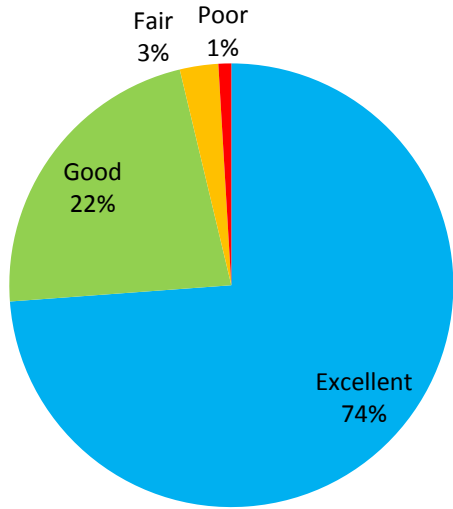
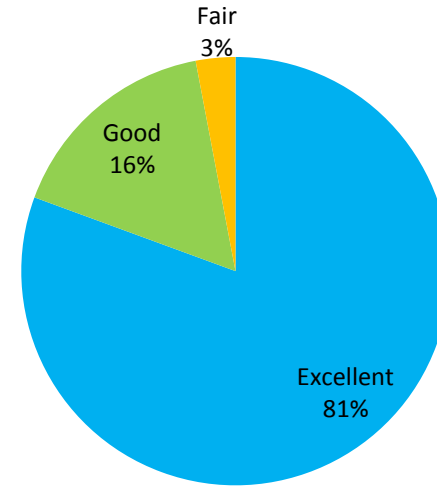


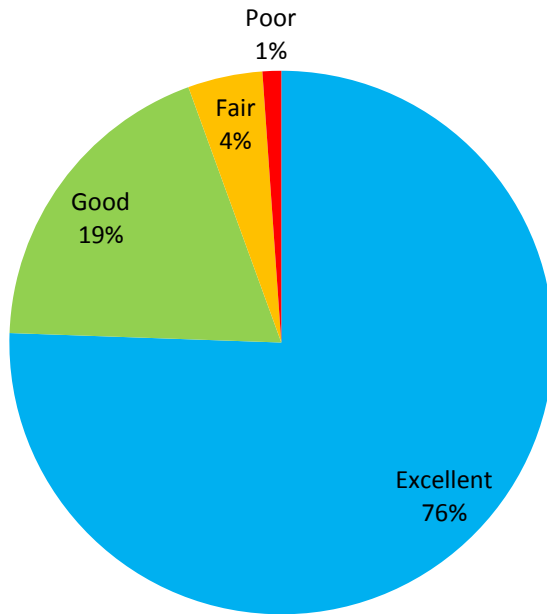
Feedback on Receptionists at Good Hope



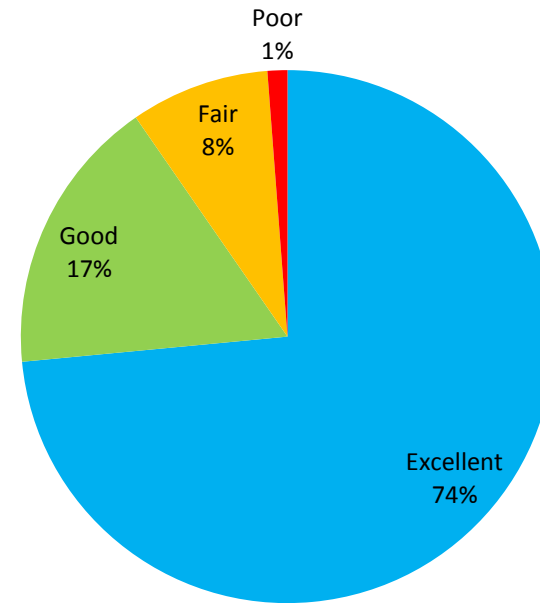
Feedback on HCSWs at Good Hope



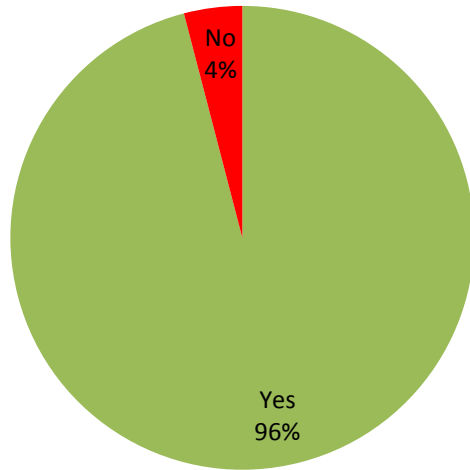
Feedback on Doctor/Nurses at Good Hope



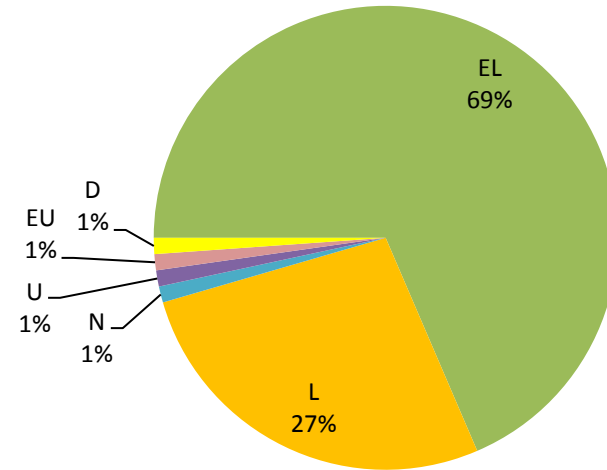
Overall Experience at Good Hope



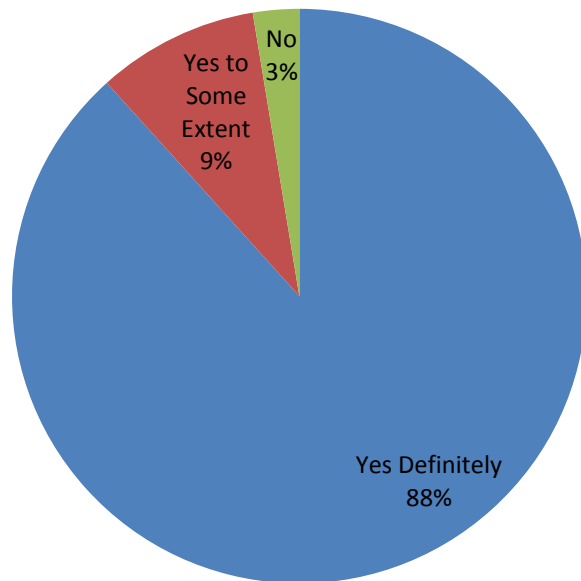
Doctor/Clinician explanation following this visit



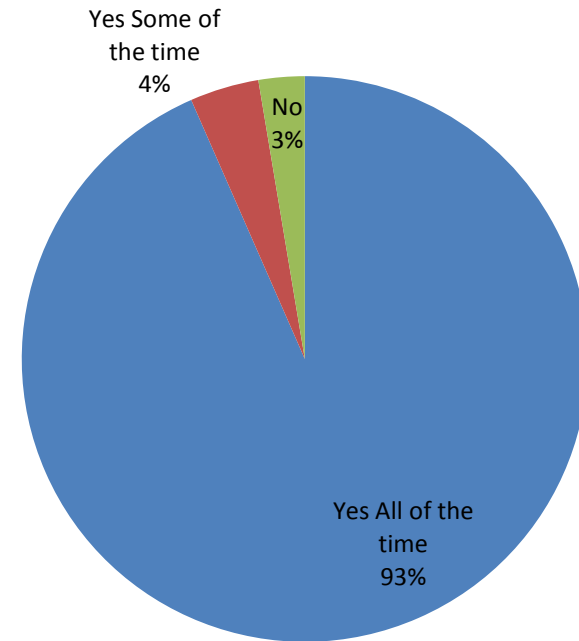
Recommendation to family/friends



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?

- Courteous staff and children friendly attitude
- straight in
- friendly staff
- efficient, helpful, friendly
- made you feel comfortable, friendly staff
- they even rang to check up on me
- staff very good and efficient
- quick and easy
- the friendly nature of the staff
- patient didn't wait too long to see
- caring and friendly staff
- everyone was very welcoming, professional and efficient
- everything
- professional, clear, very busy but seen pretty quickly
- level of care and quality of detail
- very pleasant and helpful
- quick, thorough and friendly
- seen very quick, great
- everything
- friendly took time
- doctor was brilliant
- was seen pretty fast
- quick efficient
- simple
- friendly and efficient staff
- was seen quickly
- speedy
- it was very efficient
- it is good that it is there out of hours
- reception
- reassurance
- Speed & quality
- Quick
- Accessible when needed
- Extremely helpful
- Out of hours appointment service - alleviates A&E wait
- It was very good when I am in urgent medical need
- Treated quickly and politely
- Doctor was amazing helped us feel better

- Friendly, approachable and knowledgeable
- Care
- seen quickly
- Prompt, understanding
- Welcoming - fast
- Everything
- Minimum waiting time
- Lovely caring staff
- Seen straight away
- My daughter got seen by nice and friendly staff.
- Very polite staff
- Quick, easy to access
- Very quick service, very polite
- It was very quick and the ANP was most helpful.
- helpful services
- Thorough, friendly and quick.
- Professional and prompt
- Got seen quite quick
- Cared
- Made it easy for me to know what to do
- Detailed information
- Very quick and efficient
- Fast & very professional
- Friendly staff
- Very friendly helpful doc
- Quick, efficient
- How efficient the system was in getting seen.
- Very caring and supportive
- Waiting time
- Seen quickly
- Good response
- Fast response time, everyone we spoke to was kind and polite.
- Quick
- Quickness
- Call back and discuss matter on phone.

Good Hope

What would have made our service better?

- less wasting time
- shorter waiting
- shorter wait times
- the waiting time to be shorter, much shorter
- I was forgotten about 2 and half hour wait, receptionist very helpful
- don't know/numbering system so you know who is next
- more seats in the waiting room area
- wasted my time, I have 3 children left at home to be told to see my GP
- Another doctor
- Less waiting time
- Free tea or coffee
- Shorter waiting time
- Being seen quicker
- Free marshmallows - hot chocolate machine
- Wait times
- If opened a bit longer or better 24 hours.
- The waiting area should be a room rather than corridor.
- More staff but I realise this is not the answer
- To be able to make an appointment.
- Waiting time
- Appointment times
- Reduce waiting time especially for kids.