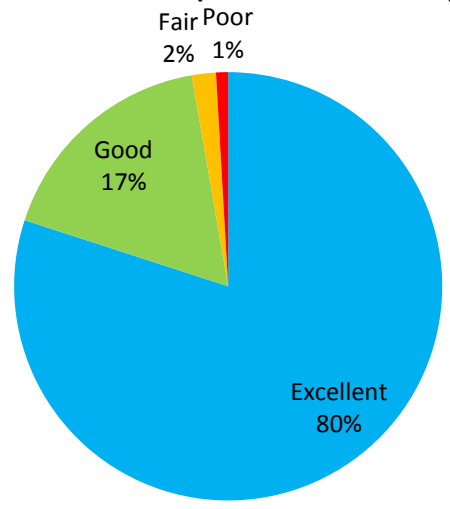
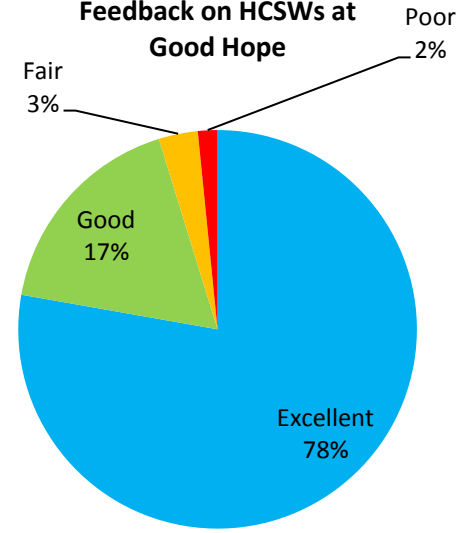


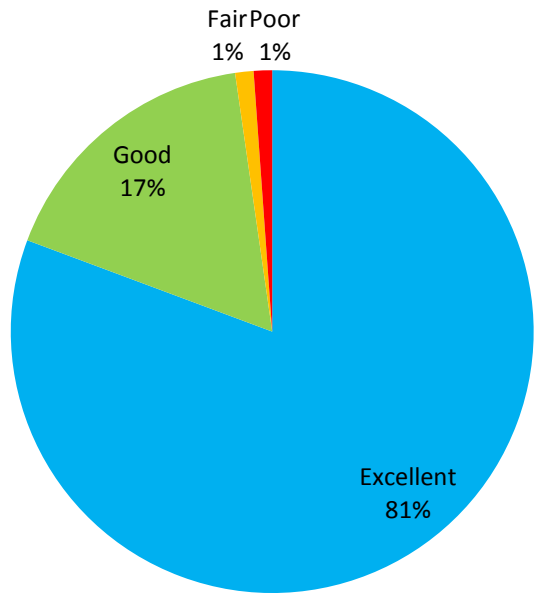
Feedback on Receptionists at Good Hope



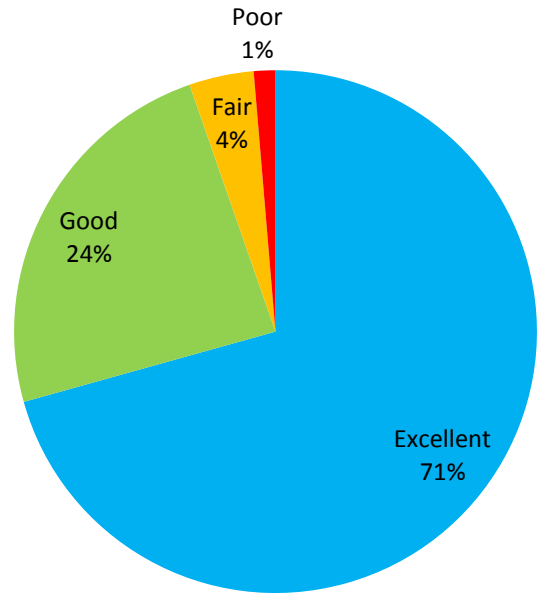
Feedback on HCSWs at Good Hope



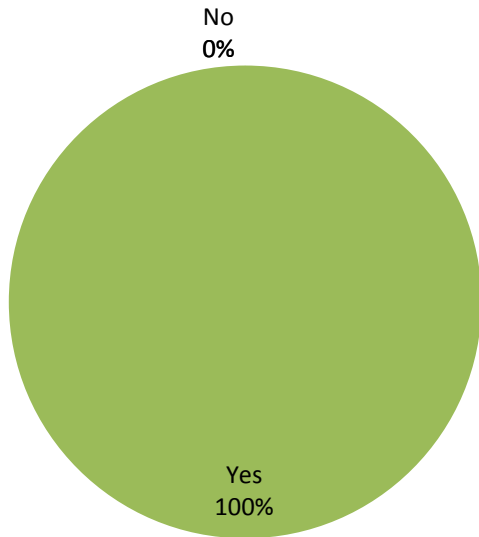
Feedback on Doctor/Nurses at Good Hope



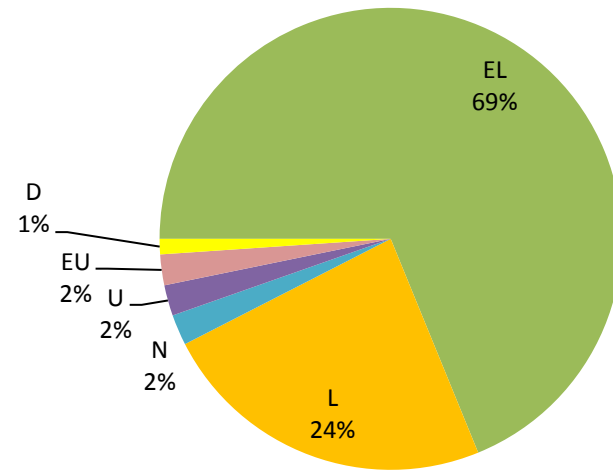
Overall Experience at Good Hope



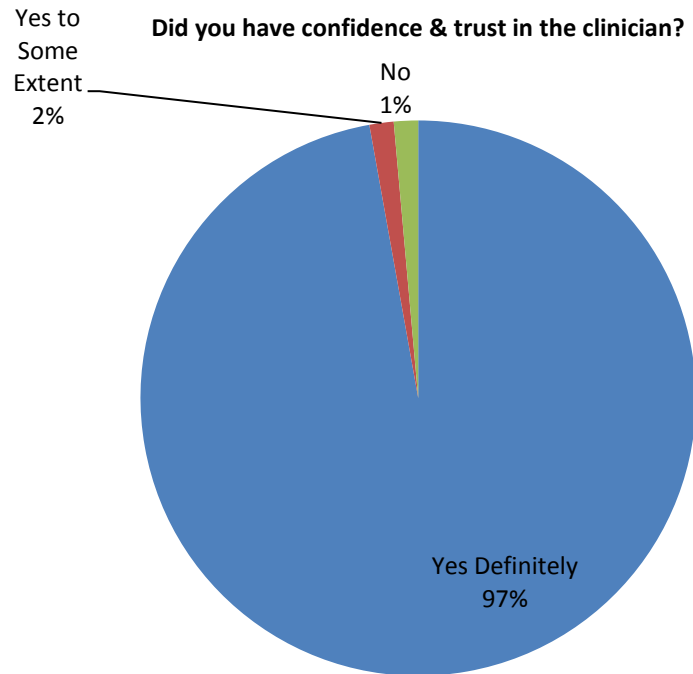
Doctor/Clinician explanation following this visit



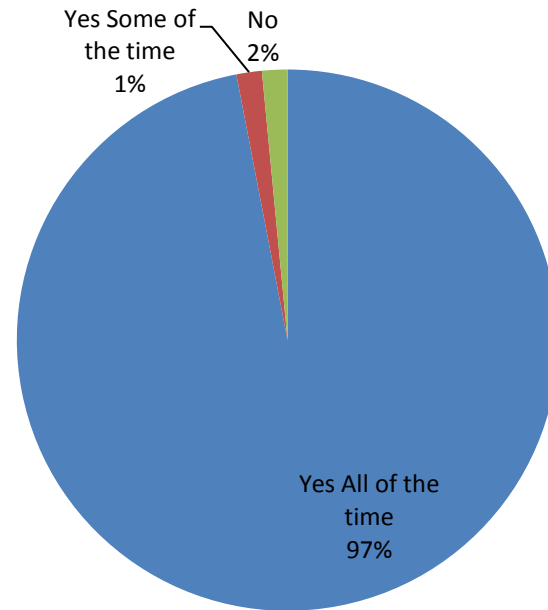
Recommendation to family/friends



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?

- Good Communication
- Clinical diagnosis - able to assist in calming nerves
- Quick and efficient
- Staff very friendly and efficient
- Not too long, quick diagnosis
- I felt listened to
- Really friendly, reassuring doctor. Thank you
- Everything, everyone was nice
- Ease and serviced
- Quickness all done under 1 hour
- How quick I was seen
- Got seen real quick
- The prompt response and short wait
- Speed and ease to come in
- Quick and helpful
- Efficient
- Listened answered and understood
- The Receptionist
- Speed and friendly
- Quick and efficient
- Speedy
- Efficient
- Speed of being seen
- Turnaround time excellent/knowledgeable staff
- Friendly and short waiting times
- The staff were all very friendly and welcoming. The ANP nurse was excellent
- Very fast and quickly seen
- Prompt
- Friendly staff
- I was seen within 30 mins and given peace of mind
- Polite staff and quick service
- Speed/answer
- Seen quick
- Helpful patient and pleasant
- Very good service
- Patient knew what he was talking about

Good Hope

- Nurse clearly and thoroughly explained process and what to expect to happen next
- That its open out of hours
- Thorough
- Quick service
- Quick & friendly
- Good service from Doctor
- I was able to be seen out of hours and get prescription needed that wasn't available at walk in centre
- Speed
- Whole Service
- We were able to speak to someone on arrival
- Canteen and staff
- Good Doctor really explained everything in great detail
- friendly staff. Spoke to my son directly
- Number of Doctors available on a weekend day (morning)
- Fast
- Quick easy useful info
- Straight in straight out
- Very friendly & quick to see
- Every person I seen they were excellent
- Fairly quick, efficient
- Provided treatment, antibiotics
- Extremely speedy & reassuring. No wait sorted immediately
- Nice Doctor
- Very quick efficient service
- Friendly staff in children's dept
- Was checked over properly
- Quick today
- Very efficient
- Sufficient care
- Efficient, seen in a timely manner
- Didn't have to wait too long
- Fantastic Doctors
- Care received and professionalism
- didn't have to wait too long to be seen
- Quick and friendly
- Quick service , friendly and helpful

Good Hope

What would have made our service better?

- Separate clinic for children. Waiting time too long
- Time waiting could be reduced, but was worth the wait
- The wait - I was the only one waiting and yet was waiting for
- Quicker results after being seen
- Ensuring waiting time improves
- Coffee shop staying open later
- Free parking
- A water machine & fans. Its over heated in here
- The nurse was rude she hurt my sons hand by pressing hard with the saturate probe. Replace existing nurse or give them proper training
- Less waiting time
- Signposted better
- Play music like they do in the doctors
- Clarity about whether to go to A&E desk or Badger desk
- Children are seen quicker by doctor and not sent round to the Badger service to wait for ages to see a GP
- Every single visit I feel the patients condition is not assessed in order of importance
- Less waiting time
- Better sign post
- More seating
- Slightly quicker waiting times