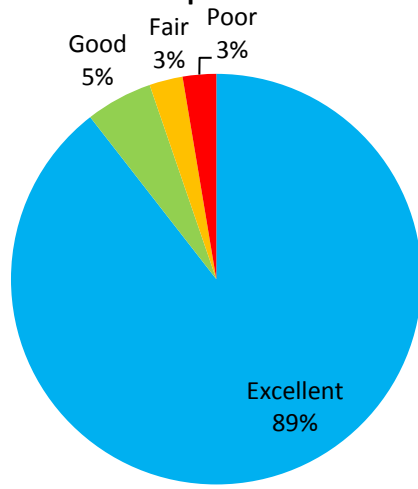
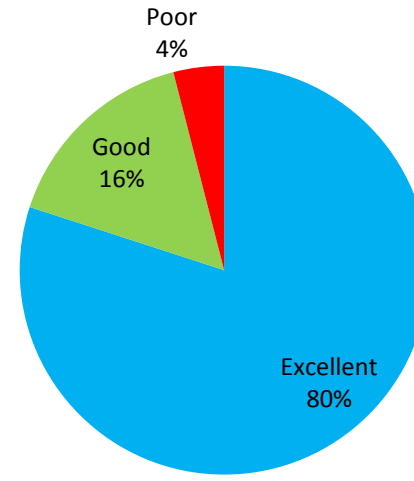


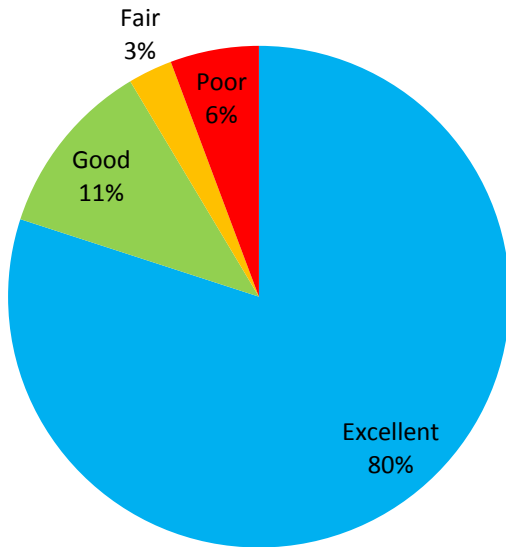
Feedback on Receptionists at Heartlands



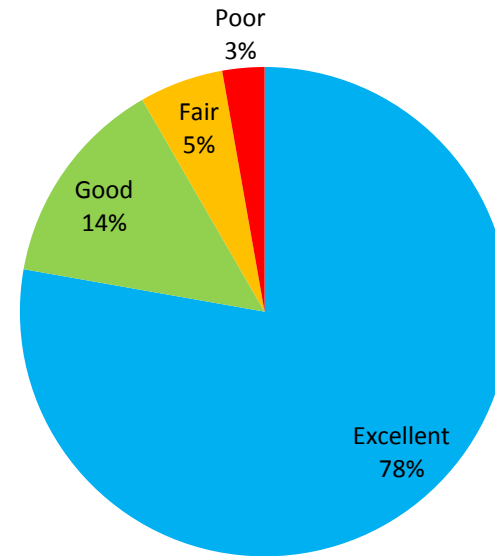
Feedback on HCSWs at Heartlands



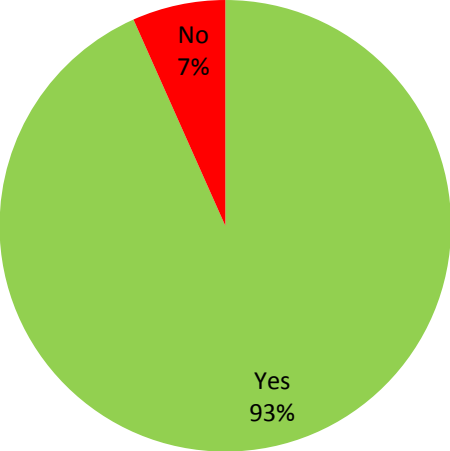
Feedback on Doctor/Nurses at Heartlands



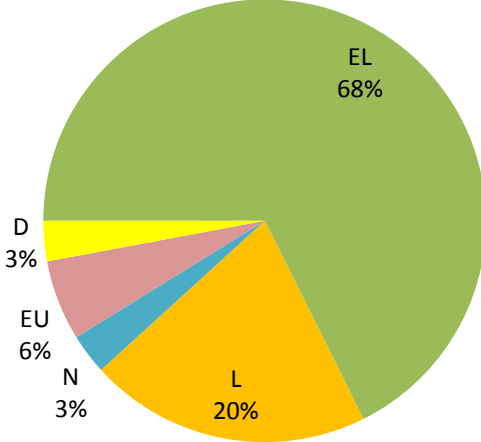
Overall Experience at Heartlands



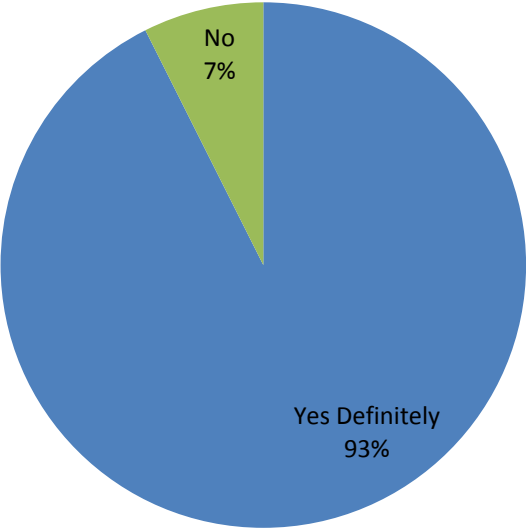
Doctor/Clinician explanation following this visit



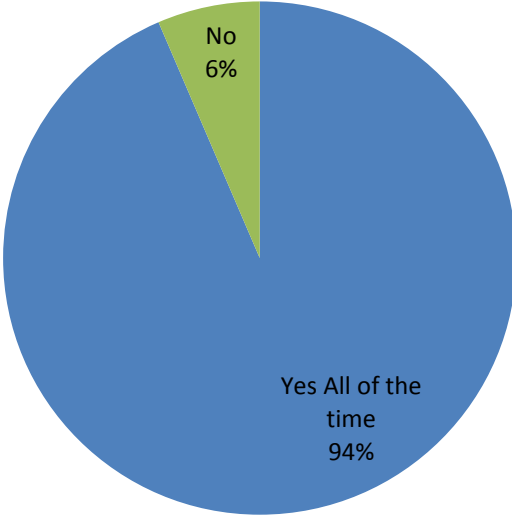
Recommendation to family/friends



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 good understanding of older person and complex needs.
- Available at a time of need - very comforting at a stressful time.
- Helpful staff
- All the team did good job looking after me.
- Communication listened to my concerns and they acted professionally.
- The practitioner I saw was one of the best doctors/nurses I've seen in a very long time.
- All of the service
- Welcoming, the way the approach us and explaining about my concerns.
- Guiding where to be, correct department
- Not a long wait to see anyone.
- Quickly seen to and friendly staff.
- No need to wait too long
- All good
- The people I saw were all friendly and professional.
- Good friendly service
- Receptionist is very polite and very calm, and very helpful.
- Very friendly staff - waiting time excellent.
- Friendly staff
- Polite and very helpful nurse and receptionist.
- Very friendly, put me at ease.
- The receptionist was amazing and made us feel very welcome.
- Quick response and to be seen.
- The doctor and health care worker listened.
- Very fast
- Very quick and polite.
- Helpful, friendly staff, fast service.
- Receptionist
- Prompt!
- Got seen to fairly quickly today.
- The transfer between A&E and Badger unit
- Very professional & courteous attention
- Waiting time

What would have made our service better?

- Access to water in waiting area.
- Doctors, nurses, staff who can talk English
- Better looking premises.
- Doctor being more understanding