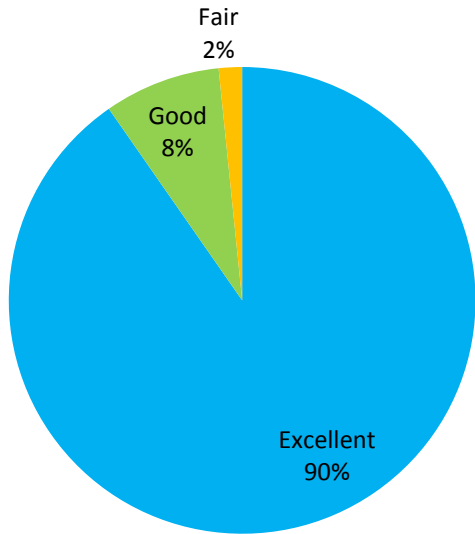
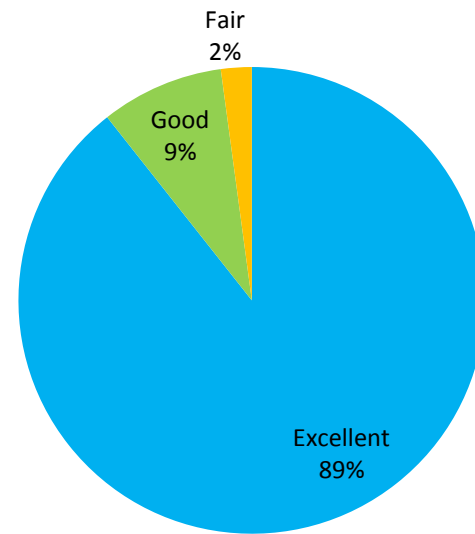


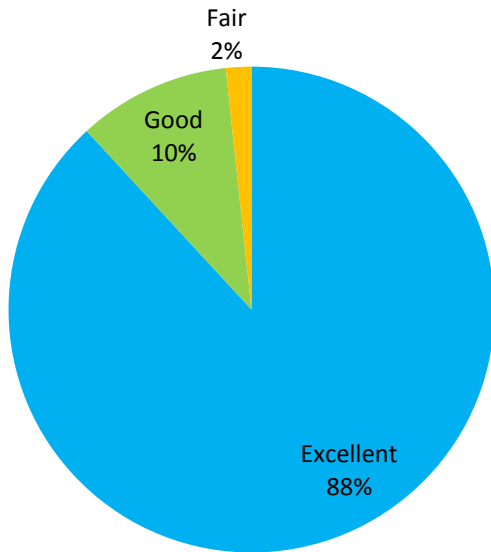
**Feedback on Receptionists at Heartlands**



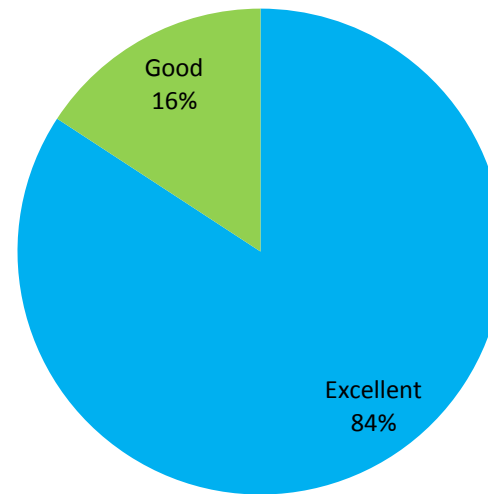
**Feedback on HCSWs at Heartlands**



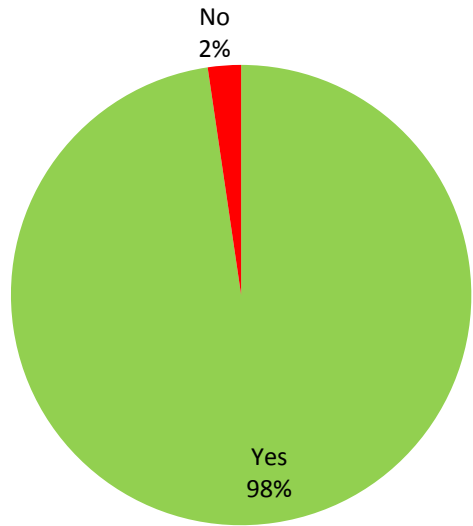
**Feedback on Doctor/Nurses at Heartlands**



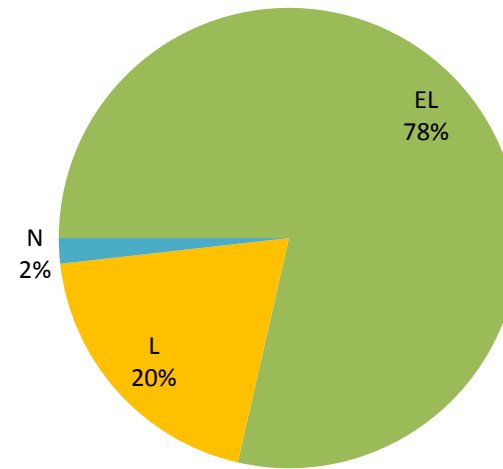
**Overall Experience at Heartlands**



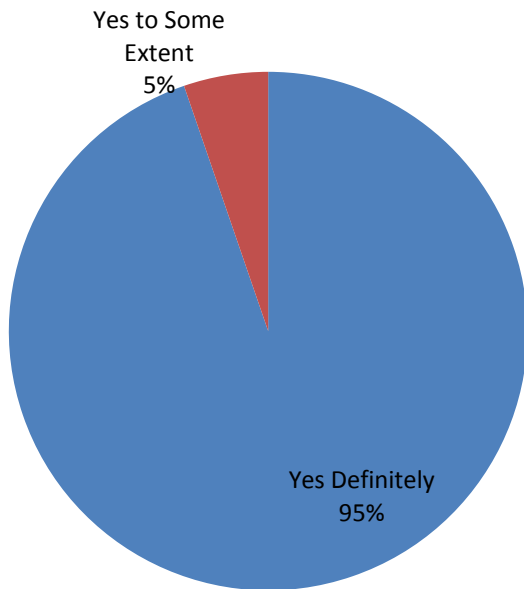
**Doctor/Clinician explanation following this visit**



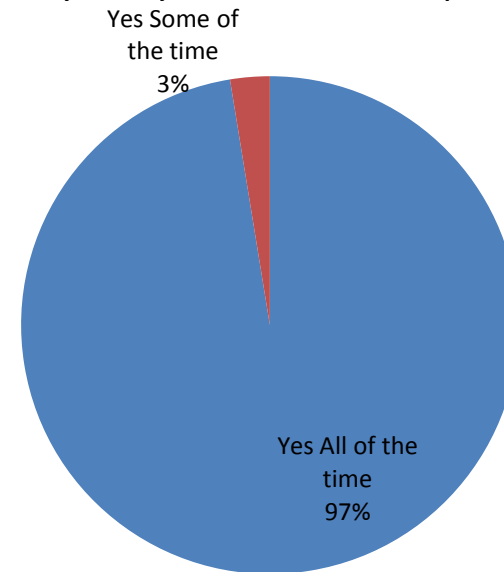
**Recommendation to family/friends**



**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?

- Communications
- Quickly seen Nurse was through in checks
- Seen to quickly
- Nurse was amazing and helpful
- Reception staff is lovely and attentive
- The promptness and the care
- Very friendly staff
- Friendly and very helpful
- Everything
- It was quick this time round efficient
- Prompt call back, doctor service very slow
- Receptionist went above and beyond to help excellent staff
- The friendliness of the colleague & professionalism & compassion of Nurse
- Professionalism/effectiveness
- Excellent service
- Doctor was very helpful
- All very helpful
- The information received and the overall experience
- Waiting time
- Fast & Thorough
- Everything, receptionist Shamim
- All
- Excellent manners from Shamim the receptionist very polite
- Quick Service
- Good listener, good communication
- How quick you responded to me
- Fast and Friendly service
- Dealt with straight away
- Receptionist was friendly
- Excellent service from Shamim - receptionist
- Helpful medical staff/ receptionist
- We got seen very quickly
- Good communication
- Friendly manner, thorough and patient even late at night. Brilliant service
- A really quick service

## Heartlands

### What would have made our service better?

- More doctors
- Free parking would have benefited
- More clinics
- Bit cooler waiting area as very warm
- To explain better where badger services is waited 1.30 hours in wrong department
- Initial meeting with medical staff interrupted by other staff for an air freshener- this was rude.
- An - X- ray
- Free coffee & tea