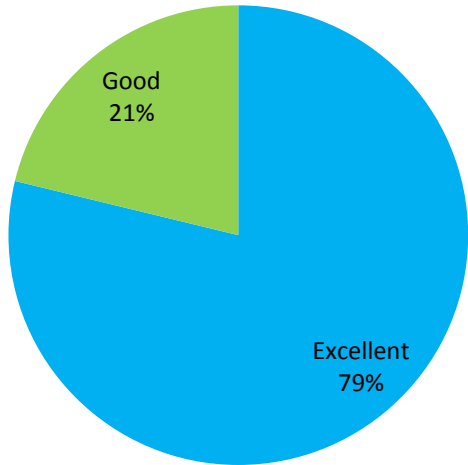
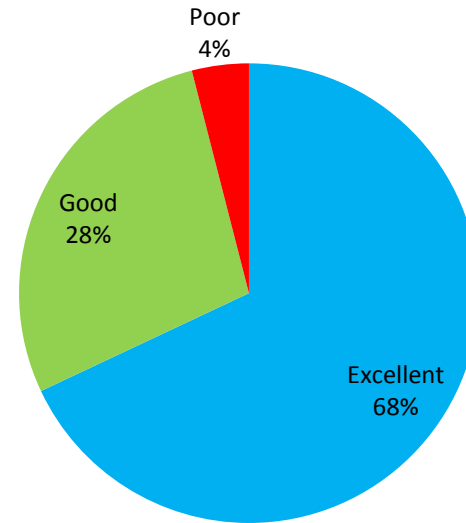


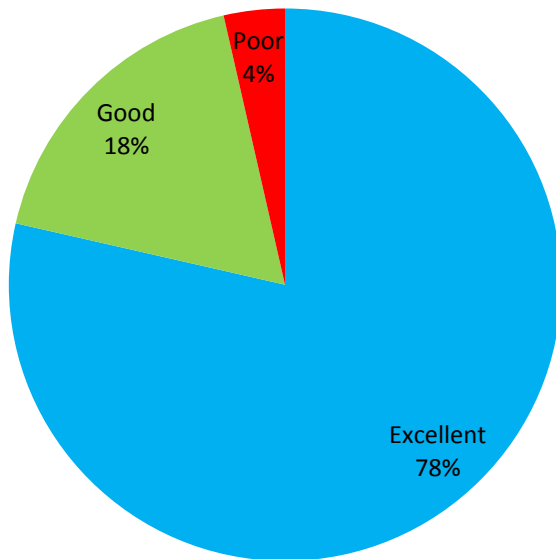
**Feedback on Receptionists at Heartlands**



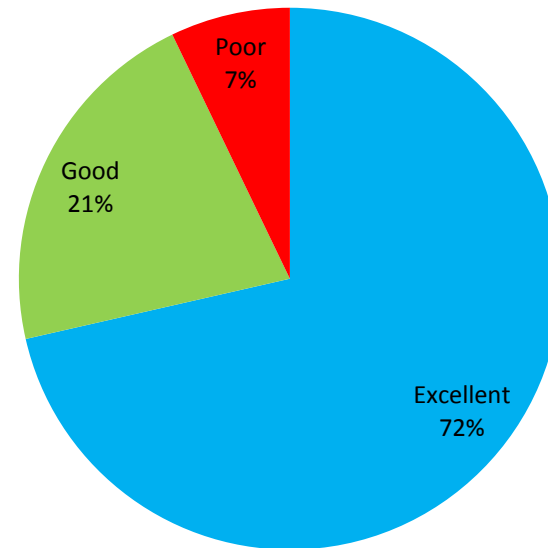
**Feedback on HCSWs at Heartlands**



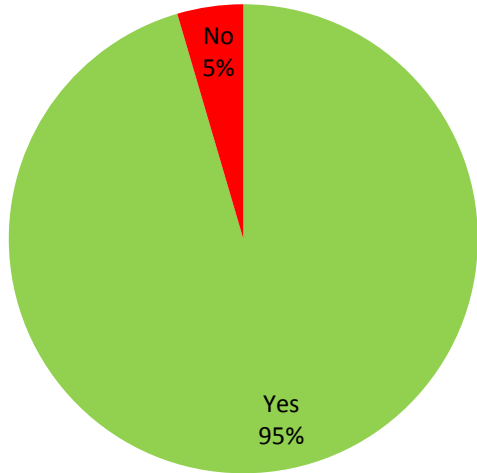
**Feedback on Doctor/Nurses at Heartlands**



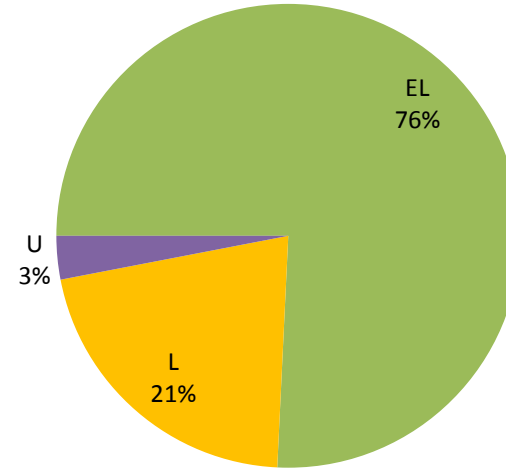
**Overall Experience at Heartlands**



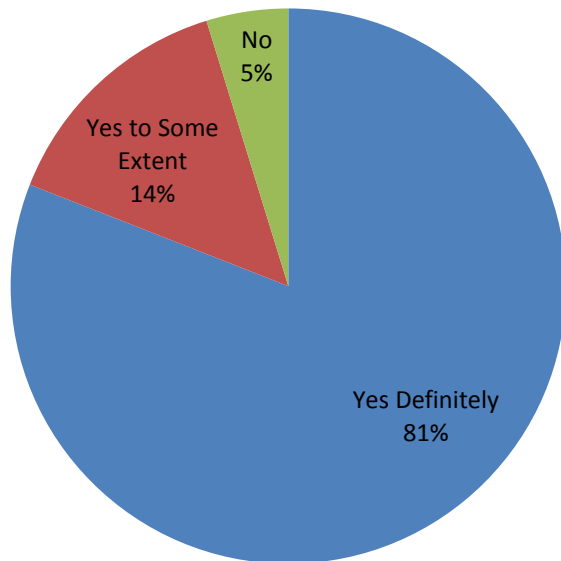
### Doctor/Clinician explanation following this visit



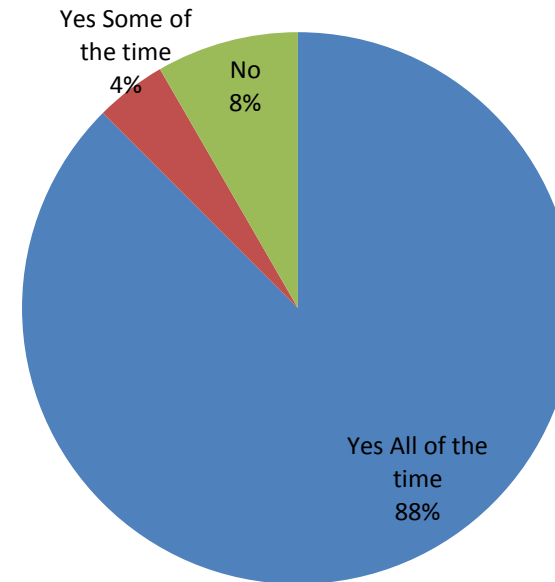
### Recommendation to family/friends



### 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?

- All of it
- Friendly staff, Receptionists very helpful
- Lovely staff
- The receptionist at the centre was very helpful and her name was Lynn
- Nurses were helpful - only the environment was very dirty
- Friendly staff
- Fast and friendly staff
- No long wait
- Prompt, helpful and responsive
- Treated us kindly
- Quick service, friendly and helpful staff
- Very helpful staff and seen quickly
- Quick, friendly. Staff and doctor very helpful
- Staff friendly and professional. Very quick service
- Good advice
- Was listened too, lovely service, thank you
- Very good
- Called in quickly and acknowledged politely and professionally by receptionist
- Very fast & helpful. Great help thank you
- Dr very helpful and willing to answer questions so pleased. Receptionist and nurse solved prescription change easily and quickly.
- The receptionist was very friendly and helpful.
- Quick

### What would have made our service better?

- Better directions
- Just busy with long waiting times
- Water machine
- Stop waiting time
- Meeting with facilities manager because hospital is not clean
- Time, we waited too long
- Leather reclining chairs to sit on and disco ball on the ceiling!!
- shorter waiting times
- The doctor was very rude and abrupt with my partner and I feel you would benefit giving him training in people skills.