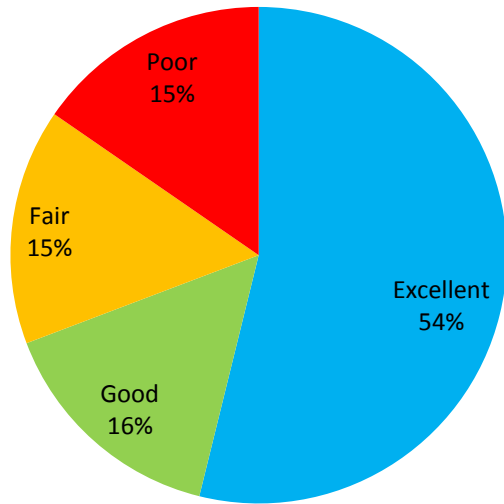
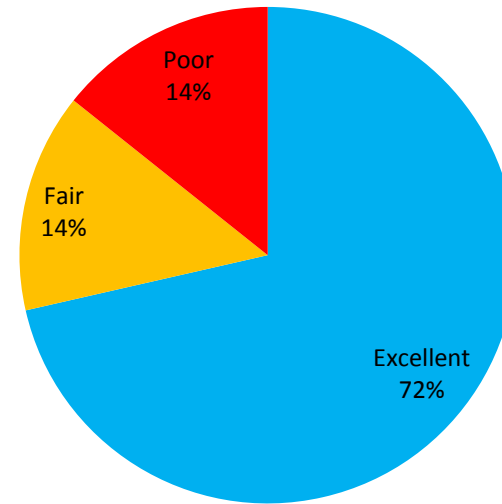


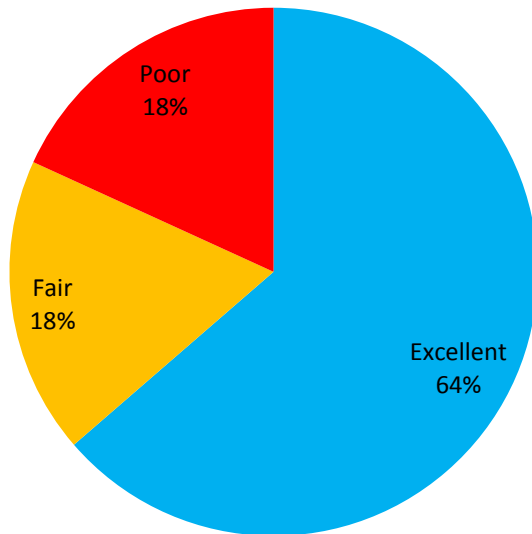
**Feedback on Receptionists at Glover St**



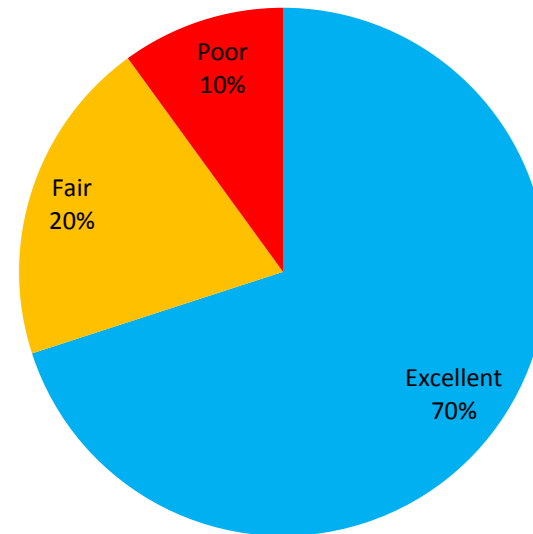
**Feedback on HCSWs at Glover St**



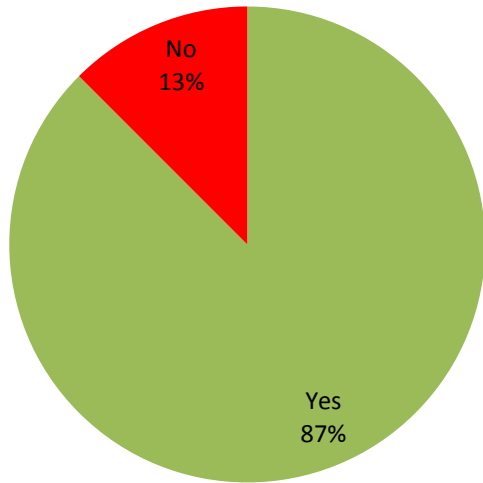
**Feedback on Doctor/Nurses at Glover St**



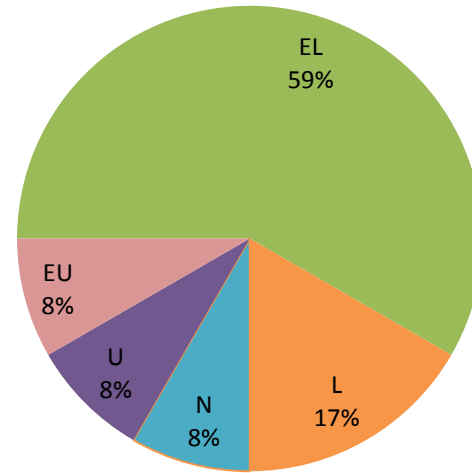
**Overall Experience at Glover St**



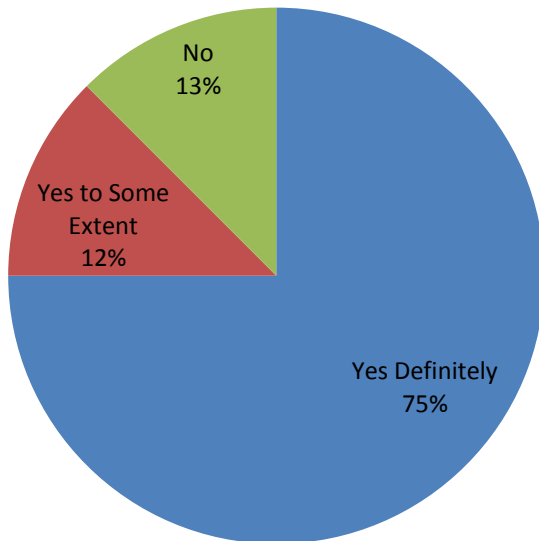
**Doctor/Clinician explanation following this visit**



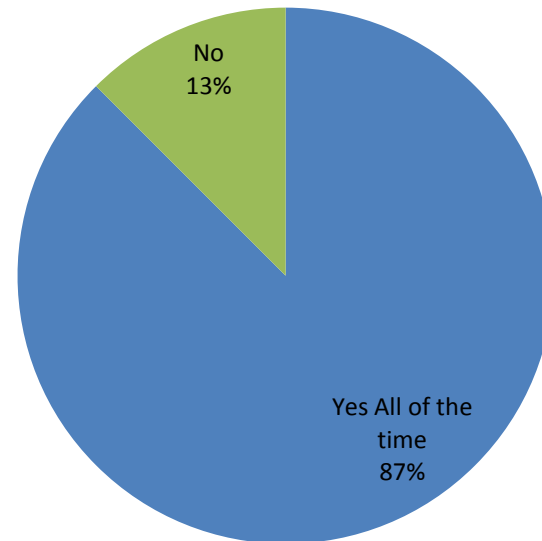
**Recommendation to family/friends**



**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?

- Quick appointment
- Everything
- Efficient friendly service
- Clear understanding of what they doing and why
- Receptionist
- Very quick explained everything very well. Thank you
- Welcoming and quick.
- Dr Ahmed was fantastic, so kind and caring/professional.
- Please keep up the good work - thank you.
- Time within we have been seen was satisfactory and instruction what to do.
- Beautiful lovely jubly
- Thank you so much.

### What would have made our service better?

- Better manners from receptionist (Saturday, Asian male).
- More than one doctor or have a nurse to help, floor needs cleaning.
- To be given an estimated waiting time.
- The waiting time was very long.
- If you kept two doctors that will be better.
- If doctor who was on didn't contradict himself and leave me with 3 infections, fever, low BP and just told me to go A&E.
- Receptionist looks half asleep / doctor looked over worked, floor was dirty. But seen within half hour.
- I don't like the service.
- The doctor was disgusting in manner told me to go A&E and go as patients queuing up and only left confirmed 3 infections nothing done about it.