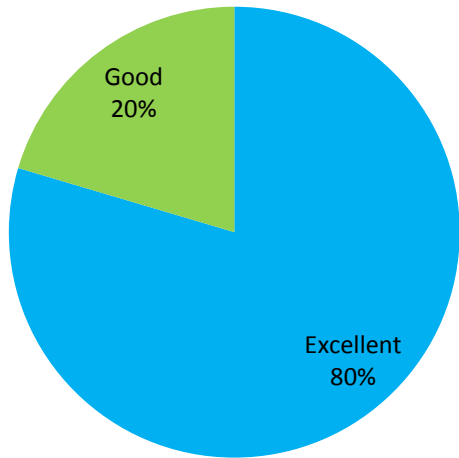
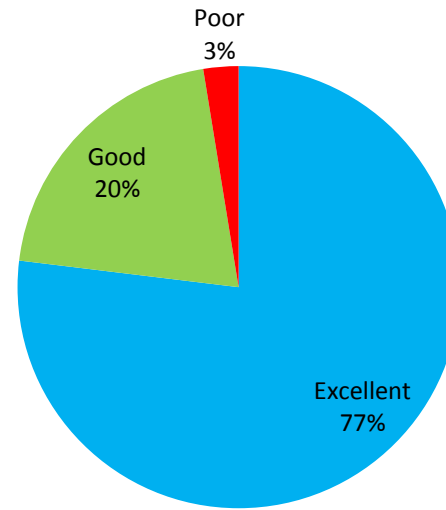


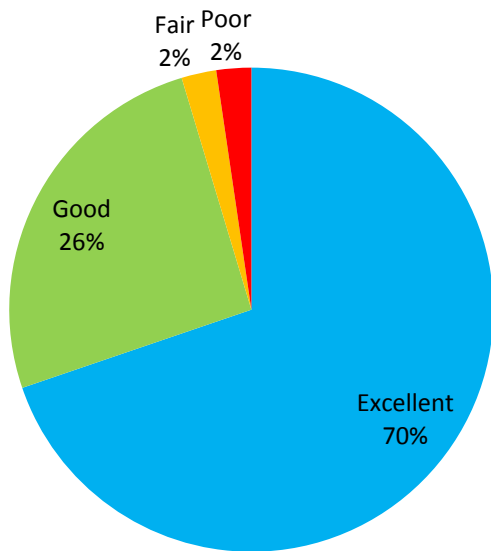
**Feedback on Receptionists at Heartlands**



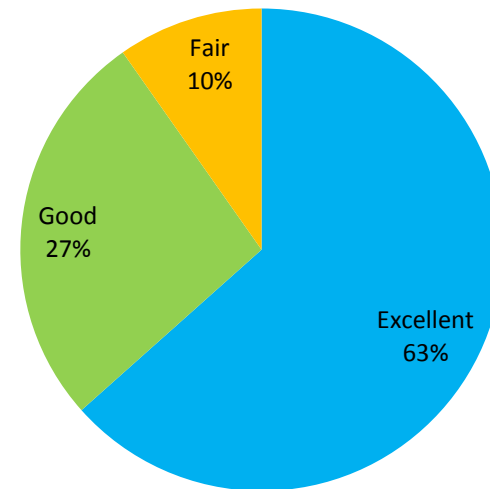
**Feedback on HCSWs at Heartlands**



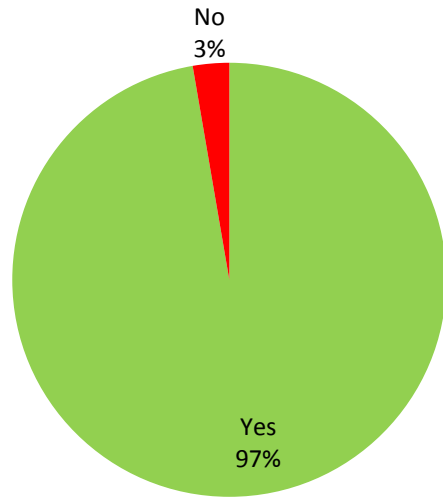
**Feedback on Doctor/Nurses at Heartlands**



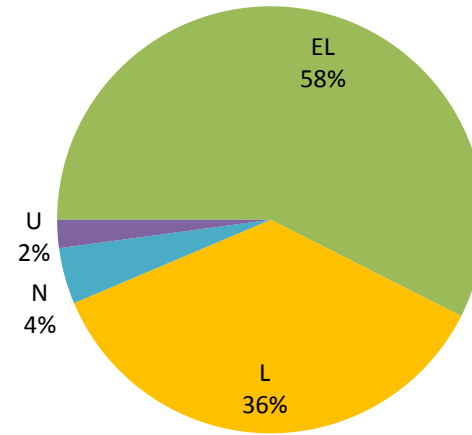
**Overall Experience at Heartlands**



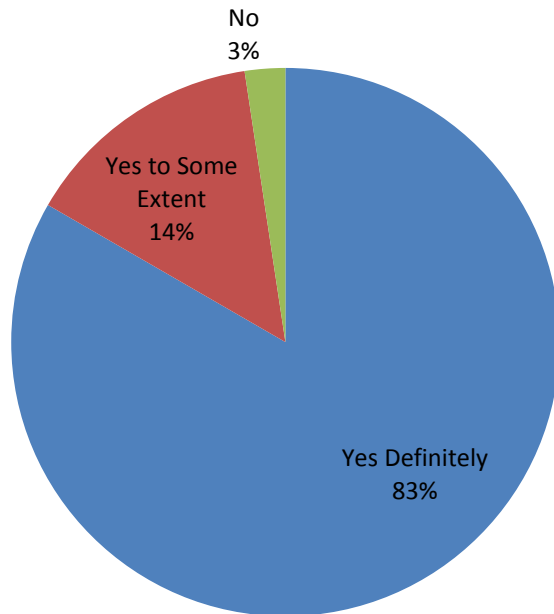
### Doctor/Clinician explanation following this visit



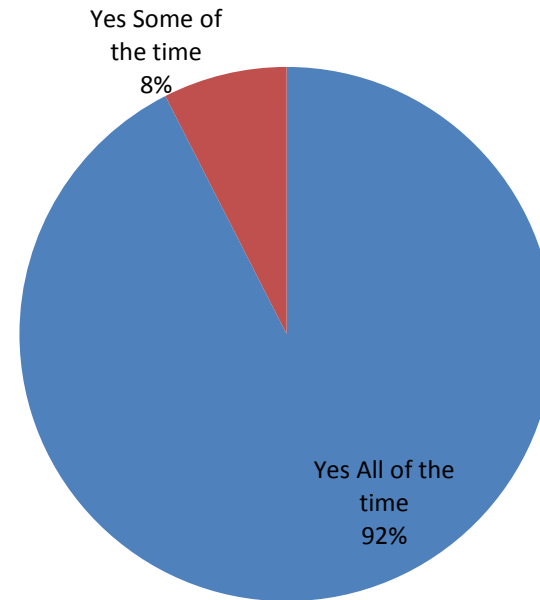
### Recommendation to family/friends



### 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?

- Relatively short waiting time, excellent nurse
- Was seen quicker than anticipated.
- Seen quickly
- Great timing, very good doctor, nurse was very good.
- Friendly, efficient all staff
- Quickly seen and nice polite doctor.
- Really friendly staff
- The way we were being treated was very nice.
- Was seen quickly, caring staff
- Everything!
- Everyone was very nice and helpful.
- Quick
- I didn't have to wait, as it wasn't busy.
- The triage service was great & seen within an hour.
- Very thorough
- Everything
- Prompt and friendly service
- Waiting time, doctor, nurse, polite receptionist, very patient.
- Time and professionalism
- Not a long wait
- Polite & friendly, make you feel comfortable.
- Service was quick
- Lovely welcoming attitude from staff and efficiency.
- Very quick, extremely good service
- Polite staff
- Very quick, professional service
- Friendly staff felt very comfortable.
- Waiting time minimal
- Very thorough
- Didn't wait too long and doctor very pleasant.
- Fast & efficient
- Quick, friendly service
- Friendly
- Quick & easy & friendly staff
- Staff was very helpful
- Checked the patient thoroughly

## Heartlands

### What would have made our service better?

- Lots of misunderstanding between A&E staff messages and Badger practice. Doctor gave paracetamol even though we advised that A&E nurse had already given my child this. Doctor did not know how to handle and talk to small baby. Our child was screaming both times when he checked her over. A distressing experience. Doctor made a comment that he would prefer to speak to mum when my husband went for check up with our daughter. This is horrible.
- I think having a number system when called for would be good.
- Smooth running of service and quicker rather than waiting 4 hours.
- More staff
- A little faster