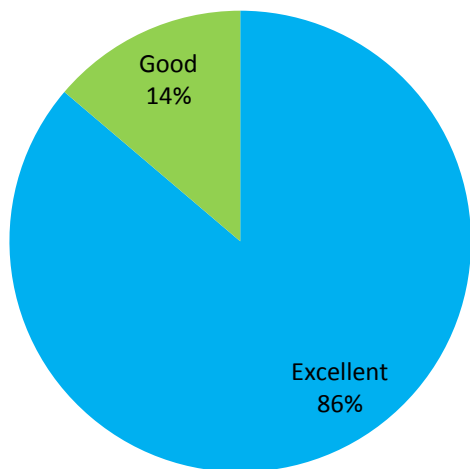
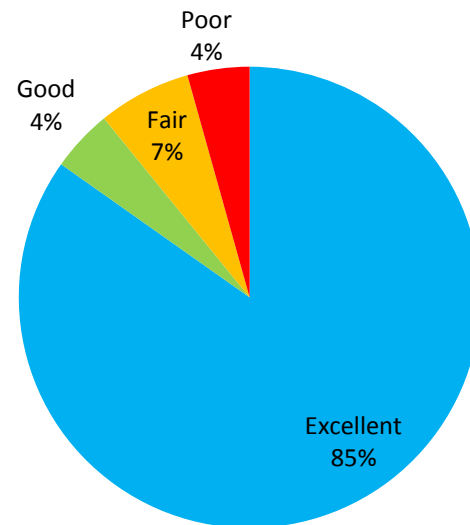


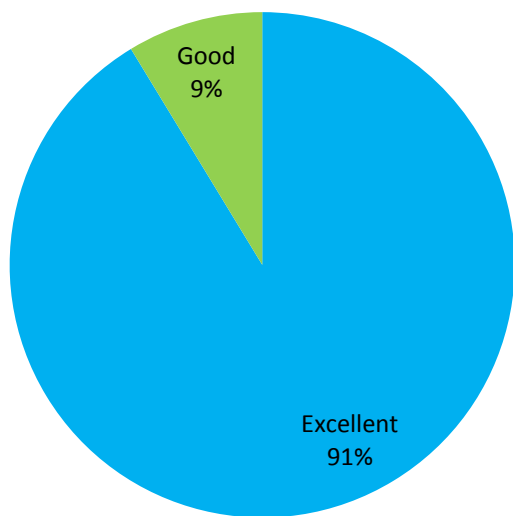
Feedback on Receptionists at Solihull UPCS



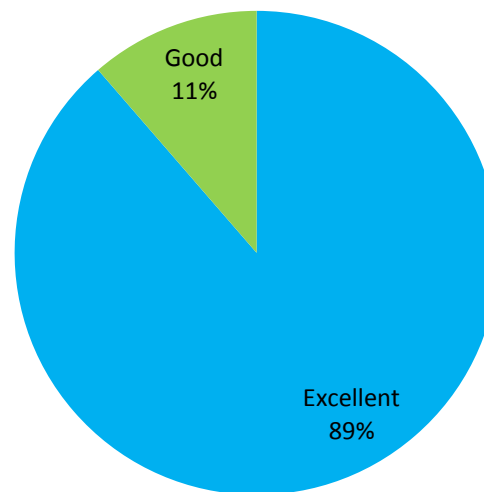
Feedback on HCSWs at Solihull UPCS



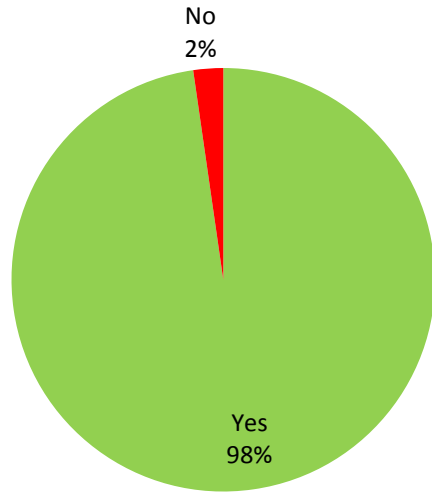
Feedback on Doctor/Nurses at Solihull UPCS



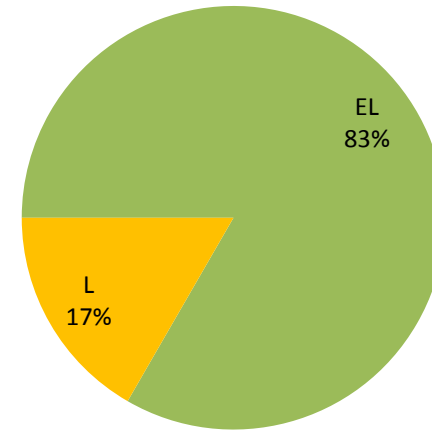
Overall Experience at Solihull UPCS



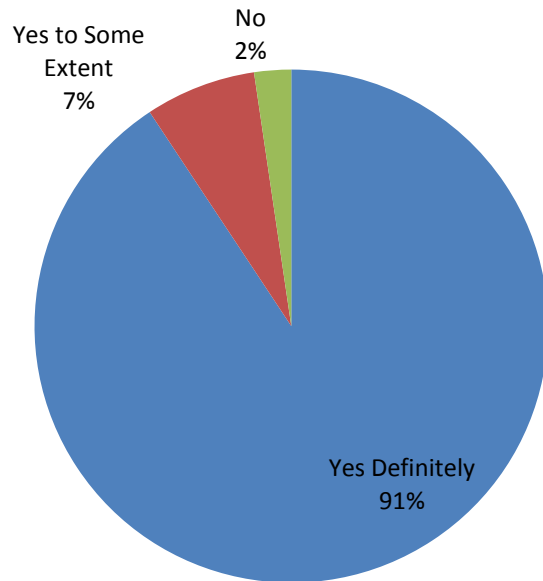
Doctor/Clinician explanation following this visit



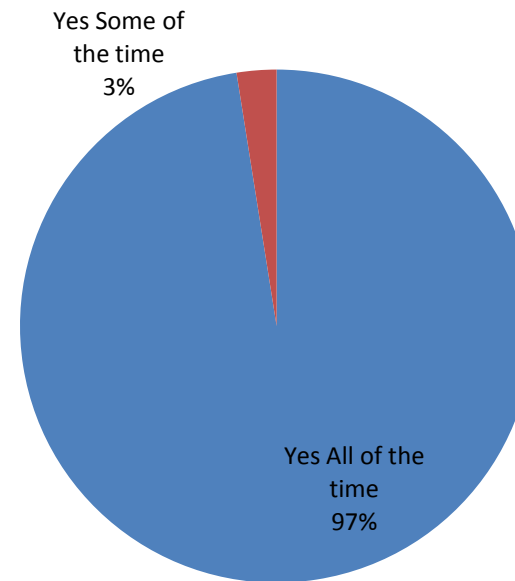
Recommendation to family/friends



Did you have confidence & trust in the clinician?



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



Solihull UPCS

What was good about our service?

- Fast and efficient
- Most things
- Manner, attitude, desirable manner, kind, polite, helpful
- Attention from staff
- Availability
- Efficiency
- That first the nurse checks then the doctors
- Was seen pretty quickly and advice and medication was given
- Good staff able to assist needs working as quick as they can
- Speed of service
- Timely manner I which I was seen
- Very Quick very helpful
- Quick service, helpful
- Quick friendly
- All staff very polite also did not wait for too long
- Friendly, helpful staff
- Very polite very quick
- Quick service
- Efficient well organised pleasant staff
- Got seen to pretty quick
- Didn't have to wait long of staff were so friendly and helpful
- Quick response to seeing the patient
- Very helpful and friendly reception staff
- No need to book an appointment
- Reception staff were very polite and helpful all staff were wonderful and cheery
- Efficient courteous

What would have made our service better?

- Little bit of a wait but ok
- Quicker waiting times
- Send referrals
- Depending on wait- reading material
- waiting time should be less