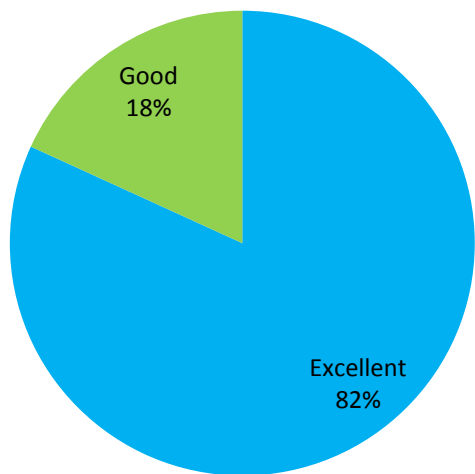
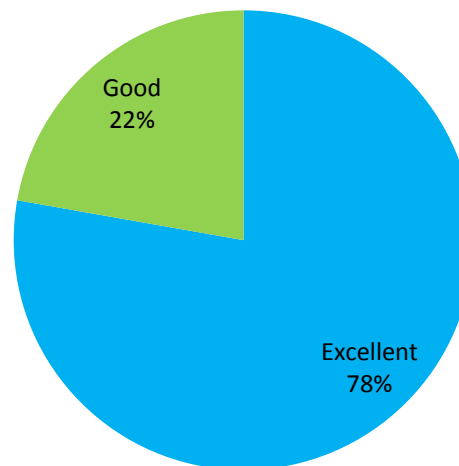


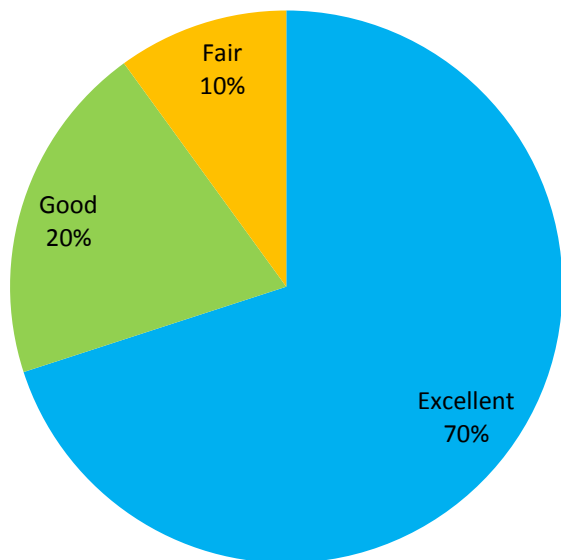
**Feedback on Receptionists at Heartlands**



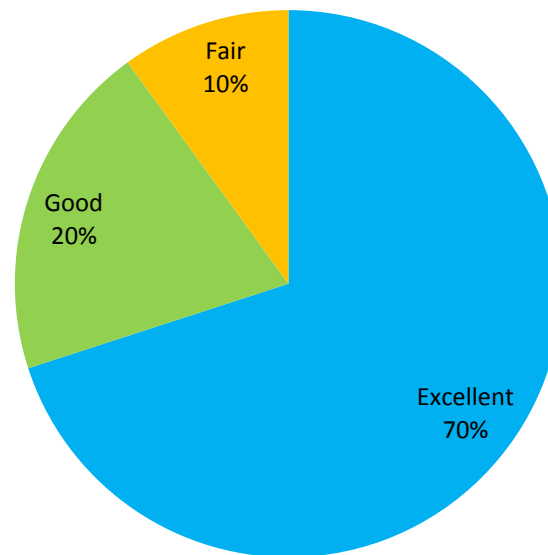
**Feedback on HCSWs at Heartlands**



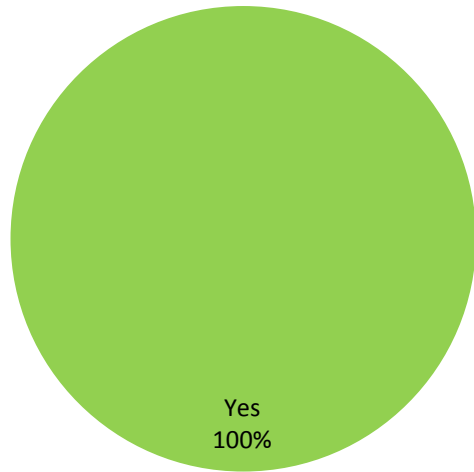
**Feedback on Doctor/Nurses at Heartlands**



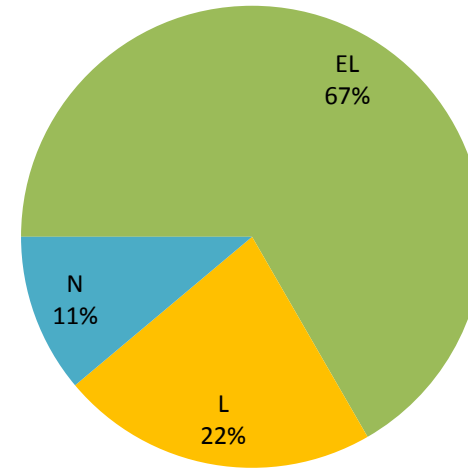
**Overall Experience at Heartlands**



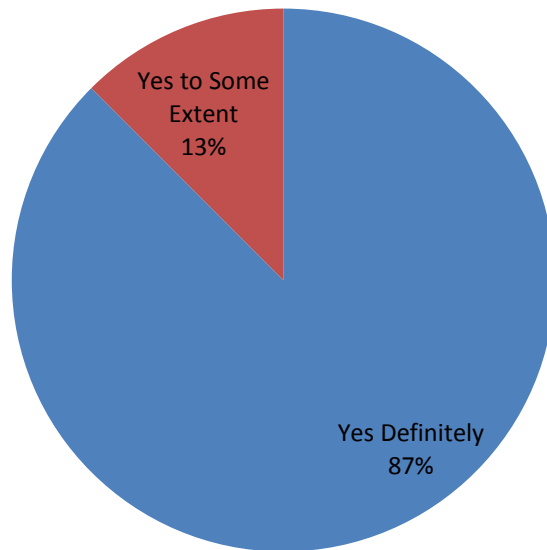
**Doctor/Clinician explanation following this visit**



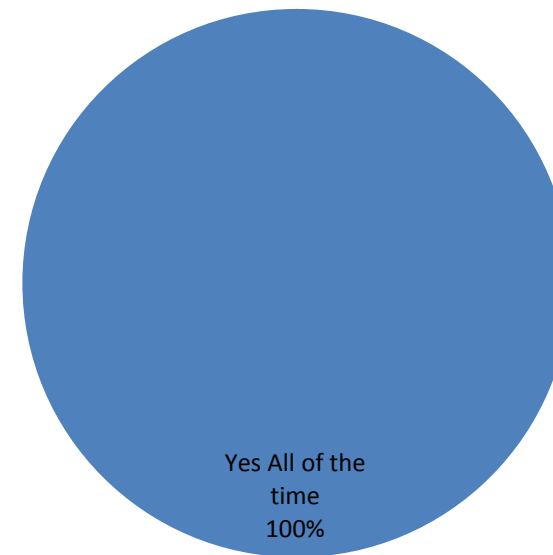
**Recommendation to family/friends**



**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?

- Really quick.
- Seen quickly.
- Very pleasant & helpful.
- Everything - saw quickly - everyone so helpful.
- Friendly, lovely, very helpful.
- The staff were excellent.
- Everybody
- Fast service, quick diagnosis, polite & respectful staff.
- Everything is good.

### What would have made our service better?

- Parking is a problem.