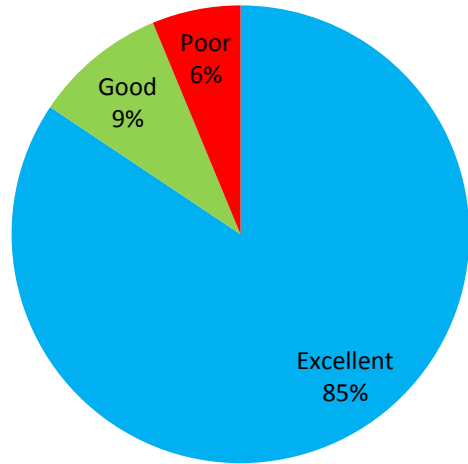
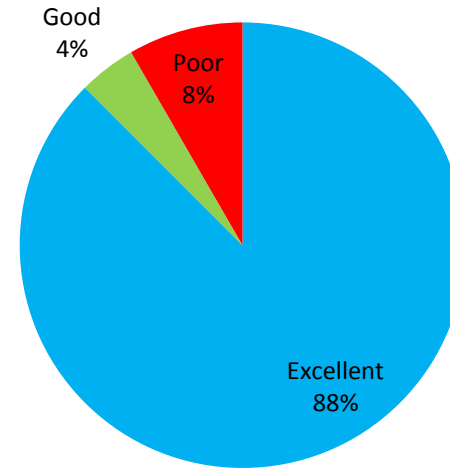


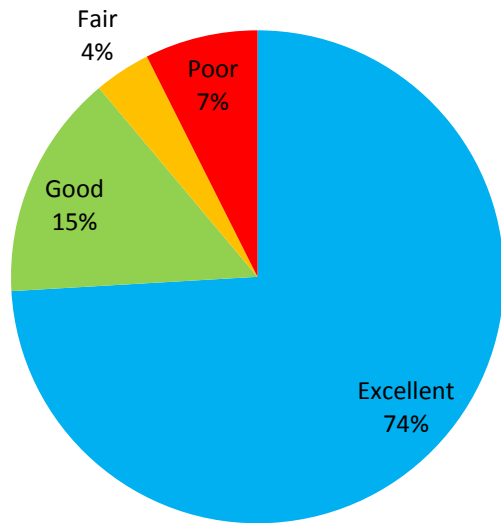
Feedback on Receptionists at Heartlands



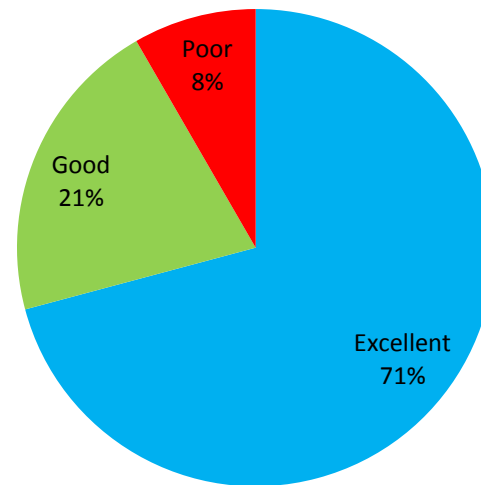
Feedback on HCSWs at Heartlands



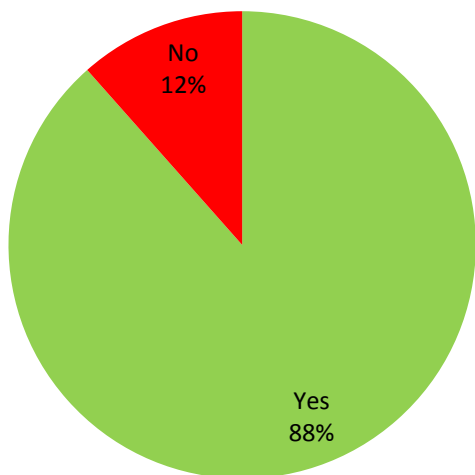
Feedback on Doctor/Nurses at Heartlands



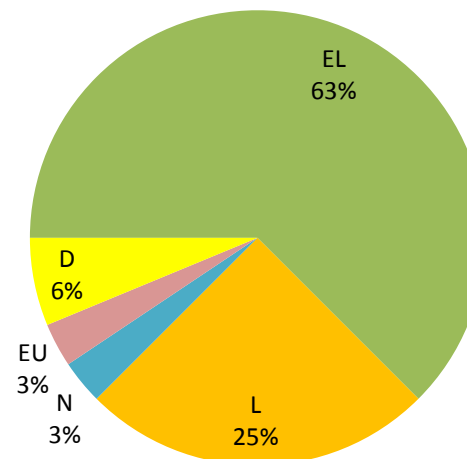
Overall Experience at Heartlands



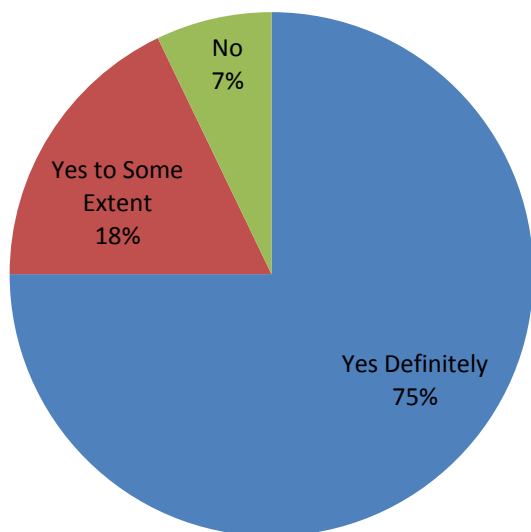
Doctor/Clinician explanation following this visit



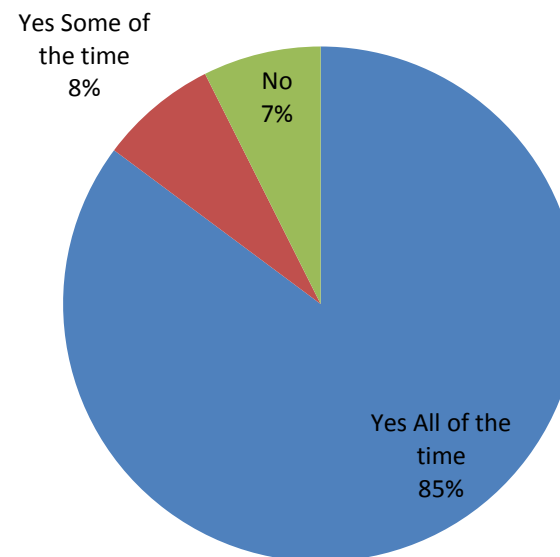
Recommendation to family/friends



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?

- Very prompt
- Fast and helpful
- Good, fast
- The staff and service - very fast!
- Free out of hours service
- Informative / quick
- They helped very much
- Badger clinic excellent, receptionists and doctors were fantastic
- Wait wasn't too long
- Seen on time
- The staff were very friendly and helpful
- They were kind
- Doctor advice, nurse was good
- Friendly staff
- Not too long to wait
- I really value our NHS and the staff at the Badger provide a brilliant service when under pressure.
- Doctors listening and checking our patient
- Straight to the point
- Good service
- Good - friendly and experienced staff
- Very quick and helpful

What would have made our service better?

- More advertisement of the service
- Treatment / Solution
- To be seen quicker
- Giving children more attention and not making them wait
- If times of appointments given
- An estimated waiting time, Wi-Fi
- faster, reduce waiting time
- Waiting time