- Excellent service
- Seen very quickly
- Very fast and polite
- Polite customer service
- The doctor was brilliant best I've met!
- Quicker than expected all helpful.
- Good friendly service
- Very quick

Glover Street

- Swift service
- Easy availability / nice environment
- Doctor polite
- Lovely, Sympathetic- thanks
- Receptionist, and the nurse practitioner were extremely helpful and polite very impressed
- First out of hours I have been to that has been efficient and good service

What would have made our service better?

- More doctors
- More funding
- If more than one relative is allowed in
- Time and TV that works
- Took several minutes to check in as reception computers did not work
- More staff
- Have hot drinks on sale
- Better chairs
- Only seeing the doctor
- More water
- Let us know what time you likely to be seen
- More receptionists
- Seen quickly
- Something for the kids to do
- Proper equipment. The bed in the treatment room was a cupboard with a foam padded cover and so couldn't be lowered or raised. My mother wasn't tall enough to sit on it and when I asked if there was a stool or step to stand on the doctor offered a chair on wheels! I said that wasn't safe and my mother couldn't bend her knee high enough either. I feel there was no risk assessment done at this venue and it therefore felt the doctor was asking my mother to move onto the examination couch in an unsafe manner. When I asked if there was another couch in the building the doctor said no and so I said that I would complain as a doctor shouldn't have to work without safe equipment. Doctor said no point in complaining as NHS has no money!! I am a community nurse and I know from experience that the treatment room would not be deemed safe when risk assessed for use by patients who are elderly or disabled.
- Need to change Doctor that I was seen by
- It concerned me because I could hear all of the confidential information being discussed in other people's consultations. May have been because the door wasn't fully closed
- There needs to be more than one doctor