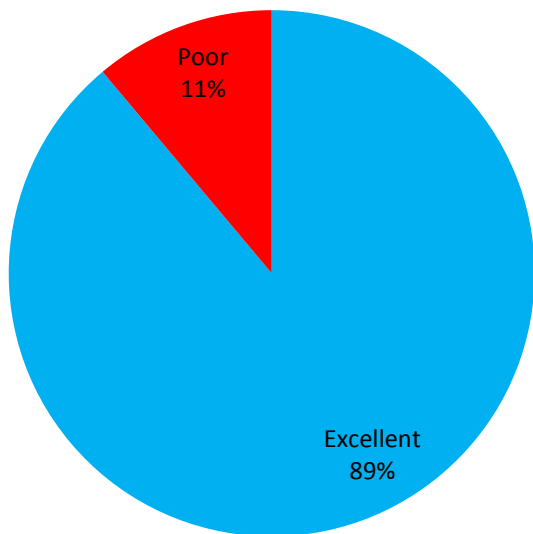
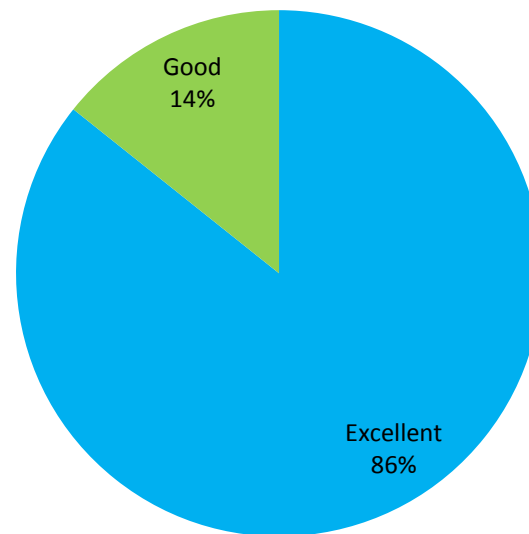


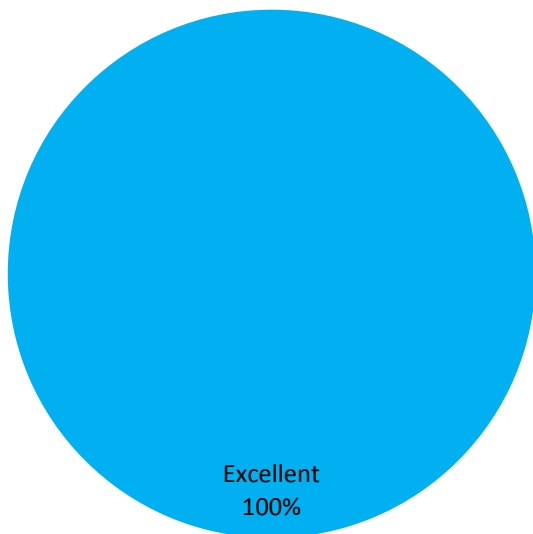
Feedback on Receptionists at Glover St



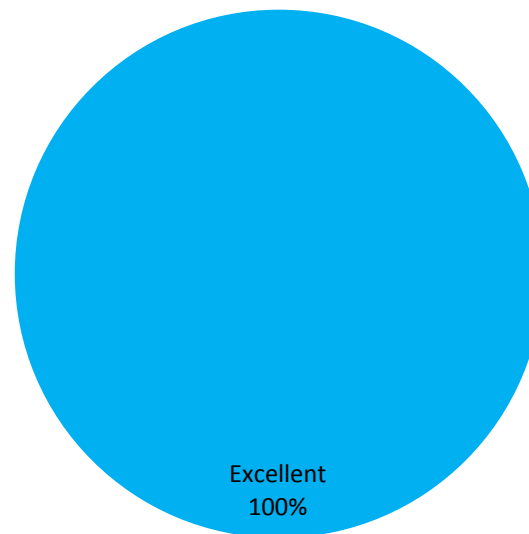
Feedback on HCSWs at Glover St



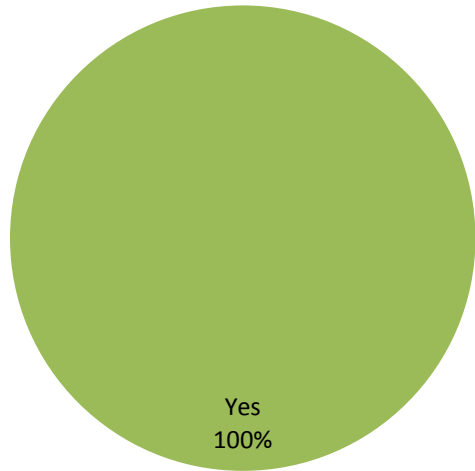
Feedback on Doctor/Nurses at Glover St



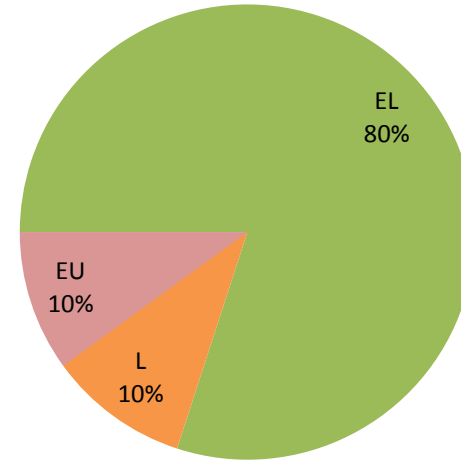
Overall Experience at Glover St



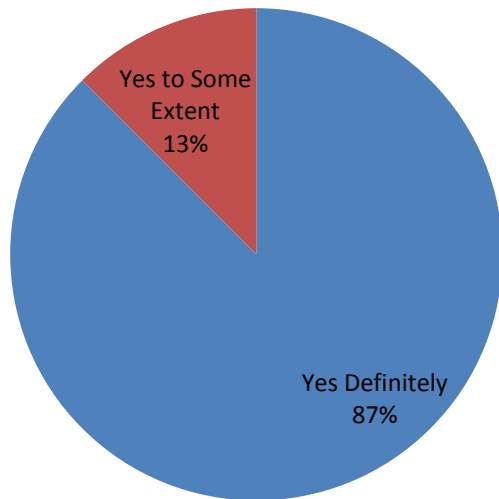
Doctor/Clinician explanation following this visit



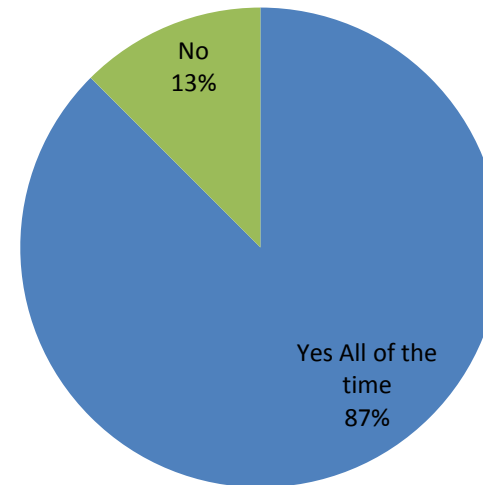
Recommendation to family/friends



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?

- No queue
- Excellent treatment from doctors very informative.
- Fast & efficient and friendly.
- Was checked before seeing the doctor and he was considerate and helpful.
- Whole experience
- The doctor himself
- Prompt, polite and efficient.
- Swift service from receptionist, nurse and doctor extremely thorough.
- Easy to find from the address I was given over the phone. Quick book in at reception, I didn't have to wait long for assessment and treatment. Receptionist a taxi to take me home
- Excellent service!
- The doctor was really helpful and brightened up my day as I was feeling down. I really appreciate the service.
- One of the best - service first class from initial phone call to seeing doctor.

What would have made our service better?

- More patients attending.
- Getting a more pleasant receptionist.
- The receptionist was very rude and she was more interested in her phone than answering my questions. Spoilt my visit to the centre. This happened at 23.00 on 11/05/2017.
- Nurse was formal, no smile, service needs improving.