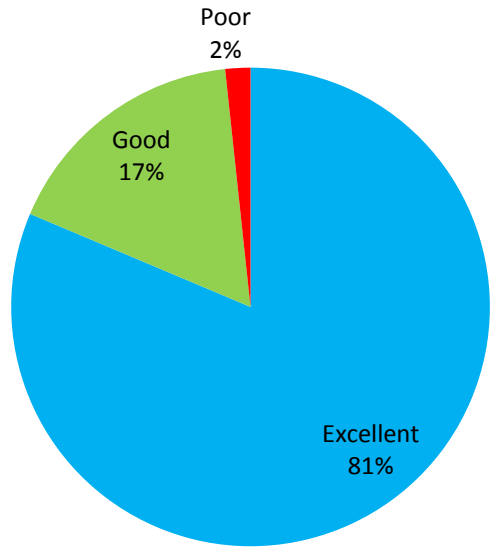
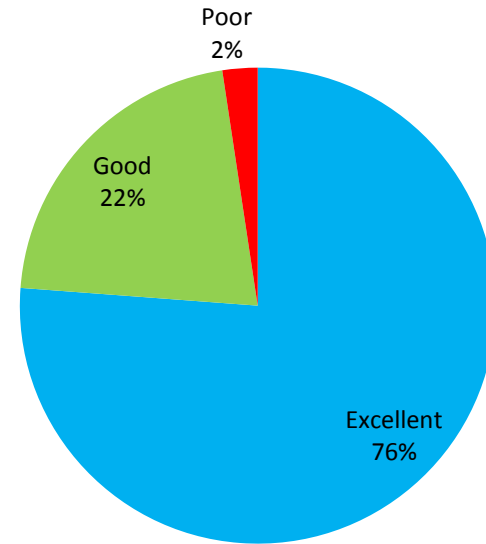


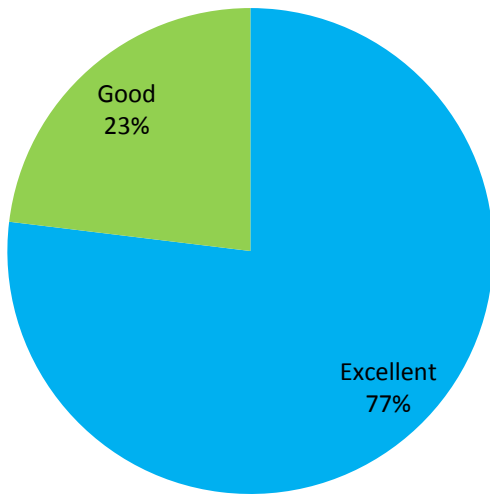
Feedback on Receptionists at Heartlands



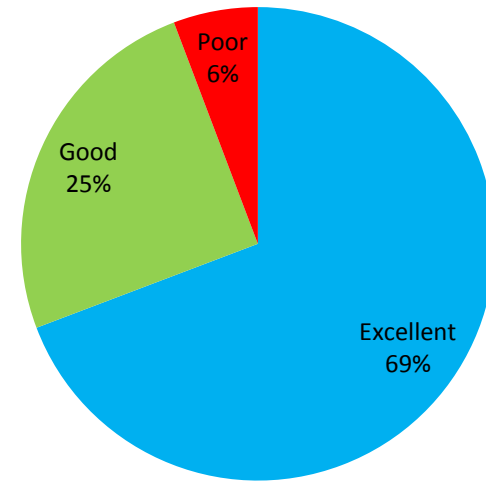
Feedback on HCSWs at Heartlands



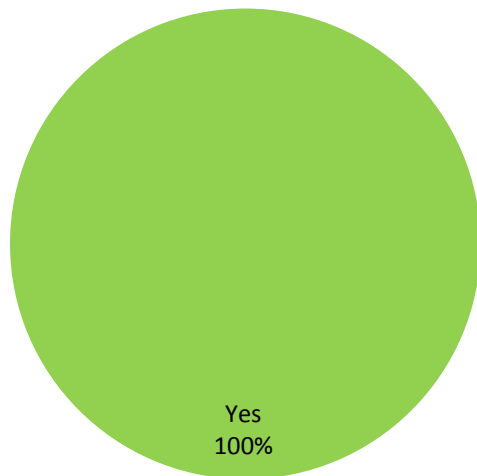
Feedback on Doctor/Nurses at Heartlands



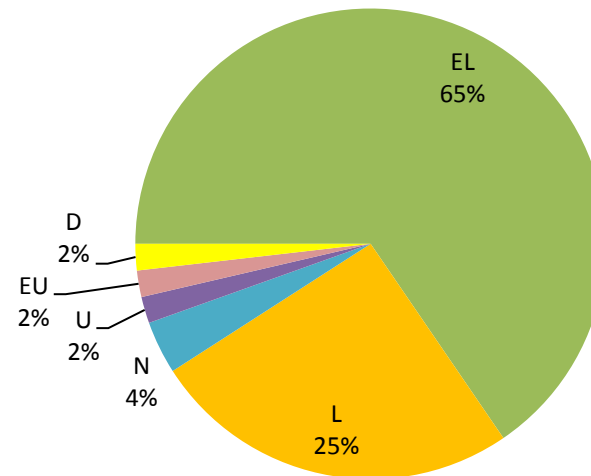
Overall Experience at Heartlands



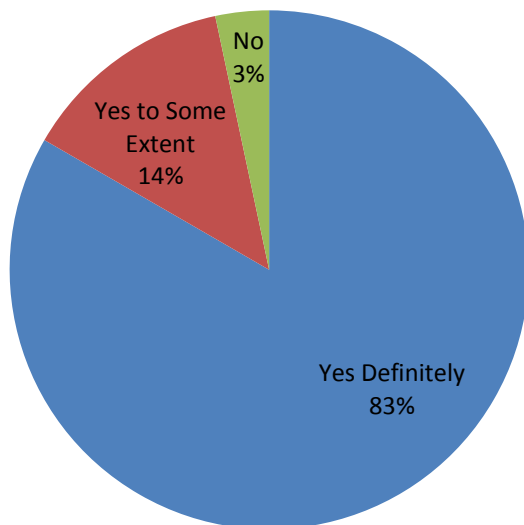
Doctor/Clinician explanation following this visit



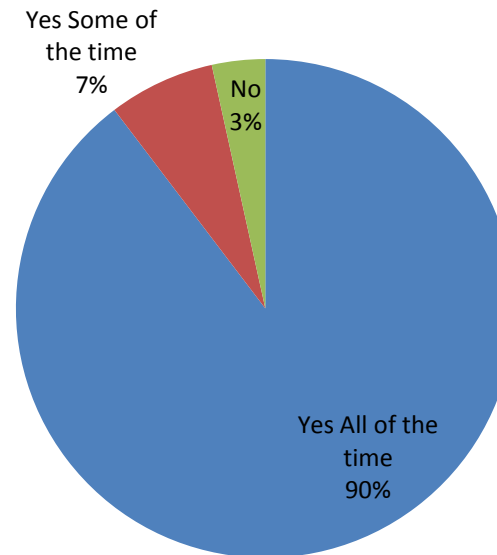
Recommendation to family/friends



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?

- Very friendly
- Helpful staff
- All is good
- Everything
- Way they deal with the patients
- It was professional and I felt comfortable and relaxed
- They showed interest and empathy
- Friendly staff
- Excellent all round service polite/friendly
- Thank you for service excellent
- Fast
- Great attitude and very helpful
- Really helpful
- Caring attitude of the health care worker
- Friendly staff
- Very polite
- Quick, resolved issue
- The staff were nice and funny
- Speed & service
- All of it
- Friendly staff
- Staff were nice
- Very pleasant & and no time wasting
- Friendly
- It was quick
- Location
- Reception staff friendly & helpful/nurse brilliant

Heartlands

What would have made our service better?

- Waiting time
- Openness/fairness
- Service
- Less waiting time
- More doctors so the wait wouldn't be so long
- To be seen quickly
- Waiting too long at the reception
- Less waiting time
- Waiting time
- Doctors were late, waiting times
- Cooler environment, very warm
- Getting seen quicker / vending machine / looks unclean
- Less waiting time, better waiting area