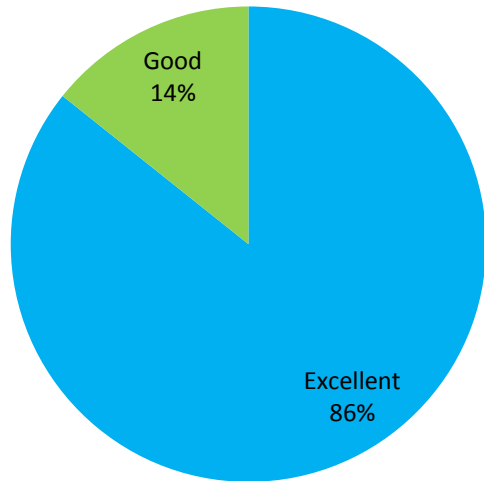
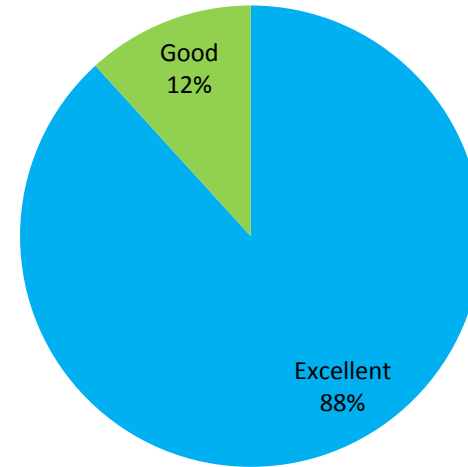


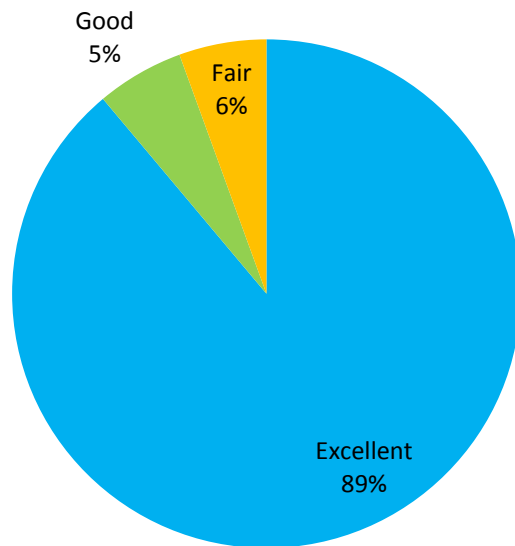
Feedback on Receptionists at Heartlands



Feedback on HCSWs at Heartlands



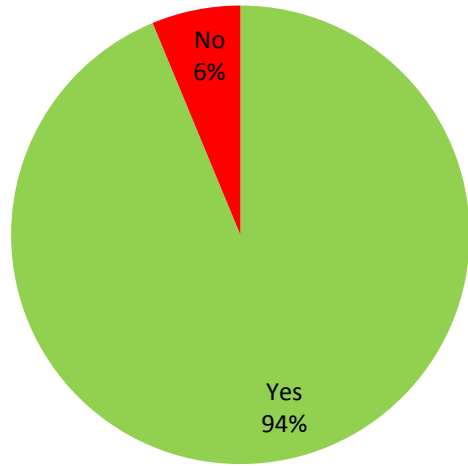
Feedback on Doctor/Nurses at Heartlands



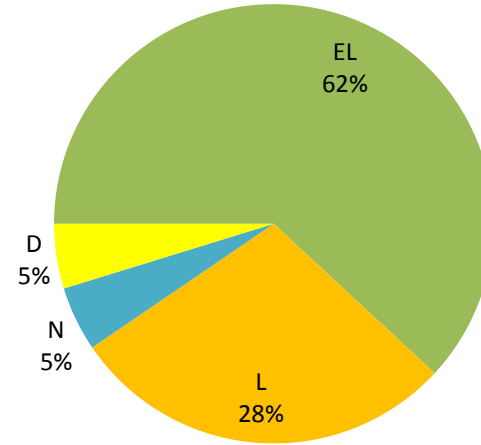
Overall Experience at Heartlands



Doctor/Clinician explanation following this visit

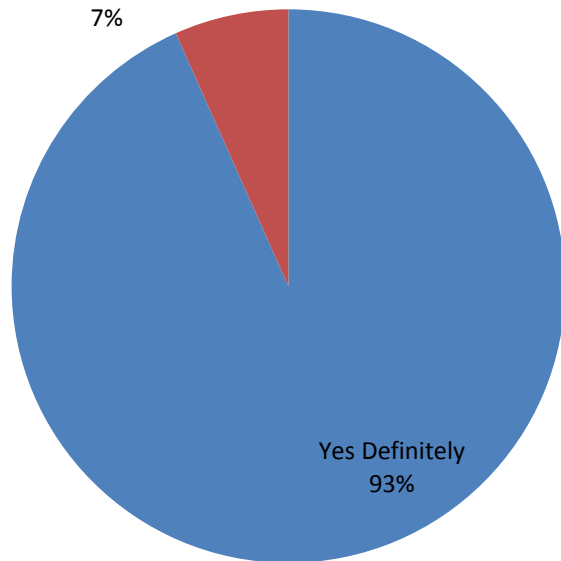


Recommendation to family/friends

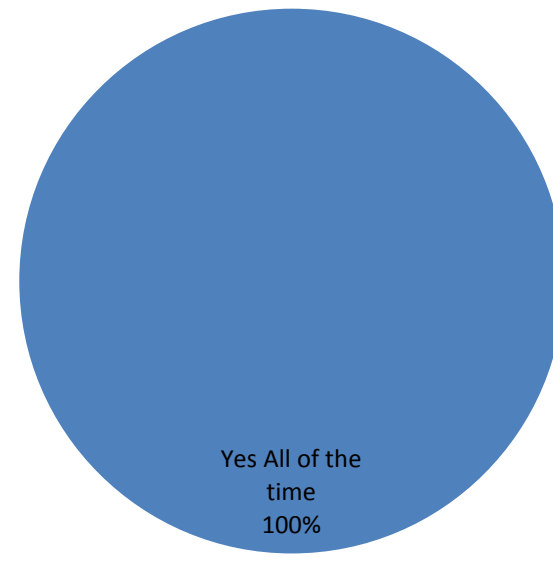


Did you have confidence & trust in the clinician?

Yes to Some
Extent
7%



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



Heartlands

What was good about our service?

- Doctor was very understanding
- Friendly, helpful staff
- Clear advice
- The staff was excellent
- Very helpful & reassurance
- Friendly people, quick service
- Good help, received a call back within an hour
- Good communication/informative
- Quick & efficient
- Advice was helpful
- The receptionist was so lovely & kind to me.
- The time the staff helped my mom
- Helpful receptionists and very polite
- Brilliant!

What would have made our service better?

- More doctor would have made a difference to the waiting time.
- Be seen quicker!
- Most urgent patients to be booked first.
- Wait times could be reduced
- More information on display boards
- Cup of tea