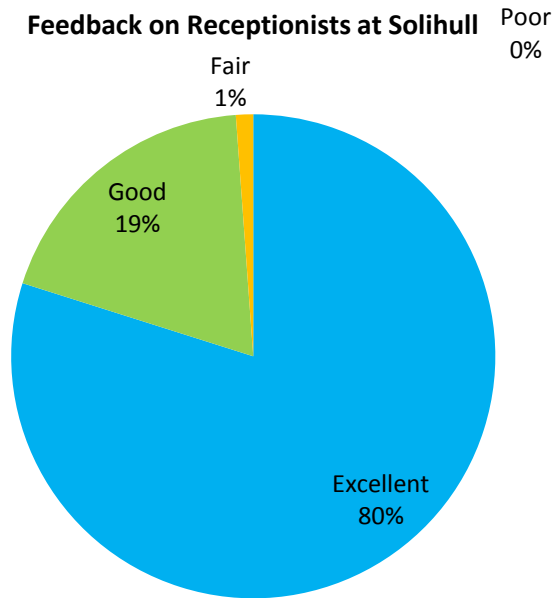
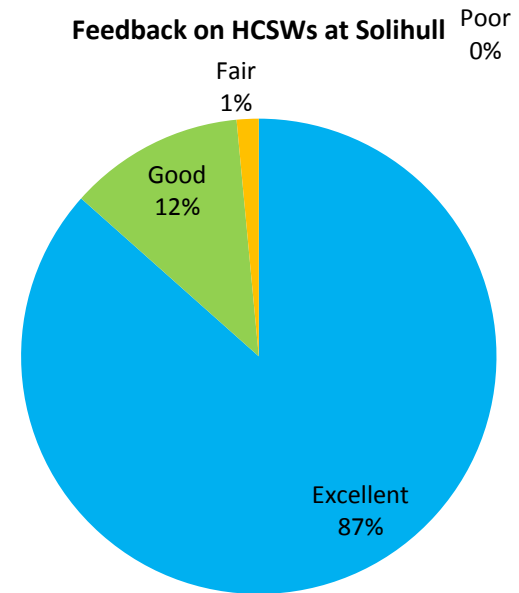


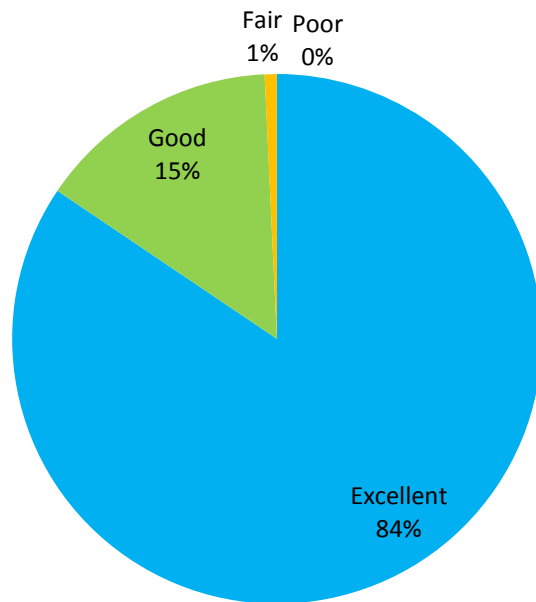
**Feedback on Receptionists at Solihull**



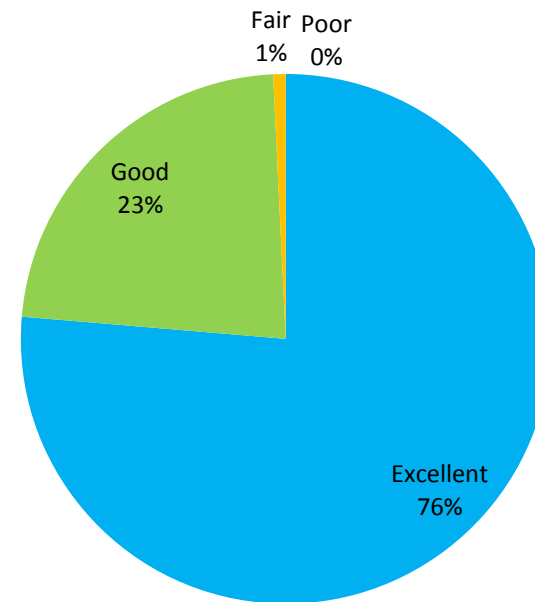
**Feedback on HCSWs at Solihull**



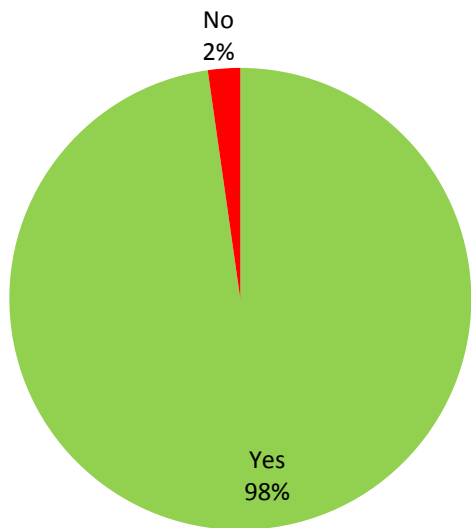
**Feedback on Doctor/Nurses at Solihull**



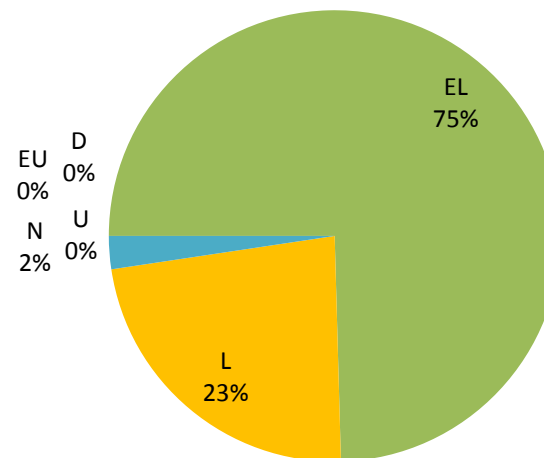
**Overall Experience at Solihull**



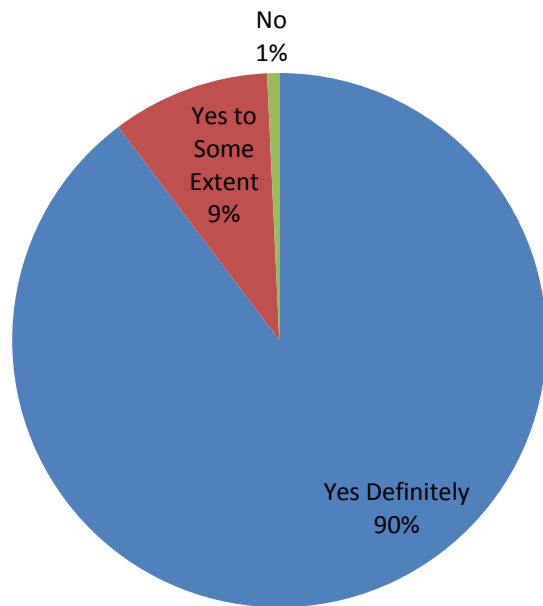
### Doctor/Clinician explanation following this visit



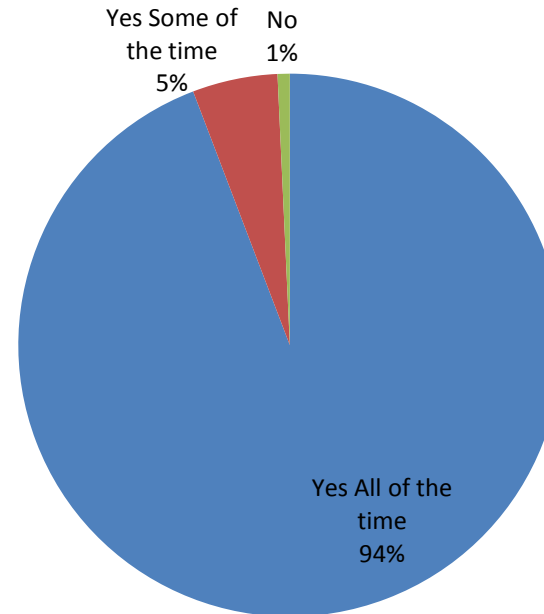
### Recommendation to family/friends



### 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?

- All 3 people that I spoke to were friendly and helpful.
- You all smiled - which makes you outstanding compared to my doctors receptionist and doctor.
- I've had a problem for ages now its sorted thank you.
- Medical advice without appointment.
- Not having to wait long to be seen
- Seen doctor on time
- Receptionists were absolutely lovely
- Seen quickly - assessed before seeing the GP
- Polite, friendly, clean - unlike Heartlands hospital
- Can get to see a doctor.
- Friendly, quick because weekday
- Was seen in good time
- Doctor explained everything very well.
- All the staff were very helpful and friendly
- Very helpful got seen to straight away.
- Was seen quickly. The doctor explained the problem well
- Seen quickly - assessed before seeing the GP
- Friendly and very caring
- Polite, friendly, clean, efficient
- Overall time of service was fast
- That I was actually able to see a doctor, unlike my own doctors.
- Professional and polite
- Found out I'm allergic to penicillin
- Did not have to wait long at all helped me with everything
- The speed of being seen, and explanation of my problem by steve ANP
- Everything. Punctual, polite, professional
- Very good, professional and understanding
- Quick and efficient
- The communication with the nurse was great
- Efficient and friendly
- Much helpful when gap's not available
- Prompt response to initial enquiry overall and nice service in hospital
- I was seen in 5 minutes (amazing service)
- Staff were excellent with my 7 year old daughter
- Relatively quick and good estimate of waiting time

## Solihull

- Prompt and very very satisfactory thank you
- Efficient courteous- walk in facility
- Good receptionist and nice nurses
- Staff was amazing and helped a lot
- Reasonably quick two layers of service now explained
- We don't have to wait to long
- Quality of service
- Prompt attention and careful explanation
- Always friendly, helpful and fast
- The whole process was outstanding
- Friendly and welcoming staff short wait
- Friendly staff and doctors
- Receptionist so polite and welcoming
- Quicker than the doctors
- We were seen very quickly and my daughter was treated in a nice manner, professional manner
- Help on the phone was helpful as I was worried, staff at Solihull always friendly and reassuring
- Friendly, helpful staff providing excellent service
- Very helpful, polite, information explained in detail
- Friendly staff, convenient location and I was seen by staff quickly
- Reception staff friendly (all staff) nice environment, very personal, taken to see person
- attended to quickly , staff very helpful
- Fast and friendly and efficient
- Information was useful
- Low wait time, very efficient
- Polite, caring

### **What would have made our service better?**

- Not having to pay on the car park.
- Waiting room entertainment, TV, music
- If it was faster but it's the time of year.
- The way treat the patient.
- Better signs for walk in reception at entrance
- More staff
- More car parking better signage
- More informed reception staff to direct patient when busy.
- I feel like an x-ray would have helped to make sure the problem is just muscular and nothing else.
- Trying to locate reception closer

## Solihull

- Waiting area small and dark
- Better signs to the minor injury reception
- Nicer nurse
- More water coolers
- Ear syringing
- Less overall time spent, very slow
- Give staff more pay they deserve it
- Been quicker instead of waiting for doctor to come back from an 1 hour and half lunch
- I needed a dressing and they did not have any
- Indication of wait time
- Less wait
- Communication between HCA and Doctor
- More signs to direct you to clinic
- Better signage
- waiting time
- Time scales

### **Any other comments:**

- Thank you very much for the care and attention I received.
- Dr Dev's consultation was fantastic, very pleased with the service that I received.
- You are doing a great job keep it up.
- Actually enjoyed the visit! Great job!
- Probably will feel more confident if my injury was x-ray
- Very attentive and patient
- Excellent service, every hospital should have one
- Being able to get attention straight away
- Great to have somewhere I can access quickly for my asthma related complaints
- Everyone comes with their worries/problems and its great that we have reliable doctors and nurses to give us advice
- Lovely nurse listened thoroughly
- If only GP's surgeries were this efficient
- All staff were all very friendly, helpful and polite another wonderful experience
- I saw Janet very good service
- I would be reluctant to book with my doctors surgery again but understand this is a backup for local surgery
- The speed we were dealt with and the service was exceptional thank you
- A very friendly complementary excellent service
- I was really grateful for the supportive care and advice. Treated well indeed ,waiting time was short
- Service was good and didn't have to wait long. Very approachable