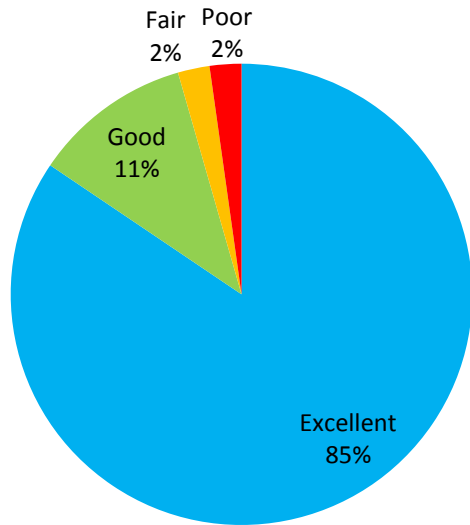
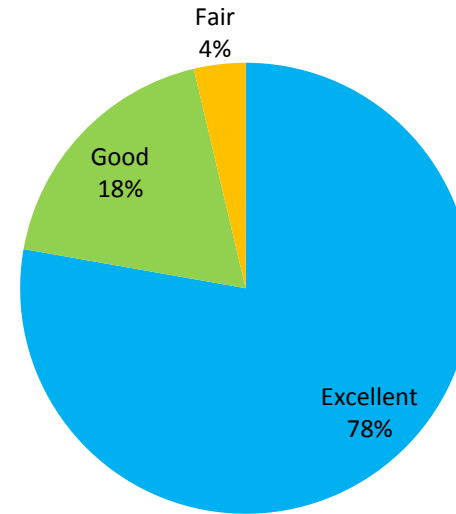


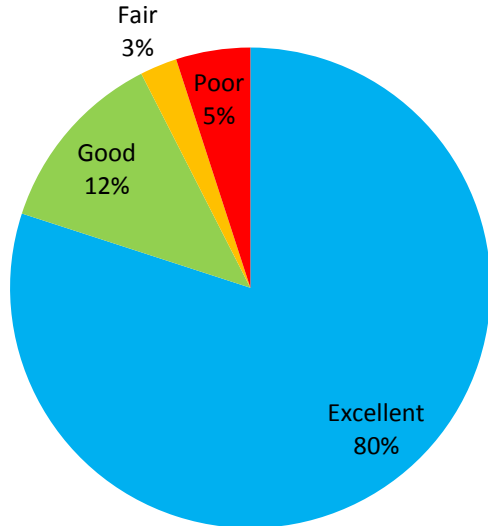
Feedback on Receptionists at Heartlands



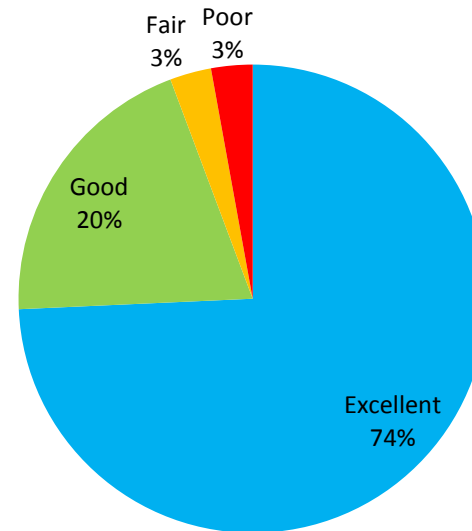
Feedback on HCSWs at Heartlands



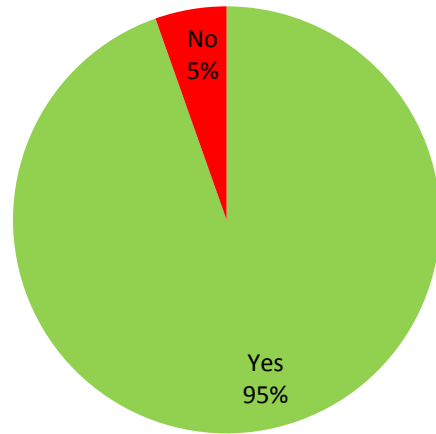
Feedback on Doctor/Nurses at Heartlands



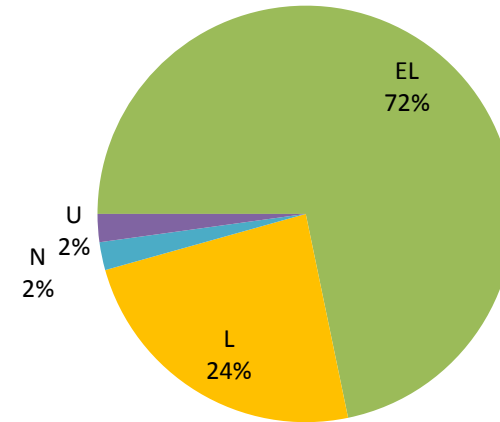
Overall Experience at Heartlands



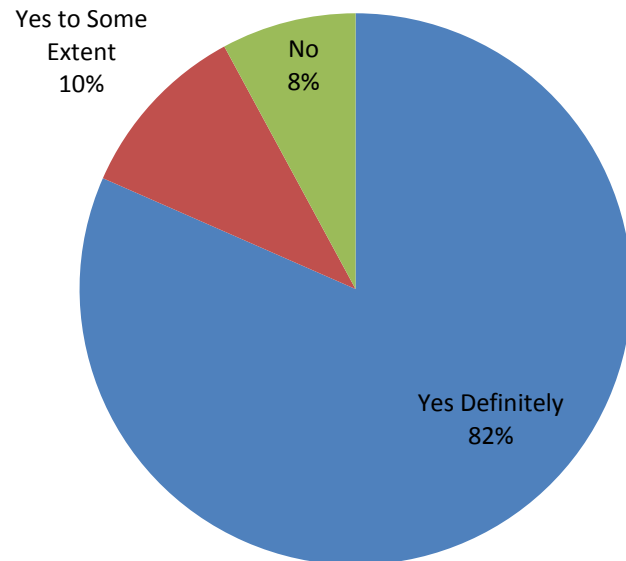
Doctor/Clinician explanation following this visit



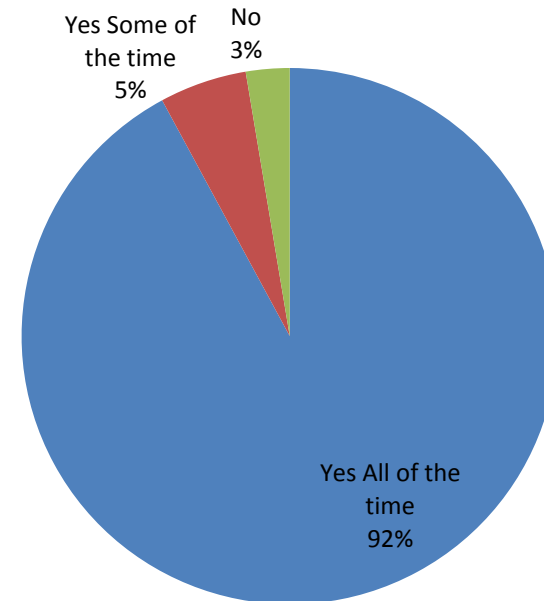
Recommendation to family/friends



Did you have confidence & trust in the clinician?



Overall, did you feel you were treated with respect & dignity?



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What was good about our service?

- So Lovely & helpful
- Good doctor
- The receptionist is very polite & friendly
- Good staff
- Friendly welcoming staff
- Was extra checking me fully over (very good)
- Excellent service, friendly & approachable staff
- Friendly, helpful
- The helpful receptionist!
- Friendly helpful staff
- Excellent treatment and speedy assistance
- Nurses were very considerate
- Politeness
- I was seen as soon as possible
- Felt well looked after
- Friendly helpful staff
- The service was quick and productive
- Treated with respect
- Staff were really friendly
- Doctor was lovely
- Check good
- Very fast, and very nice
- Speed of being seen
- Prompt & friendly response
- Receptionist
- Seen & treated very quickly
- Friendly, helpful
- Everything
- Nice and polite
- For me personally everything was just satisfactory
- That they take care of us
- ANP - very conscientious & really good assessment of my grand dad and myself
- ANP was very good at her approach towards me
- Quick & efficient
- Friendly, quite quick

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What would have made our service better?

- I was registered but was not seen until I mentioned it
- More doctors/nurses to check people quickly
- More quick service
- Better signage from outside
- Cheaper parking
- By having a receptionist, no one was there when I came & I asked receptionist to get patient off the phone as patient was talking loudly causing me anxiety & receptionist said "patients are allowed to use their phones here & I can't tell her to get off" I mentioned that hospital policy does say that no phones are to be used at the hospital