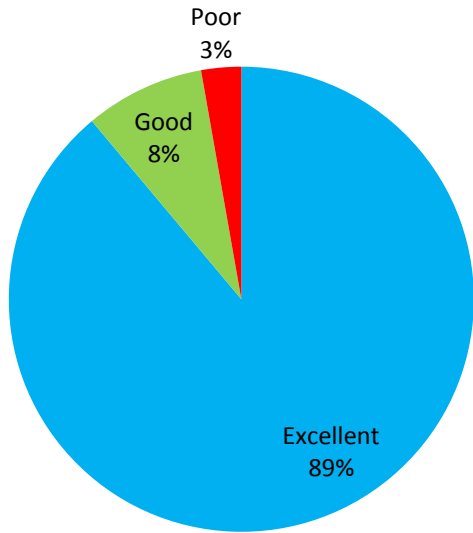
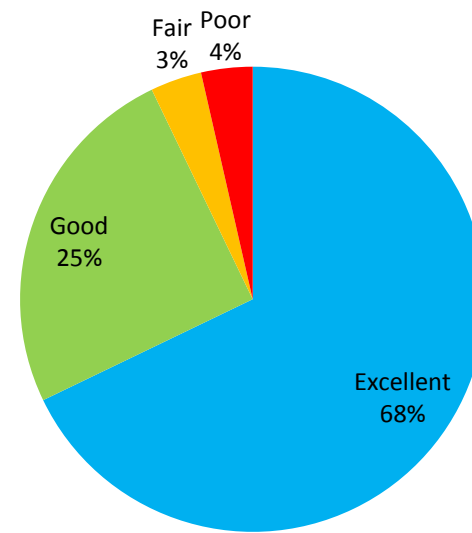


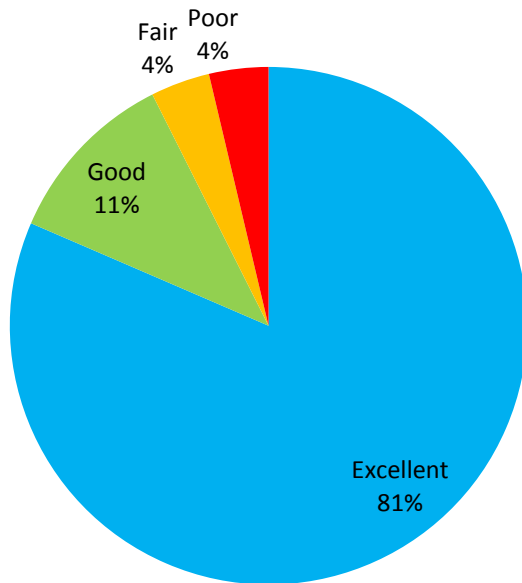
**Feedback on Receptionists at Heartlands**



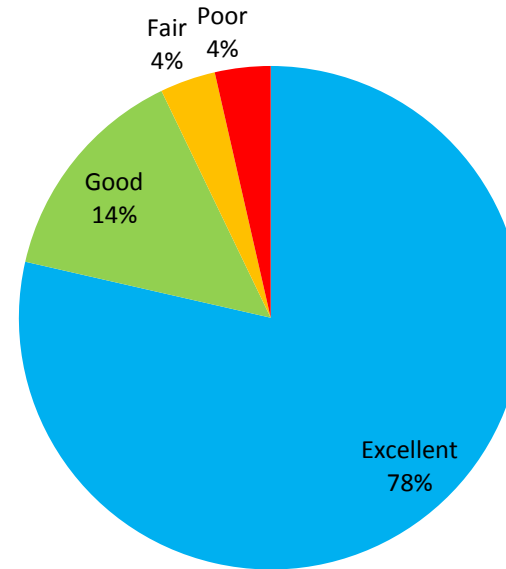
**Feedback on HCSWs at Heartlands**



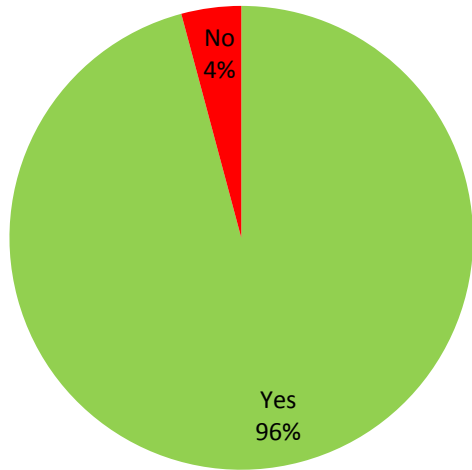
**Feedback on Doctor/Nurses at Heartlands**



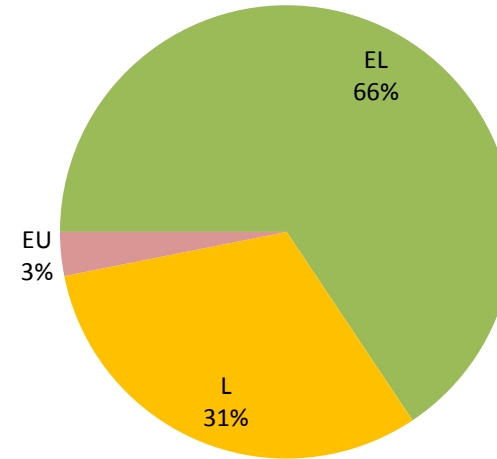
**Overall Experience at Heartlands**



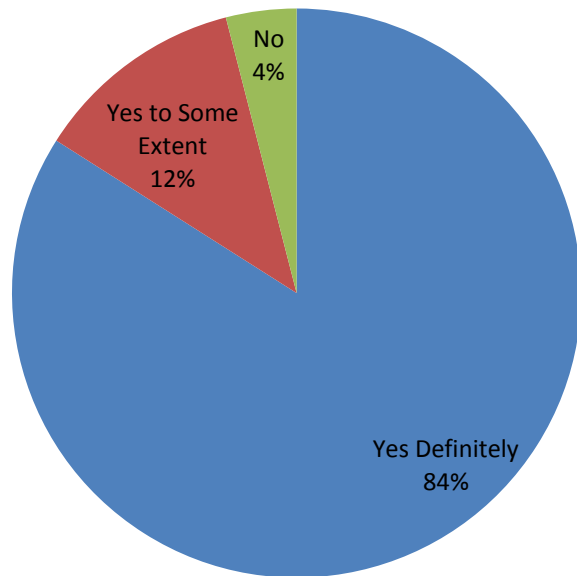
### Doctor/Clinician explanation following this visit



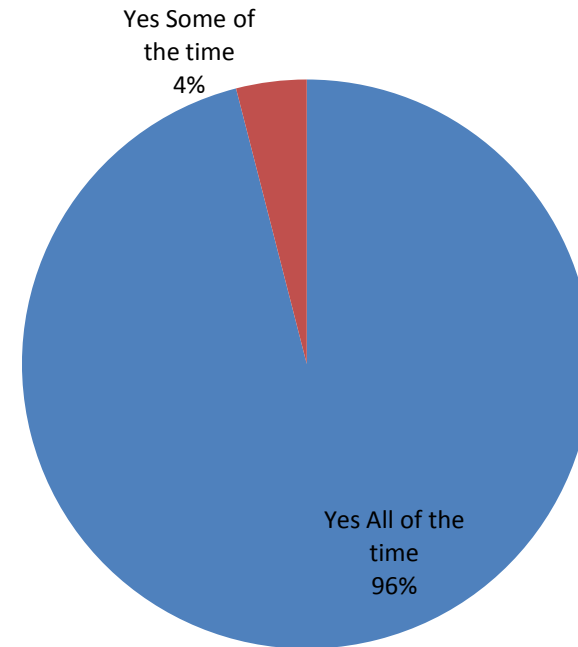
### Recommendation to family/friends



### 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?

- Everything
- Not waiting too long to see a doctor
- Staff are very polite and friendly
- Wait wasn't too long
- Polite, helpful, kind
- Helpful, very efficient, nice and welcoming staff
- Service was fast
- Friendly and helpful
- Very polite receptionist and helpful
- Friendly staff, thank you for thorough checking's.
- Very friendly and professional.
- Straight in and got seen.
- Rapid response
- Very quick
- Was seen quickly, friendly staff
- You were very kind and you had 100% respect
- The staff was helpful and efficient.
- Friendly staff and lovely nurse.
- Very helpful in regards to my mental health
- Helpful staff
- I come here regularly with my family but this time I come for myself.
- They saw me quick
- They helped and was friendly.
- Very quick, very friendly.

### What would have made our service better?

- Less waiting
- Cleaner toilets.
- Waiting time too long, more doctors.
- You could have games for children while they wait.
- The wait could have been shorter, more doctors present.
- Efficient waiting time
- Under staff, it be better for patients, less waiting and better for staff so they can give better service / waiting time
- More doctors and nurses we were told 2 hours but it took much longer to be seen.
- A food vending machine