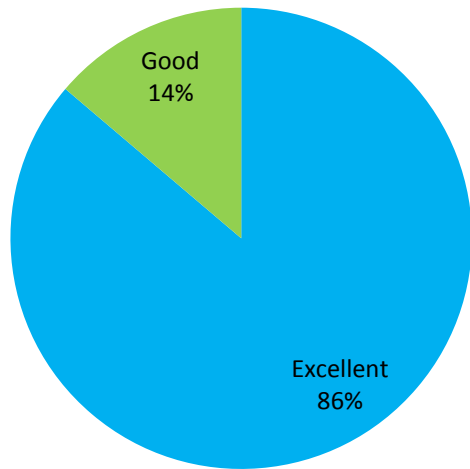
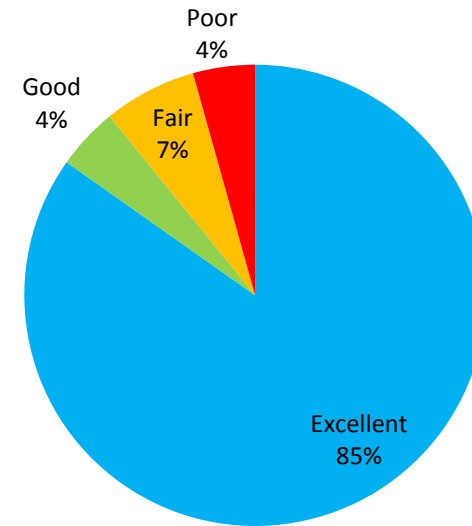


Feedback on Receptionists at Solihull BPCS



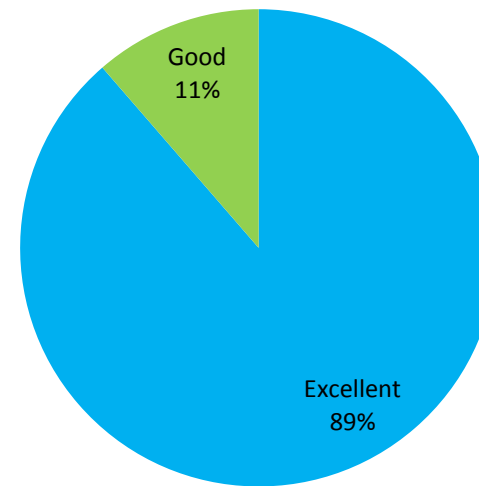
Feedback on HCSWs at Solihull BPCS



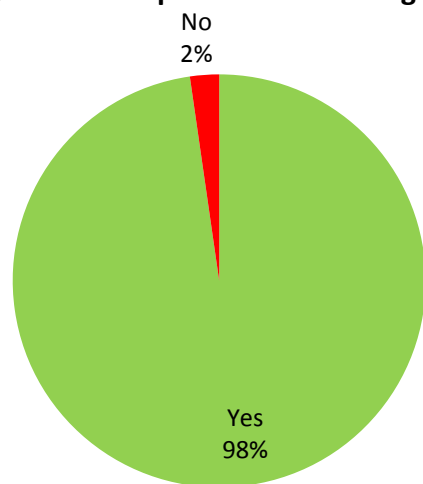
Feedback on Doctor/Nurses at Solihull BPCS



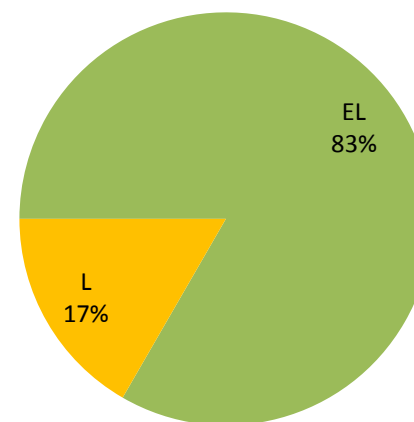
Overall Experience at Solihull BPCS



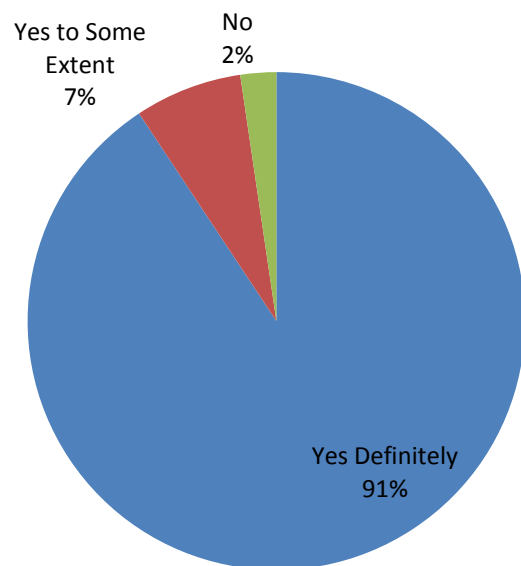
Doctor/Clinician explanation following this visit



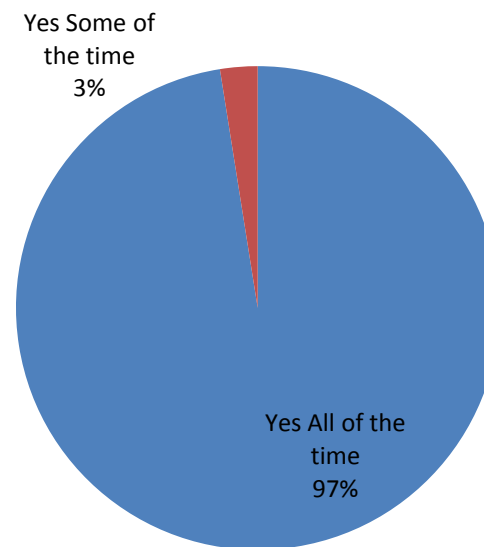
Recommendation to family/friends



Did you have confidence & trust in the clinician?



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



Solihull BPUS

What was good about our service?

- Clear and concise explanation
- Everyone listened and were very kind
- Fast efficient and receptionist turned over the telly to a child friendly station
- Got seen to very fast
- Friendly staff, did not wait long to be seen
- Staff were friendly
- Quick, doctor and health care gave me time to explain
- Friendly and efficient staff
- Easy to get appointment
- Prompt and efficient and helpful
- It was quick and easy. Staff were kind waiting area was clean
- Pleasant
- Short waiting time very accurate and observant assessment
- Didn't wait for long
- Polite and professional
- Very fast in and out 30 minutes
- Pleasant, efficient, warm
- Friendly and fast
- Seen quickly, friendly and helpful staff
- Able to see both the nurse and doctor
- Friendly - good waiting times
- Clean and well organised
- How quickly I was seen
- Very good, reasonable wait, professional staff
- Very fast
- Was Quick
- Friendly people
- Caring and understanding
- Quick and helpful
- Quick waiting times/ explained A&E process and who I am going to see
- Initially thought was urgent so seen immediately to rule out possible heart issues
- I felt that the people were really good
- Low Waiting time
- Good service and not a long wait

What would have made our service better?

- Receptionist seating in main area
- A more friendly HCA
- Faster service
- Helpful behaviour
- Perhaps clearer signs of where to go so there is no confusion
- More doctors
- To be made aware of primary care location change
- Shorter waiting time
- Patient engagement
- Waiting times more entertainment for kids