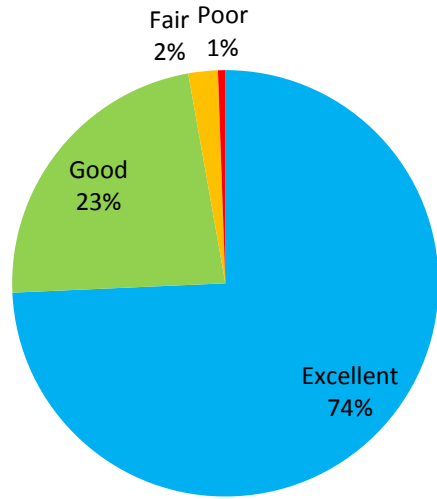
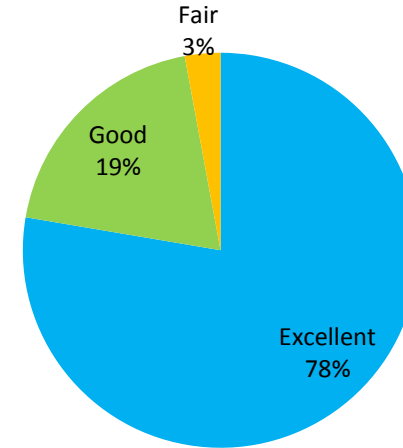


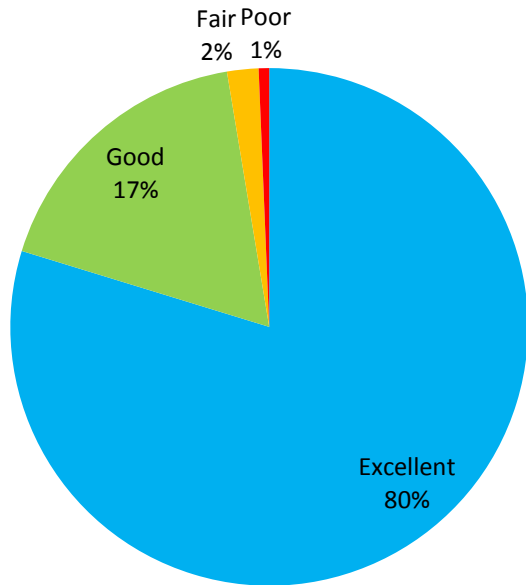
Feedback on Receptionists at Good Hope



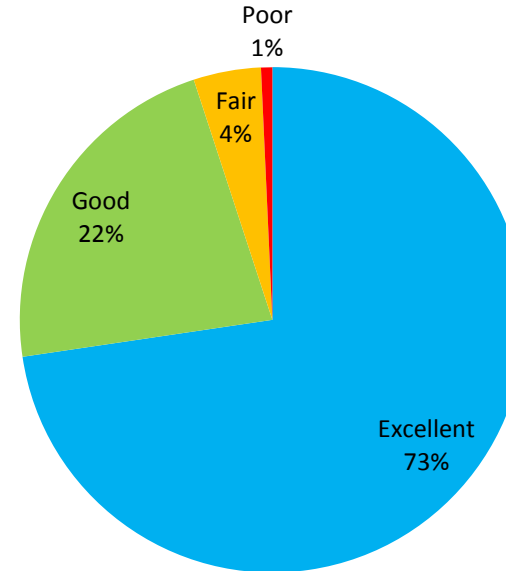
Feedback on HCSWs at Good Hope



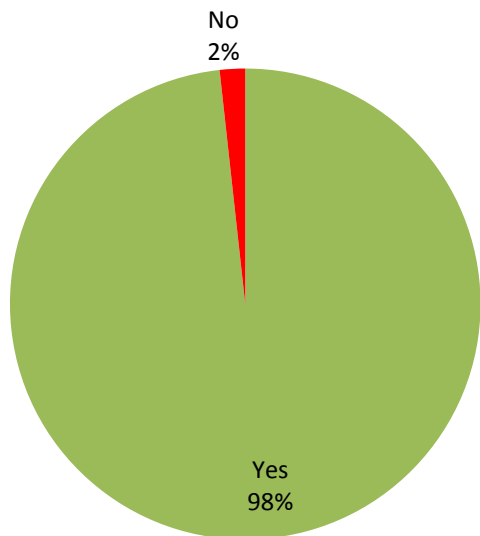
Feedback on Doctor/Nurses at Good Hope



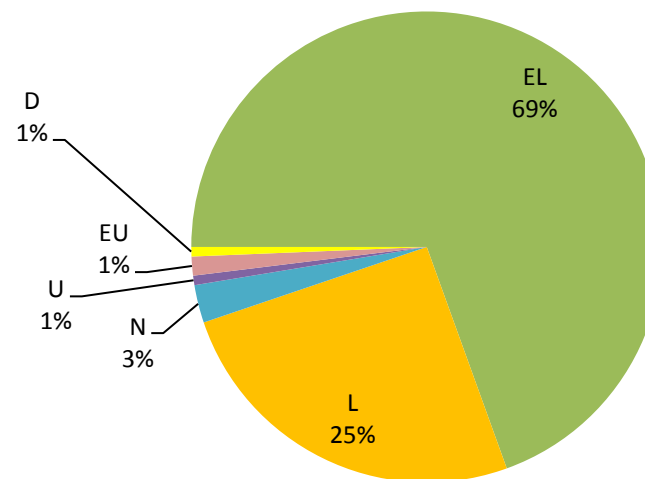
Overall Experience at Good Hope



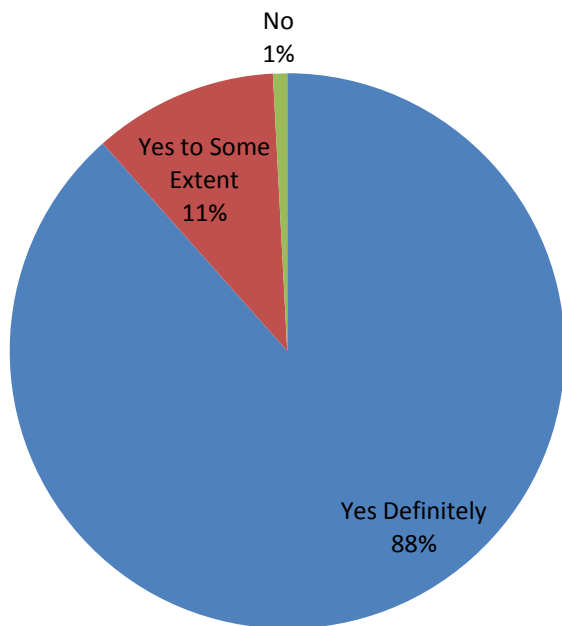
Doctor/Clinician explanation following this visit



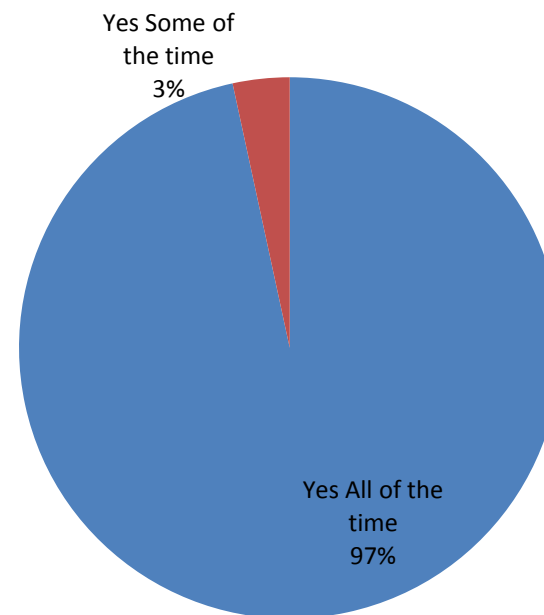
Recommendation to family/friends



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?

- Very quick- Very personable, young Doctor, thorough, reassuring
- Communication
- Efficient
- Very efficient
- Everything
- Friendly and trying to reassure
- More thorough
- Nice staff was a long wait
- Very helpful and friendly
- Quick to be seen
- Very good staff and service
- Seen ASAP
- Friendly service for an ill child
- Friendly and efficient
- Short wait, excellent Doctors (Dr Mannan) Excellent care and advice
- Very personable
- Friendly staff
- Got antibiotic to begin treatment immediately
- Friendly Doctor
- Quick
- I got what I wanted
- Wasn't left waiting to long and explained everything clearly
- Well mannered
- Quick, very helpful, Dr was brilliant
- Quick didn't have to wait
- Waiting time was acceptable
- Speed
- Fantastic organise friendly smile.
- quick and efficient, very welcoming
- Speed
- Staff friendly
- Doctor was so helpful and friendly.
- Not a long wait.
- It's going to make me better.

Good Hope

- Quick prompt response.
- Kind.
- Efficiency.
- The service was quick and the people very caring.
- So quick response staff so friendly.
- Quick and helpful.
- Quick service.
- Seen right away
- Very helpful
- Helpful
- Receptionist, quiet waiting area
- Fast and helpful
- Quick and friendly
- Fast, good care, kind service
- Advice & prescription to help symptoms
- Our Dr was very helpful & informative
- Prompt service and professional staff
- Polite and fast
- Very good, prompt
- Fast, efficient friendly service
- Speed of time to be seen
- We were seen quickly
- Excellent advice from all staff
- Kindness and help
- Seen quickly, doctor was knowledgeable and good with children
- Everything explained well and listened to
- Trust the doctor. He was friendly
- Polite and communication
- Wait time
- Friendly service
- Efficient Service
- Not a long wait.
- Low waiting time. Nurse was exceptionally helpful, explained everything she was doing. I felt confident in her ability as a professional
- Did not have to wait long and doctor listened to what I said and explained his diagnosis
- Availability
- Phoned out of hours and was able to attend immediately

Good Hope

- Very friendly , efficient
- Fast efficient
- 5 min waiting
- Doctor took time to explain clearly
- That it was there at time of need
- Speed and nice doctor
- Everything, pleasant, polite staff especially
- Efficient and a great service
- Prompt support and helpful advice thank you
- The doctor was very thorough. Very kind and helpful
- Rather fast to be seen and in-depth
- Out of hours is available.
- Quickness of service / treatment
- Doctor and nurse friendly, explained all clinical elements of diagnosis.
- Doctor and nurses
- Seen quickly
- Done proper examination of body for joint pain.
- Friendly, thorough, no wait!!!
- Professional
- The doctor explained everything
- Seeing a doctor out of hours
- Fast and polite
- Prompt call back
- It was available
- Polite & helpful
- Fast and friendly
- Very speedy, professional and thorough
- Prompt
- Seen immediately
- Very efficient
- Efficiency
- Polite
- The follow up call was quickly received as was the appointment.
- Fast
- Quick, helpful, patient staff
- Very fast

Good Hope

- The knowledge and advice given
- Speed, reassurance, information, clear, warmth
- They cared and skilled
- Very fast and very efficient / everything checked by doctor.
- Call back
- Doctor excellent just took long time
- Timing and efficient
- Fast & helpful
- Very fast service. Friendly and professional
- No waiting around, staff polite and doctor friendly and through.
- Fast, efficient service
- Doctor was fantastic and I was seen very quickly.
- Good service
- Speedy and efficient
- Was very quick being seen
- How I was able to find out what was wrong with me
- Friendly
- Helpful and friendly
- Got treatment

What would have made our service better?

- Parking for disabled
- Coming straight to Badger
- Parking
- Full examination
- More Doctors in busy times- today not too busy had longer wait at other times
- Quickness
- Shorter wait
- A home visit
- A quicker service I have a 2 year old who was the patient.
- Being told onset what the waiting time would be.
- Not waiting so long.
- More clinicians.
- If they were given working equipment.
- Waiting time, maybe see patients a bit early
- Shorter waiting times, more doctors
- Closer parking and cheaper

Good Hope

- Sky TV
- More doctors
- If they could come out to patients if you cannot get there
- Softer seats to wait on. Reading materials
- Signage at A&E/Badger - I just walked straight to Badger seats
- Displaying waiting times
- Waiting time
- Comfortable chairs for disabled people.
- Waiting time
- Attentive staff
- Appointment times
- More parking!
- Free parking for Blue Badge holders!!
- Make it easier to book in
- Be seen sooner long wait after healthcare worker seen me.
- Parking
- A late night pharmacy