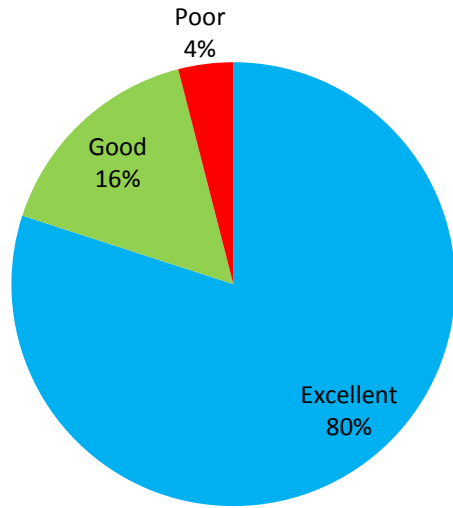
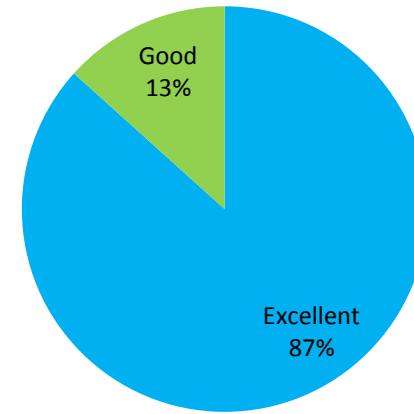


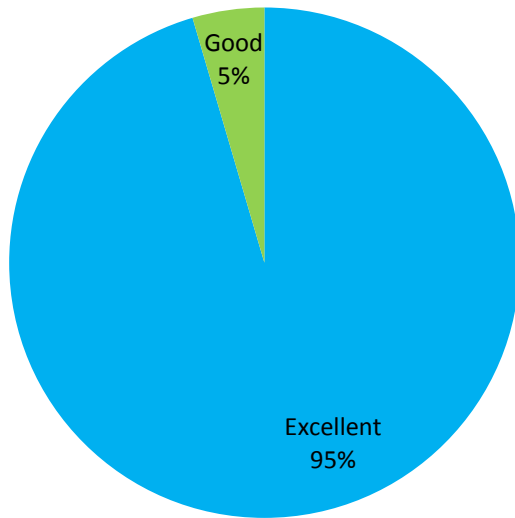
**Feedback on Receptionists at Good Hope**



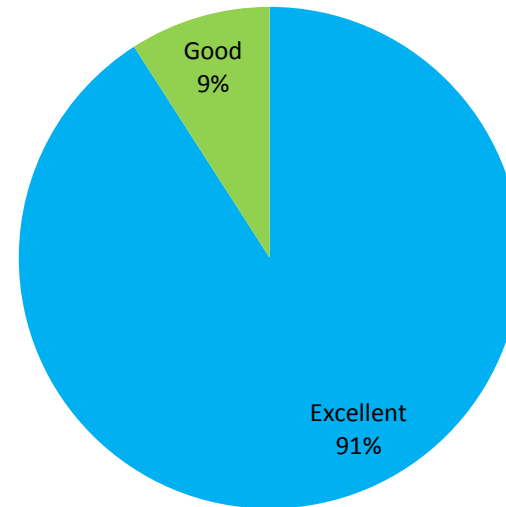
**Feedback on HCSWs at Good Hope**



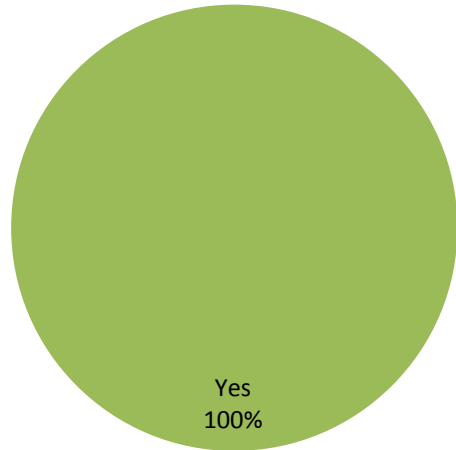
**Feedback on Doctor/Nurses at Good Hope**



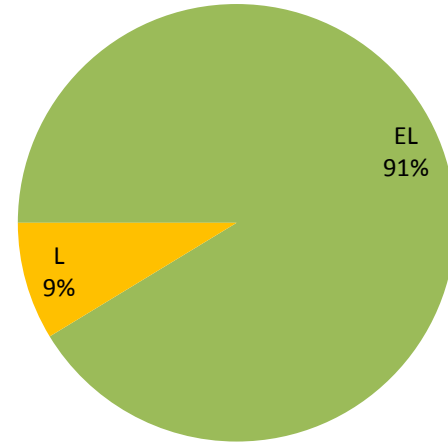
**Overall Experience at Good Hope**



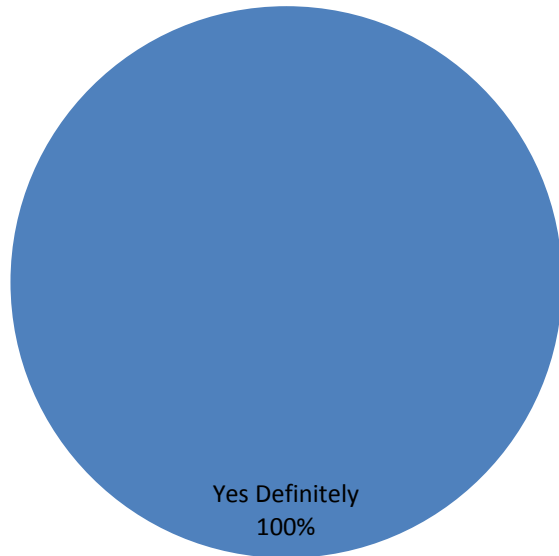
**Doctor/Clinician explanation following this visit**



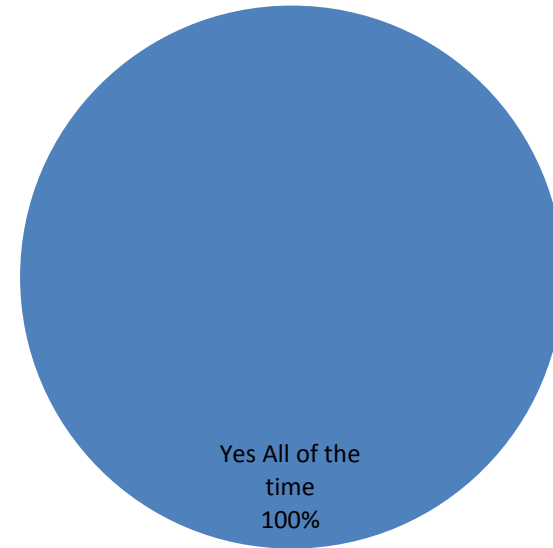
**Recommendation to family/friends**



**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?

- Caring and compassionate
- Didn't have to wait very long
- Both the nurse in A&E were so helpful and Dr Mason in Badger
- Polite People
- Total Service
- Very helpful
- Effective response to the situation
- Considering bank holiday Saturday, Very Good and it was busy
- Kind, attentive, smiling people - makes a difference when you feel ill
- Information given was very informative
- Very quick service, very efficient and capable
- Fast and efficient
- Very prompt/quickly to be seen/thorough doctor too
- Seen quickly and everything explained.
- Seen promptly - very polite doctor
- Friendly and professional
- My daughter has been seen quickly and carefully assessed.
- Took time to listen, fully understood problem, excellent diagnosis
- Was very quick
- Speedy and friendly and thorough checks.

### What would have made our service better?

- Larger waiting area, we had the last seats and others were standing
- Quicker turn around
- Start Earlier
- Magazines to read whilst waiting
- Receptionist told us to queue in the wrong line but ended up needing to see her anyway