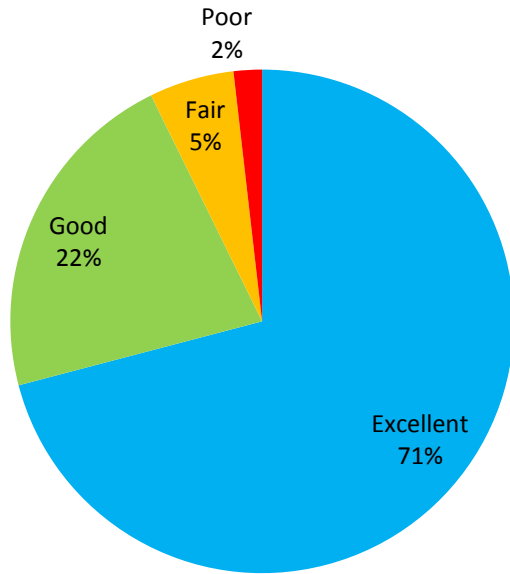
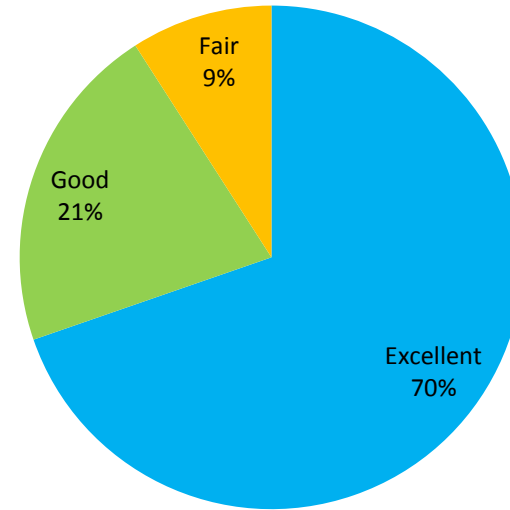


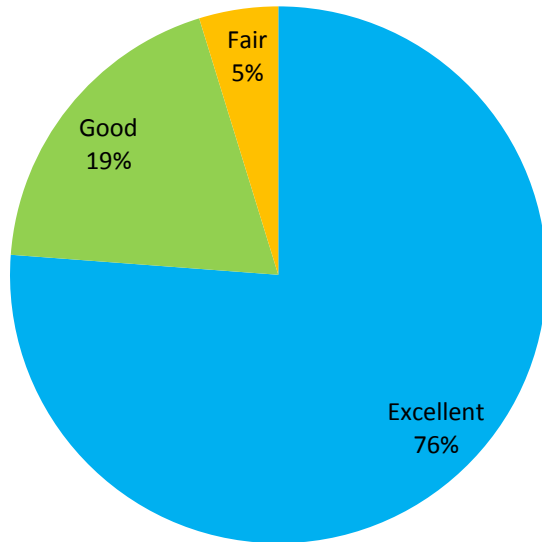
Feedback on Receptionists at Heartlands



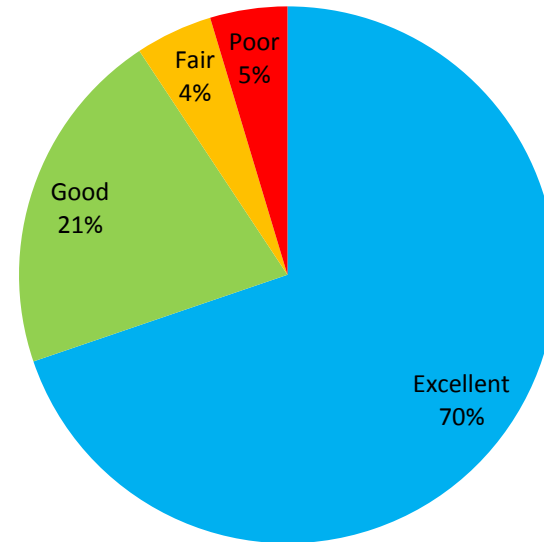
Feedback on HCSWs at Heartlands



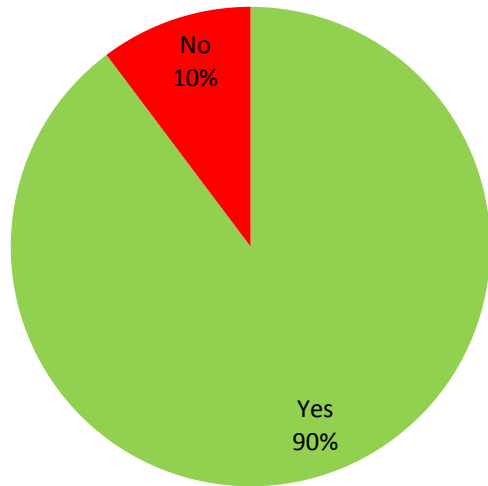
Feedback on Doctor/Nurses at Heartlands



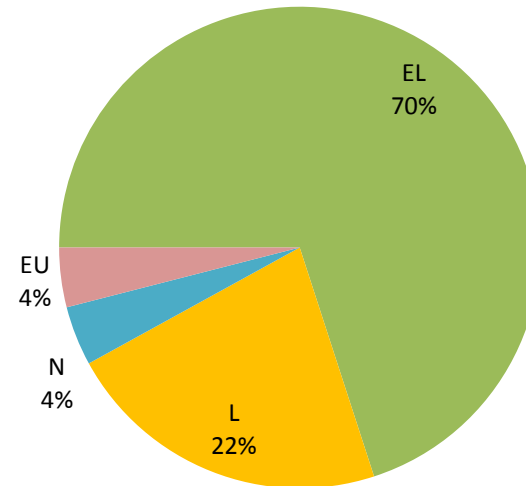
Overall Experience at Heartlands



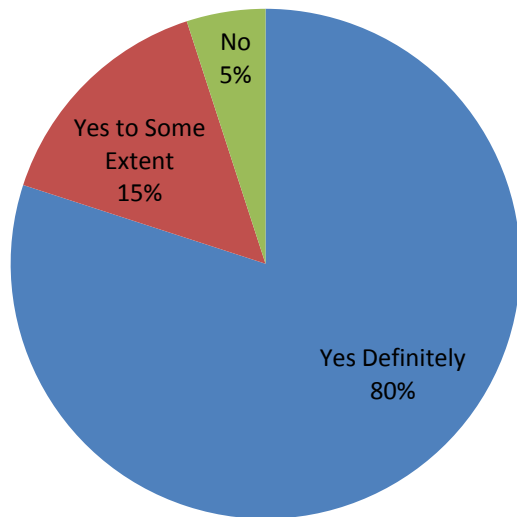
Doctor/Clinician explanation following this visit



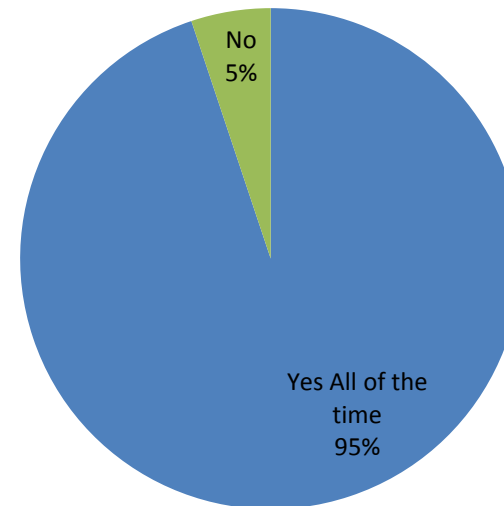
Recommendation to family/friends



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?

- Staff
- Was seen very quick
- Pleasant, caring, attitude, effective safe practise
- Speed
- Welcoming receptionist
- Super quick, received a call back very early in the morning and seen very quickly
- Very professional
- Helpful staff
- Very friendly and helpful
- Instant access
- Prompt and in depth
- Very Helpful and fast to be seen nurse was lovely
- It was open on a bank holiday/ out of hours
- Receptionist dealt with me nicely
- Good communication friendly staff
- Did not have to wait so long
- Extremely helpful
- Quick
- Was seen fairly quickly did expect longer
- Helpful
- Quick, friendly, efficient
- Not kept waiting was friendly and efficient
- Best thing is service trying their best for everyone to be seen quick
- We are happy from service
- Everything
- Really friendly receptionist, Friendly doctor
- Very friendly and helpful very quick
- Quickly respond to patient
- Care and attention
- Receptionist was helpful in telling me how long I was able to wait
- It was good the staff are really polite
- Communication that was received
- Very polite
- Kind understanding not waited to long to be seen

Heartlands

- Very friendly staff makes process easier
- Great - professional manner- great customer service put at ease
- It was good because you look after the patient very well
- Excellent Staff
- Polite and caring seen quickly
- From contact by telephone to 111 advised appointment available at Heartlands telephonist/reception desk. Nurses and doctors advise understanding, resolving and treatment given to my medical problem was perfection. Well done to all the team involved.
- Really quickly seen and very patient with my son thank you
- Very pleased and would attend again

What would have made our service better?

- More doctors
- Timing more staff
- On site Pharmacy
- Cold drinks- water
- Less time waiting
- Drinks machine empty
- To see doctor quicker
- Immediate access to other resources i.e. X-ray services
- If it was more fast e.g. just hours take time to waiting time
- Directions
- Waiting
- Should have been told where to go rather than waiting in two places
- In busy hours have more doctors/nurses/ health workers
- The waiting time
- More help
- If you helped the patient walk and if you helped the patient faster
- Up to date equipment
- Your info states that waiting times are displayed and updated regularly. It would make a significant difference to patient care to know how long the wait was and to say that you inform patients of that when you don't means you're falling short of customer care and expectations.