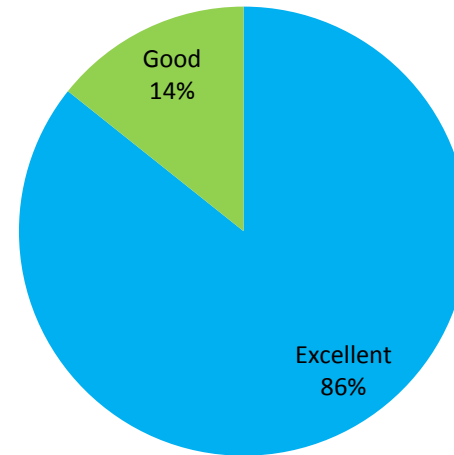


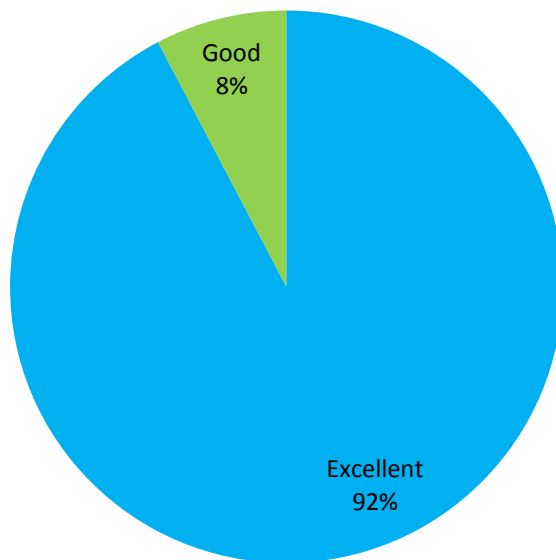
Feedback on Receptionists at Heartlands



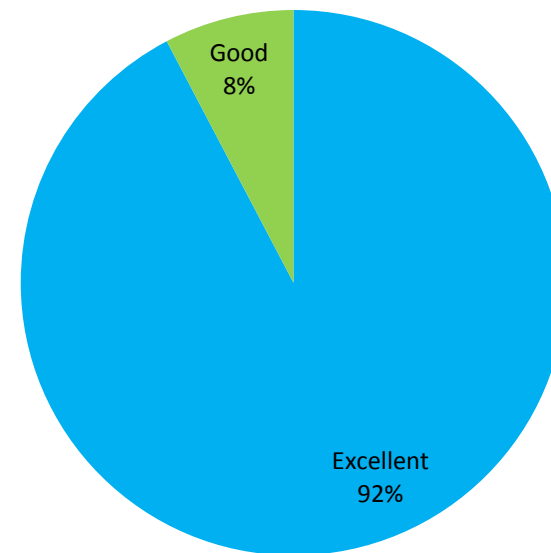
Feedback on HCSWs at Heartlands



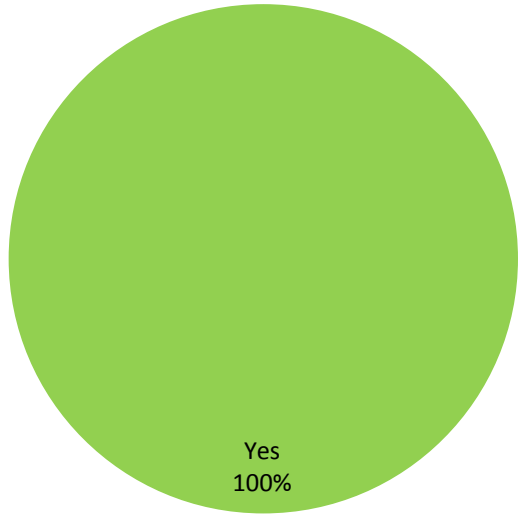
Feedback on Doctor/Nurses at Heartlands



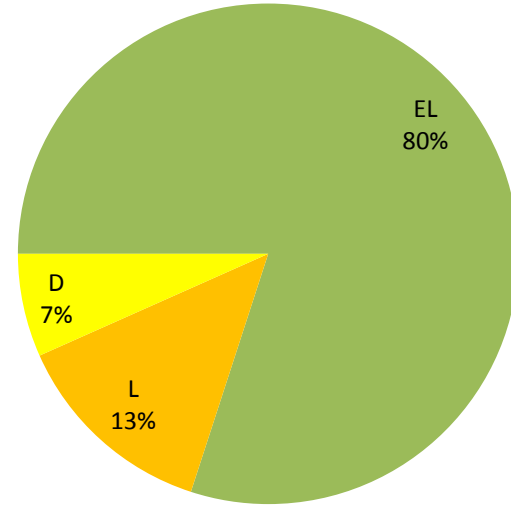
Overall Experience at Heartlands



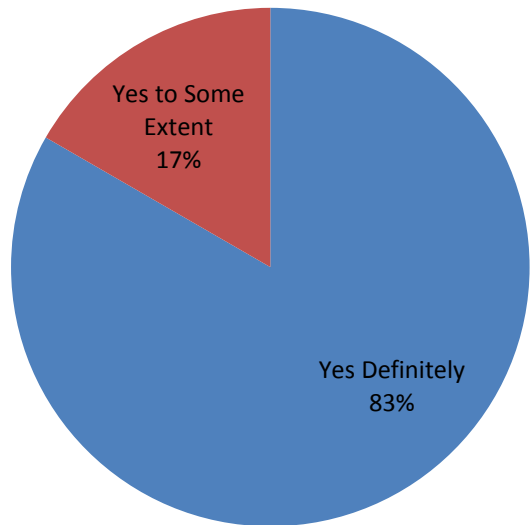
Doctor/Clinician explanation following this visit



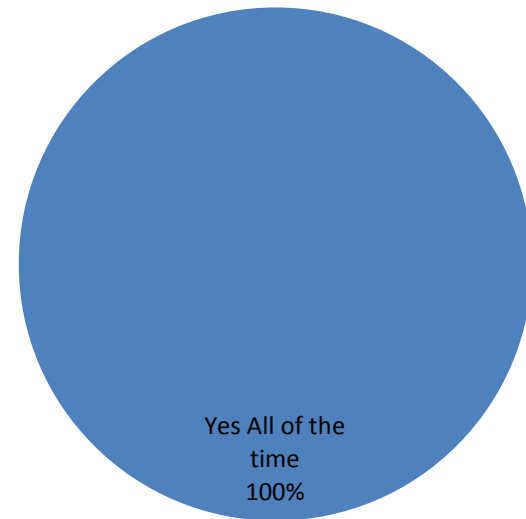
Recommendation to family/friends



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?

- Quick & hassle free
- Friendly
- Very friendly helpful staff. The Doctor explained what the problem was and showed sympathy. Thanks.
- Good personal care & attention
- Fantastic staff, very knowledgeable. Great doctor. Highly recommended.
- Very fast. Lovely receptionist looked after me and my baby
- Spoke nice, with smiles. Good
- Quick
- Children being seen quickly which is really good and nurses & doctors being very helpful
- Caring staff
- Doctor actually listened to us and made us feel at ease. He was amazing with our 2 yr old. Thank you.
- Excellent

What would have made our service better?

- Maybe a few children's toys to help with boredom
- More attention
- Waiting time