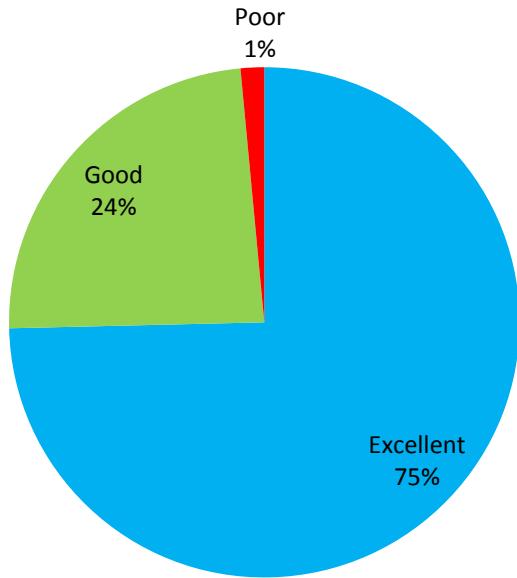
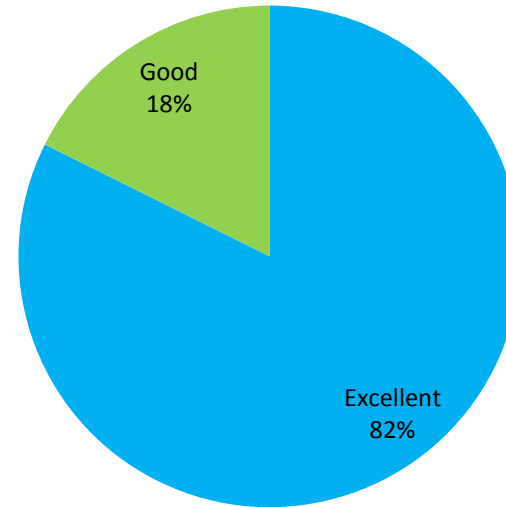


**Feedback on Receptionists at Heartlands**



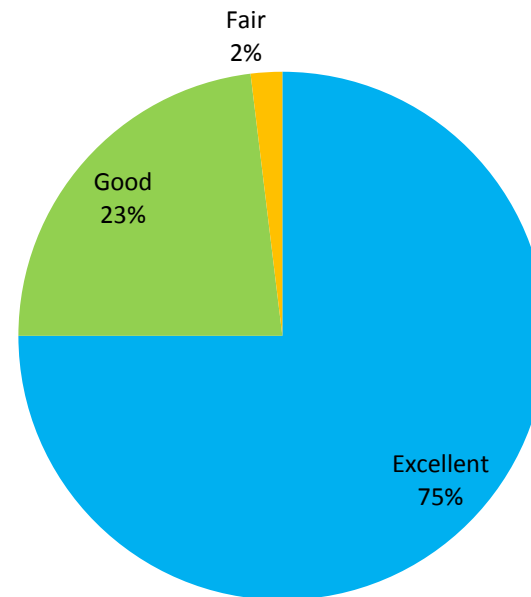
**Feedback on HCSWs at Heartlands**



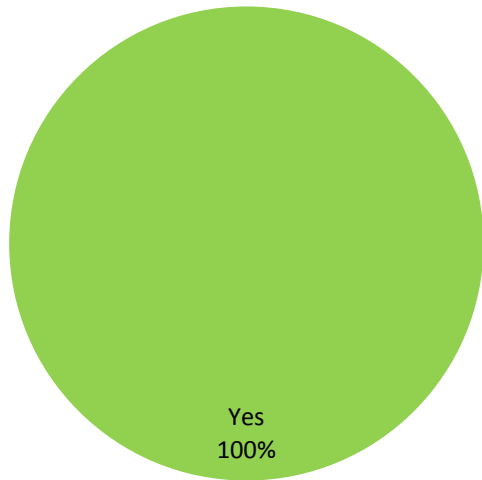
**Feedback on Doctor/Nurses at Heartlands**



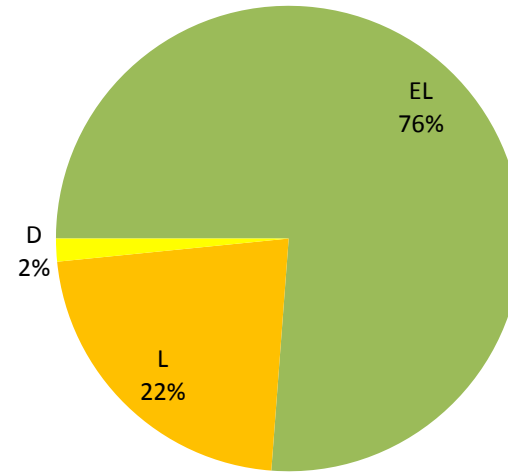
**Overall Experience at Heartlands**



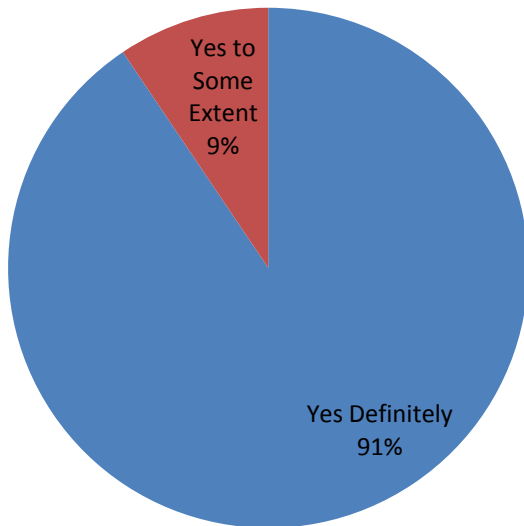
**Doctor/Clinician explanation following this visit**



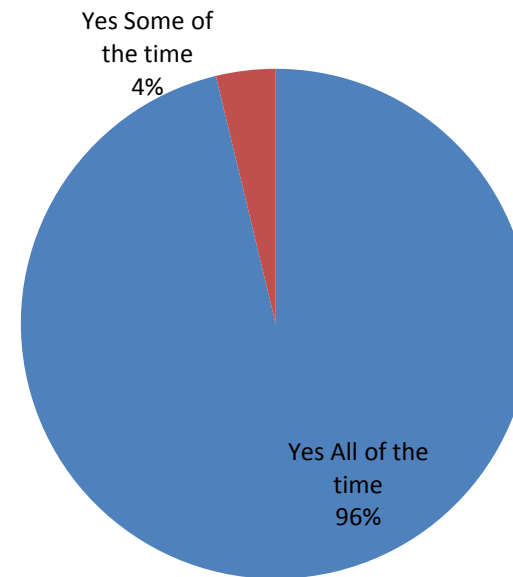
**Recommendation to family/friends**



**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?

- Efficient, friendly staff
- Thorough - made me feel at ease (Miss Finnegan)
- Quick and efficient
- Friendly staff, fast
- Everything excellent
- Smiley faces
- service fantastic in and out
- Very helpful all staff
- Empathetic kind words from the receptionist
- Very nice and caring
- Being available to attend when other services are not available
- No hanging about was very efficient by Shamim receptionist
- Seen very quickly by all staff involved
- Literally everything - Brilliant experience
- Short waiting time - nurse was very nice and informative
- Fast service, nice staff
- Everyone was friendly and wait time was quick
- Welcoming receptionist
- Speed of referral
- Pleasant caring attitude, effective safe practice
- Good with little ones, helpful with pharmacy.
- Very pleasant lay fully explained about my condition
- Henna Hussain was absolutely lovely, very professional, really looked after me even though it was busy
- Staff were excellent, brilliant customer service - especially the receptionist
- It didn't take a long time to wait
- My child was checked good overall
- Service I received was second to none
- Organised - didn't need much time to register - was seen within 30 mins
- The doctor was excellent explained everything very well
- Friendly caring put at ease professional
- The doctor was very helpful, patient and showed concern. He asked multiple times if I had any
- Liz was excellent, took time to explain things. Was pleasant and well mannered.
- Shamim was very kind/excellent with patients
- Receptionist Shamim was brilliant very polite and kind

## Heartlands

### What would have made our service better?

- Shouldn't have to wait 1st come 1st served
- Clean it
- Don't let the patients wait so long - May be more doctors needed
- Shorter waiting times
- More staff
- If you had better seats
- Seen by doctor quicker
- A TV to keep occupied while waiting
- On site pharmacy
- You should not have to wait, first come first serve.
- It take better care treating my child she has nose bleeds
- To be seen quicker
- Play area for babies
- Pop machines
- Be seen quicker
- TV
- Quicker
- The place needs air con especially on warm days and possibly a TV to keep waiters occupied