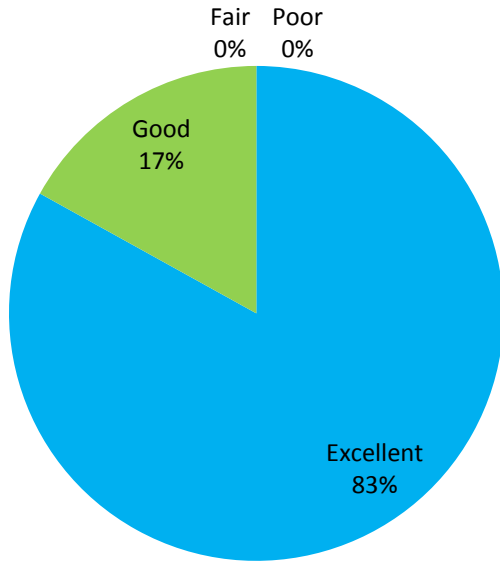
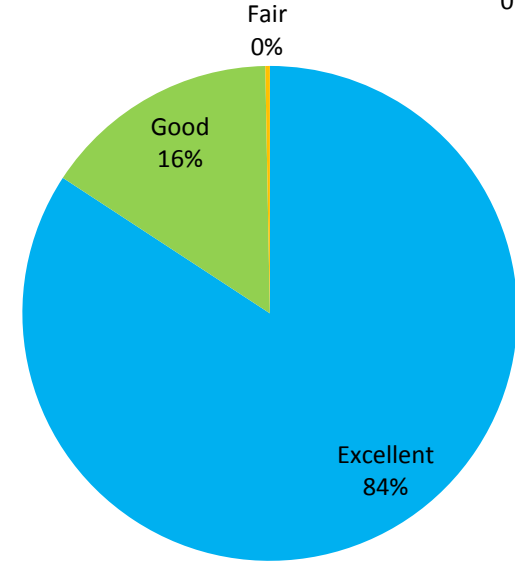


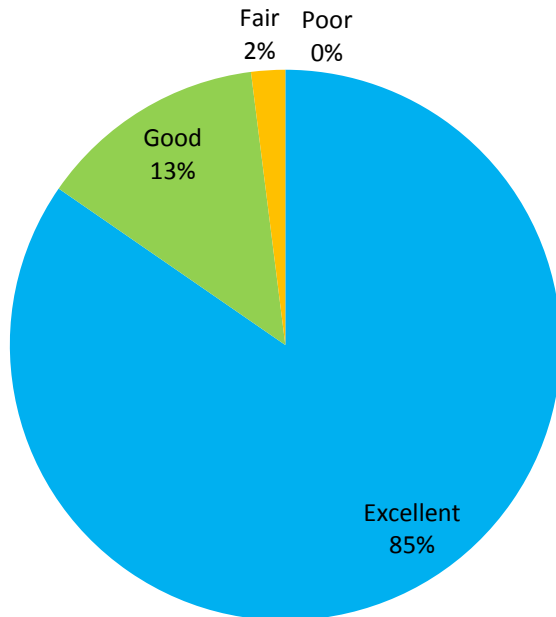
Feedback on Receptionists at Solihull



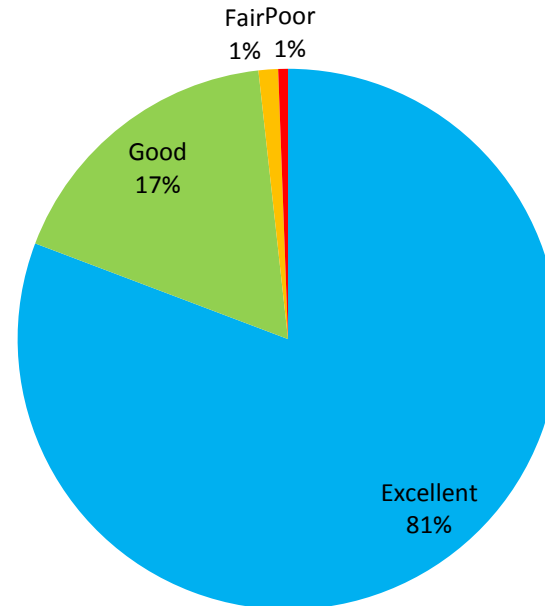
Feedback on HCSWs at Solihull



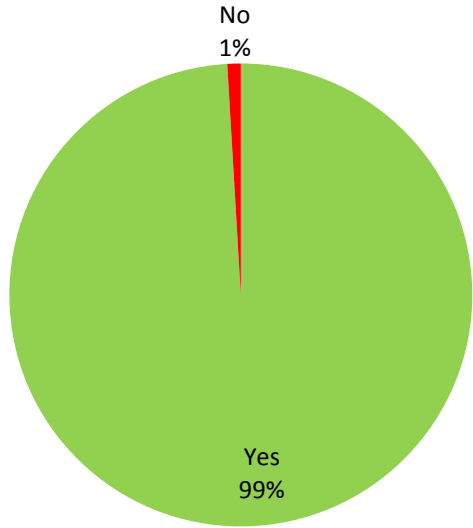
Feedback on Doctor/Nurses at Solihull



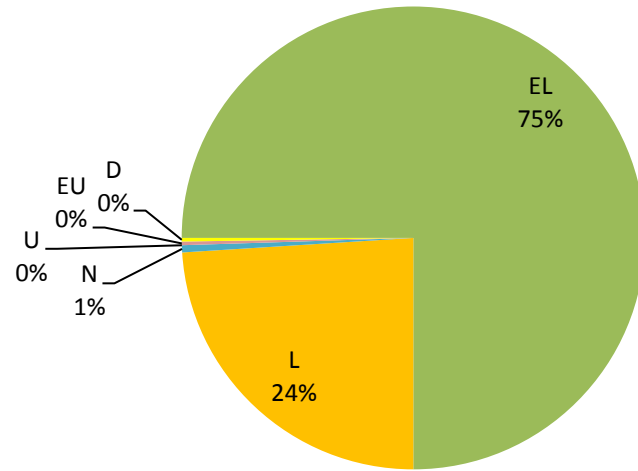
Overall Experience at Solihull



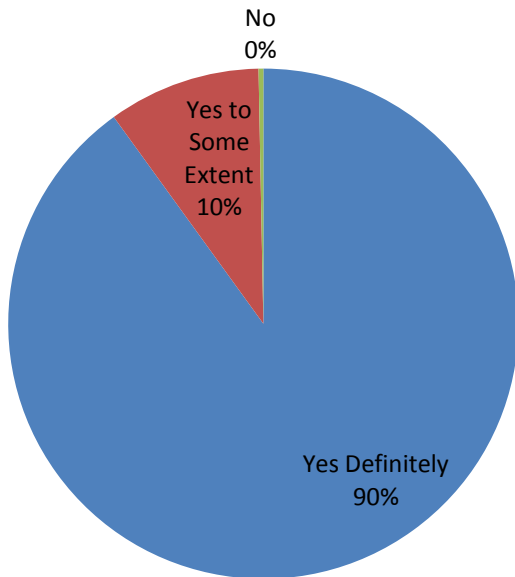
Doctor/Clinician explanation following this visit



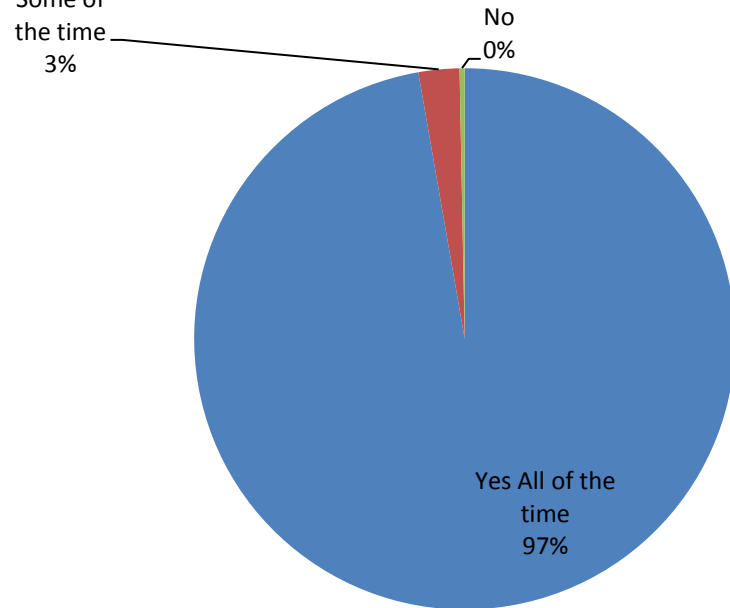
Recommendation to family/friends



Did you have confidence & trust in the clinician?



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



Solihull

What was good about our service?

- Straight forward and fast
- Efficient (on this occasion)
- HCA/Nurse was very friendly
- Politeness and help
- Fast, friendly, effective
- Seen very quickly by brilliant polite staff
- Very quick and prompt service. Thorough examination given
- The staff are friendly and nice
- Very friendly, fast and efficient service
- Receptionist perceived immediate action needed
- Excellent, caring, professional
- Excellent communication and waiting time wasn't to long
- Prompt, excellent GP providing info & extra test to confirm illness
- Prompt polite professional
- Everyone was friendly and listened. Feel happier here than at our doctors. At Doctors made to feel due too busy
- How Quickly we were seen to and helpful friendly staff
- Everyone was friendly and professional
- Listened to what I had to say and were all very kind
- Quick response, great manner when seeing daughter
- Polite, seen quite quickly, friendly and understanding
- Was seen extremely quickly kept up to date with wait time people were friendly
- Was listened to and explained to well what my problem was
- Quick , straight to the point- friendly and didn't make me feel rushed
- Immediate attention to medical ailment
- People friendly and efficient and seen quickly
- Staff very cheerful (patient) Doctor/ Nurse explained all questions that was asked
- Helpful friendly staff was seen quickly and given treatment thanks
- Knowing there was immediate help for such a painful condition
- Friendly welcome by receptionist
- Extremely friendly while maintaining professionalism and efficiency
- Better surroundings than in the walk in clinic more professional
- Pleasant and helpful and sympathetic to my 7 year old needs
- The care and consideration to my elderly mother
- Efficient, polite, respectful and doctor was cheerful and put my elderly mum mind at ease
- Efficient and don't waste time. It is evident the service is stretched and the team work really well given the circumstances
- An the staff we encountered were great in and out of hours very good
- Absolutely excellent service fantastic doctor very thorough would definitely recommend wish my own GP was the same
- Prompt treatment and pleasant staff

- All Staff were friendly and explained well
- Sort waiting time
- Very quick
- No long waiting
- Polite & Helpful
- Service
- Reception service are very good
- Helpful staff
- Prompt advice given in a understandable way not rushed
- Affectingly
- Everyone was friendly
- Polite, friendly, efficient
- dealt with promptly with a smile
- Polite, friendly
- Quick and friendly and efficient
- It was quick to be seen but not rushed when with a medic
- Saw doctor as soon as possible , staff polite and informative
- Friendly and efficient
- The friendly helpful attitude of everyone I saw.
- No appointment needed therefore immediate care
- Reassurance on condition
- Able to see health care support worker when couldn't see GP
- Friendliness, helpful, clear explanation
- Politeness, kindness- speed and attitude
- Open, honest, caring, showed passion
- Very efficient in reception, Nurse asking questions and doctor very good
- Very attention with the patients.
- Quick, responsive, organised, pro active, extremely polite and medically descriptive.
- Very short wait time, new and clean facilities.
- Prompt sympathetic care.
- Efficient, friendly, informative
- Booked appointment, speed to be seen.
- Pleasant and polite staff.
- Pre assessment nurse very polite and helpful, good with child.
- We were seen very promptly and given the medication I needed urgently.
- You don't feel you are in the doctors.
- The whole experience, from reception staff, HCA and doctors.
- Everyone treated you well and thorough with examination and treatment.
- Reassuring to have helped when normal doctors not available.
- Being seen to on the same day when needed.

Solihull

What would have made our service better?

- Appointments
- A Patient car park with no charges (being critical)
- Given coffee
- Cup of tea
- Closer to home
- If we could have been seen straight away of when we booked in
- Have paediatric doctors in Solihull
- Perhaps a ticket service so we can see how many people are ahead of us
- Better/Larger facilities to cope with the number of people who use it
- More staff
- Wasn't too long a wait but would sometimes be nice to know wait times - difficult I know.
- Better signage outside pointing to the Badger clinic.
- Free parking
- Less waiting time
- Clearer signage
- More communication on waiting time
- Water machine
- Toys for children
- Car parking was horrific
- Air conditioning
- Having an idea of the waiting time- However I was happy to wait as long as I needed to
- More initial test for better diagnosis
- The hospital has made some positive process however sign-posting especially in the parking area, needs updating. it is misleading where best to park for which department
- More tests (allergy) would be of help been told it was a milk allergy turned out to be to dust mites allergy (after private test done)

Any other comments:

- All 7 members of staff I spoke to today were professional, helpful, efficient and positive
- Great service of the NHS - Thank you
- Was treated with respect by everyone
- All nice and clean just waiting time is long and tiring for children and mums
- Thank you my son felt comfortable too which was unusual for a shy child
- Lavinia (nurse) was lovely throughout initial contact
- Came in with my 8 month old son who was poorly and the doctor was brilliant with him and explained everything clearly and we went away confident on his treatment
- Really pleased with service first time I have ever used and would definitely use again if needed and recommend it to family and friends
- Fantastic staff really friendly and didn't judge me, thank you to all who helped me with my care
- I work full time it and it is almost impossible to get an appointment. This service is excellent

- Service much better after- 4 doctor on service
- 20 minutes waiting time put into 3 separate waiting rooms. Annoying and distressing
- More training for staff on systems as we had a slight delay due to this
- Treated very professionally by Nurse practitioner she was friendly and reassuring well done
- The doctor we saw was spot on
- Fast, easy to talk to- ask very relevant questions. Nurse and doctor put us at ease
- A clock would be nice and some clear indication of waiting times.
- I was treated very good on receptionist showed me the way she also volunteered to walk with me to ensure I don't get lost very nice of her.
- Zan the receptionists was so friendly she explained how the process worked. Gill the HCA was lovely and also the doctor - great service.