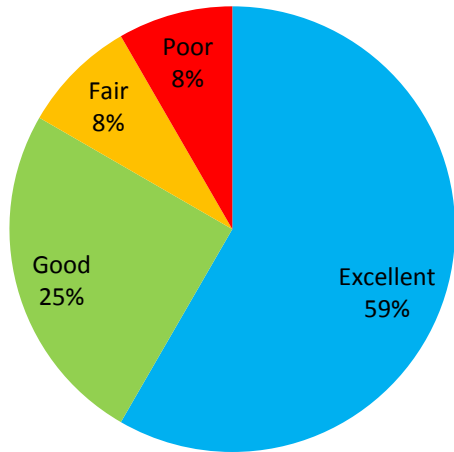
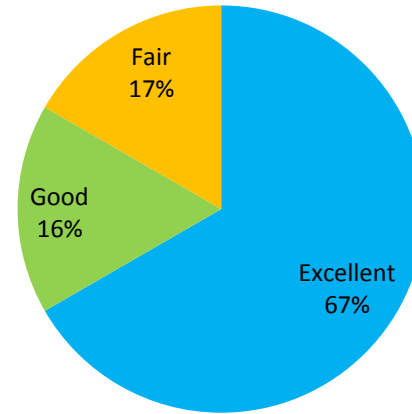


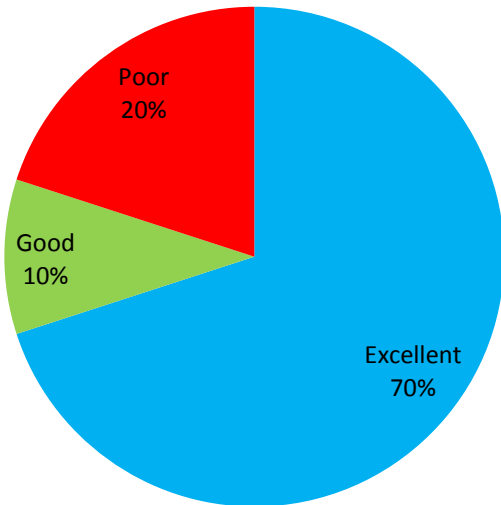
**Feedback on Receptionists at Good Hope**



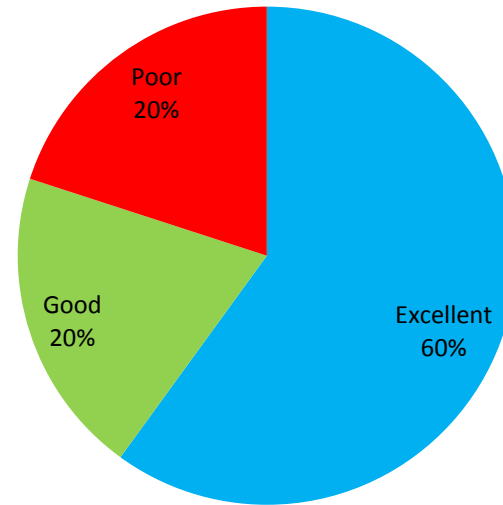
**Feedback on HCSWs at Good Hope**



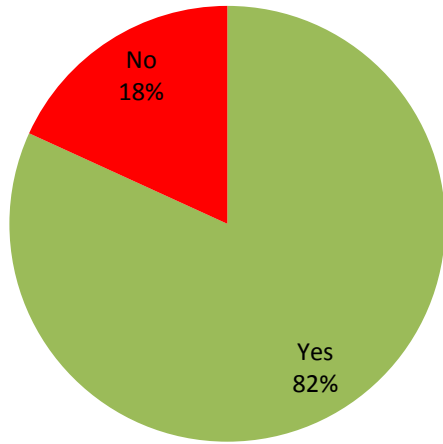
**Feedback on Doctor/Nurses at Good Hope**



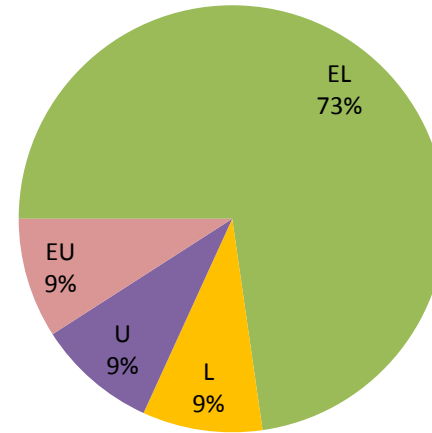
**Overall Experience at Good Hope**



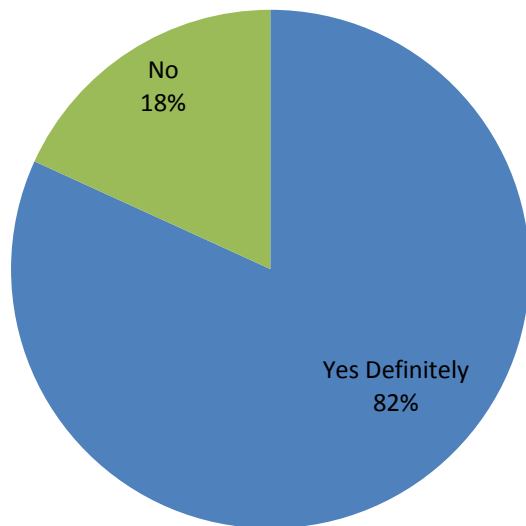
**Doctor/Clinician explanation following this visit**



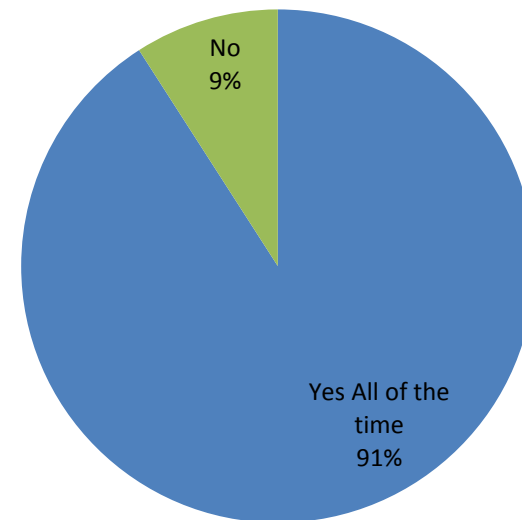
**Recommendation to family/friends**



**Did you have confidence & trust in the clinician?**



**Overall, did you feel you were treated with respect & dignity?**



## Good Hope

### What was good about our service?

- The receptionist
- Very quick and easy diagnosis.
- Friendly receptionist expected our arrival.
- Prompt, efficient, friendly staff
- Prompt, friendly, professional, thorough
- The speed / phoned me back quickly
- Helpful staff
- Everyone kind and helpful.
- I forgot the name of the GP I saw but she was brilliant, very informative and understanding and made me feel much happier with my visit.
- Out of hours GP instead of long waiting at A&E.

### What would have made our service better?

- For the doctor to examine the concern
- The GP I saw had absolutely no knowledge of Lyme disease, or the NICE guidelines. She used the basic NHS public lymes page as opposed to NICE guidelines and said things completely and utterly factually incorrect i.e. no rash = no lymes which is dangerously wrong. This appointment was utterly frightening in the sense that as the patient I knew so much more. I still believe that as I have increasing neurological symptoms I should have been offered a second course of antibiotics, as per NICE guidelines. I am very worried and should things get worse on the basis of this misinformed appointment I will be taking this further.
- Not calling it the treatment centre
- The receptionists could smile every now and again.