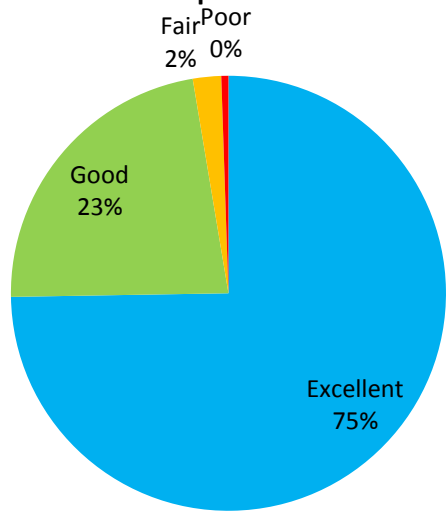
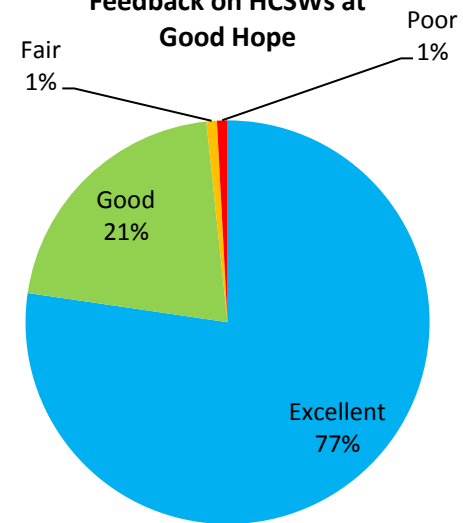


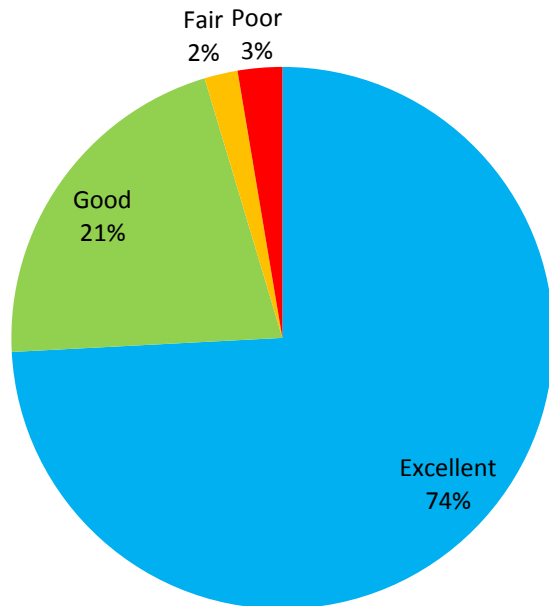
Feedback on Receptionists at Good Hope



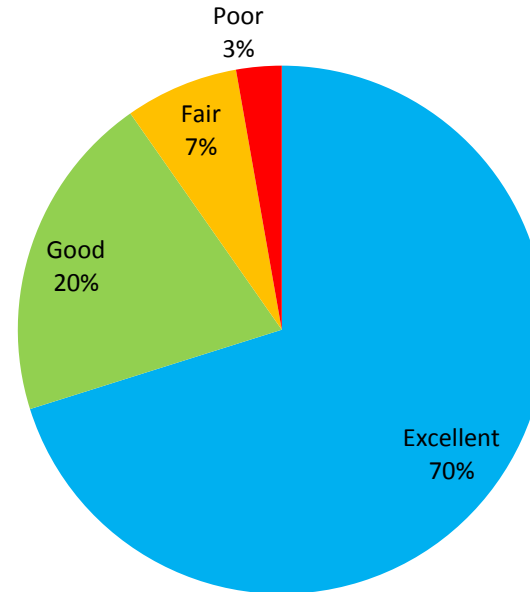
Feedback on HCSWs at Good Hope



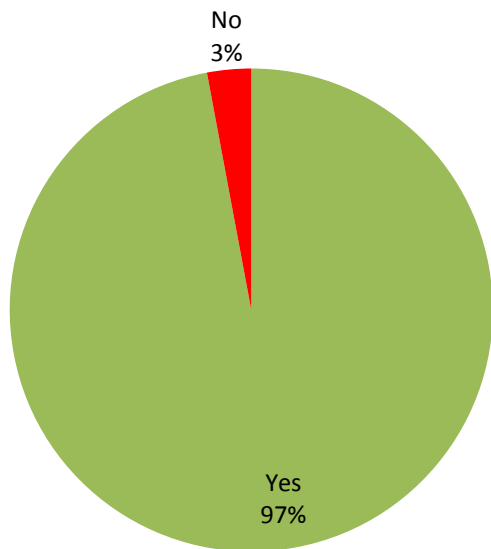
Feedback on Doctor/Nurses at Good Hope



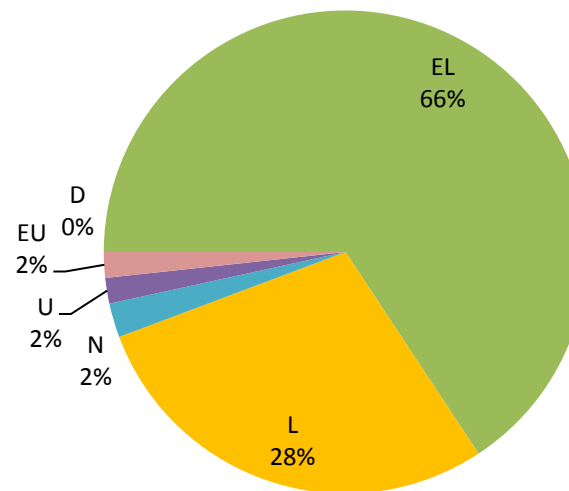
Overall Experience at Good Hope



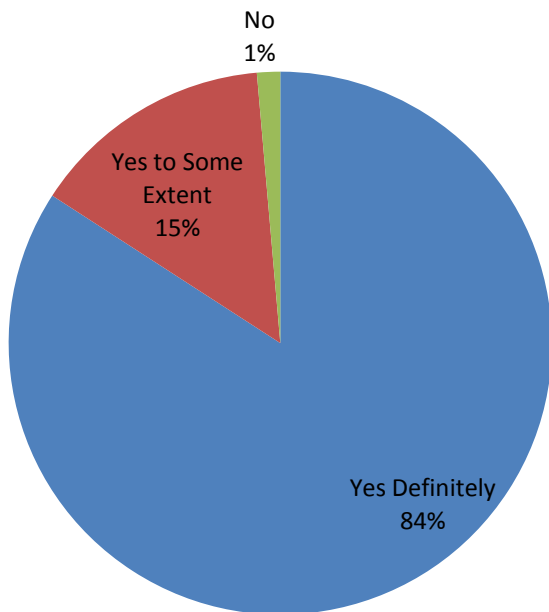
Doctor/Clinician explanation following this visit



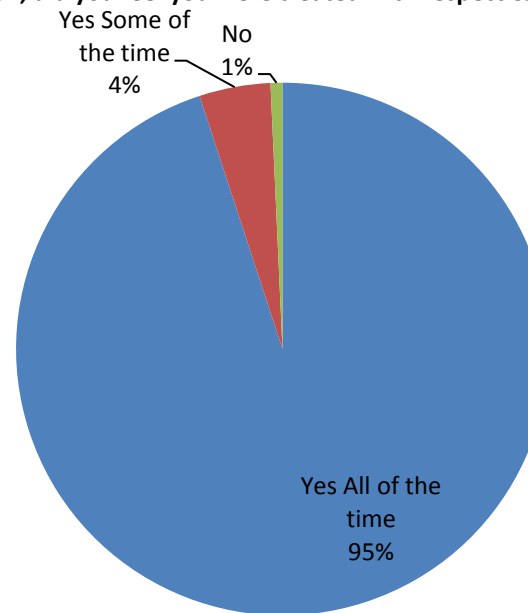
Recommendation to family/friends



Did you have confidence & trust in the clinician?



Overall, did you feel you were treated with respect & dignity?



Good Hope

What was good about our service?

- Doctor informative, made process easy
- Very quick
- everything
- Very efficient
- Quick, helpful
- efficient and friendly
- seen straight away - doctor explained very well in detail
- efficient and reassuring
- so helpful and reassuring
- Prompt
- Excellent
- quick and professional
- seen quickly, sympathetic staff
- quick to be seen
- very friendly staff
- fast, thorough, excellent overall
- was fairly quick
- Good service, seen quickly
- how quick we were seen
- can be treated out of hours
- quick and friendly
- Receptionist was helpful and pleasant
- the service was very quick was referred to A&E
- quick, helpful
- friendly, quick, thorough
- Friendliness and professionalism of staff
- Helpful
- Courteous, fast, good service
- Faster than A&E
- Friendly
- Fast, efficient, friendly.
- Speed, efficiency and knowledge.
- sympathetic, thorough
- efficient
- accessibility during a period when I could not see GP
- polite care

Good Hope

- always friendly and able to help
- diagnosis over the phone, ability to be seen out of hours
- helpful staff
- efficient, polite and thorough
- the doctor we saw was very thorough and knowledgeable
- quick
- staff reassure you and help if needed
- very prompt
- service
- they explained a lot
- very quick & friendly staff
- speedy service
- everyone was polite
- efficient, courteous, helpful
- how soon I was seen
- friendly service
- Wonderful ladies on reception very helpful, a big thank you!
- relatively quick
- quick and efficient, friendly
- friendly staff
- speed to be seen
- fast and efficient
- was seen quite quickly and the nurses and doctors were polite and kind
- friendly
- Timely, thorough, efficient - sorted initial problem and diagnosed a second complain - heart mumur - very impressed!
- speed, care and thorough assessment
- care and politeness to my 85 yr old mother
- nurse was lovely
- Very quick an calm service, not rushed
- seen quickly
- quick and efficient
- very prompt and friendly
- prompt attention and an understanding of my problem
- very good
- very quick
- no wait

Good Hope

- short wait, thorough assessment
- this time we have been seen within one hour`
- seen straight away
- we really didn't know where we were going and the staff were very helpful
- All perfect
- very good thank you
- very quick and efficient
- polite, clear
- prompt service
- very quick and helpful
- always my concerns escalated adequately
- Quick
- Very fast and friendly
- Friendly
- The nurse was really kind and professional.
- Very prompt
- Call back straight away
- Friendly staff, was seen promptly.
- Politeness of staff and efficiency
- Quick and reassuring.
- Fast and efficient
- Friendly staff
- Kind and polite, informative
- Friendly, helpful staff clean!
- Doctor gave me very supportive advice about my baby's unwell - thank you so much for his help. Excellent service.
- Were seen very quickly.
- Very quick alternate to GP - over weekend. Thank you
- Process was quick and effective.
- Very quick
- understanding and very quick
- staff friendly
- Dr was very clear, thorough, informative
- waiting time was quick
- all of it
- Quick, efficient, thorough
- speed and service
- speed and knowledge of staff

Good Hope

- quick response over phone, being seen promptly when in clinic
- Barbara was kind and empathetic and love the why waiting leaflet
- efficient
- Dr I saw was thorough and very nice
- attentive, compassionate
- friendly and attentive, knowledgeable
- quick service, Dr was good
- no long waiting
- seen by badger clinic without waiting especially weekends
- receptionist asking Dr to hurry up
- very quick to call back and see me
- time open
- fast, polite
- so fast, pleasant and helpful clerical support
- Receptionist and Dr
- Good
- quickness
- helpful
- fast and efficient
- friendliness, efficiency
- all smiling

What would have made our service better?

- More parking needs to be available!
- a cleaner waiting room, there is a bloody tissue on the floor
- air-con (very hot in waiting area)
- not waiting 2 hours with a baby after being told on phone we would be seen within an hour
- bigger waiting area
- not being sent from one department to another, shorter waiting time, not having to repeat myself
- shorter waiting time
- less waiting/more doctors/removal of the conservatives
- a rough time slot to avoid waiting around
- Cuppa tea and chocolate!
- being seen a bit quicker as I was advised the reaction was worsening was worried while waiting so long
- A pharmacy on site to collect a prescription from
- Needs to be faster

Good Hope

- Speed!
- waiting times
- better contact to hospital
- better parking
- more chairs in waiting room
- not having to wait so long
- more doctors available to avoid waiting
- More careful to check.
- Cooler waiting area.
- shorter waiting time
- Free coffee (out of their hands)
- Telephone consultation quite detailed - takes time
- Parking, people parked illegally. Charges shouldn't apply after hours.
- Breastfeeding facility
- Free parking!
- timed appointments
- waiting time / another Dr to help
- Dr not spending so long between patients
- quicker wait time
- Better expectation set for waiting times
- Air conditioning
- we have been here 30 mins plus, waiting room has filled to capacity - so far 1 pt called through
- waiting times, seeing one Dr taking 10+ minutes between patients
- Better doctors!
- was some waiting time but we appreciate this is a busy clinic