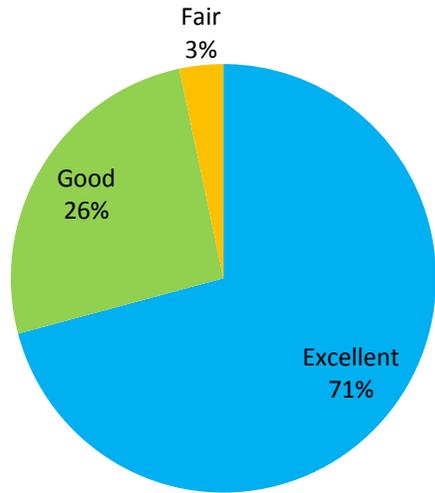
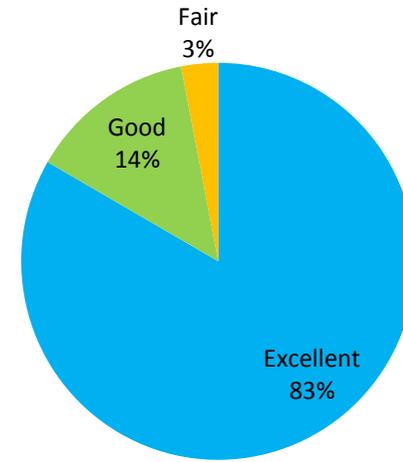


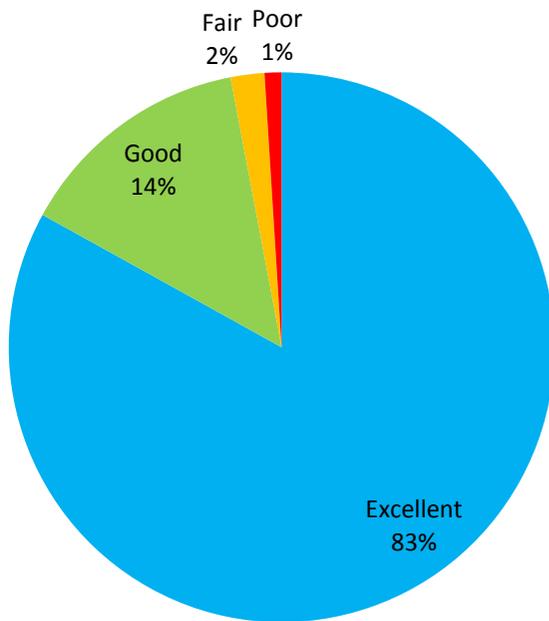
**Feedback on Receptionists at Good Hope**



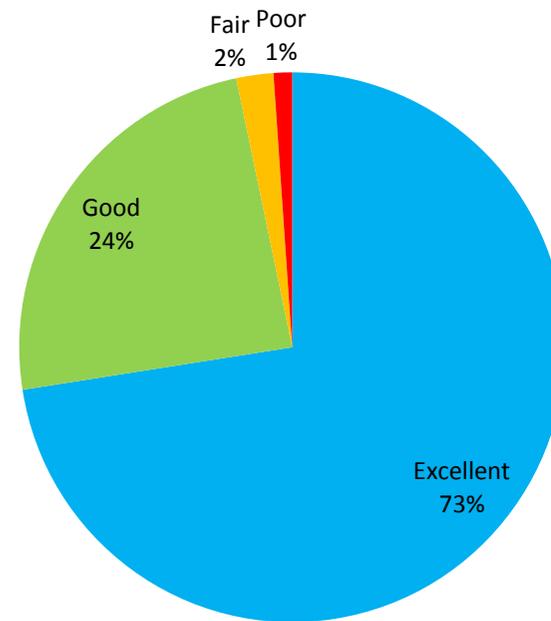
**Feedback on HCSWs at Good Hope**



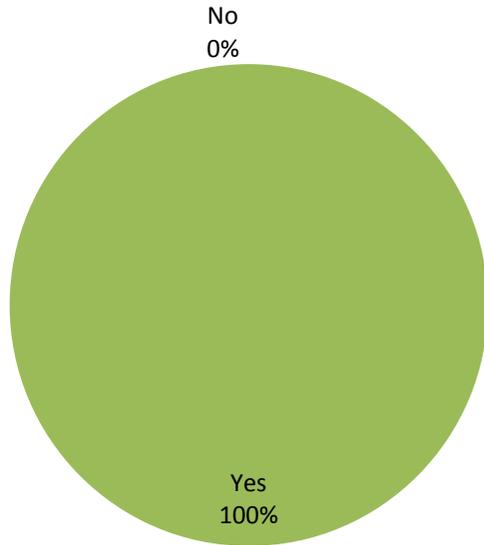
**Feedback on Doctor/Nurses at Good Hope**



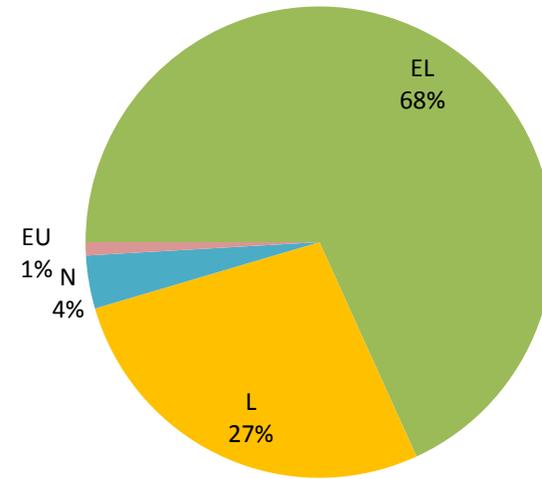
**Overall Experience at Good Hope**



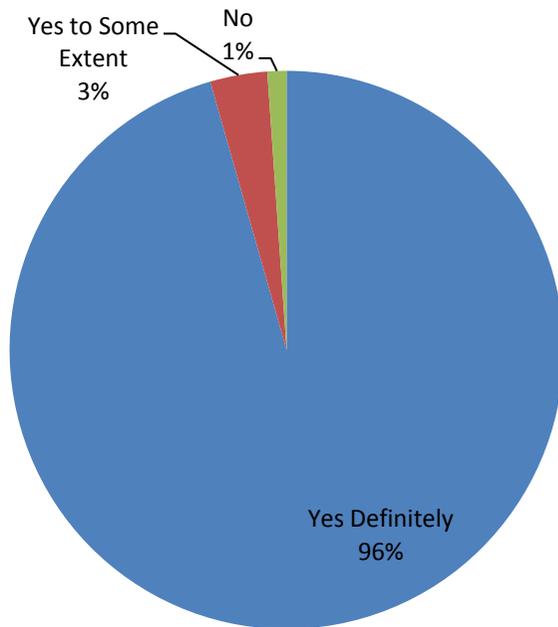
### Doctor/Clinician explanation following this visit



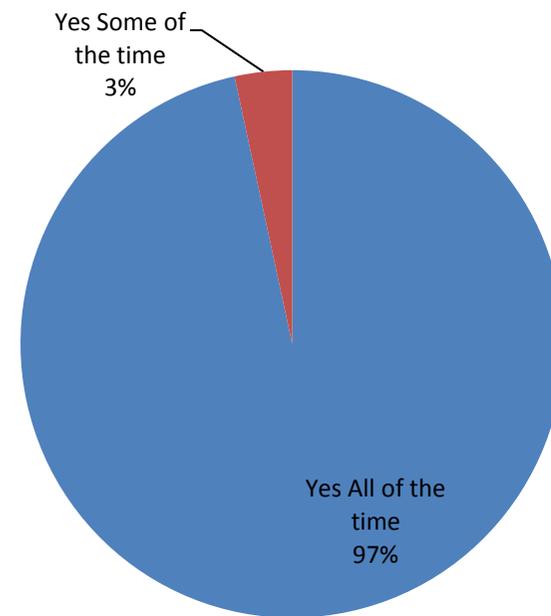
### Recommendation to family/friends



### 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 and accommodating. Helping the needs & giving a good treatment
- Prompt treatment
- Speed
- Times/well taken care of
- Very helpful
- Friendly and supportive
- Doctors dress sense
- Care about my son
- Didn't wait long
- How quick the doctor called me
- Quick and answers all needs
- Very helpful
- Very friendly
- Very quick
- Everything
- Doctor was very helpful
- The speed
- Quick
- Fast and friendly
- Seen promptly, very professional
- Friendly helpful staff, seen quickly
- Doctor was good
- Mary the nurse
- Nurse was fabulous
- On time
- Good help
- Available at weekend
- The fact that its an out of hours clinic
- Time given to explain was very good and not rushed.
- Out of GP hours
- Good doctor advice
- Everything, quick service, got appointment almost immediately.
- Was very nice, took care and very thorough
- Efficient, easy, caring
- Quick, thorough and caring
- Quickly seen
- They made sure the give me the best care
- Fast and friendly
- Polite receptionists

## Good Hope

- GP was extremely helpful and reassuring. Thank you!
- Out of hours - good service
- Very efficient and helpful
- The doctor was excellent with young child/supportive and explained well.
- Everything - thank you
- The doctors were nice
- Polite helpful staff
- Speed of service, friendly well informed staff.
- Dr Bhaumik was brilliant
- I was given an appointment within the hours.
- Kind / helpful
- Efficient
- No waiting, very friendly staff
- Friendly nurse
- The doctor was amazing
- Speed and good explanation
- Prompt service
- Fairly quick to be seen and information was quite helpful.
- First obs done quickly.
- Amazing - doctor so friendly and thorough
- Friendly & professional.
- Waiting time
- Not long to wait
- Quick and friendly
- The doctor was thorough and I got treated for my asthma attack
- The reception staff were helpful and friendly, not kept waiting. Doctor was reassuring, efficient, and thorough with a sense of humour.
- Quick and easy to use - staff brilliant.
- Very fast and efficient. Very friendly staff
- Quick, helpful, resolved issue.
- I didn't have to queue when I got to the hospital.
- The doctor and availability.
- Very kind doctor
- Everyone very helpful, the doctor was fantastic- thorough and sympathetic
- Very friendly
- Seen within the expected waiting time
- Time given to explain was very good and not rushed.
- Communication
- All our questions relating to my condition answered.
- Friendly, thorough, good communication.

## Good Hope

- Seen quickly, doctor listened to concerns.
- Patience with Autism
- Felt well communicated throughout.
- Receptionist
- Speed and efficiency with care.
- Been seen straight away
- The waiting time was less.
- The whole service from initial call was very fast.
- Very good communication and felt really valued
- Friendly and helpful
- Good to be able to see a doctor out of hours when necessary
- Prompt service, helpful

### What would have made our service better?

- Cooler waiting area
- Free Tea & Coffee
- Quicker service
- A different door to A&E
- Bit more explanation at reception
- Quicker service too much waiting time
- Printer working
- A screen showing where you are in the queue
- Very long wait
- Bigger Badger signs
- A cup of tea
- Would some how make it cooler
- No smokers outside
- Shorter waiting time
- Should have been seen quicker
- There was nobody on reception upon arrival. Very long wait once seated as only one GP on duty.
- Even quicker service and less cramped seating area. Also it was very hot.
- Better time management
- Better parking
- Perhaps more attentive at reception
- A separate area/room for highly contagious patients so we could stay away from other vulnerable patients (babies) without risking missing the call for our turn.
- To feel welcomed and not to be made to feel like you are wasting their time.
- Warmer waiting area.
- Doctor gave information that was vague and advised to take steroids in the evening - this is not correct as must always be taken in the morning.