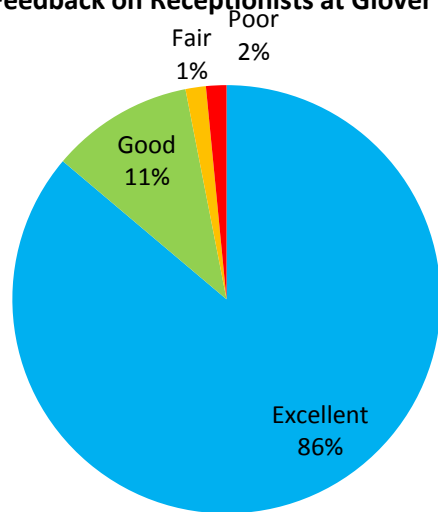
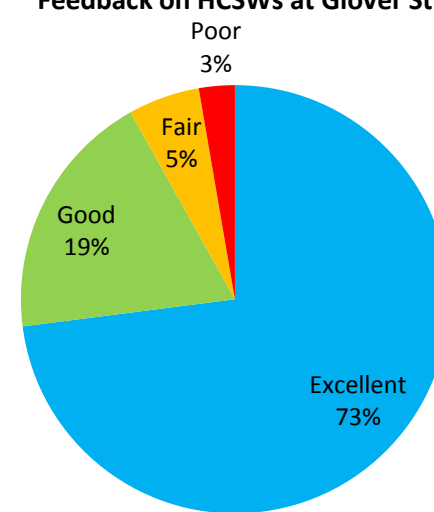


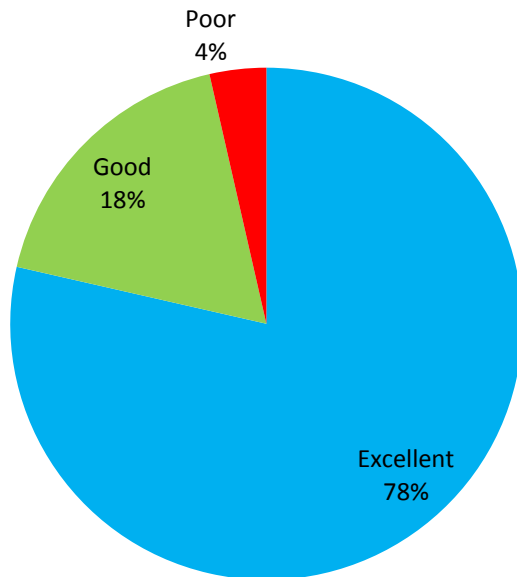
Feedback on Receptionists at Glover St



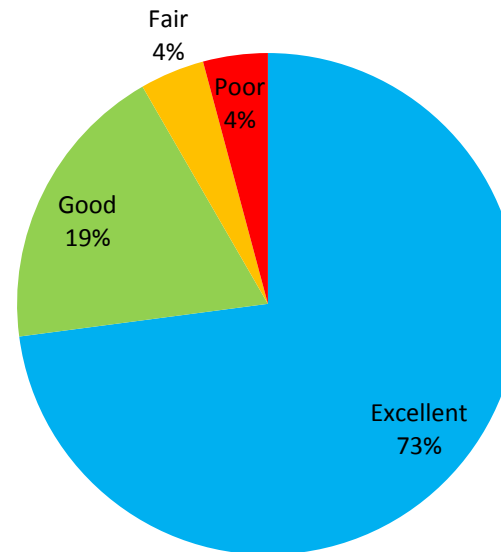
Feedback on HCSWs at Glover St



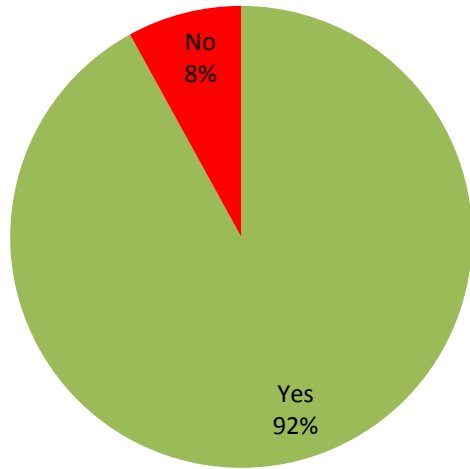
Feedback on Doctor/Nurses at Glover St



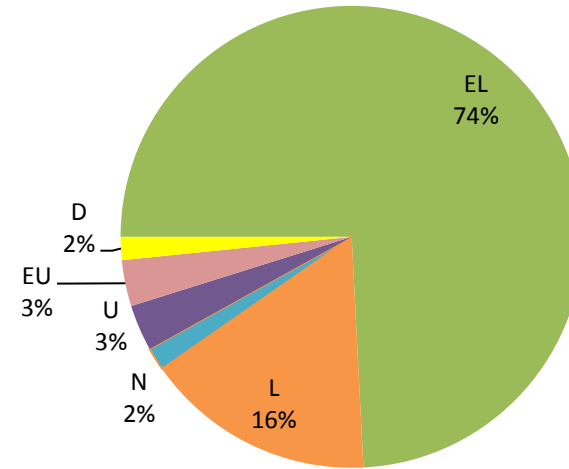
Overall Experience at Glover St



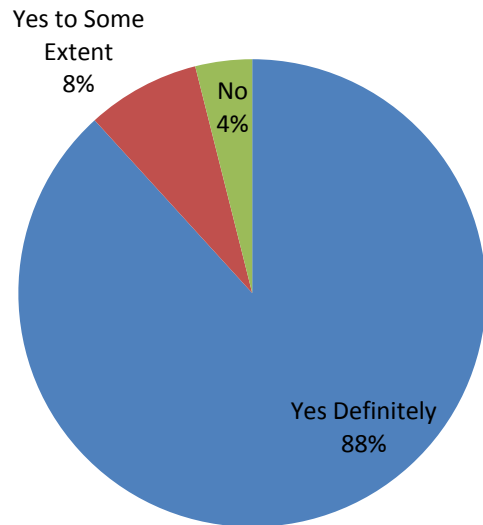
Doctor/Clinician explanation following this visit



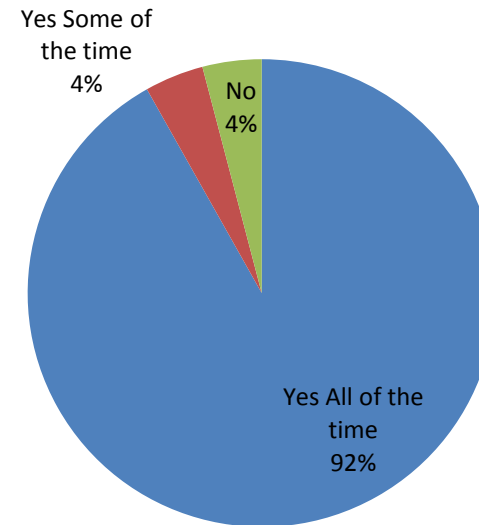
Recommendation to family/friends



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?

- Courtesy & care/customer service
- Very fast
- Seen to straight away
- Everything
- Its friendly
- Good service and less rush, this is my best badger
- Doctor was very understanding
- Very polite and friendly
- Quick helpful response from both receptionist & doctor
- Was seen and treated well
- Very quick to be seen
- Prompt services, good care
- Timing
- The overall service and how the staff treated me
- Quick treatment & pro
- Fast
- Efficient & friendly
- Very friendly on the phone and at reception. Doctor very efficient & approachable
- Got a appointment straight away
- Very professional
- Could be seen anytime
- Very fast, nice doctor
- Fast, efficient, friendly, easy
- The nurse was wonderful and receptionist very efficient
- The doctor explained things well
- Polite
- Very quick and professional
- Very efficient & kind
- The nurse was very friendly, understanding & met needs
- Less waiting time
- Very understanding& efficient
- Good doctor
- Well organised
- Could not fault in anyway, we are so lucky
- Really nice and helpful, as well as understanding

Glover Street

- Fast & friendly
- Friendly staff
- Being able to be seen same day
- Superfast service
- Quick/helpful

What would have made our service better?

- Better seats
- If it was closer to home
- Bigger car park
- A doctor who isn't rude
- Shorter waiting time if possible
- Being referred to badger clinic closer to home
- Not very helpful doctor
- Travelling and distance
- Walk in, but then again that could make it harder
- If the waiting was a bit shorter
- More secure parking for patients
- If doctor turned up