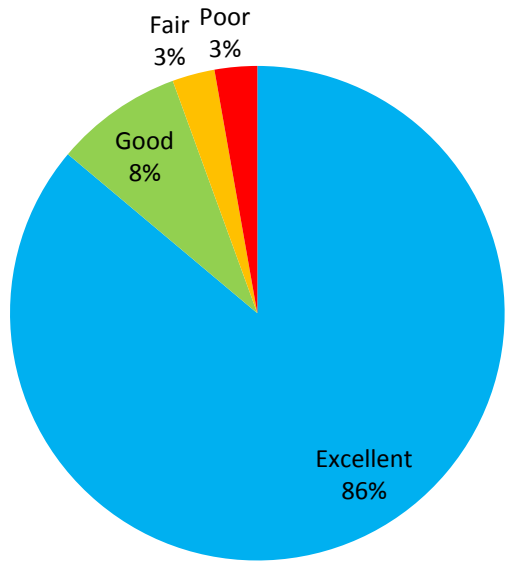
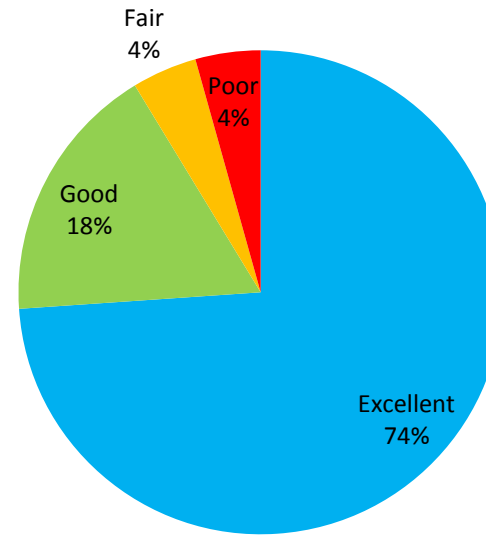


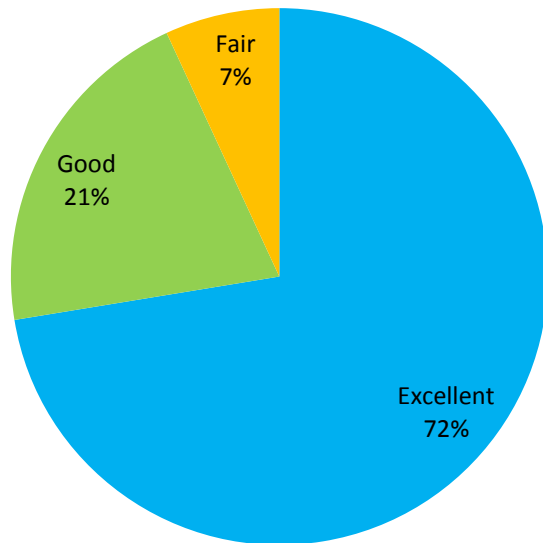
Feedback on Receptionists at Heartlands



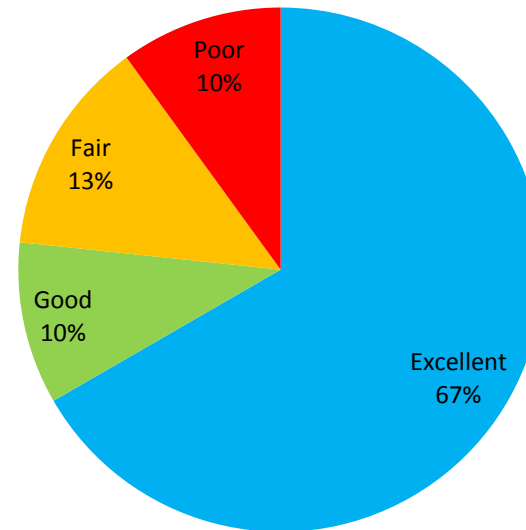
Feedback on HCSWs at Heartlands



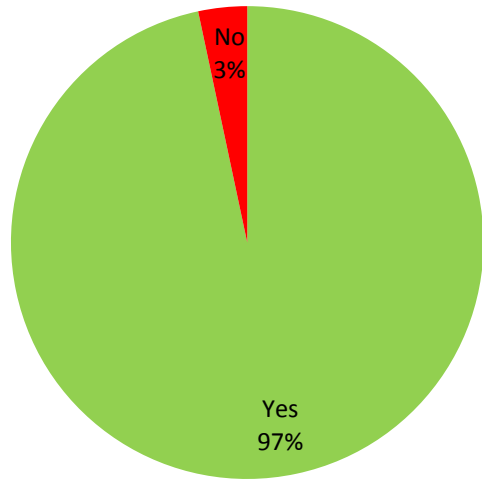
Feedback on Doctor/Nurses at Heartlands



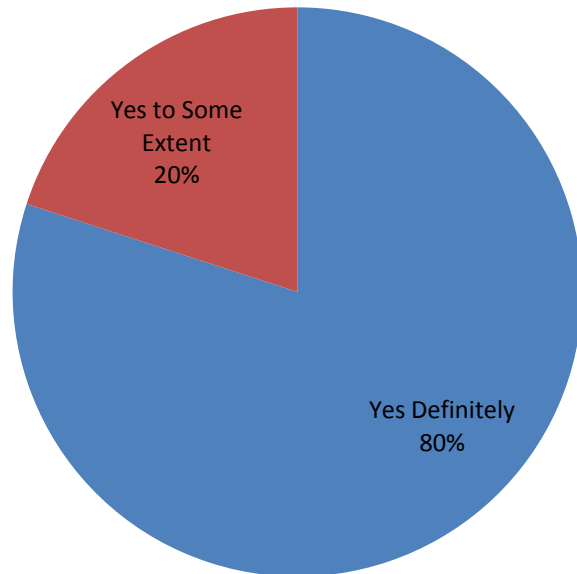
Overall Experience at Heartlands



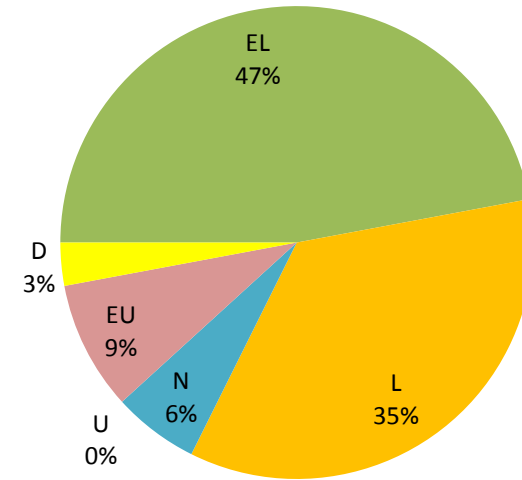
Doctor/Clinician explanation following this visit



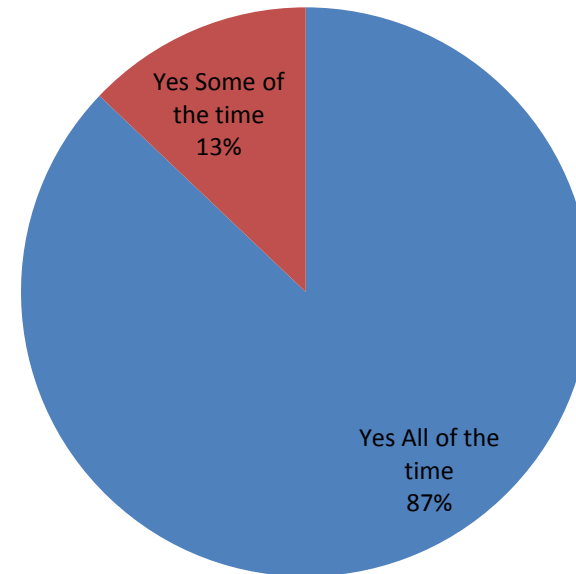
Did you have confidence & trust in the clinician?



Recommendation to family/friends



Overall, did you feel you were treated with respect & dignity?



Heartlands

What was good about our service?

- Kept informed, professional, polite, good explanation of medical condition.
- Friendly staff doing their best
- The staff were brilliant, friendly and professional.
- Everything
- Helped with advice
- Very good care
- Fast
- The staff was very helpful and took great care of me.
- Very good and polite receptionist.
- All good
- They are so lovely
- Their manner
- Friendly & respectful
- Good company
- The receptionist is very helpful
- Very caring
- Personality
- Fantastic reception helping
- Was seen by doctor quickly
- Personal and caring doctor was very thorough
- Nurse was amazing
- Overall service was good.
- Receptionist was very helpful
- Receptionist was very polite, made to feel welcome.
- Very kind staff very apologetic
- Helpful, problem solving
- The treatment from staff
- How quick I was seen
- Quick and easy
- Didn't have to wait too long

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What would have made our service better?

- More staff, quicker turnaround
- More staff needed please, provide more resources in these vital departments.
- Waiting times
- Faster service
- Take more staff in order to reduce waiting time and give better service
- The waiting time too long
- If we didn't wait 4 hours
- More staff i.e. increase the doctors & nurse
- More staff
- Waiting times
- Not having to wait over 3 hours with a sick 2 year old
- The waiting time!
- Waiting time, something for kids
- Wait is over 3 hours
- More staff
- Quicker being seen
- Less waiting time.
- Improve waiting time saw nurse for 5 minutes waited 2 hours.
- Looking on computer at patient history