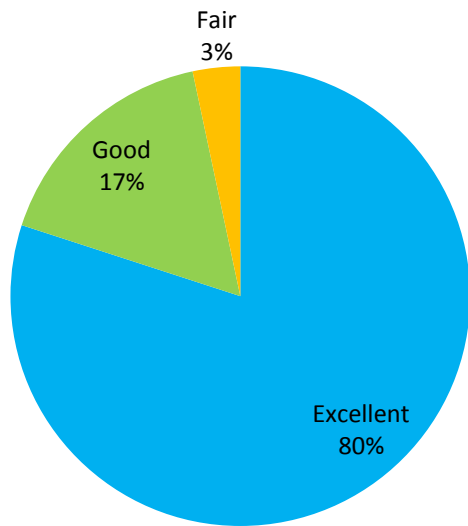
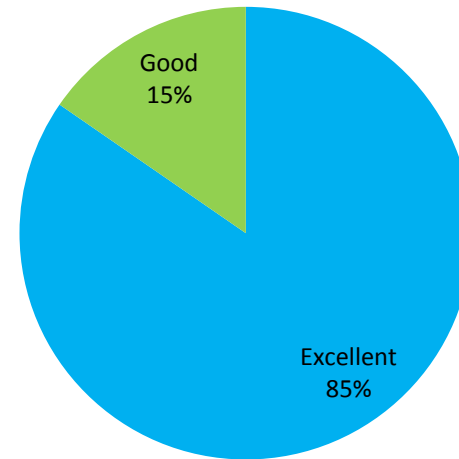


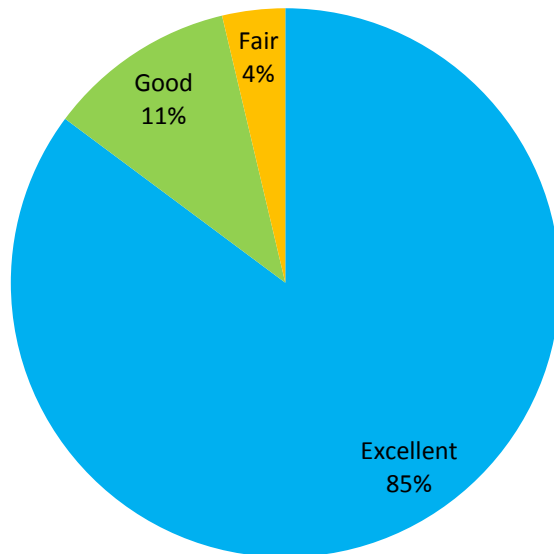
Feedback on Receptionists at Heartlands



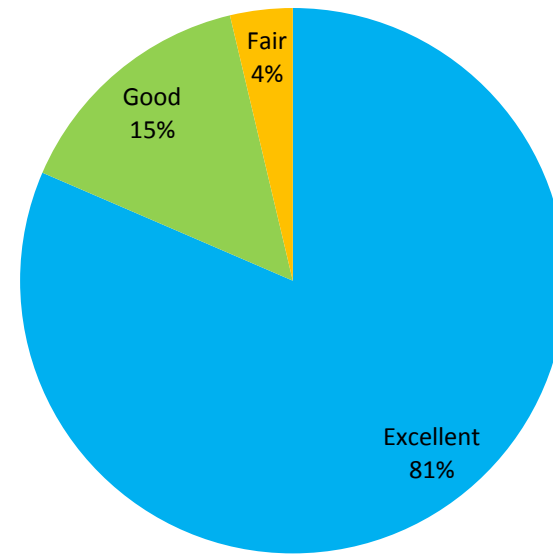
Feedback on HCSWs at Heartlands



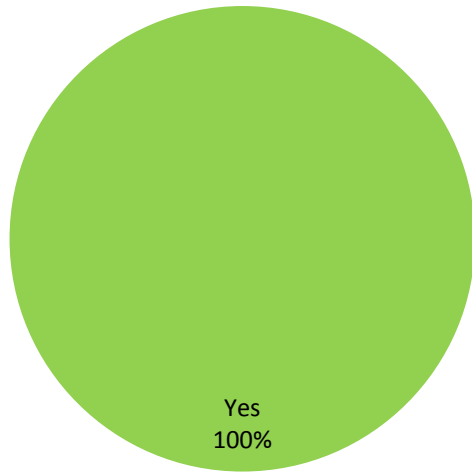
Feedback on Doctor/Nurses at Heartlands



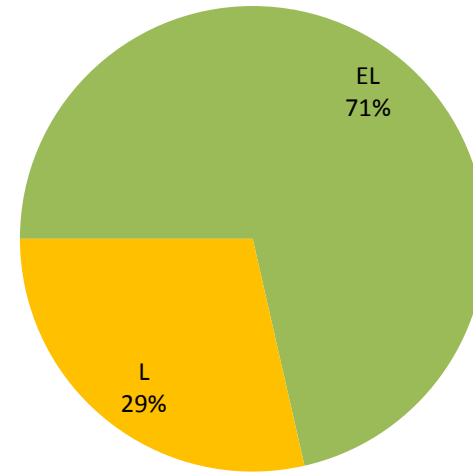
Overall Experience at Heartlands



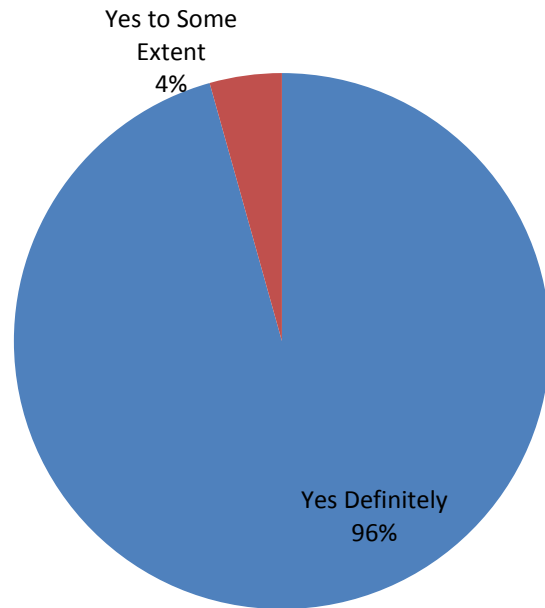
Doctor/Clinician explanation following this visit



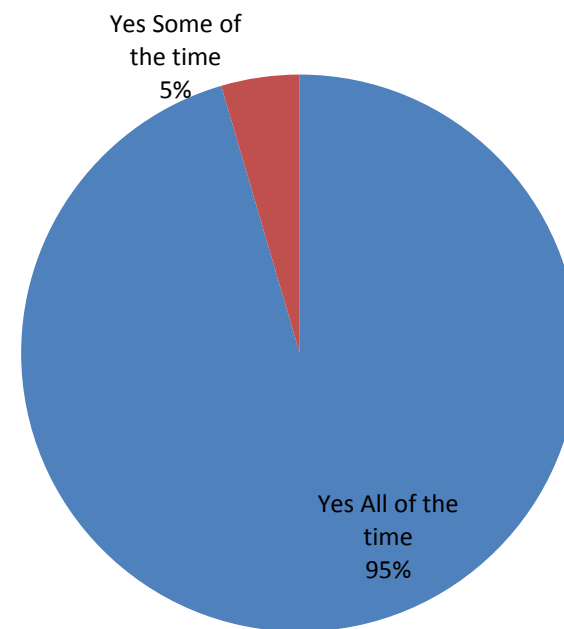
Recommendation to family/friends



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?

- The staff were all very friendly and polite and I know how hard they all work and the long hours they put in.
- Receptionist was very polite, and all staff were very good.
- They were very respectful.
- Fast, friendly, efficient
- Very polite and nice people.
- Quick and polite
- Friendly staff receptionist / nurse well done keep it up.
- Very thorough
- Everything
- That they were really good of taking care of a child.
- Friendly
- That they served us good.
- Fast service, professional
- All of the staff
- Everyone was so helpful and made me not feel like I was a silly worried mum of my baby. The nurse was so lovely and nice she made me relax. Thank you
- Quick care given and lots of advice.
- The healthcare and doctor were supportive
- Very helpful and kind staff
- Friendly staff that actually take time to assess my child unlike doctor.
- Very fast
- Receptionist Goodness really helpful
- Speed, care & effective.

What would have made our service better?

- That your excellent staff get paid more from a long serving tax payer.
- Better signs
- Try make less waiting period
- If we didn't wait for so long.
- Less waiting time
- Quicker service if chased to attend urgently.
- Improve waiting time