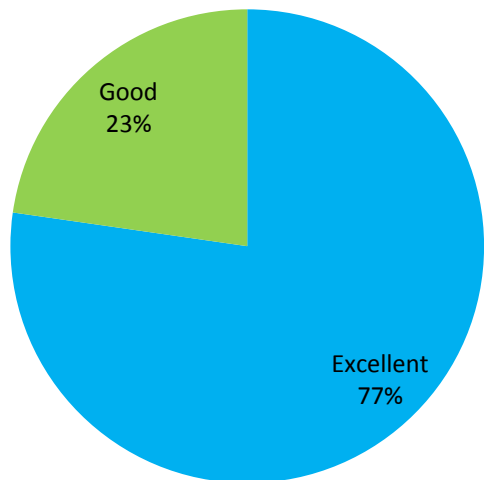
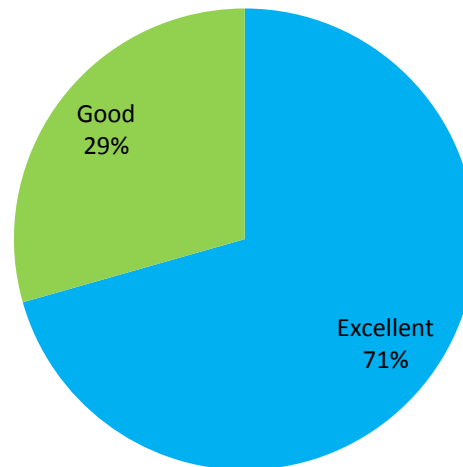


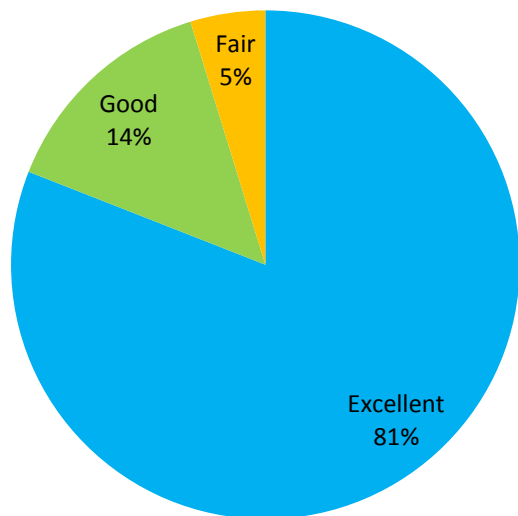
**Feedback on Receptionists at Heartlands**



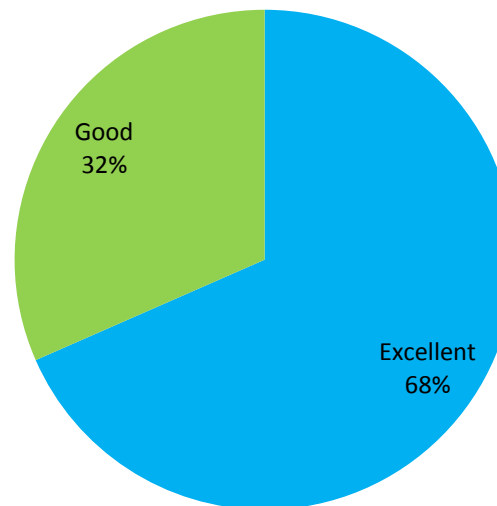
**Feedback on HCSWs at Heartlands**



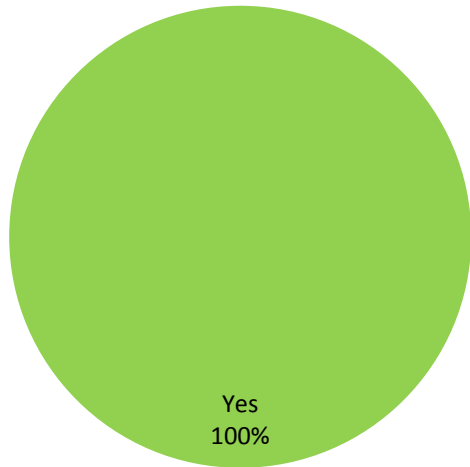
**Feedback on Doctor/Nurses at Heartlands**



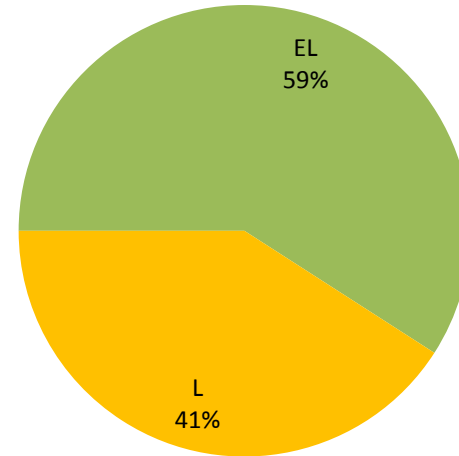
**Overall Experience at Heartlands**



### Doctor/Clinician explanation following this visit

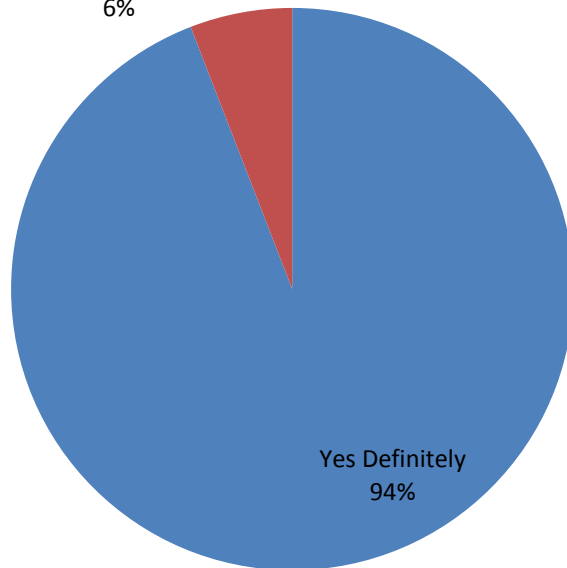


### Recommendation to family/friends

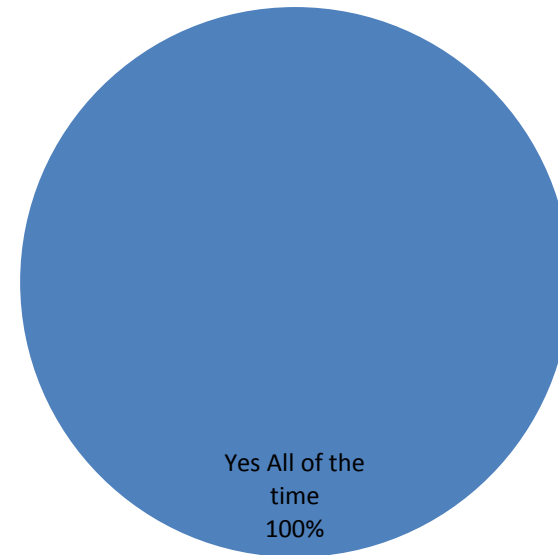


### Did you have confidence & trust in the clinician?

Yes to Some  
Extent  
6%



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



## Heartlands

### What was good about our service?

- Everything
- All staff was kind and understanding, didn't wait too long.
- Quick
- Polite staff
- They took the trouble to listen and care
- Quick, efficient, effective
- Less waiting time and professional attitude
- Helpful
- We were seen promptly
- We were seen very quick and by an excellent doctor
- The doctor was excellent
- Seen within reasonable time frame, excellent customer service by Receptionist, very welcoming
- Get appointment easily
- Very quick
- Reassurance that everything will be okay
- HCSW very nice and polite
- It was quiet straight in and out

### What would have made our service better?

- Quick service
- Better signs from within the hospital especially from children's A&E
- Better toilets
- Shorter waiting times