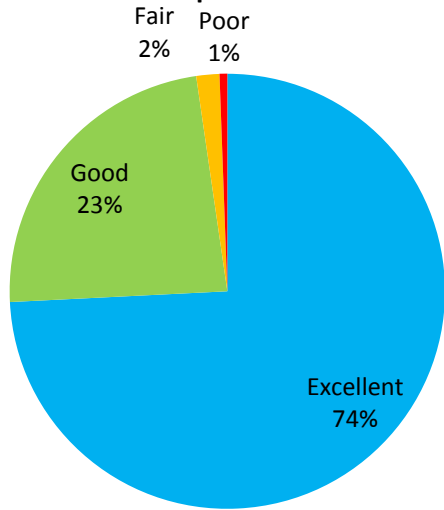
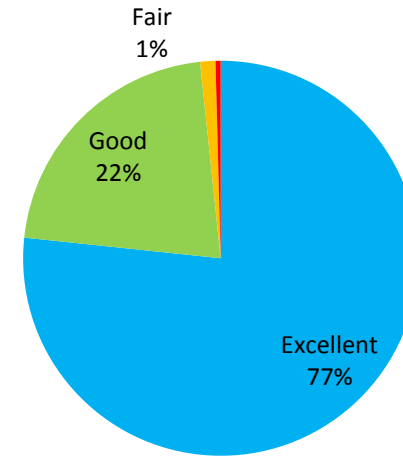


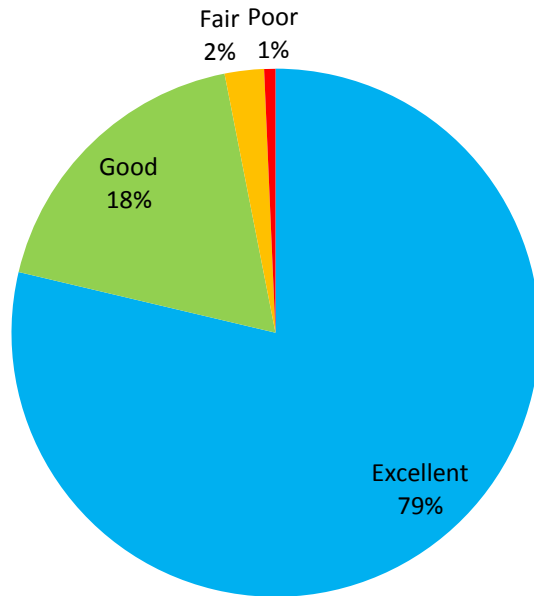
Feedback on Receptionists at Good Hope



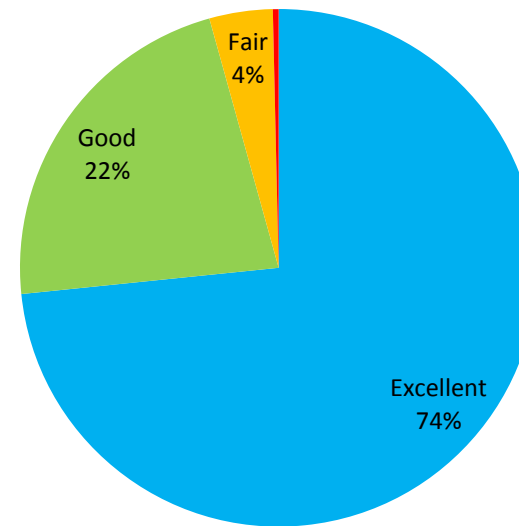
Feedback on HCSWs at Good Hope



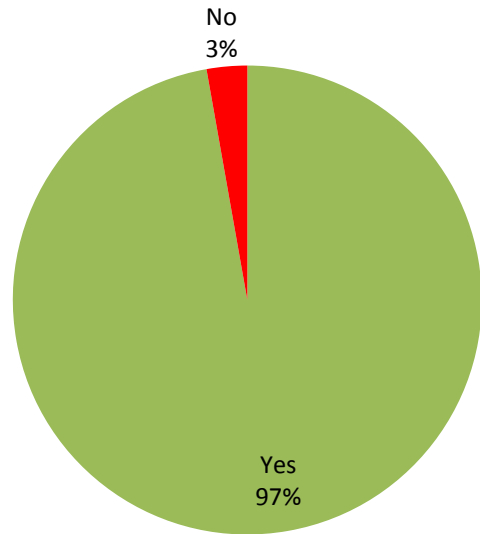
Feedback on Doctor/Nurses at Good Hope



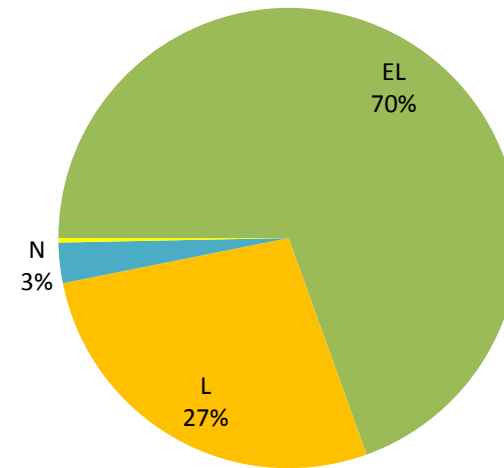
Overall Experience at Good Hope



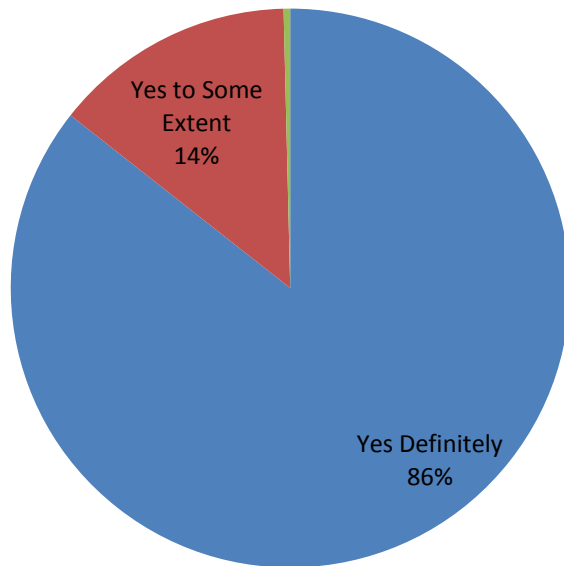
Doctor/Clinician explanation following this visit



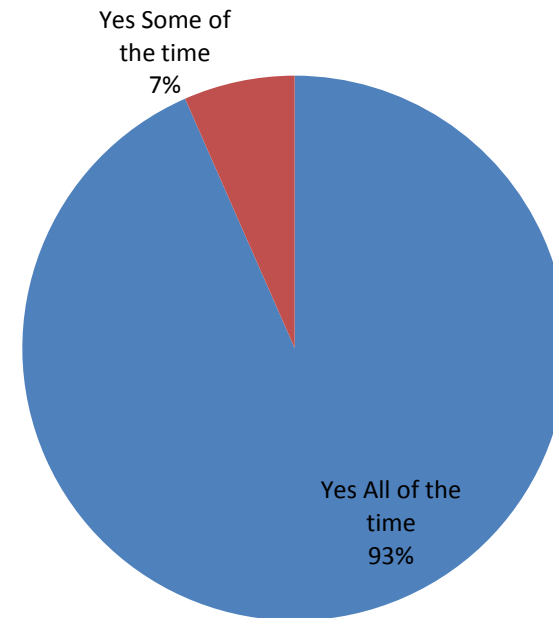
Recommendation to family/friends



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?

- quick
- friendly, helpful staff members
- everything was great
- speedy and very thorough
- seen quickly and very thorough
- speed of service and care taken
- fast and really helpful and kind staff
- very helpful and kind
- lovely nurse
- very good service, kind
- promptness, care and listening
- lovely friendly staff
- laid back and friendly
- not a long wait, great nurses who were helpful
- quick and all staff polite and helpful
- very quick and professional throughout
- both nurse and dr explain in detail, very friendly
- friendly, understanding and helpful
- quick and efficient
- the quality and quickness
- speed and advice
- communication and efficiency
- friendly, seen quickly
- friendly, helpful and thorough
- very polite staff
- waiting time was short, service very efficient
- lovely Dr who made daughter feel at ease
- genuine / concerned attitude
- seen very quickly, lovely informative staff
- speed and ease
- quick and professional
- gave an appointment
- good and helpful with daughter
- prompt, helpful, GP was brilliant
- very prompt, very helpful, friendly
- we have used this often with children, always helpful and kind. Much appreciated.

Good Hope

- they were able to diagnose the problem
- quick reception and moving through
- very quick and efficient
- very welcoming and quick service time!
- time seen quick
- speed, thorough, friendly Dr (with child)
- Dr was very thorough and reassuring, excellent waiting times
- fast and efficient
- yes it was very beneficial to my sons needs / effective care provided
- prompt action since attended hospital
- the nurse was outstanding! Really happy with the nurse and Dr
- excellent clinician and well behaved receptionist
- quick and informative
- call back received in under 60 minutes
- as long as you don't call 111 first all was fab
- quickly seen
- fast, efficient and excellent feedback
- the time really good
- friendly and quick
- how quick are seen in the hospital
- courtesy and diagnosis
- The examination was thorough
- quick and effective
- nurse kindly / short waiting time / professional staff
- very fast, better than my GP even!
- quick and friendly
- excellent Doctor
- helpful friendly Dr
- very friendly, thorough and informative
- warm welcome / Great Doctor
- friendly, professional
- Prompt, the GP was amazing! Really personable and lovely
- very professional female Dr made me feel at ease and welcome
- excellent consultation Dr Mannan
- very prompt, very professional and efficient and extremely reassuring
- Quick, extremely friendly staff

Good Hope

- The receptionist went above and beyond, we waited outside and she called us out there when we were due to be called
- very friendly and informative Dr
- Efficient and little waiting
- Fast / efficient / friendly
- out of hours use
- Triage nurse was excellent, very efficient - Badger Dr was very good.
- efficient call handler, seen within 5 mins of arrival
- They look after you and react fast
- attention with care
- the staff were polite and friendly
- receptionist welcoming
- everything
- prompt and efficient
- attended to quickly and professionally, such a kind Dr
- very quick service - staff were professional and friendly
- make you feel important/daughter is important
- was seen by nurse immediately
- the staff are welcoming and are reassuring, also polite
- the speed in which we was seen
- seen quick rather than take our time up
- seen quickly
- it was prompt and efficient, did not have to wait for long
- They seen me quick helpful receptionist
- friendly, fast, put me at ease, wonderful thank you
- receptionist, 111 guy great, nurse very good
- polite, professional, friendly and attentive
- out of hours service when needed
- prompt service considering business and friendly staff
- Nurse was so nice
- efficient and friendly
- fast, done with a smile, professional
- efficient, friendly, courteous
- Dr Mannan is superb
- friendly, compassionate, effective
- excellent quick service, thorough check, given medication
- That I could come on a Saturday
- quick, helpful

Good Hope

- no waiting
- the speed, my daughter was seen very quickly
- it was very fast
- quick and concise advice
- excellent experience
- easy to talk to
- wait was short
- The excellence of the Doctor's professionalism and kind, thoughtful manner
- availability and care shown to me as a patient
- seen quickly by a kind, efficient practitioner. Explained everything and listened
- good advice and good communication
- brilliant service, lovely man
- respectful staff and happy to help
- listened well, respectful, helpful
- phoned through to avoid wait time
- Care & attention from staff.
- Accessible help
- Good times
- Very friendly and helpful very thorough too.
- Very quick response to my call.
- Short waiting time, polite staff.
- Very good service, would recommend the service and hospital
- Punctuality and covering all bases.
- Speed and professional but friendly approach.
- Friendly/caring staff
- Nurses and doctor at Badger
- Very quick and very helpful
- Access to a doctor rather than taking up A&E time
- Very thorough
- Friendly/caring
- I didn't have a long wait and the doctor we saw in the far room was so lovely. She really helped us feel safe.
- Very friendly and attentive
- Quick and lovely staff
- Fast and available out of hours.
- Doctor and nurse are good.
- Speed - seen in under 1 hour

Good Hope

- Prompt and friendly!
- Good advice , clear and very professional
- Receptionist
- Quick responses, friendly staff
- The doctor was very pleasant
- Friendly service
- Worries dealt with efficiently by triage staff on phone.
- availability and care shown to me as a patient
- Speed and reassurance
- Quick and easy!
- The doctor was nice, he talk to us good.
- Gave me a proper check up for my symptoms.
- Prompt / reassurance given
- Excellent practical advice.
- Seen quickly.
- Great can be seen
- Prompt and informative
- Everything very informative and friendly seen very promptly.
- Put us at ease very attentive and kind.
- Being seen on time - friendly doctor!
- Smiley and helpful staff. Seen quickly and happy with advice given
- Got seen quickly, doctor was efficient, receptionist friendly

What would have made our service better?

- comfy chairs
- quicker
- more info on waiting times
- more care in Dr words
- the car parking was so expensive
- Dr was very insensitive
- air con in badger clinic
- Beach holiday prize :)
- waiting time
- time, see pts quicker!
- clear signs to reception / where to check in on arrival
- maybe opening slightly earlier, but that is nit picking

Good Hope

- less waiting time
- shorter wait
- too long wait to see a dr
- less waiting time
- air con / fan
- long waiting time (to be called)
- if they listen too the parents off how the child feels
- better communication on front desk when called Badger (asked me twice to repeat my name whilst in pain)
- specific appointment times
- sometimes waiting time is long and patients are not well enough wait. If the waiting time is not long then that would be great
- quicker, more dr/nurse
- parking
- listen to answers more carefully
- by having phoned if we had a number
- having all the equipment
- direct contact numbers
- air conditioning in waiting area
- To be able to come at time of illness i.e. 4.30am
- more Drs required in Badger to be more efficient to reduce waiting times
- The Dr could be seen in A&E rather than Badger, more fans or air conditioning, comfortable seating
- giving pts a bit more guideline what's next
- If I was seen to quicker!
- badger parking
- better chairs in waiting area
- air conditioning
- better parking
- more investment in the NHS - see Theresa May
- bigger waiting areas
- the waiting room
- room could do with air conditioning
- an appt time to attend or slot to minimise wait. It is unnecessary with this service to have people waiting for hours
- cup of tea
- Quicker seeing
- Less waiting time
- Better advertised
- Separate parking for A&E department.
- Receptionist should probably discuss football in their own time.

Good Hope

- Appointment system
- Why is there such a long wait when a doctor finishes with one patient and calling the next? Sometimes about 20 minutes.
- Quicker service, it is not apparent where the Badger receptionist is in Good Hope - provide signs.
- Better parking
- If the receptionist had send us there first.
- Giving timed slots if possible.
- Quicker / shorter waiting time