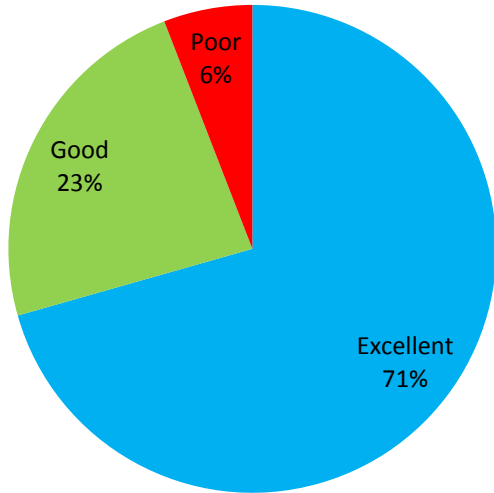
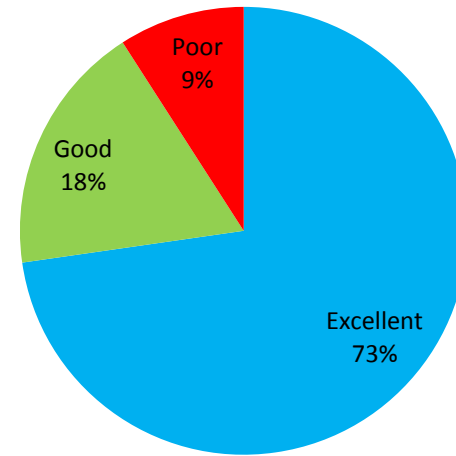


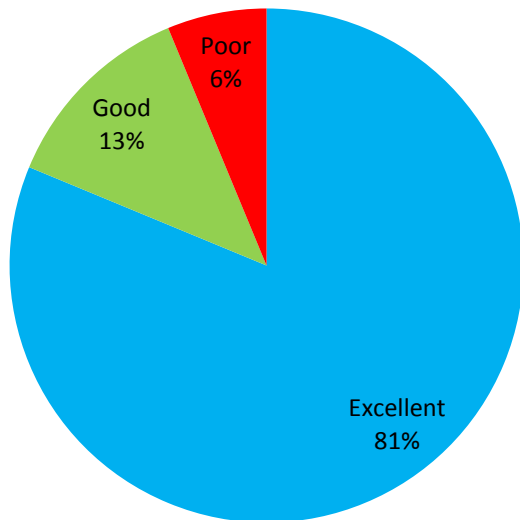
Feedback on Receptionists at Good Hope



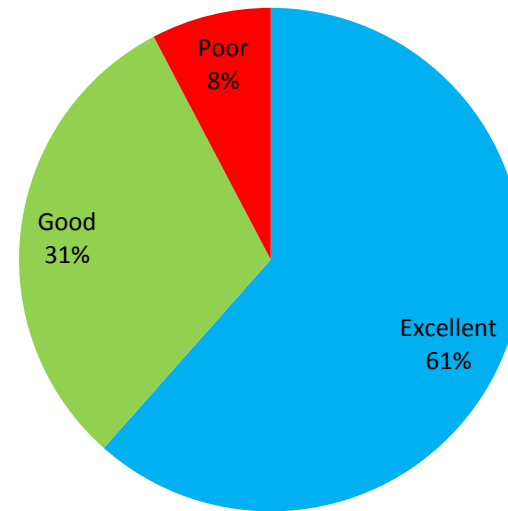
Feedback on HCSWs at Good Hope



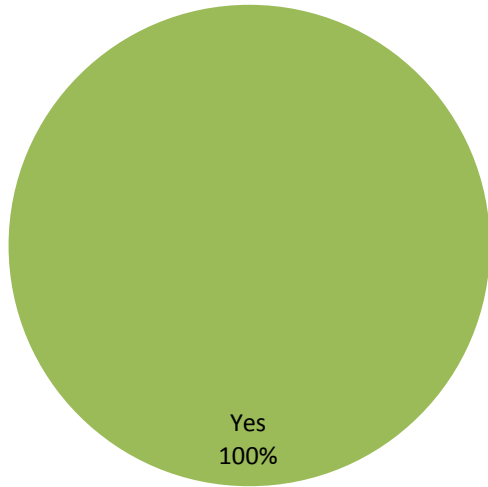
Feedback on Doctor/Nurses at Good Hope



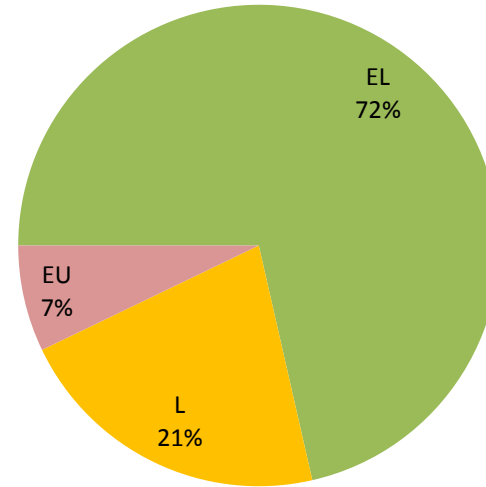
Overall Experience at Good Hope



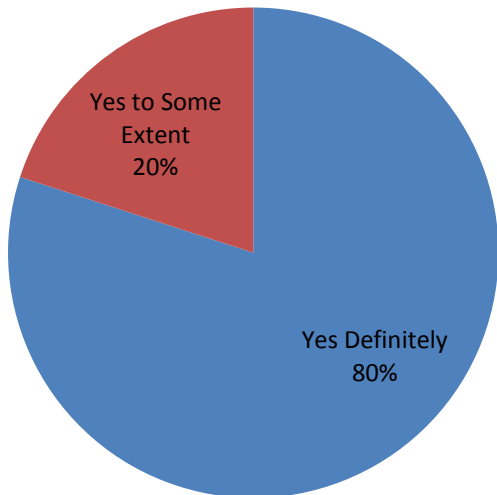
Doctor/Clinician explanantion following this visit



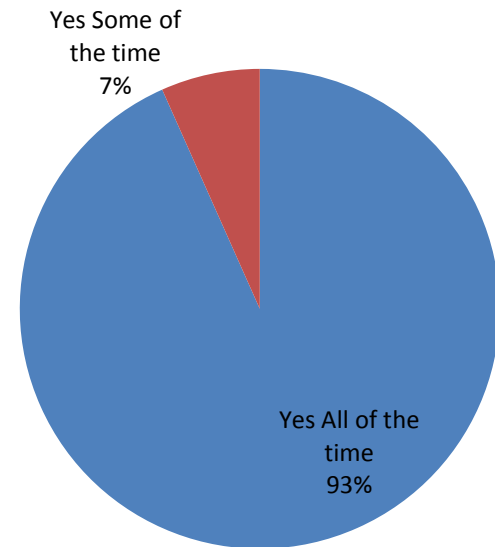
Recommendation to family/friends



Did you have confidence & trust in the clinician?



Overall, did you feel you were treated with respect & dignity?



Good Hope

What was good about our service?

- Quick and friendly
- Fast and Efficient
- Quick and easy to get an appointment to see a doctor
- The doctor gave me what I needed and helped me. More than the A&E staff were helping me.
- Very helpful
- Very professional but down to earth and practical
- Doctor was good and explained all very well
- Out of hours support was really appreciated
- Very prompt
- Was no hassle and felt like my daughter was important
- The receptionist
- I always feel worried like I will be frowned upon for not going to my own GPs but my daughter worsened and I didn't worry as we was welcomed

What would have made our service better?

- Possibly shorter wait time but can't be helped
- More availability of staff
- More doctors! There were two lazy doctors that saw 6 people between them in 3 hours. Absolutely shocking. When the changeover of doctors took place at 6.30pm they saw more patients within half an hour than the two previous doctors did in 3 hours. Shocking service. People sitting on floor or standing up due to lack of seats. There should be a 10 minute allocation per appointments.