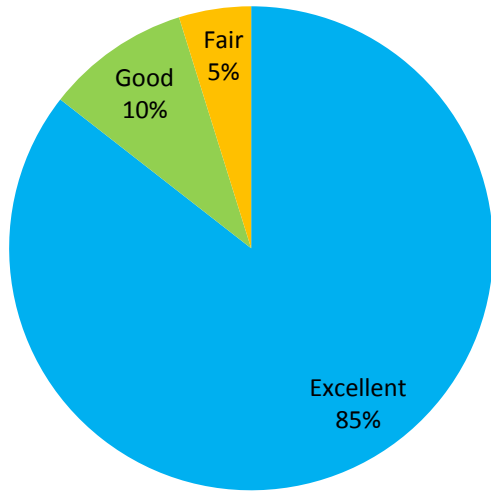
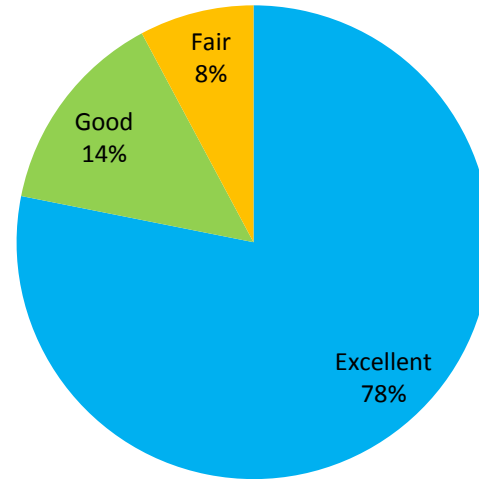


Feedback on Receptionists at Heartlands



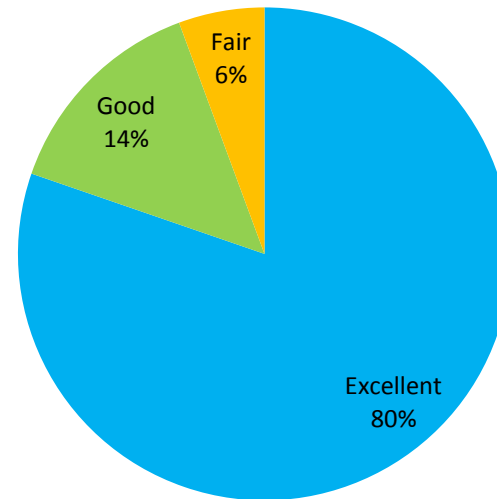
Feedback on HCSWs at Heartlands



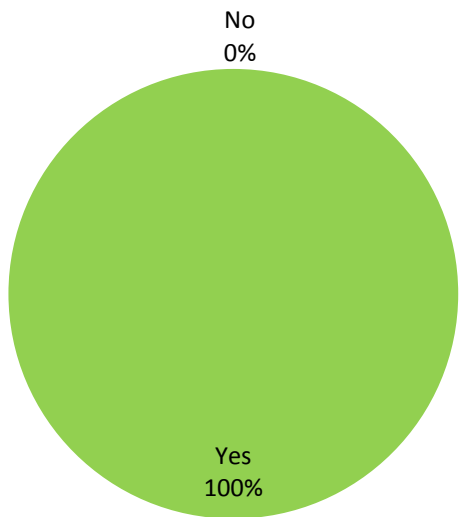
Feedback on Doctor/Nurses at Heartlands



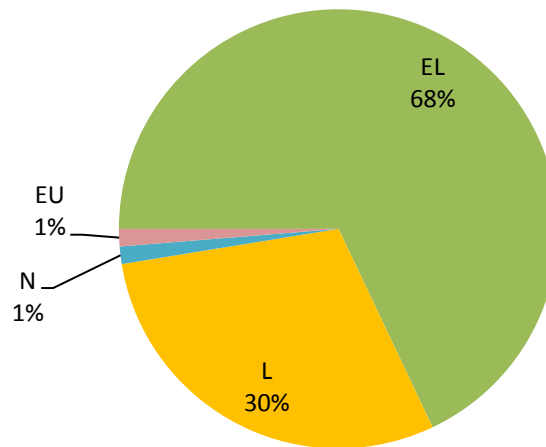
Overall Experience at Heartlands



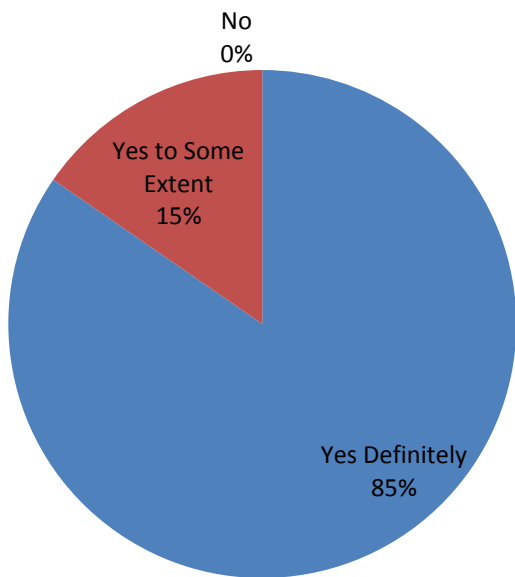
Doctor/Clinician explanation following this visit



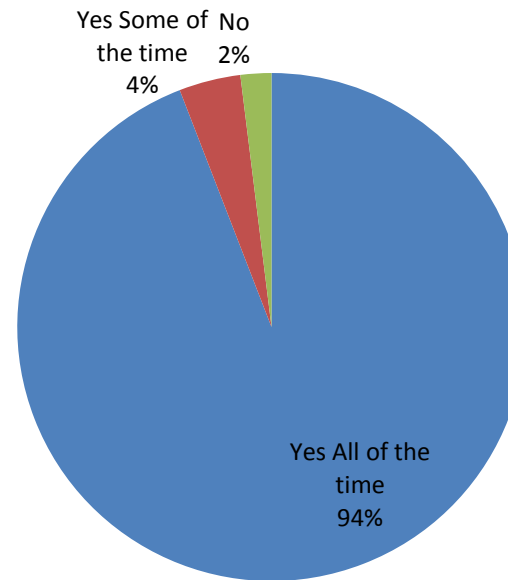
Recommendation to family/friends



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?

- Prompt, efficient, clear
- Quick service
- Receptionist was really helpful, very friendly
- Fast service, clear explanation
- Nurse/ quickly seen/ polite
- First time here we were listened to Badger clinic
- Very quick friendly
- Professional and explained thoroughly
- Quick, efficient & thorough
- Friendly, helpful staff, pleasant smiles and great customer service
- Attentive, clear, helpful, were we lucky? We were seen straight away
- The health care worker was compassionate & friendly
- Quick efficient, informative
- Good support
- The nurse was great which put me at ease
- Promptly seen for assessment, even though you may have to wait for the doctor
- Staff are really nice Doctor really nice
- Receptionist was very helpful
- Everything
- The doctor took time to listen to us
- The nurse practitioner was caring and understanding
- Fair timings, friendly staff/ receptionist
- Staff- waiting time was short
- Doctor was so kind we appreciate everything, Thank you
- Short waiting time & excellent doctor
- Everything cant fault anything
- Great service, not too much of a wait, great reception staff who were more than happy to help.
- Very nice
- Efficient, friendly, patient
- We can be seen within a day
- So quick
- The receptionist was very excellent and friendly
- Very Kind very polite staff. Extremely happy with service provided
- I was not waiting for long, everything was good, receptionist Shamim good
- Receptionist

Heartlands

- The staff
- Good
- Fast and efficient service
- The welcoming factor and the doctor
- Friendly staff
- Fast & efficient
- Welcomed and listened to
- Staff very polite
- Looking after all in good time and give the best
- Willingness to help
- Fast, friendly, helpful
- Friendly, quick, reassuring staff
- Excellent quick service, pleasant staff

What would have made our service better?

- Too hot in waiting room
- Quick service
- Timing
- Update on waiting times
- Less queues if more doctors were employed
- No wait
- Drinking water- waiting area
- More doctors on duty , cut down waiting time
- Comfy chairs and better tables along with refreshments
- More doctors - reduce waiting time
- Lots of chocolate
- More things for patients with children, magazines and decorate
- More doctors
- More staff doctors and nurses to cover all the numbers