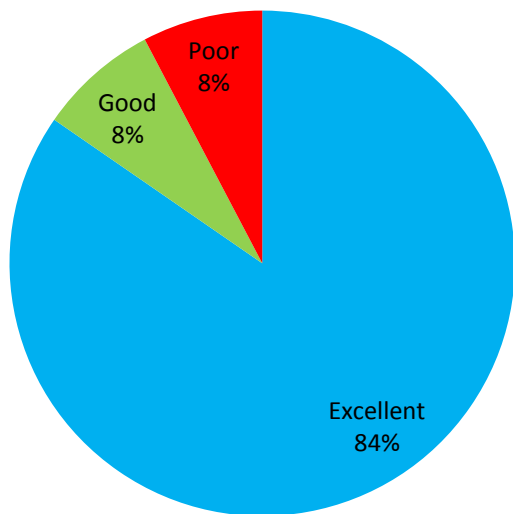


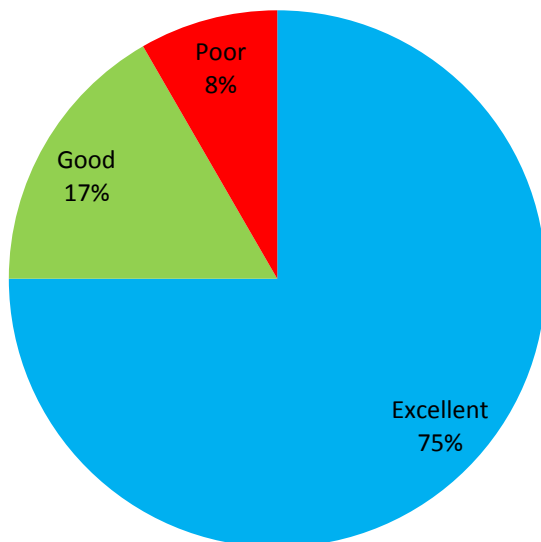
Feedback on Receptionists at Heartlands



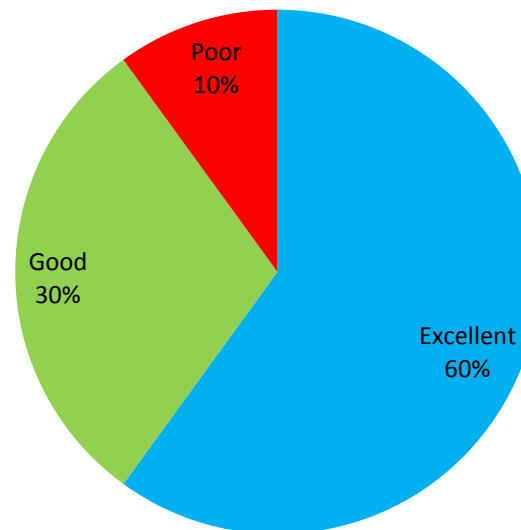
Feedback on HCSWs at Heartlands



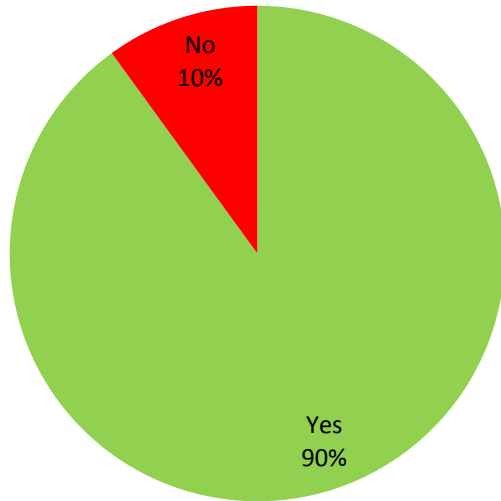
Feedback on Doctor/Nurses at Heartlands



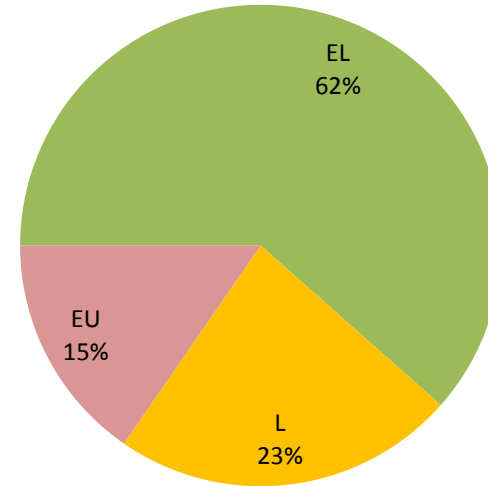
Overall Experience at Heartlands



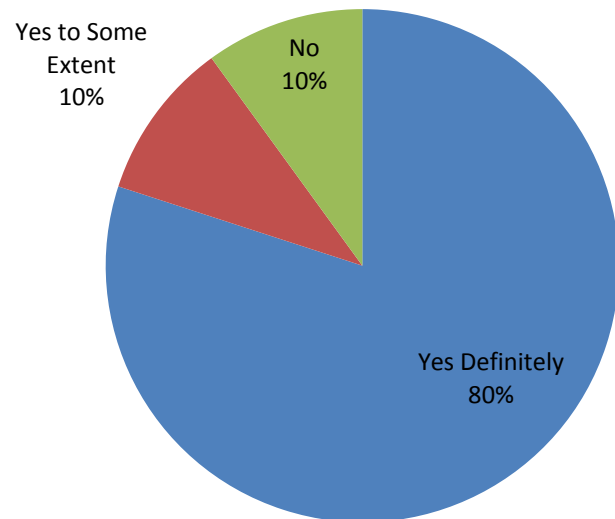
Doctor/Clinician explanation following this visit



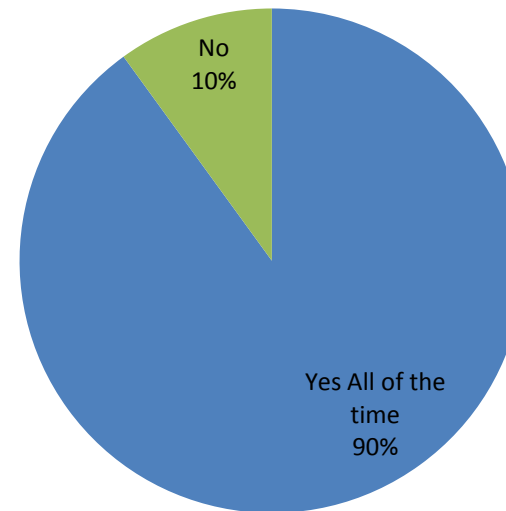
Recommendation to family/friends



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?

- The receptionist was welcoming and doing her best
- Receptionist Rose an absolute example of what NHS staff should be like
- Amazing service in particular Bernie ANP exceptional staff member brilliant
- To be able to see doctor
- Everything
- Seen immediately
- Nurse was excellent very caring and helpful
- Polite staff
- Timely & friendly
- Friendly
- Friendly & polite staff
- I was seen very quickly.

• What would have made our service better?

- A helpful friendly understanding doctor with at the very least some manners
- Hospital desperately needs a refurb
- To be seen in the hour
- Explain treatment better.
- The doctor I saw was very rude and was like this the minute I walked in the room didn't even give me chance to explain the problem basically told me I was wasting her time (I had been coughing up blood and have brittle asthma and COPD) even though I had been sent there by an ambulance crew which 111 had sent she told me as soon as I entered the room it was for emergency's only.
- Waiting room messy