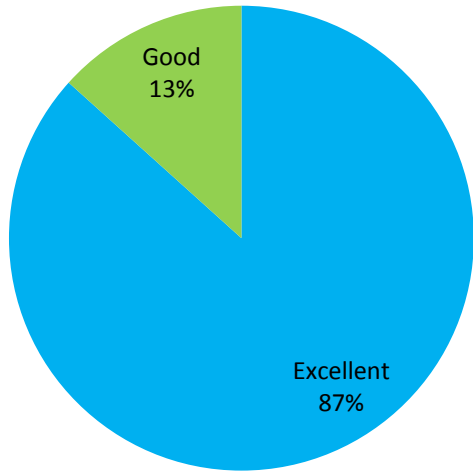
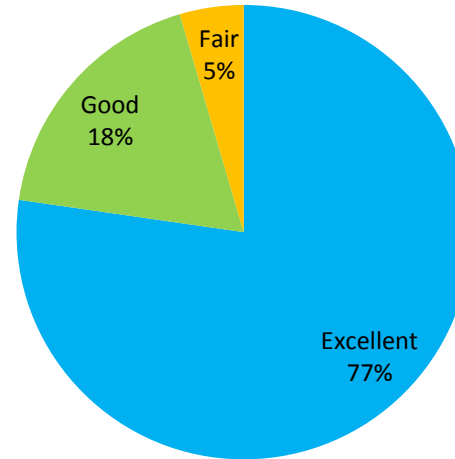


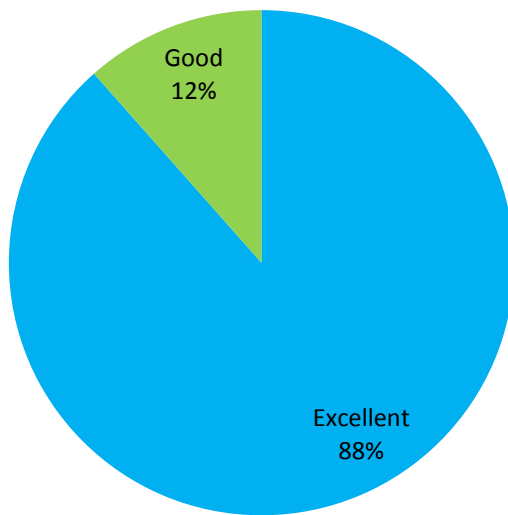
**Feedback on Receptionists at Heartlands**



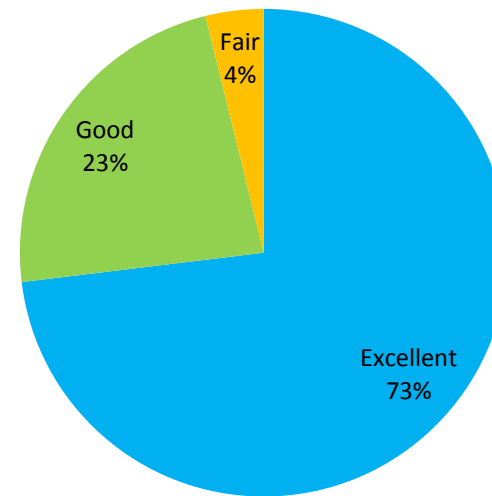
**Feedback on HCSWs at Heartlands**



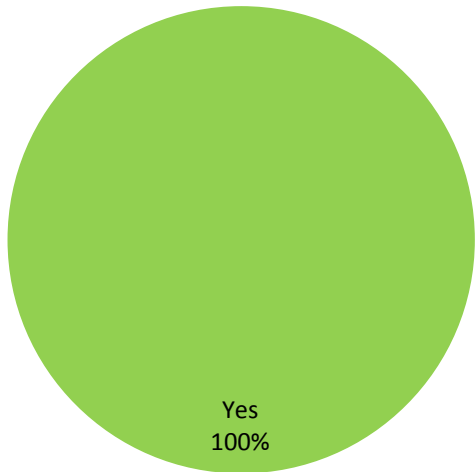
**Feedback on Doctor/Nurses at Heartlands**



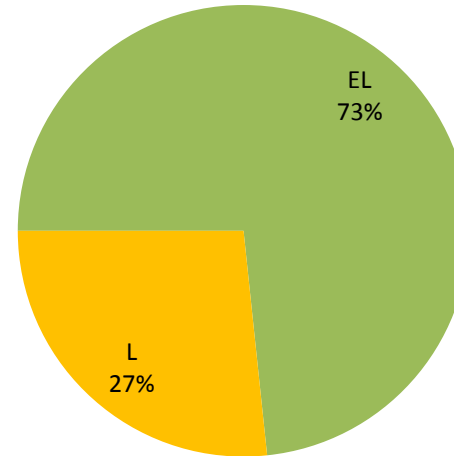
**Overall Experience at Heartlands**



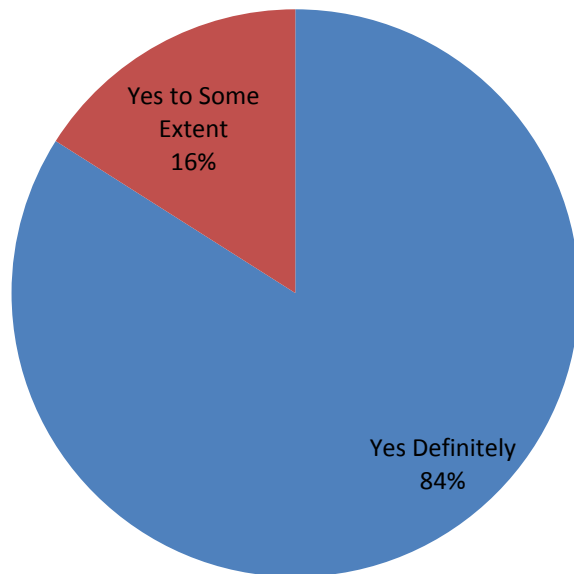
**Doctor/Clinician explanation following this visit**



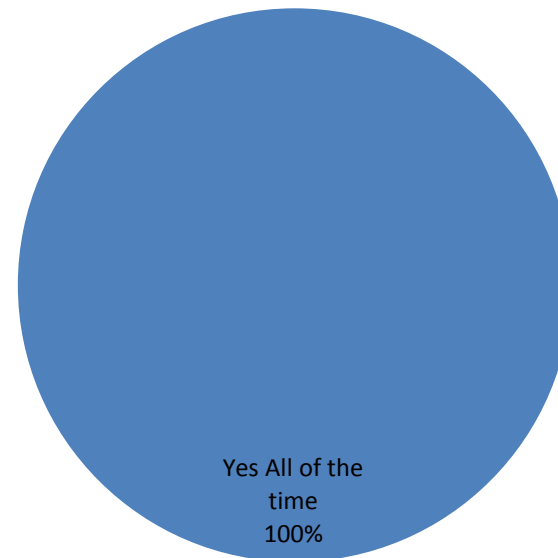
**Recommendation to family/friends**



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



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



## Heartlands

### What was good about our service?

- Patience from everyone
- Friendly staff and very concerned & nice.
- Very friendly and helpful
- Waiting time was reasonable - staff/doctor nice & helpful
- The lady on front desk
- Response time was very good
- Receptionist very helpful
- Good advice / fast service, nice doctor
- Fast
- We used Badger for few years and its always been fantastic
- Friendly, helpful staff
- Very kind staff
- Friendly good staff
- Very friendly and polite
- The promptness & care
- Friendly helpful
- Everything
- Staff extremely helpful and doctor was very thorough
- It was so quick to see nurse and doctor, didn't wait long
- The receptionist is very welcoming.
- Very thorough check up
- Everyone was helpful. No long wait
- Friendly, caring & understanding
- Very less waiting time
- Seen quickly
- Polite, patient
- The receptionist was polite

### What would have made our service better?

- More staff 4+ hour wait
- Separating child & adult clinics
- a bit fast paced
- Waiting times but understandable when busy
- More advice
- Cheaper car park