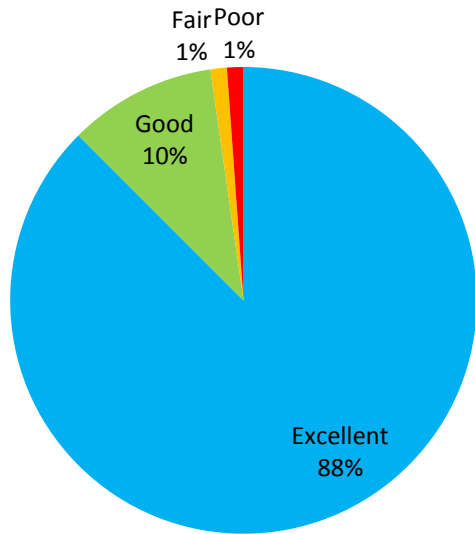
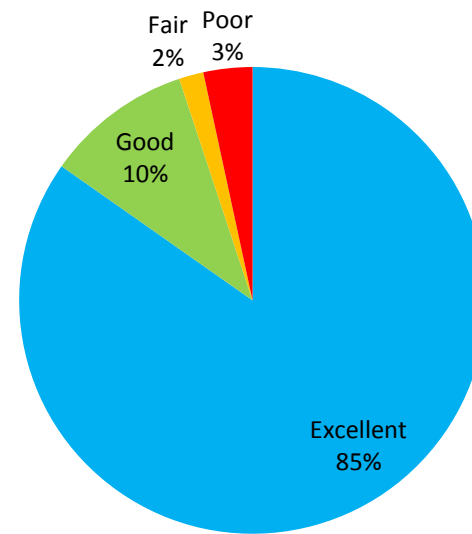


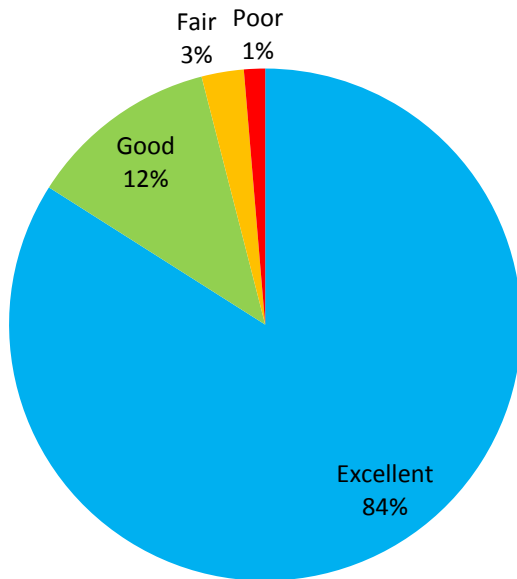
Feedback on Receptionists at Heartlands



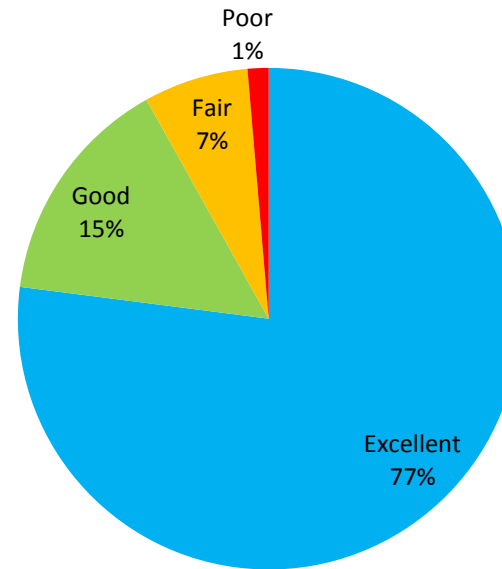
Feedback on HCSWs at Heartlands



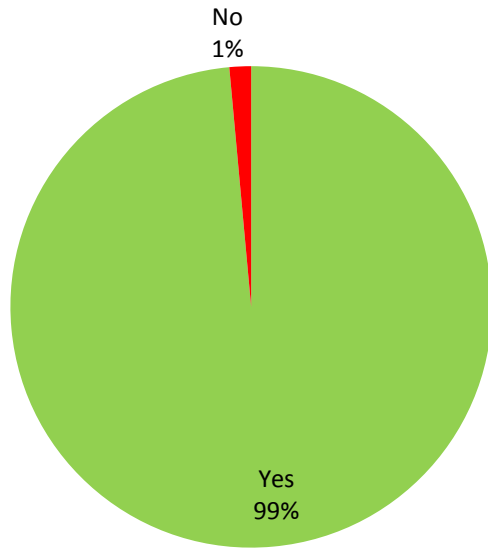
Feedback on Doctor/Nurses at Heartlands



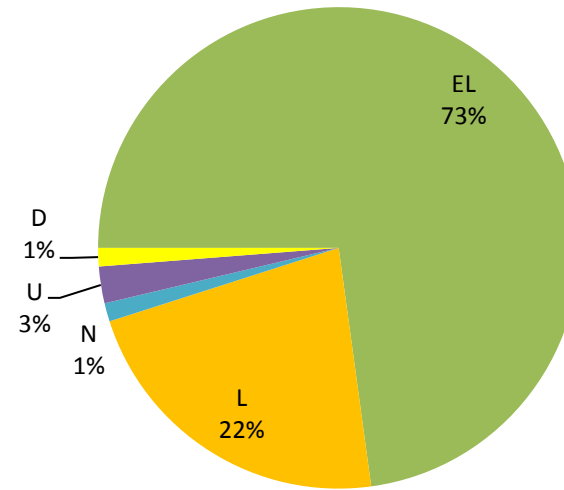
Overall Experience at Heartlands



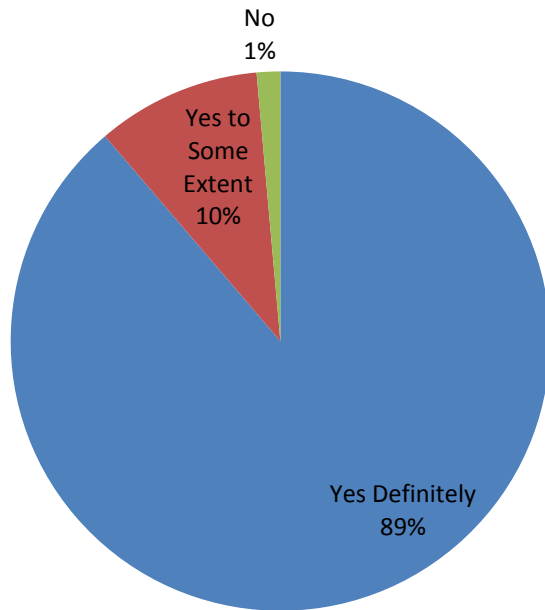
Doctor/Clinician explanation following this visit



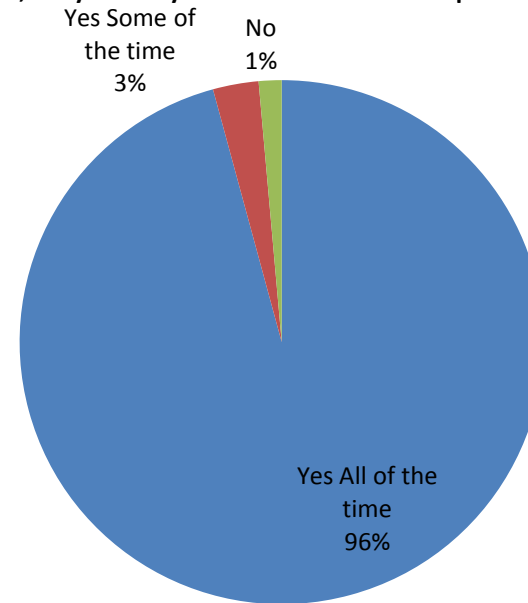
Recommendation to family/friends



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?

- Reception and nurses excellent
- Receptionists very polite and welcoming
- Quick service
- Very Friendly
- Fast service, very understanding
- Doctor was amazing, very through check up. He was very patient and did a great job with Mum. Really amazing Doctor.
- Everything
- Everyone went out of their way to make my daughter & me comfortable. I can't say anything bad at all
- The doctor took her time and examined really well.
- Quick
- The service was quick.
- Explanation - check ups
- The service is very good
- Lovely receptionist
- Friendly staff, behaviour good, service quick.
- The prompt service
- Very quick
- Call back time
- Fast and friendly
- Very understanding and helpful
- The receptionist was very attentive
- The receptionists excellent customer service & mannerism.
- Friendly, quick
- Receptionist lovely - duty of care excellent
- Polite receptionist
- Smiling & patient approach towards waiting patients
- Excellent checked service
- Good service
- Very polite was seen quickly.
- Prompt diagnosis - friendly receptionist and doctor.
- Pleasant, kind and warm welcoming
- Efficient & polite
- Prompt & quick
- Very friendly, they listened and understood me.

Heartlands

- As soon as you call they book you an appointment
- Absolutely fantastic observation and noticing babies breathing calling her in early as concerned. Thank you well impressed. Amazing job
- Very quick and efficient
- Staff were friendly & efficient
- Seen within an hour
- Very helpful and listened to all issues and concerns
- Everything from start to finish
- Seen quickly
- Friendly & helpful
- Helpful and reassuring
- Very quick and polite receptionist, doctor was great!!
- Kept informed
- Very friendly
- Good advice and examination
- Reliable
- Pleasant fast service warm welcome
- Fast service
- Was quick, prompt and accurate
- Tougher
- I thought they very good
- The lady on the front was so helpful and so very nice.
- Every staff is very friendly and ready to help
- Doctor listened very helpful best we've had
- Not a long wait / there was entertainment
- Not too long a wait
- Prompt response
- Excellent people skills
- It was quick service very friendly staff

What would have made our service better?

- Very bad service, lack of resources
- Not to have to wait 2 hrs in A&E then be sent there
- Customer service and timings
- Cup of tea
- More staff to help out.
- Babies given priority

Heartlands

- Fresh water available to drink
- Waiting time more staff
- More doctors
- Reducing waiting hours & get hot drinks machine
- Less of a wait
- Add more doctors to the service
- Availability of bins
- Long wait with child.
- To be quicker as I had to wait a long time to get seen
- Access to GP records
- Shorter waiting times.
- Wait time
- Less waiting to be seen very tiring
- Long wait times
- More toys
- Faster attention to patients
- Let the doctors start earlier