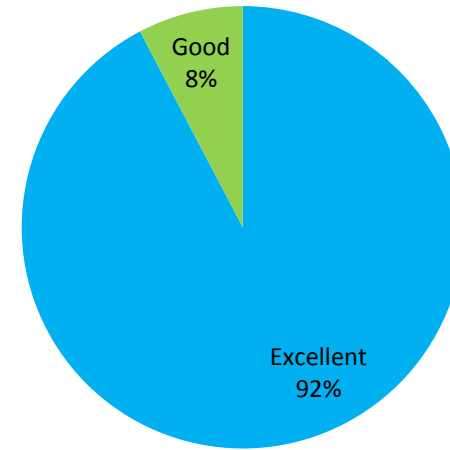


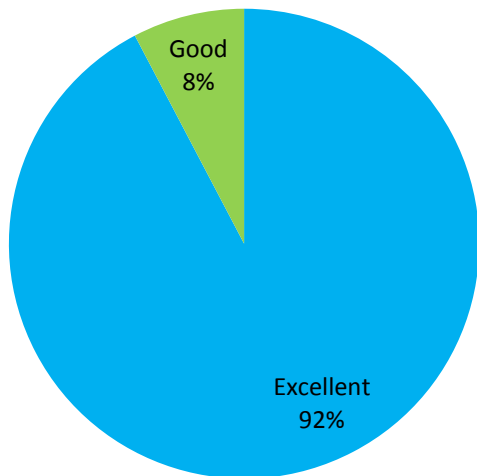
**Feedback on Receptionists at Solihull**



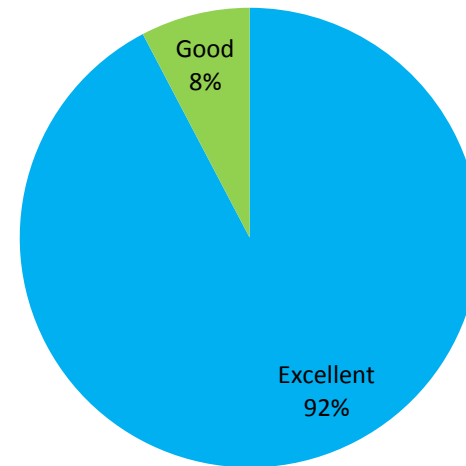
**Feedback on HCSWs at Solihull**



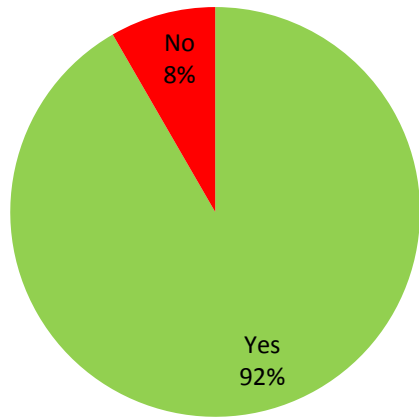
**Feedback on Doctor/Nurses at Solihull**



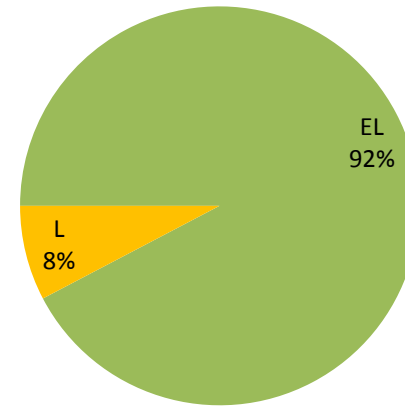
**Overall Experience at Solihull**



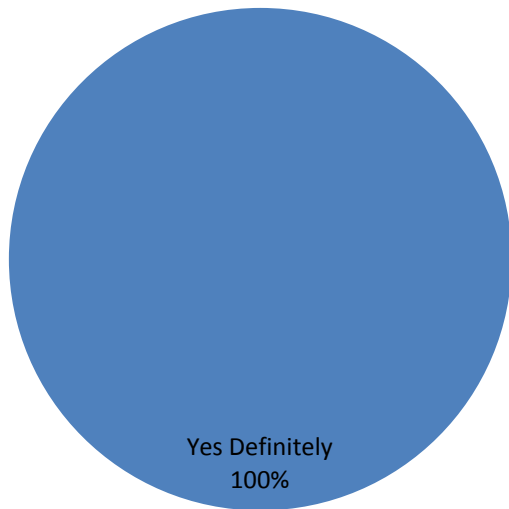
**Doctor/Clinician explanation following this visit**



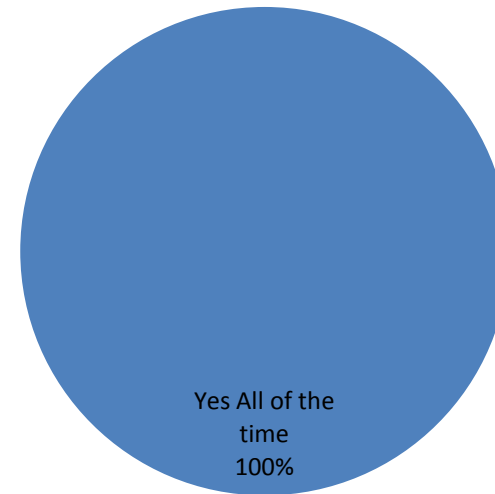
**Recommendation to family/friends**



**Did you have confidence & trust in the clinician?**



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



## Solihull UPCS

### **What was good about our service?**

- They saw me and dealt with it
- staff very friendly and helpful
- not too long of a wait
- everything
- friendly and helpful
- very helpful staff - very short wait
- lovely staff as always, very quick to be seen
- Everyone very professional

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

- Less waiting time
- waiting times displayed at the UPCS reception - Had to ask as couldn't see it displayed - got here at 9:15 left at 9:52