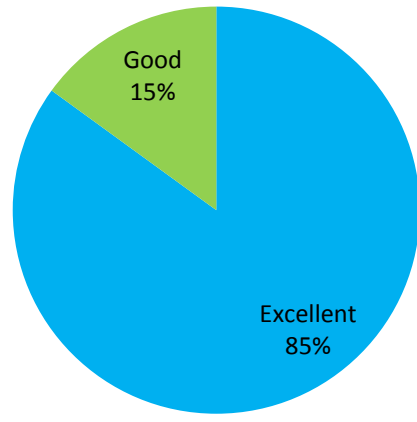
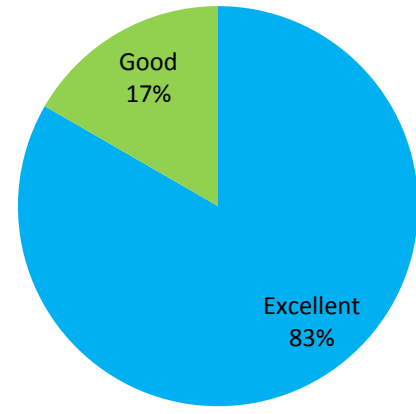


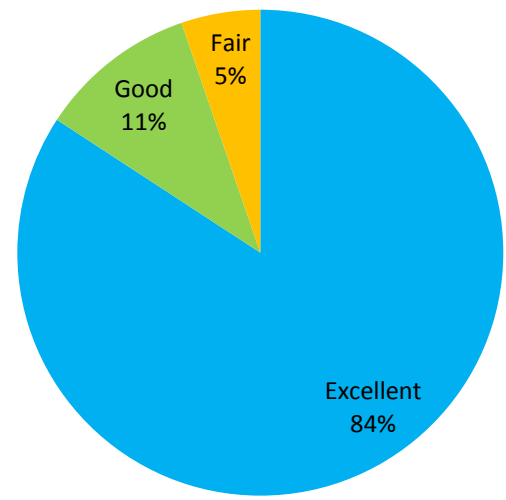
**Feedback on Receptionists at Heartlands**



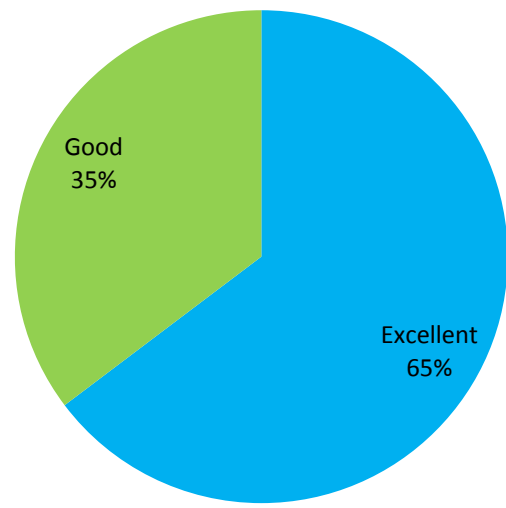
**Feedback on HCSWs at Heartlands**



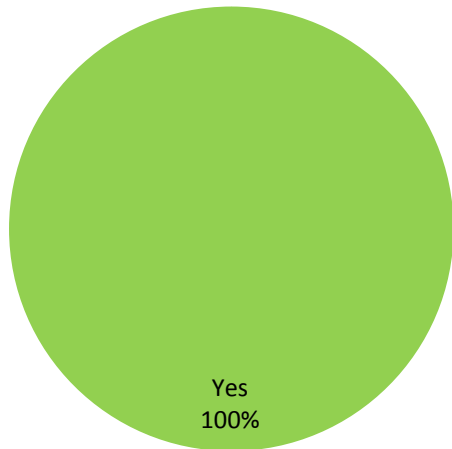
**Feedback on Doctor/Nurses at Heartlands**



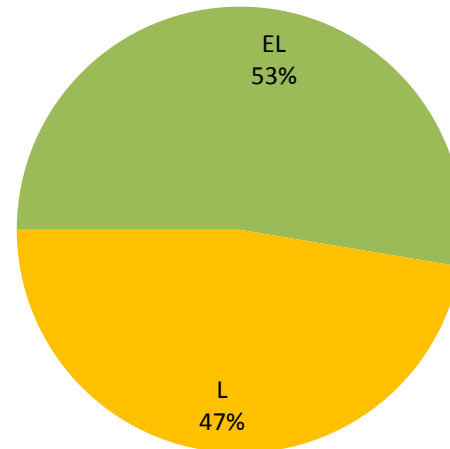
**Overall Experience at Heartlands**



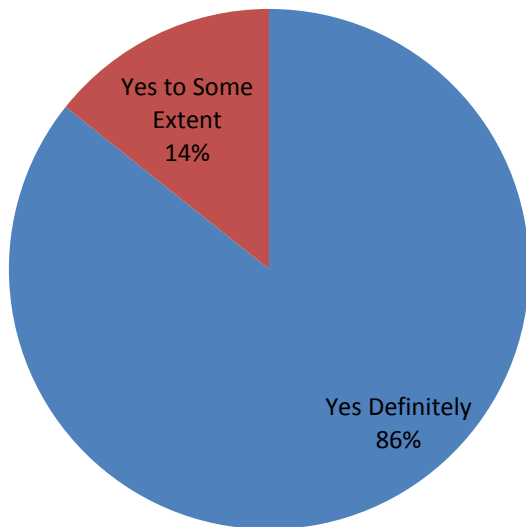
**Doctor/Clinician explanation following this visit**



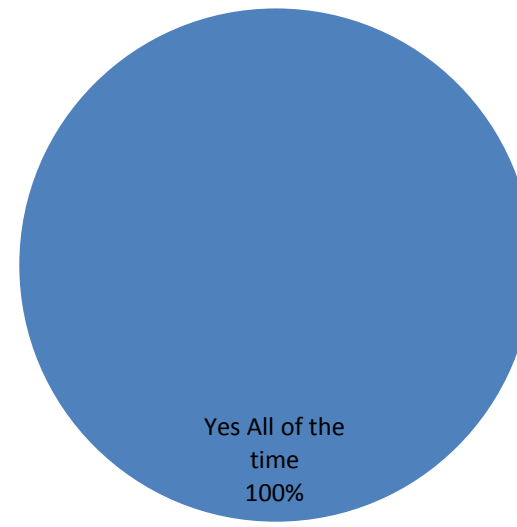
**Recommendation to family/friends**



**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?

- Friendly staff made me feel comfortable.
- The staff were all pleasant and kind.
- All the staff were friendly, was seen very quick.
- Doctor & HCSW made it not awkward/uncomfortable.
- Everyone we spoke with today were extremely helpful - thank you
- Was seen relatively quick and found out the problem for my son straight away, very helpful staff.
- Prompt and efficient.
- Friendly staff
- It was quiet
- Nice staff
- Very helpful
- Arrived at 9.55 was assessed within 1/2 hour and seen doctor within 15 minutes. Really pleased with wait time.
- Fast and efficient
- Everyone was helpful.
- It is clean, tidy and organised.
- Didn't have to wait too long and was checked thoroughly and given advice by very nice doctor.
- Polite and happy staff
- Attitude of staff was impeccable, polite and courteous.
- The hospitality and how they treated and helped us.

### What would have made our service better?

- Not waiting for so long.
- Quite warm