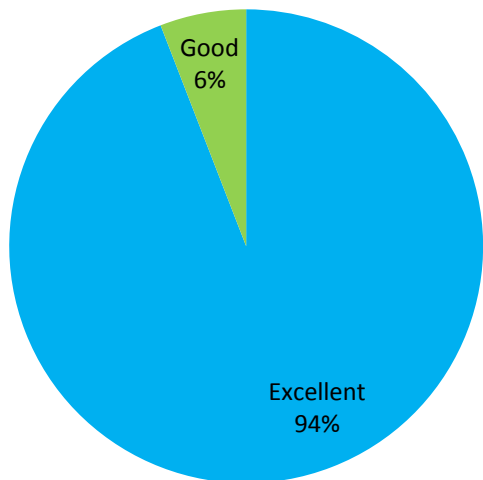
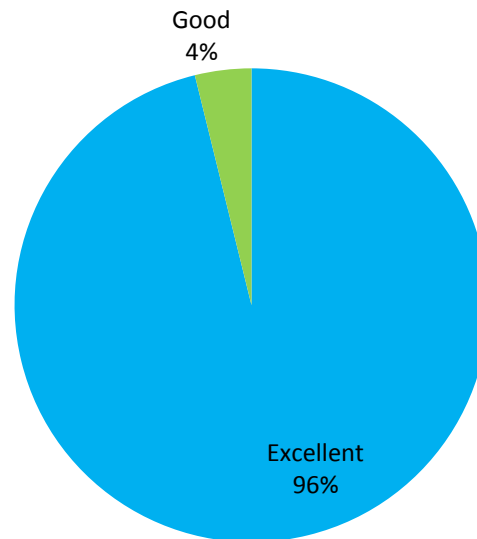


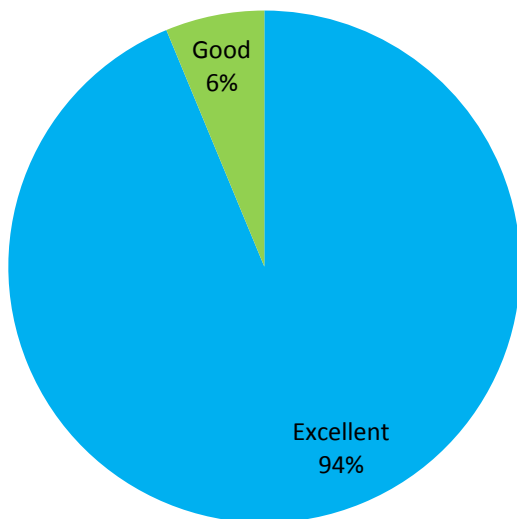
**Feedback on Receptionists at Heartlands**



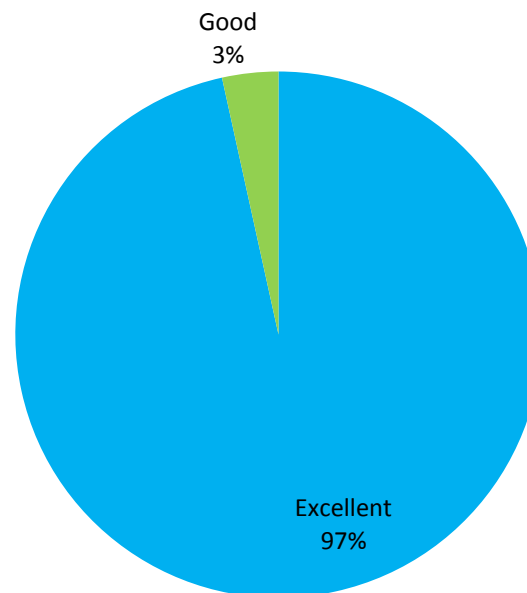
**Feedback on HCSWs at Heartlands**



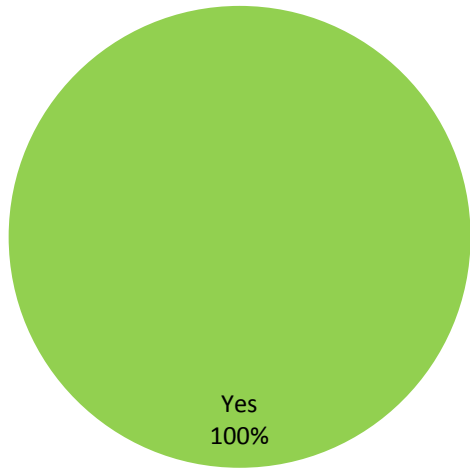
**Feedback on Doctor/Nurses at Heartlands**



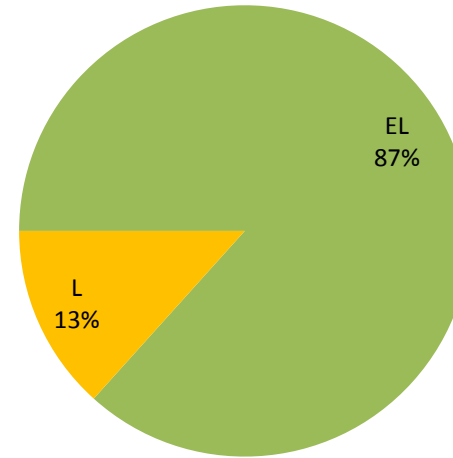
**Overall Experience at Heartlands**



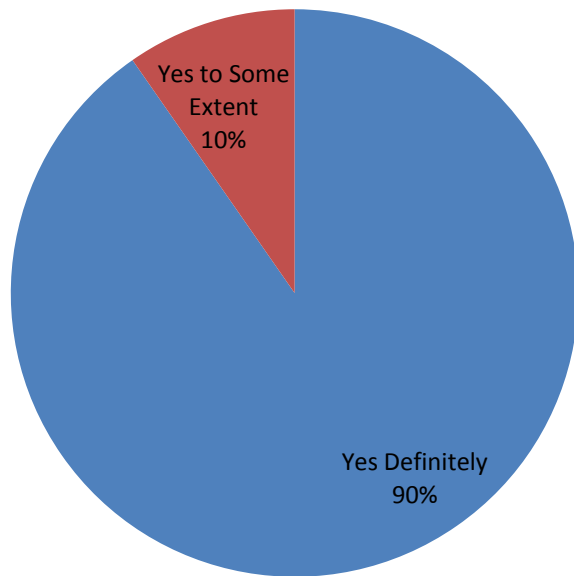
**Doctor/Clinician explanation following this visit**



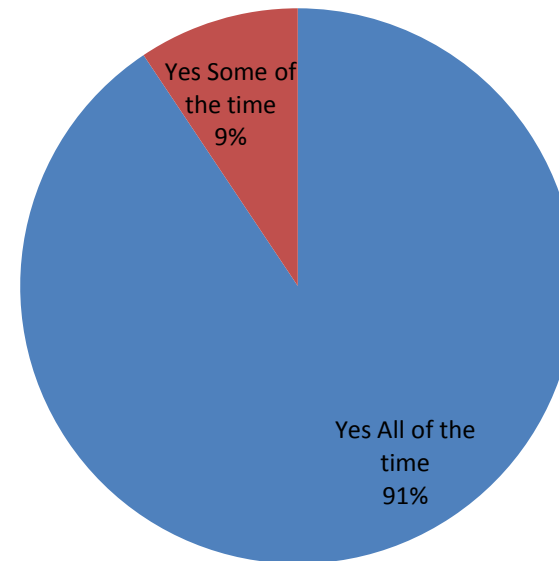
**Recommendation to family/friends**



**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 doctor seen quick.
- Friendly staff.
- After calling badger I was called back quickly
- Very good with my nine month old daughter.
- The health care worker Shamim was really excellent.
- Everything was good.
- Quick service.
- Apart from the wait excellent.
- The receptionist was very nice and helpful.
- Everything - lucky to have this service in urgent situations.
- Seen quickly
- You were fast and nice.
- Very caring staff
- Quick & thorough
- Speed, everything really
- Very good team, very helpful
- Receptionist was polite.
- Fast and efficient
- Staff very helpful when I came early - explained not a walk in to save me unnecessary wait.
- Doctor explained what was happening
- Fast, no waiting and pleasant
- Very understanding
- The doctor was lovely and polite and listened to our concerns
- Quick and very friendly / caring
- Efficient and caring very polite staff.
- Reassuring, prompt, listened to and taken seriously.
- Very helpful
- Friendly staff - no hanging around
- Takes less time and good explanation
- Really nice
- Very helpful and was seen very quickly
- The health care worker Shamim was very professional.

### What would have made our service better?

- Hot drinks machine
- Cup of tea