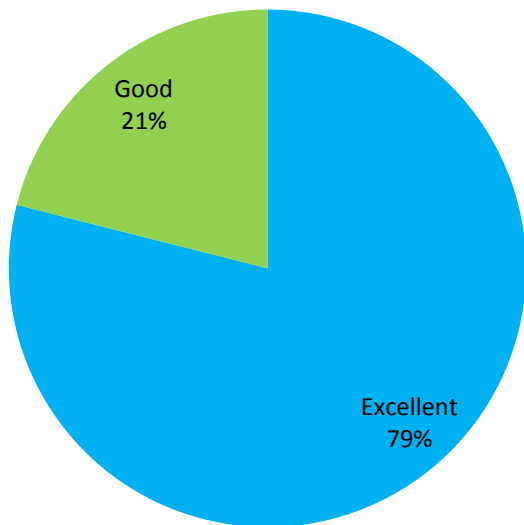
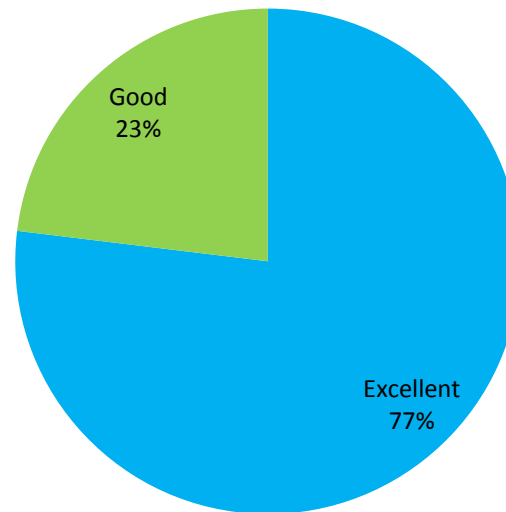


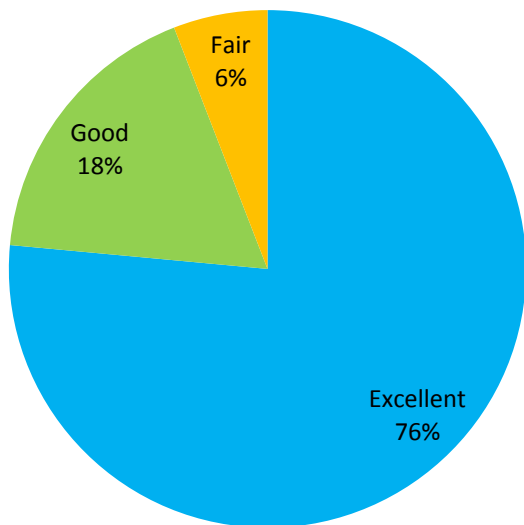
**Feedback on Receptionists at Glover St**



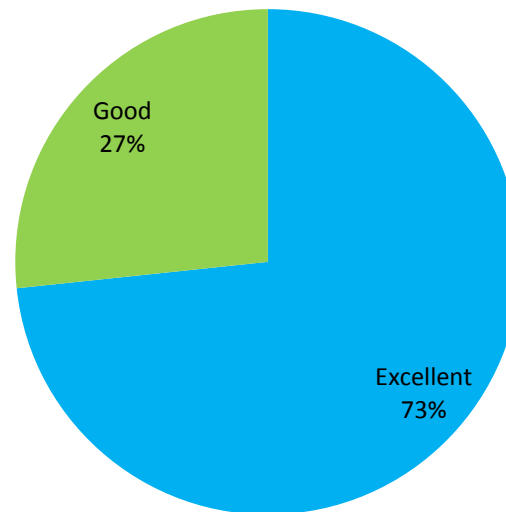
**Feedback on HCSWs at Glover St**



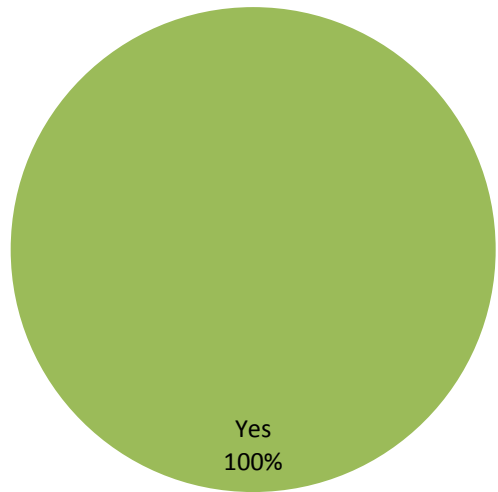
**Feedback on Doctor/Nurses at Glover St**



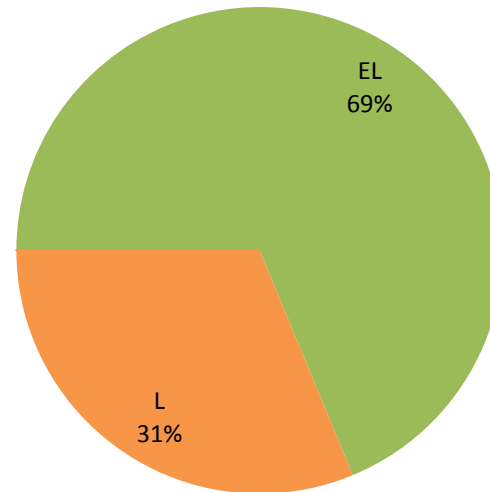
**Overall Experience at Glover St**



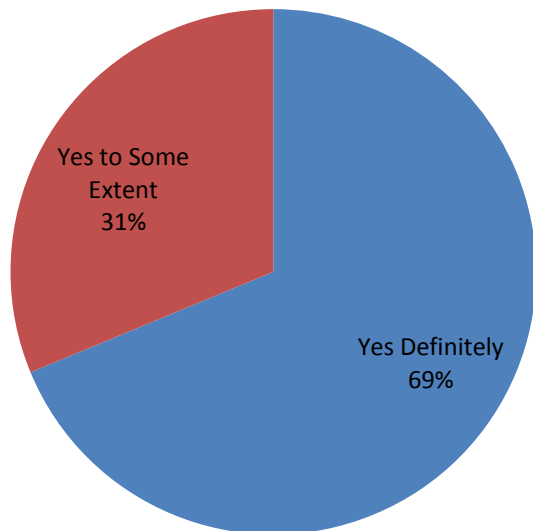
**Doctor/Clinician explanation following this visit**



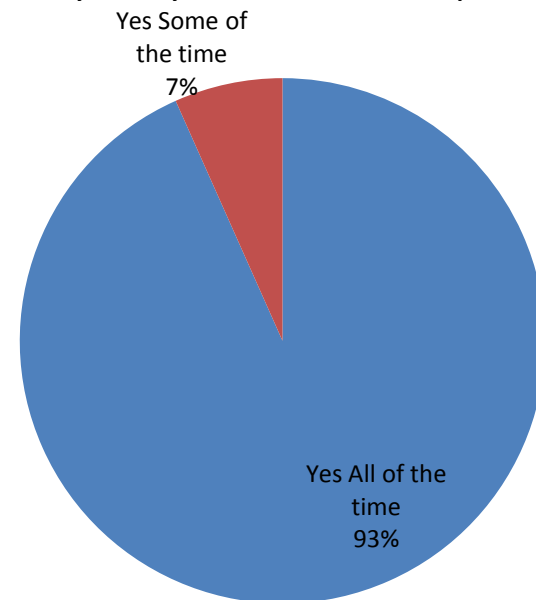
**Recommendation to family/friends**



**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?

- The speed at which I was seen and everyone listened
- Very fast and thorough
- Prompt and efficient
- Efficient
- Friendly
- Everything, Narinder was amazing
- Fairly prompt
- Not having to wait for an hour
- Very little waiting time
- Could not fault any of the service
- Prompt service, good explanation
- The concern with which I was treated
- The doctor was very caring
- Wonderful and quick
- Excellent service

### What would have made our service better?

- Quieter more comfortable chairs
- Being more helpful
- Those who phone before coming should be seen first
- Need for sound proofing treatment room 1- since consultation could be heard in the waiting area
- Improve the seating area and doctors should not take an hour + to see one patient