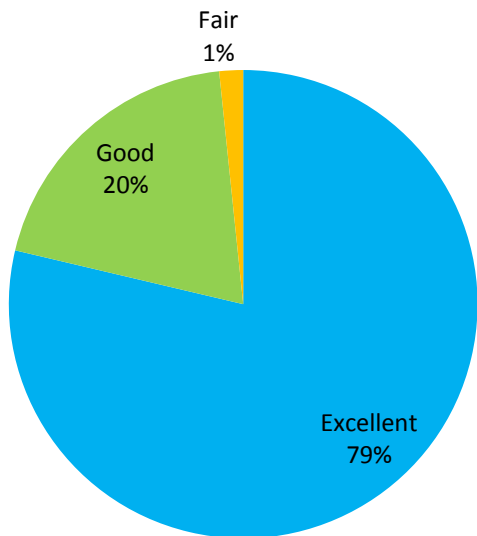
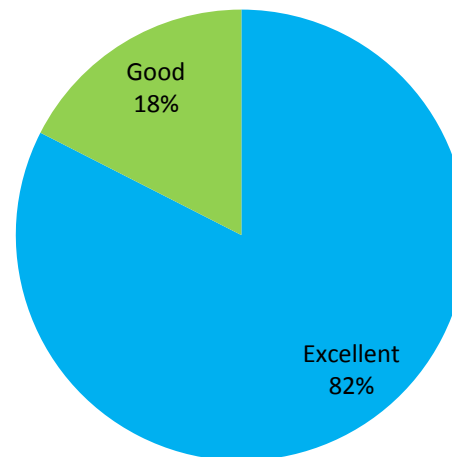


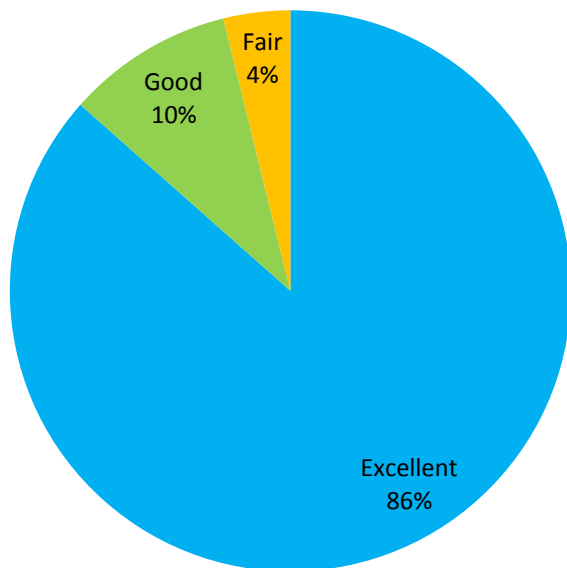
**Feedback on Receptionists at Good Hope**



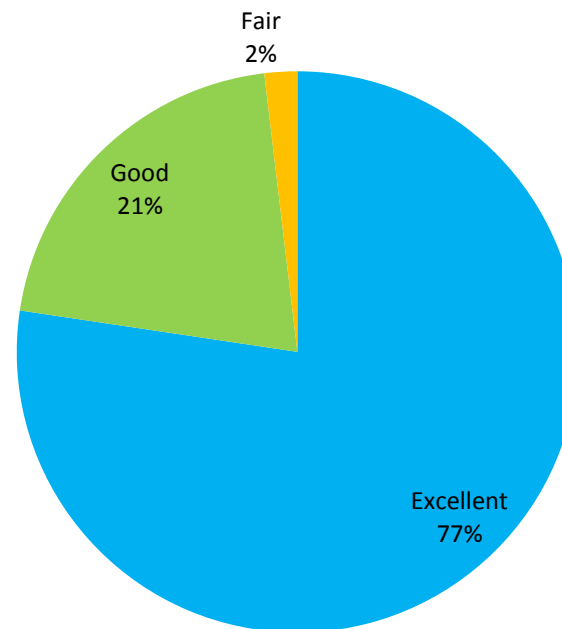
**Feedback on HCSWs at Good Hope**



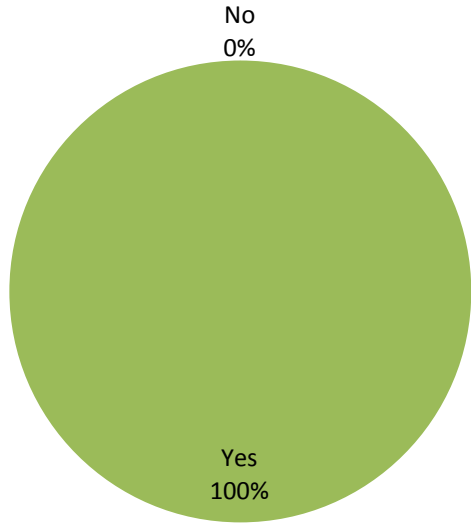
**Feedback on Doctor/Nurses at Good Hope**



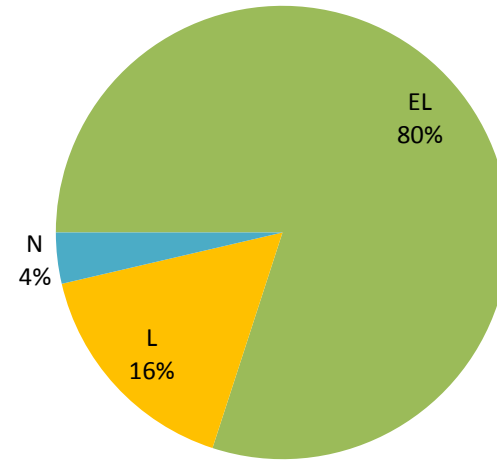
**Overall Experience at Good Hope**



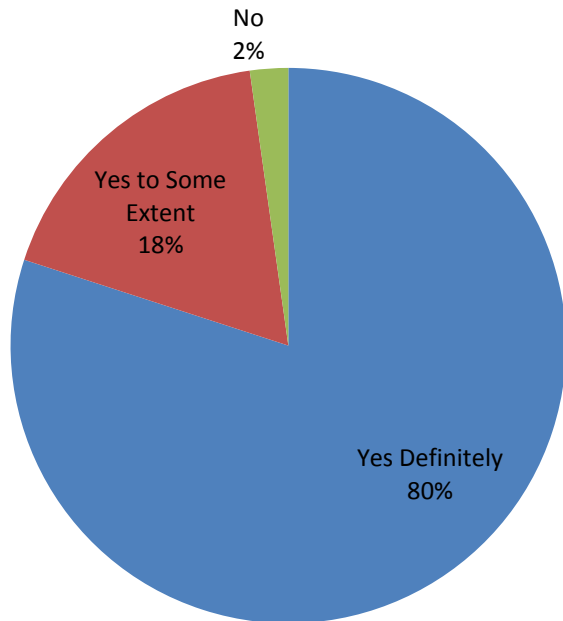
**Doctor/Clinician explanation following this visit**



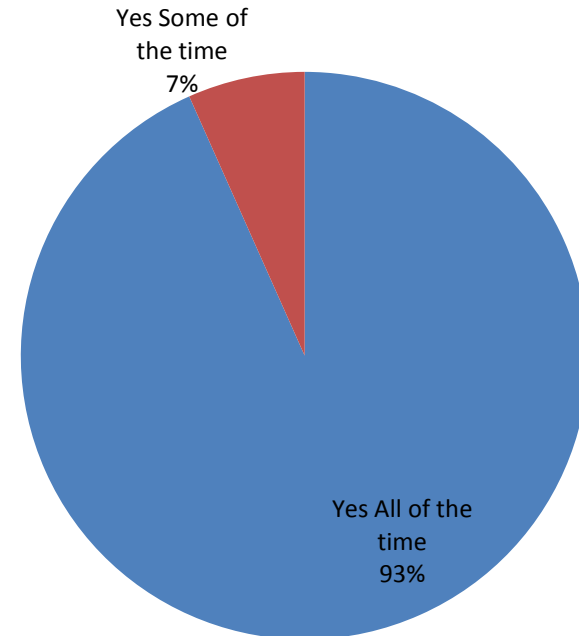
**Recommendation to family/friends**



**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, efficient.
- Very quick and clear instructions provided.
- Extremely welcoming receptionist (warm & chatty).
- Prompt attention and advice.
- Quick, accessible, thorough
- Quick, friendly
- Call back service
- Quick
- Prompt & efficient
- Very prompt service
- Quick, friendly.
- Quick, good service provided
- Healthcare workers amazing and caring. Receptionist polite and considerate.
- Speed of treatment and friendly staff.
- Everyone has been very helpful / friendly.
- Speedy
- Nice staff
- Seen quickly
- All of it
- Local
- Good advice
- Quickness of appointment
- Helped a lot as we would have had to wait until morning to see our doctors.
- Excellent service
- Staff polite, efficient
- Very quick with a lovely friendly doctor.
- Friendly & everything explained
- Very fast
- I was seen very quickly, staff were friendly.
- Seen quickly and efficiently
- Seen quickly.
- Prompt service
- Simple & quick
- Efficiency, helpful staff - thank you
- Was seen straight away
- The whole experience
- Did not have to wait too long
- Out of hours service

## Good Hope

- Quick & thorough
- Promptness
- Quality
- Quick & simple
- Very quick, call back
- Quick, sufficient, useful
- Quick, out of hours set back
- Swift, cared for
- Quick & helpful
- Short wait, excellent service
- Friendly attitude.

### **What would have made our service better?**

- Waiting time
- Known waiting time
- Waiting area too warm for a child with a temperature.
- Even faster
- Coffee machine and chocolate
- Need to explain more what the condition is
- More seats in waiting room
- Speed
- Efficiency of the practitioners - too slow