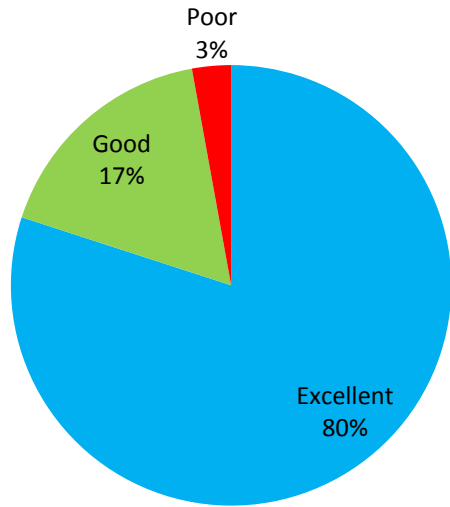
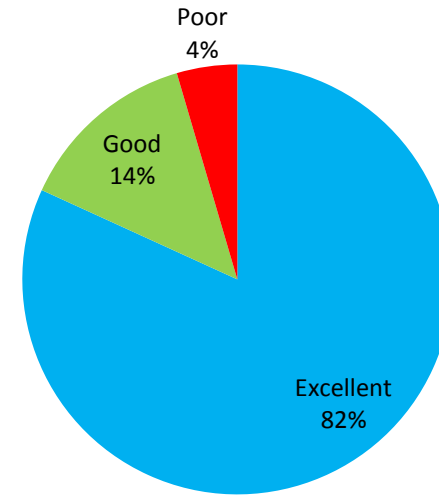


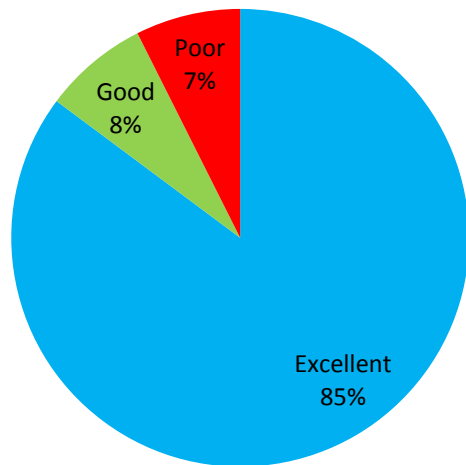
Feedback on Receptionists at Heartlands



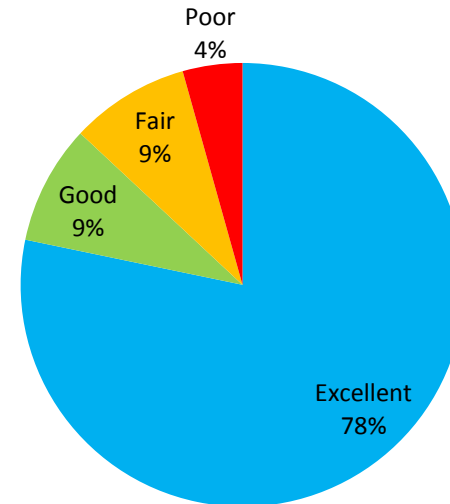
Feedback on HCSWs at Heartlands



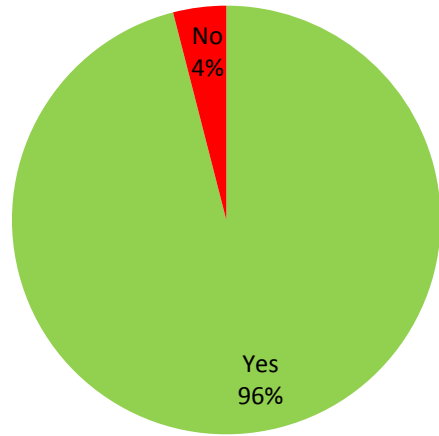
Feedback on Doctor/Nurses at Heartlands



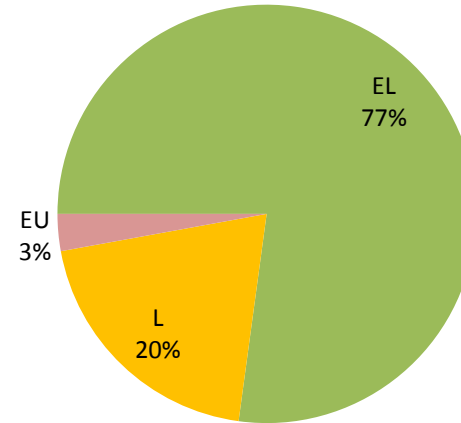
Overall Experience at Heartlands



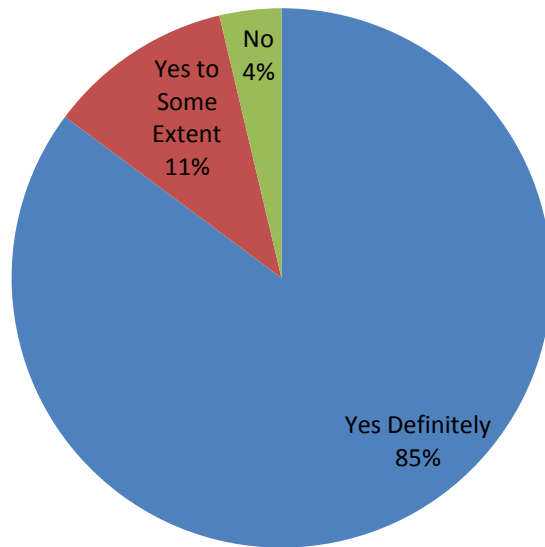
Doctor/Clinician explanation following this visit



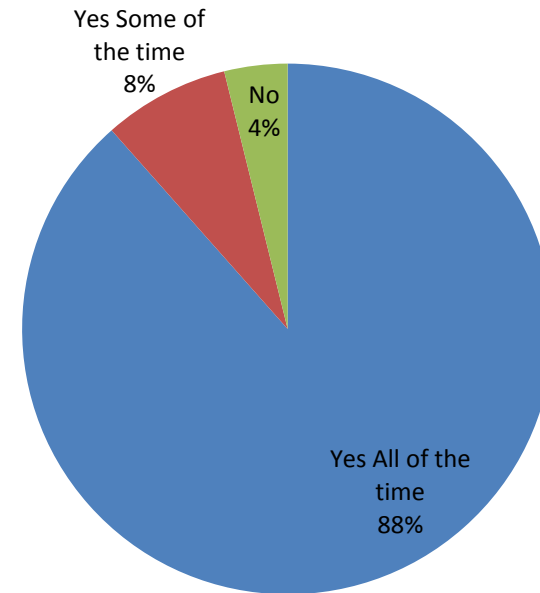
Recommendation to family/friends



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?

- Everything
- Dealt with our son urgently
- Help was needed straight away
- The way I was treated
- Professional, friendly time efficient
- Waiting time and friendly staff
- receptionist was lovely
- Doc gave details of course
- Prompt
- very good all round service
- quick+ efficient was put at ease
- Didn't have to wait to long before seen
- Martin was fantastic and very efficient
- the Dr was extremely polite, thorough and actually listened to the patient, very polite Dr knowledgeable
- smile, welcome
- They take care of us
- time taken to be seen
- straight forward
- Very good and helpful
- Properly checked+ provide a separate room for the baby
- Speed
- Waiting time expectations
- The reception staff(Shamim)
- Good explaining by doctor
- Very caring- quick
- excellent service thanks

What would have made our service better?

- to inform the patients about delay in the services
- waiting time
- been seen sooner
- just the time to be seen quickly
- cleaner carpet and a water dispenser
- time of waiting
- To call urgent in first
- caring staff
- bit quicker but we thought it was fair time