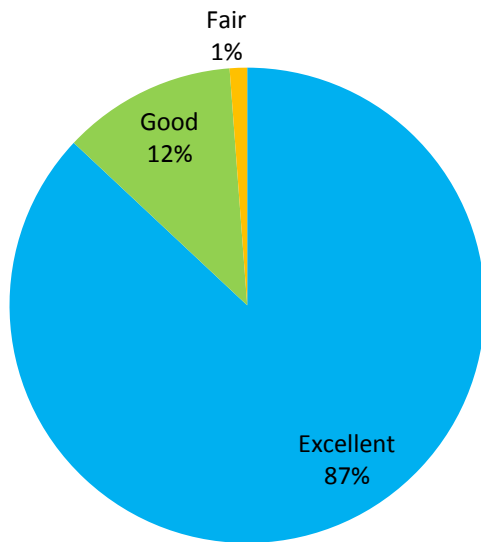
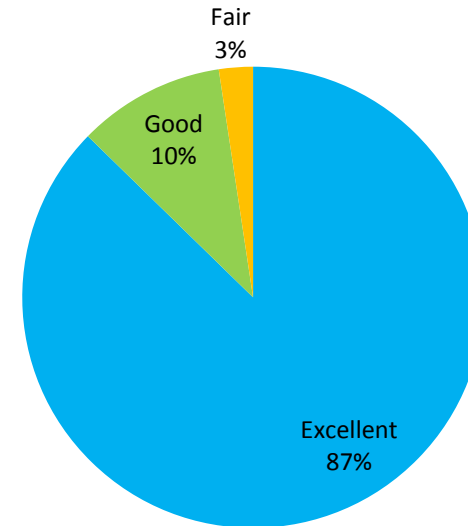


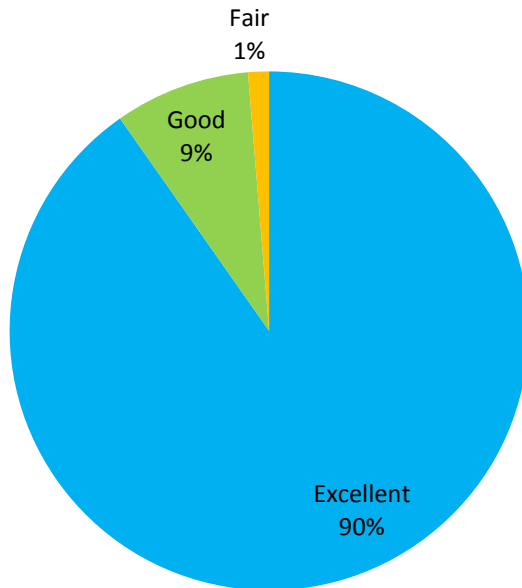
Feedback on Receptionists at Solihull



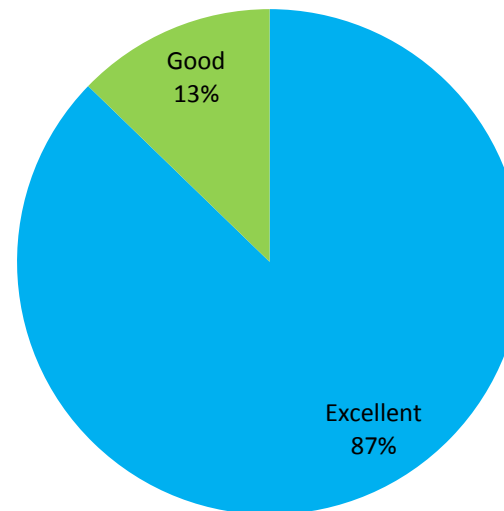
Feedback on HCSWs at Solihull



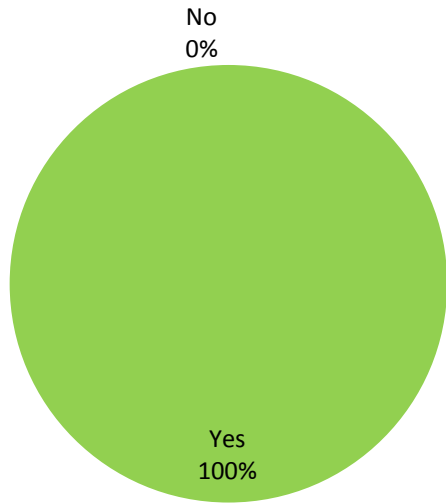
Feedback on Doctor/Nurses at Solihull



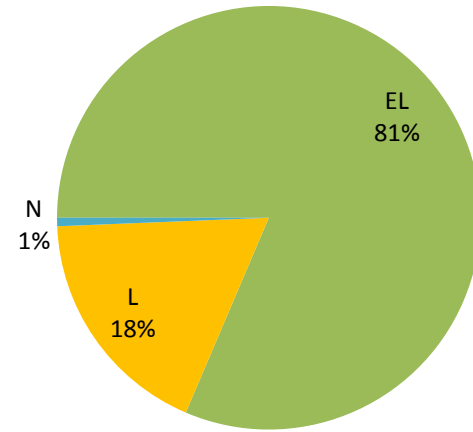
Overall Experience at Solihull



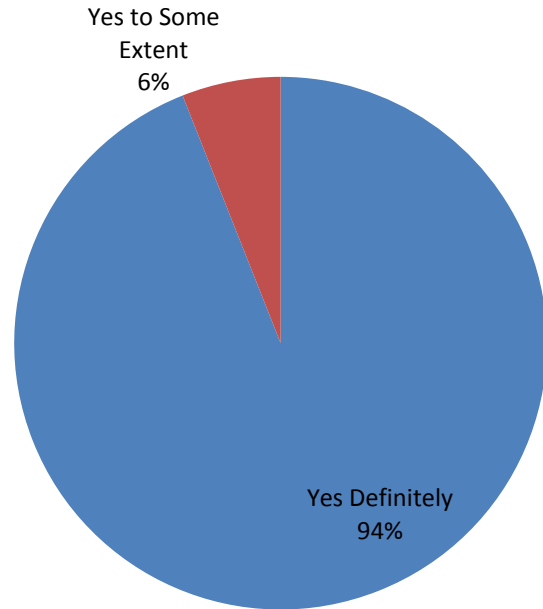
Doctor/Clinician explanation following this visit



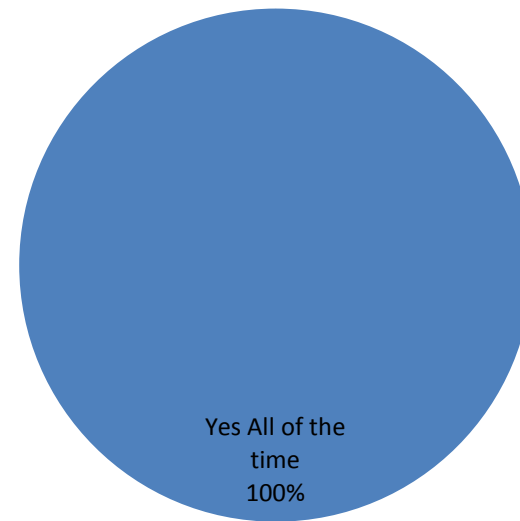
Recommendation to family/friends



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?

- Prompt service to waiting area.
- Polite and efficient staff.
- Communication and professional.
- On Quiet times service is quick
- It is very good the nurse is very friendly and fun.
- Was quick and helpful
- Efficient and helpful
- Seen promptly- professional service
- Doctor was really friendly and listened very helpful
- Quick and friendly
- Ease of access and easy great service
- I didn't have to wait around
- Quick and efficient doctor and nurses friendly
- Didn't wait too long
- Extremely helpful and engaging.
- Efficient unlike London good friendly staff
- Thorough assessment
- Ease of access and easy great service
- Very quick call after speaking to the help line
- Very fast and good care and good attention
- Quick, efficient and caring
- Friendly and caring
- Courteous, prompt, friendly and professional
- Doctors are always very good
- 111 Service, badger service excellent communication
- Fast and efficient
- very helpful all members of staff
- Staff was polite and fast to be seen
- The doctor explained everything clearly, answered questions
- Efficient and relevant advice given
- Quickly seen attentive
- Staff approach
- Friendly staff from the beginning and good explanations
- Polite, efficient, punctual, excellent, quick service.
- Good therapeutic relationships

- Lovely efficient staff, excellent service
- Seen very quickly and everyone was very helpful and friendly
- Fast, efficiently and friendly staff
- friendly staff, sympathetic, prompt and efficient
- Quick, friendly service and thoroughly examined
- responded to our needs in a rapid and professional manner
- Response time to my daughter being sick was amazing receptionist and nurse
- quick ,easy, nice welcoming people
- quick service, pleasant staff
- Express and caring
- amazing staff
- quick , very caring
- quite fast, efficient and very friendly
- treat a person very well
- Fast response fab staff. thank you
- Fast would be better
- Prompt friendly service once in the badger clinic straight away
- Quick and helpful
- quick and effective
- I assumed early and receptionist/ took details immediately
- Friendly and Quick
- Friendly staff quick service
- How they interacted with the kids
- Every one very helpful
- That you was able to check my daughter
- Quick and good advice
- Quick, Lovely nurse
- Staff were helpful 111 was also excellent
- Efficient and polite
- Very helpful fantastic service
- Very fast and efficient and friendly staff
- probing Questions to establish Issues
- Very Good seen promptly
- Helpful and friendly
- Friendly relatively quick
- That is out of hours
- Speed of service
- Your staff were friendly which put my mind at ease

Solihull

What would have made our service better?

- Less waiting time.
- Soothing music
- Keep it open
- The nurse before put my daughter for normal instead of urgent
- Receptionist could have helped get appointment - low battery "drove me crazy rang 3 times said cant access appointments, sick baby- walk in queue long waited 2 hours not seen.
- Cup of tea
- Magazines from the wait and hand gel more accessible
- open 24 hours
- no hand wash
- coffee machine
- More doctors needed
- Being open later
- Didn't see waiting time
- Quicker
- If it smelled nicer
- More seating in waiting room