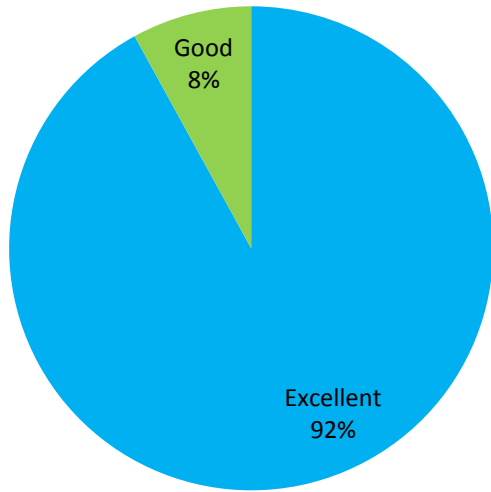
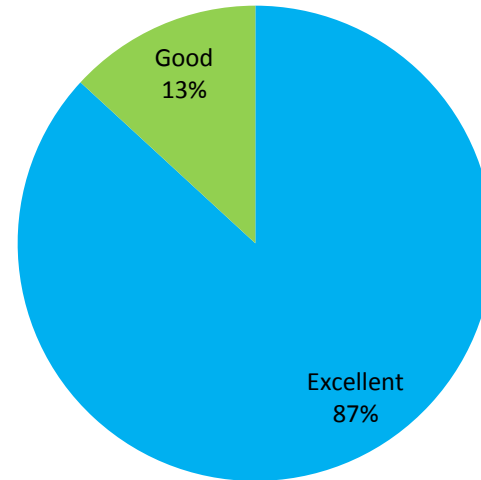


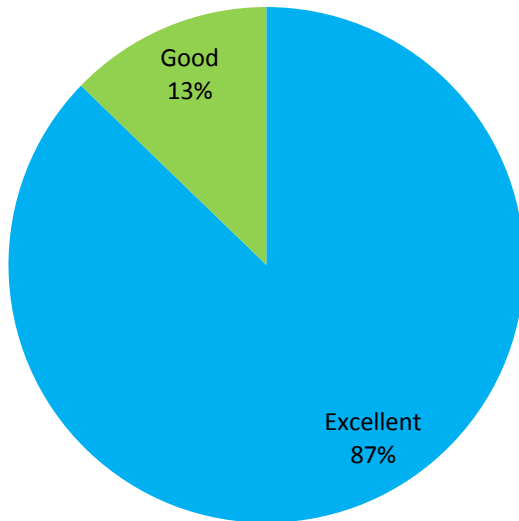
Feedback on Receptionists at Heartlands



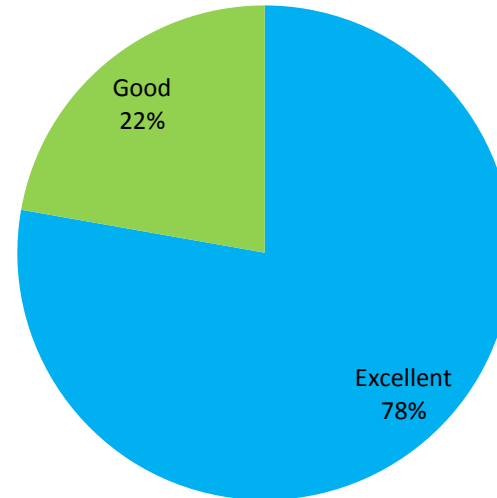
Feedback on HCSWs at Heartlands



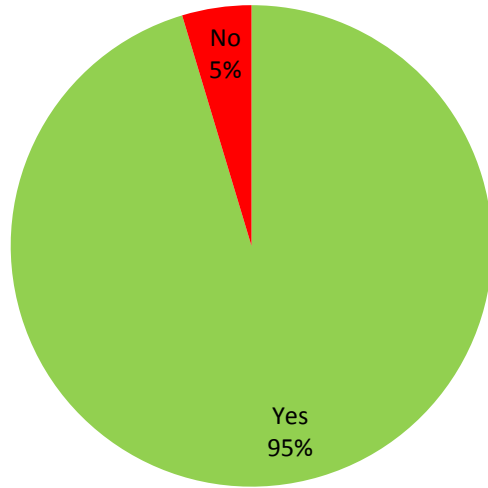
Feedback on Doctor/Nurses at Heartlands



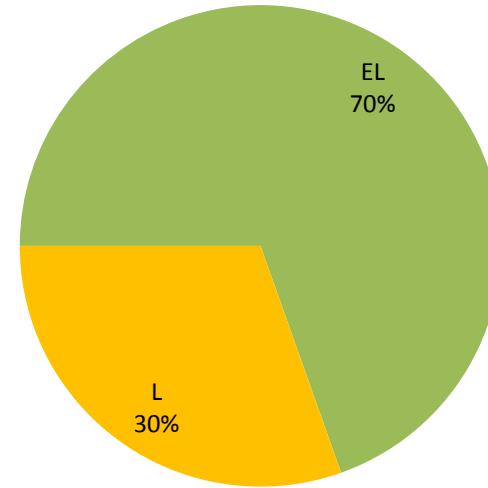
Overall Experience at Heartlands



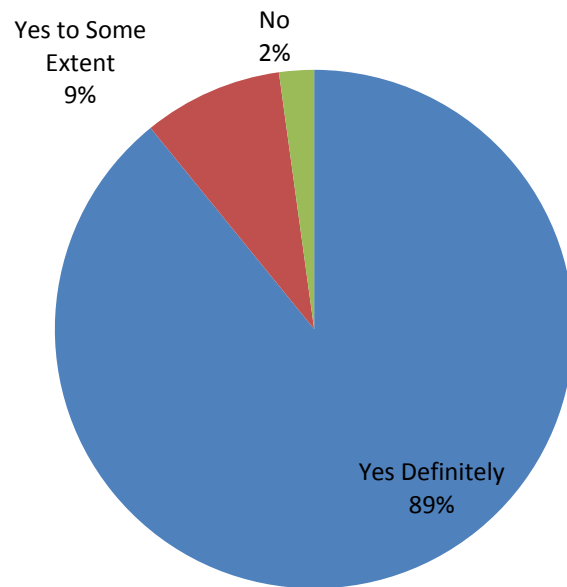
Doctor/Clinician explanation following this visit



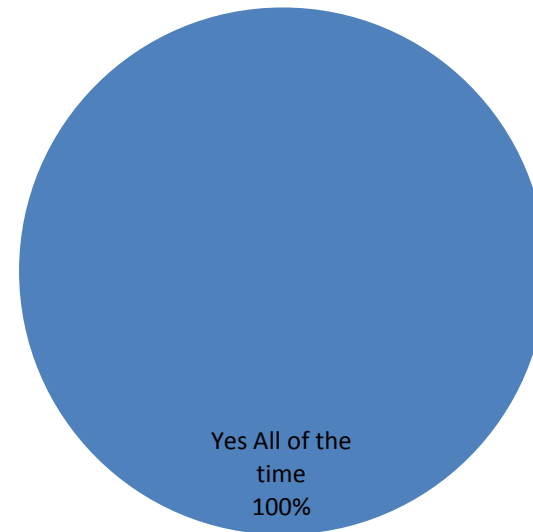
Recommendation to family/friends



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?

- Extremely good service, friendly staff, seen very quickly
- Quick, polite and professional
- Excellent caring service
- The doctor were very helpful
- I was seen really quickly
- We got last in the hospital and the receptionist guided us to the right place over the phone. Thank you
- Through examination
- Very friendly staff
- Everything
- Seen straight away, would recommend
- Friendly staff
- Swift & prompt.
- The badger team were great.
- Seen on time, friendly staff
- Staff very pleasant and helpful.
- Seen quite quickly, nice quiet environment.
- Doctor was brilliant
- Speedy getting seen to
- Doctor was amazing; she listened very carefully and then spent time explaining her diagnosis. She is the best doctor we have seen here at Badger clinic. I felt very confident in her diagnosis and could see that she really cared for my child. I came away fully informed and satisfied that my child would make a full recovery. Doctor took her time and did not rush us. Thank you for your time and your attention!
- All staff members, time waited and overall experience.
- Very nice receptionists and great care assistant and doctor.
- They took their time with patients.
- Polite staff and quick
- Friendly and quick
- Friendly staff, explained everything well.
- Efficient service and professional advice + care provided by all . Thank you
- All of it
- Quick
- A&E were rude, the Badger staff were completely the opposite.
- Timely, professional and caring
- Good and helpful
- It was honest, helpful and quick

Heartlands

- Excellent
- Friendly and efficient
- Very professional and welcoming
- Friendly staff and quick procedure
- Same day doctor appointment
- Good service
- Yes very good
- Was seen quite quick
- Friendly and understanding
- Quick service, friendly service.
- Seen quickly probably as here early
- Good Communication and has time for us
- Doctor was great

What would have made our service better?

- If staff were able to make more referrals
- Getting referred to the clinic easier.
- Sweets
- Training up the call centre staff regards to illnesses so that they are aware.
- Some background music
- Being closer to my home.