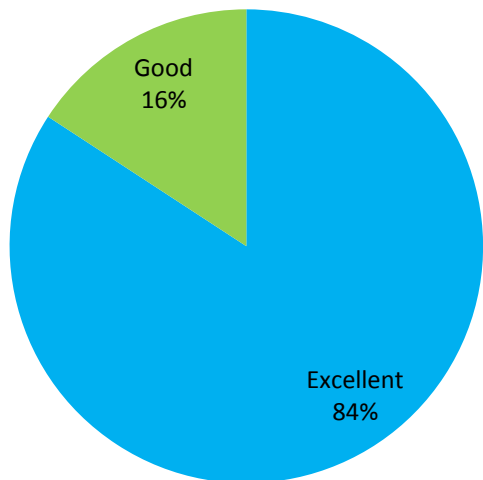
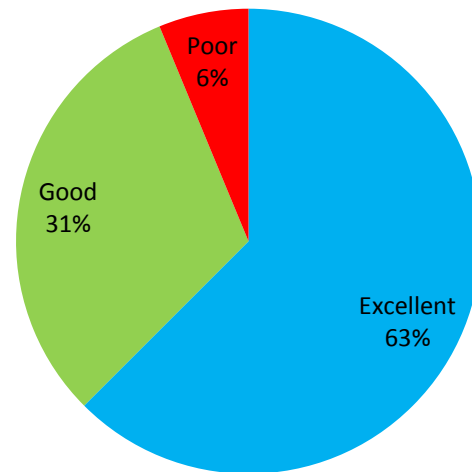


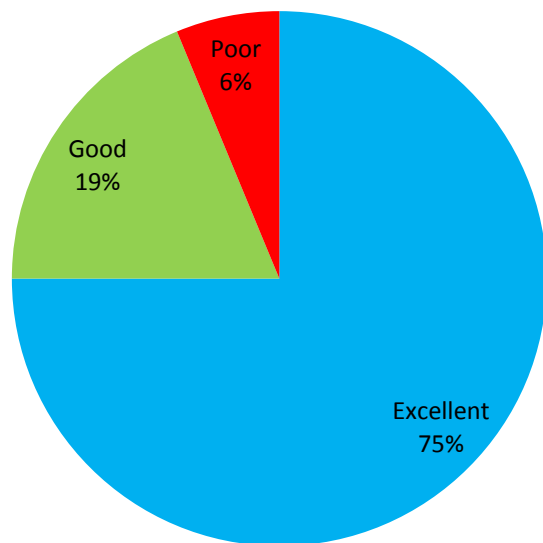
Feedback on Receptionists at Heartlands



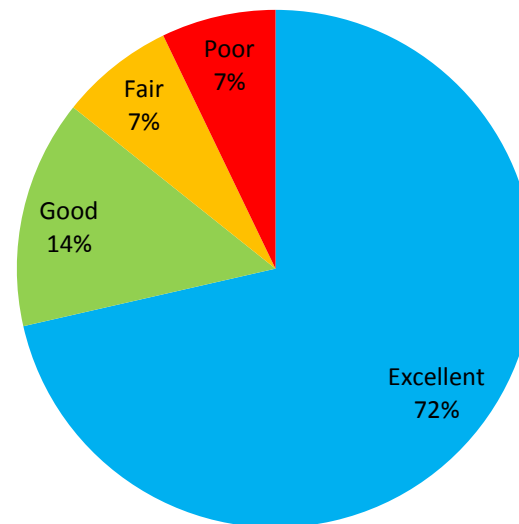
Feedback on HCSWs at Heartlands



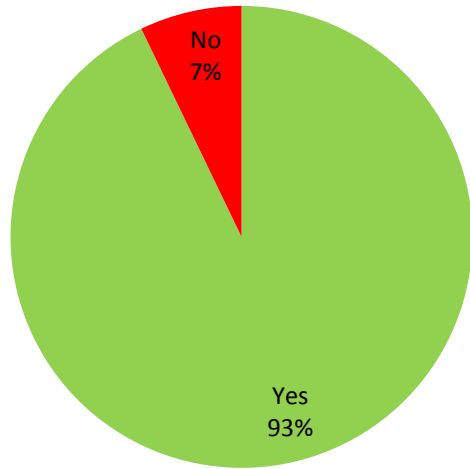
Feedback on Doctor/Nurses at Heartlands



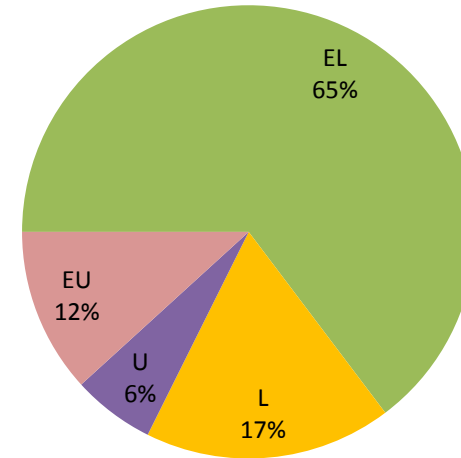
Overall Experience at Heartlands



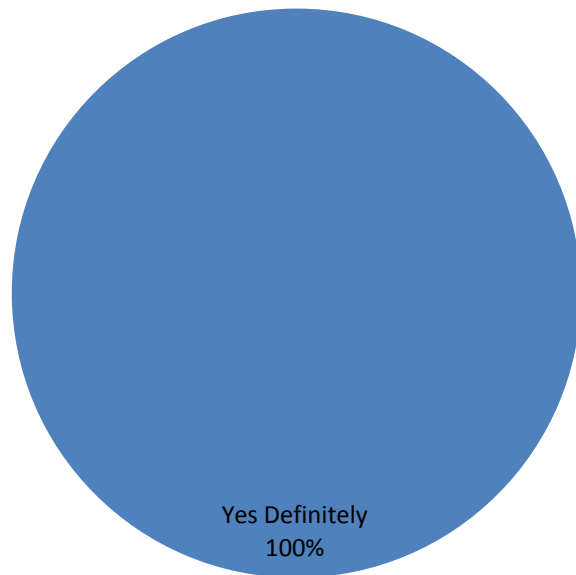
Doctor/Clinician explanation following this visit



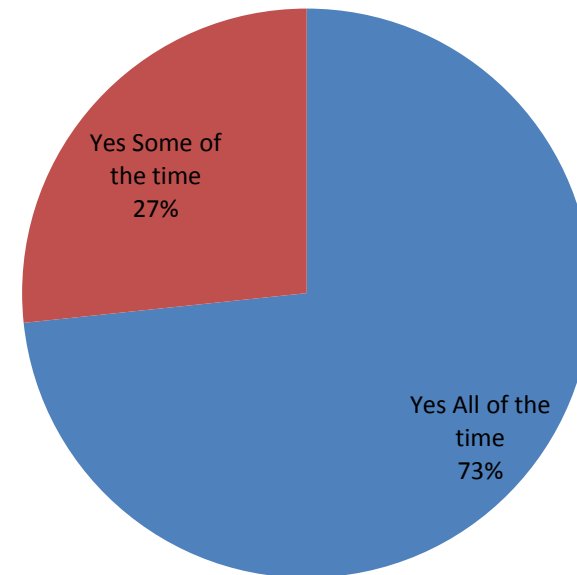
Recommendation to family/friends



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?

- Prompt, friendly and know what they are doing
- Pleasant staff very helpful
- The receptionist
- Fast, efficient, friendly
- Professional
- Excellent, polite service
- Very quick and dealt with the situation well
- The long time seeing doctor
- Not long to wait
- Receptionists
- Nurse & Doctor were great
- The receptionist and nurse
- Staff were great. Doctor explained the infection well
- How quickly I was seen to and how nice the staff are
- It was fast service didn't have to wait long
- Lovely staff
- I was seen as soon as possible when the doctor had arrived

What would have made our service better?

- Cleaner waiting room
- Waiting time - only 2 doctors on
- The service waiting times
- Less time
- Long waiting time
- A bit quicker
- Toys for the kids so they could play while waiting