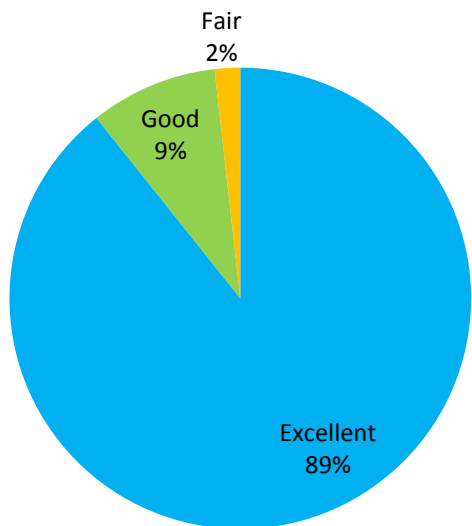
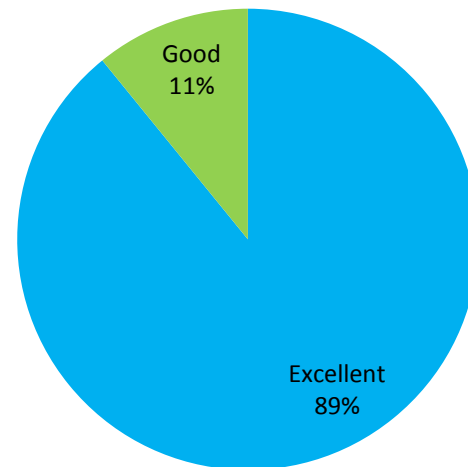


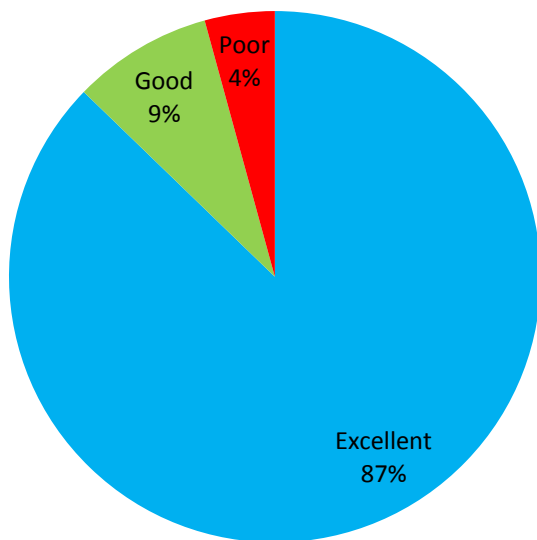
**Feedback on Receptionists at Heartlands**



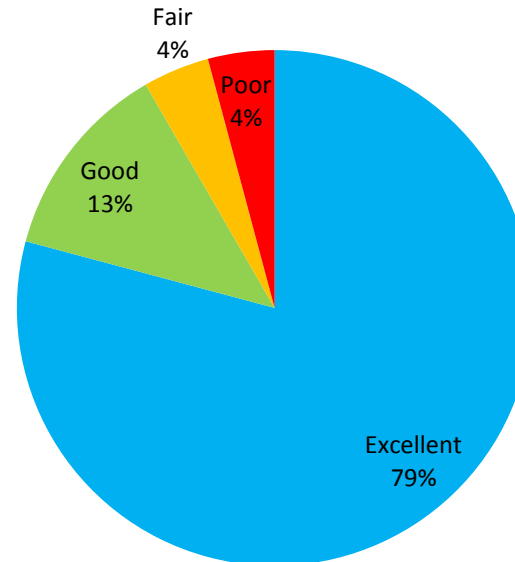
**Feedback on HCSWs at Heartlands**



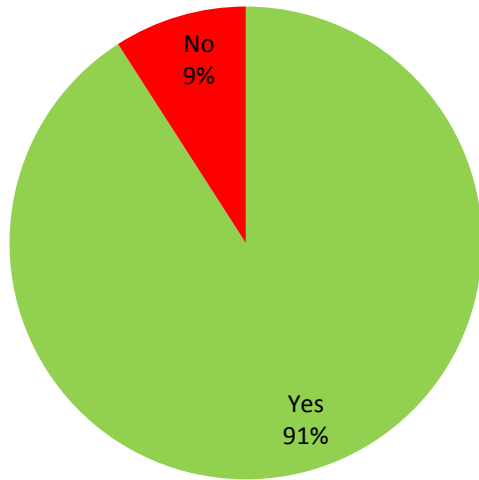
**Feedback on Doctor/Nurses at Heartlands**



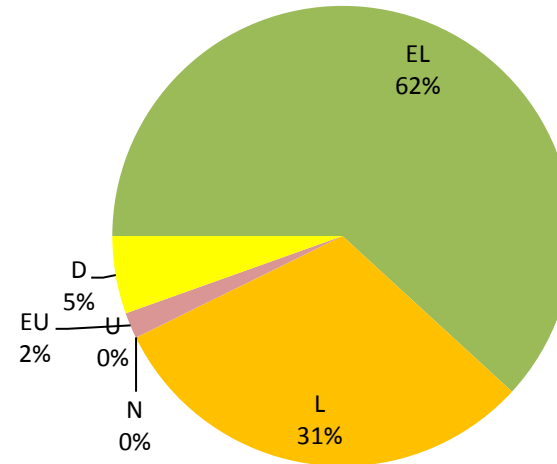
**Overall Experience at Heartlands**



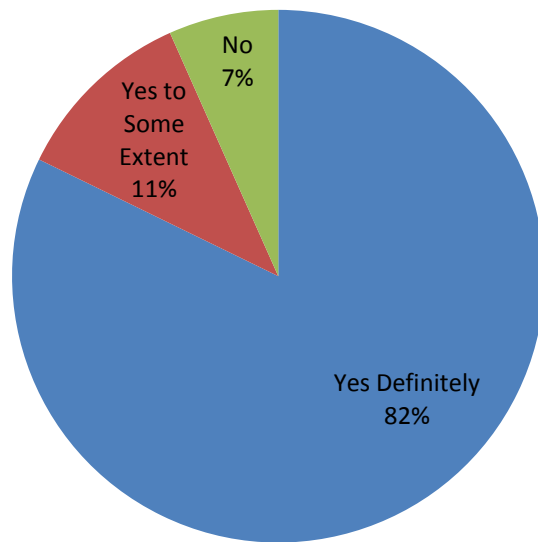
**Doctor/Clinician explanation following this visit**



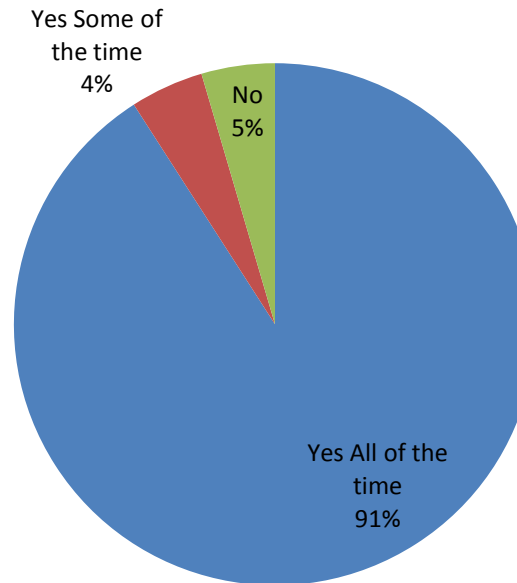
**Recommendation to family/friends**



**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?

- Nice and friendly staff
- Doctors care for patients
- Got seen here after not getting appointment at doctors
- The fact that the Badger clinic was available instead of A&E
- All of it.
- Very nice department staff happy atmosphere.
- Good telephone response, clear instructions to clinic.
- How quick they attended to caring for my son.
- Seen us quickly and treated nicely.
- How polite the staff was.
- They help a lot of people.
- Fast service, friendly reception
- Receptionist was lovely.
- Very friendly and helpful
- Brilliant service as an alternative for GP out of hours so A&E can be used for real A&E services not coughs and colds.
- Friendly
- Friendly staff
- My 4 month daughter seen fast.
- All the staff were very helpful & polite.
- Fast friendly service.
- Quick service
- Very friendly
- To be treated out of hours when my doctors is closed.
- Quick, friendly
- Seen without delay
- Was good and kindness help and service
- Seen accordingly to first come first seen.
- Fast & friendly
- Very helpful receptionist, nurse and doctor.
- Nice welcoming
- Speed & thoroughness
- Quick, simple and friendly
- Receptionist very friendly and helpful - doctor was brilliant. Prescribed me better antibiotics.
- Friendly people

## Heartlands

- Friendly and welcome / alternative to patients waiting
- Polite receptionist
- I got a lot of help and information
- friendly staff
- doctor was brilliant
- fast and better service
- staff were brilliant
- everything
- helpful friendly staff
- friendly, helpful made me feel at ease
- ability to use service on weekend

### What would have made our service better?

- Less waiting times.
- Ice cream (sore throat)
- Newer facilities.
- The conduct of the doctor.
- Waiting times
- A fan, too warm
- Free alcoholic drinks.
- Have more staff nurse/doctors on duty.
- Staff to have training on how to deal with patients politely.
- Waiting times on show
- Having toys for children to keep themselves entertained.
- Air conditioning
- Better air conditioning and more staff support and if AU assessments done at children's A&E to save time.
- If doctor was more caring and look as if he was bothered.  
Not happy, could have been better, don't want to come back better off to GP!! Doctor was rude and .....
- waiting times
- Air conditioning
- open all day
- being seen quicker
- the waiting time is too much