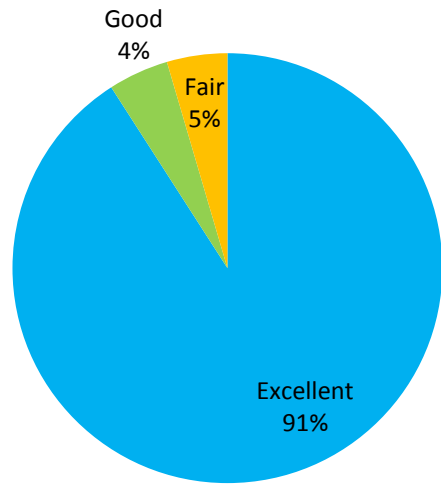
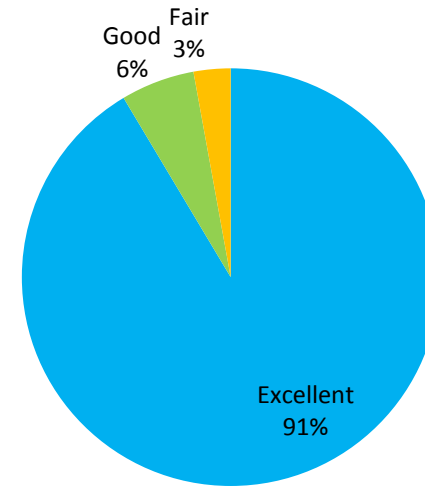


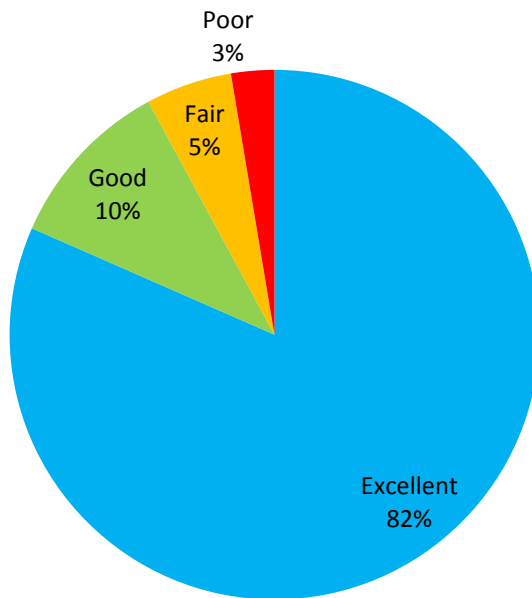
Feedback on Receptionists at Heartlands



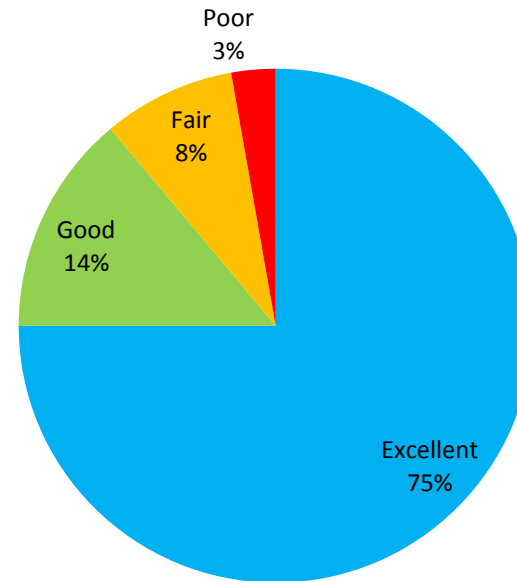
Feedback on HCSWs at Heartlands



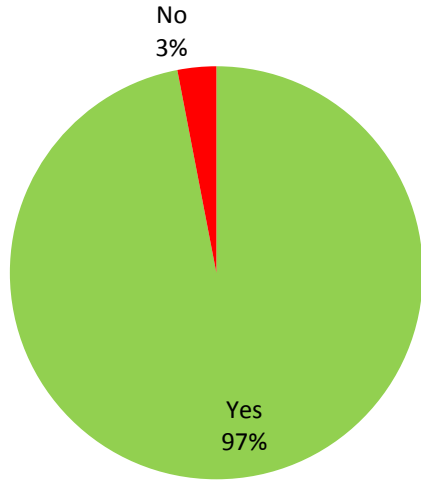
Feedback on Doctor/Nurses at Heartlands



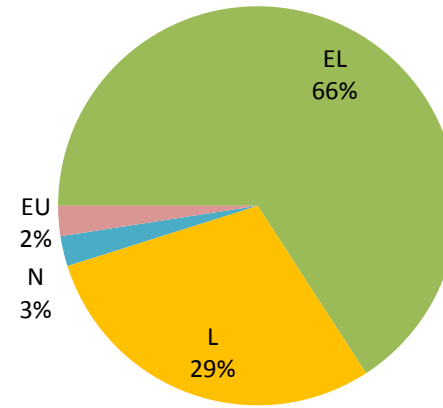
Overall Experience at Heartlands



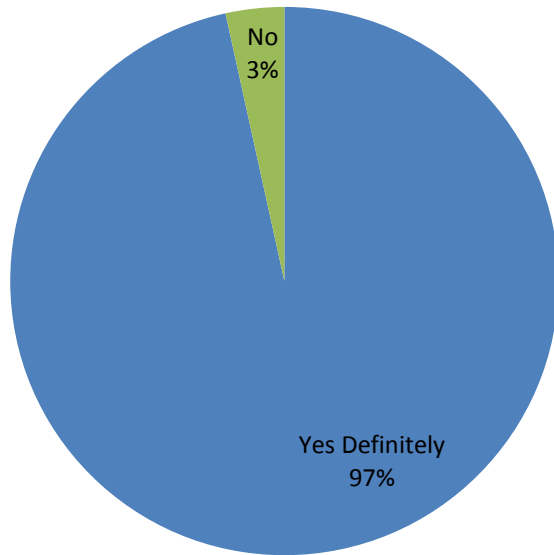
Doctor/Clinician explanation following this visit



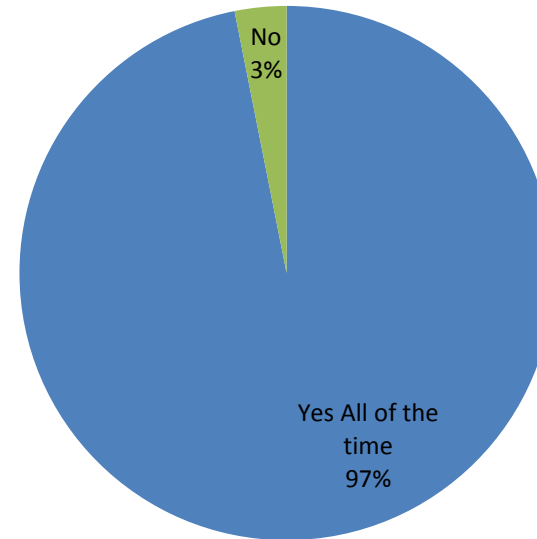
Recommendation to family/friends



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?

- Very helpful & friendly receptionist.
- Friendly, informative, easy
- Nice people, thorough examination
- Professional, fast service, very pleased. Thank you, you really are not given enough credit. Thank you
- It was fast and friendly.
- Friendly staff and quick to deal with the issue.
- Doctor listen and help me a lot, receptionist very polite and helpful.
- Your help straight away, friendly staff, helpful and polite.
- Nice, gentle, good behaviour, excellent all of them.
- Receptionist very friendly and professional, also the healthcare worker was too.
- Receptionist helpful in booking in, kind and understanding.
- Very helpful doctor.
- Fast service and HCSW and doctor very good.
- Excellent service, really happy.
- Polite, quick and friendly.
- Really quick and friendly.
- Seen very fast, friendly staff.
- Got seen quick, all staff was welcoming.
- The doctor was amazing and very helpful and the receptionist was very helpful too.
- Quick on time
- The receptionist was nice, communication skills.
- Fast and very thorough. Thank you.
- Very helpful, explained well, put us at ease.
- They call me after few minutes.
- Fast, efficient, caring, very good.
- Short waiting time on Saturday
- Very friendly and helpful staff.
- Dr Khan was very helpful.
- Very friendly staff, waiting time excellent.
- The nurse and the doctor were excellent with my son, great care and he was looked after very well

What would have made our service better?

- The doctor was uninterested, rude, unhelpful and extremely dismissive. I had no faith in him at all and he spent more time adjusting the heater in the room than assessing my child.
- Tea & biscuits
- Clinician patronising and somewhat abrupt. Did not ask concerns/expectations.
- Just time, but I understand.
- Waiting times.
- We were sent to A&E who then sent us the badger, would have been better to just go straight to the badger to begin with