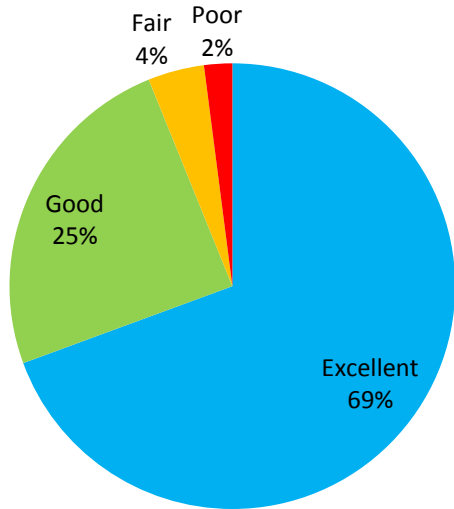
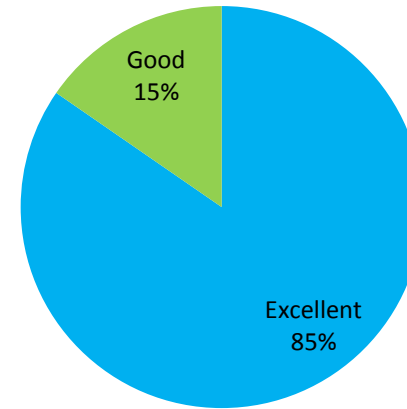


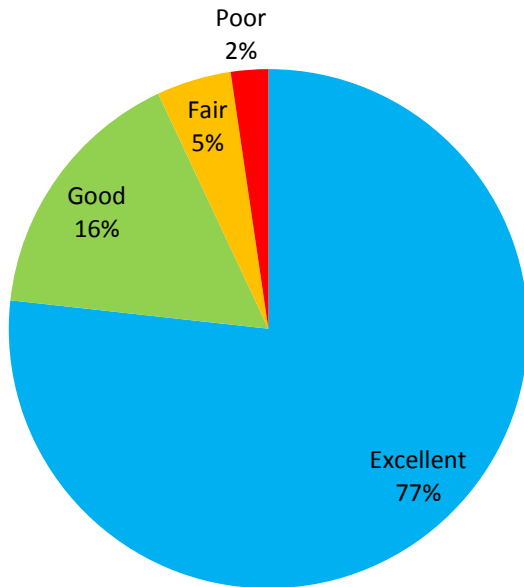
Feedback on Receptionists at Good Hope



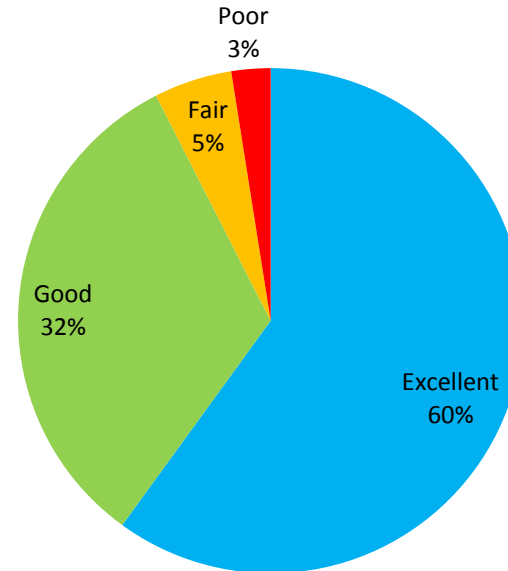
Feedback on HCSWs at Good Hope



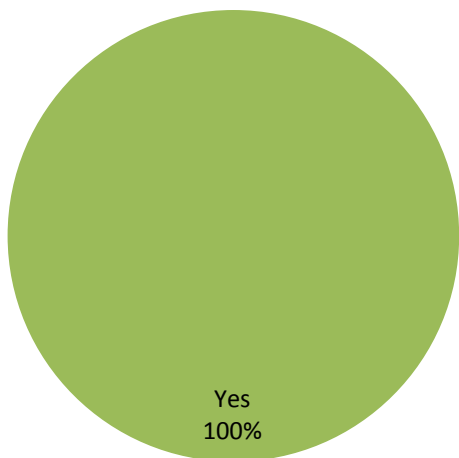
Feedback on Doctor/Nurses at Good Hope



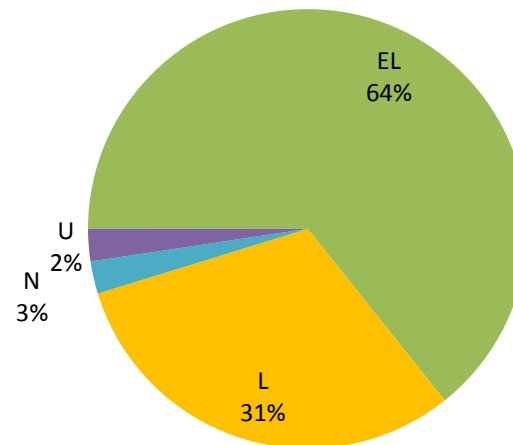
Overall Experience at Good Hope



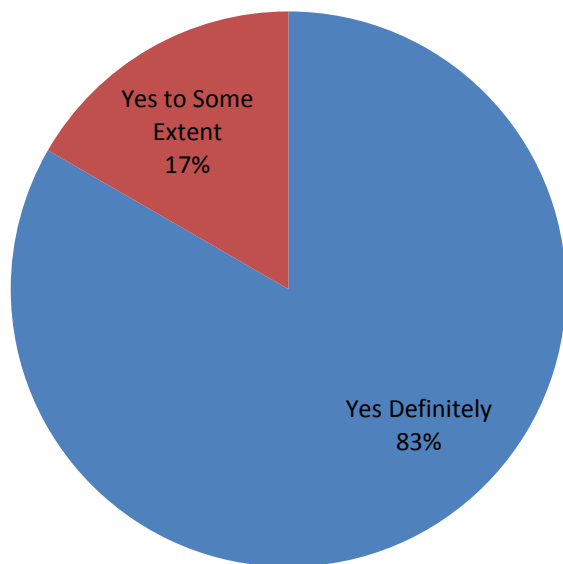
Doctor/Clinician explanation following this visit



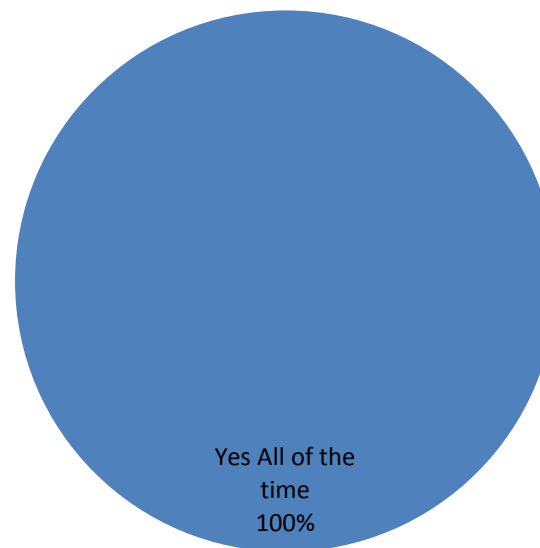
Recommendation to family/friends



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?

- Quick
- How fast the nurses looked at us.
- Seen by healthcare team quickly, good advice
- Quick & friendly
- Nurse practitioner was lovely
- The staff are very helpful, smiles all round
- Only 20 minute wait
- Sensible treatment, short wait for out of hours service
- Prompt
- Friendly, easy, effective
- Fast waiting times
- Fast & friendly
- Friendly & understandable
- Telephone triage excellent & through by GP
- Short waiting time, friendly & helpful staff
- Quick & efficient
- People listened & thorough examination & questioning
- Once I got there - quick & efficient without compromising on care.
- Receptionist was lovely - didn't have to wait long
- Quick efficient
- Quick diagnosis, kind staff
- Quick & effective
- Very quick
- Efficiency / was listened to and treatment and answers were very good.
- Did not have to wait for a long period
- Speedy & efficient
- Fast
- Seen quickly. Friendly helpful practitioner
- Very friendly staff
- The receptionist was friendly

Good Hope

What would have made our service better?

- Being checked in on arrival
- To have a doctor
- Keep patients informed
- Extra doctor
- Have a sign on outside of A&E for Badger centre
- Maybe call back sooner
- Doctors on time
- Less of a wait
- Doctor was quite unfriendly and patronising male doctor.
- Less walking with a sick child from car park to main hospital
- Pharmacy
- Make it explicit that the registration form is to be taken back to reception ASAP - hung around more than needed to.
- Shorter wait times