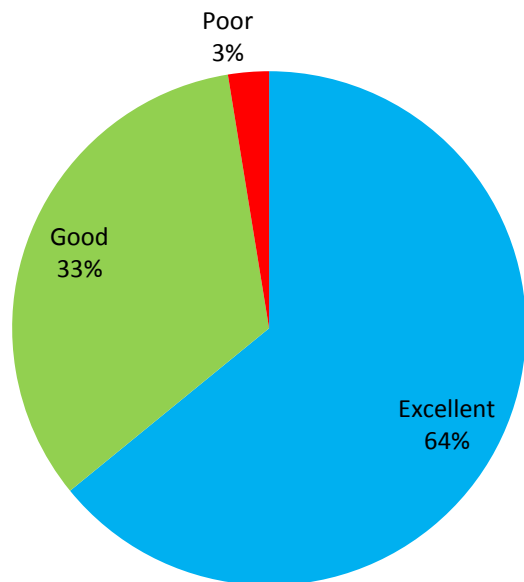
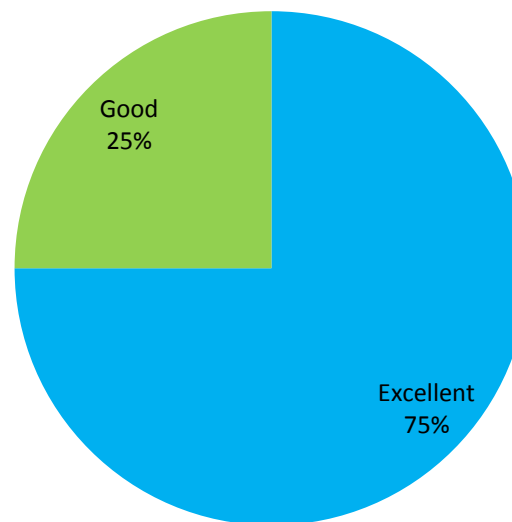


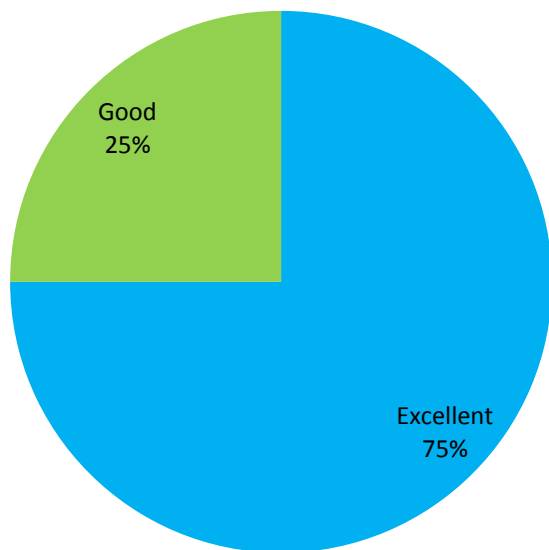
Feedback on Receptionists at Solihull



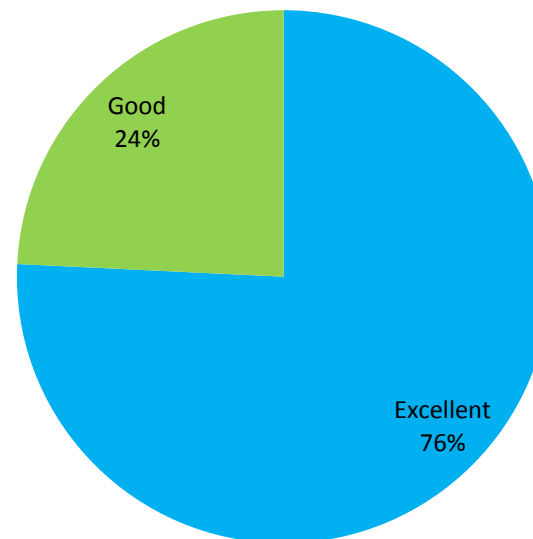
Feedback on HCSWs at Solihull



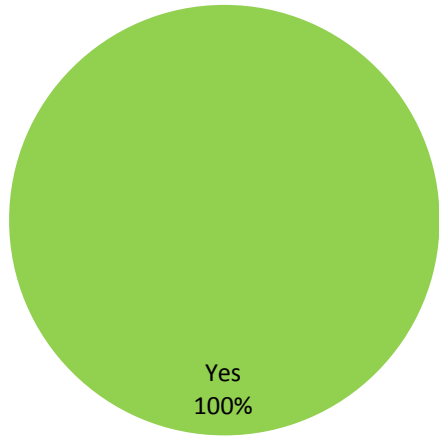
Feedback on Doctor/Nurses at Solihull



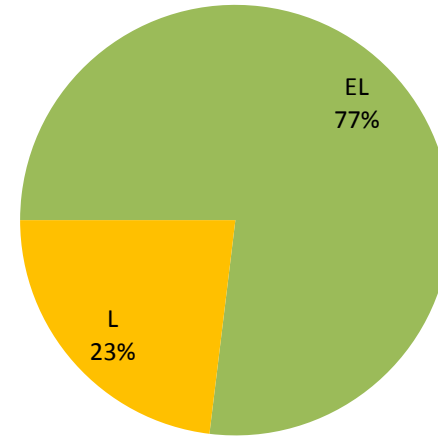
Overall Experience at Solihull



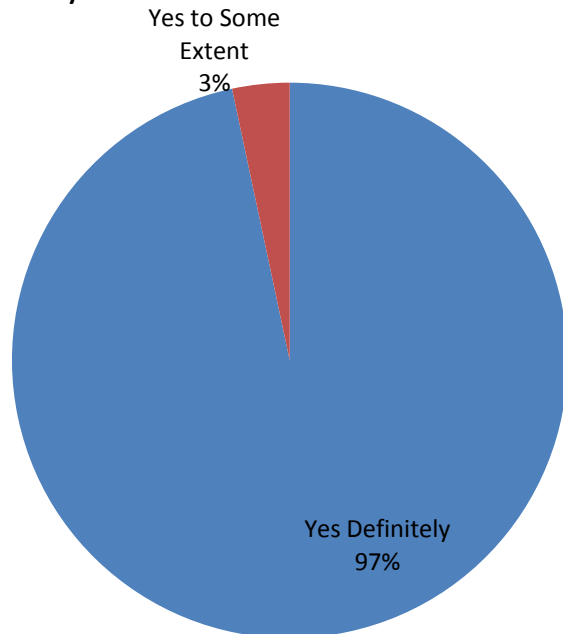
Doctor/Clinician explanation following this visit



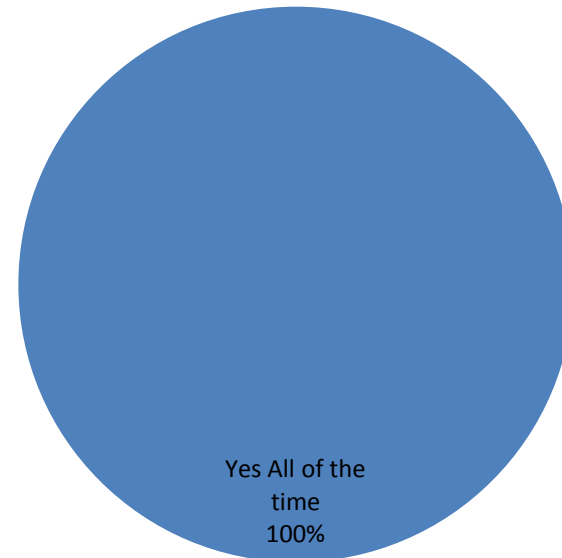
Recommendation to family/friends



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?

- Service with a smile
- Fast and good consultation
- Efficient and professional
- Calm and friendly. Access to a doctor when my GP was unavailable.
- Fast, friendly and very helpful
- Everyone listened and very caring
- Thorough, pleasant and caring receptionist
- Seen quickly (think we were lucky), friendly staff.
- Speed and attention
- Given an appointment to be seen
- Very rapid service
- Service is good, just waiting time
- Quick and efficient, much more thorough than my GP
- Lovely, friendly staff and seen quickly
- Prompt service, good advice and respect
- Friendly
- Thoroughness. Obtaining sample and completing forms while you wait saved time and eased stress
- Good communication start to finish, prompt service
- All of it
- Efficient
- Seen very quickly, time taken to understand my symptom
- Very professional and efficient
- Everything
- Convenient and quick dealt with child very well too
- Efficient and treated the problem
- The speed at which I was seen under 45 mins on both occasions 21/06/17
- The service was very efficient
- Quick efficient
- Everyone was kind, friendly and reassuring. Particularly HCSW and Doctor I saw.
- Prompt friendly service.
- Very pleased with the service
- Just Excellent
- Very clean and pleasant environment
- Very polite and friendly staff, will recommend Solihull Primary Care to anyone
- Truly excellent reassuring service

Solihull UPCS

- Outstanding
- Very good service, seen very quickly, Doctor very thorough
- Excellent treatment
- A very effective service for working parents who do not get chance to get to G.P surgery hours. Struggle at G.P to get appointment. Good quick effective and efficient service
- Manjula at reception was very helpful in particular

What would have made our service better?

- Too many receptionists doing nothing?
- Receptionist could have given more information about waiting times and explain the system
- Waiting time but worth it.
- Less services "out of order"
- Probably more doctors on duty should help waiting times to be less
- Waiting time displayed for HCA and Doctor separately
- Shorter wait
- Signage at Hospital is for Primary Care no mention of Badger.
- Patients feel dehydrated so perhaps water stations would help during the waiting periods.
- It was a long wait. The metal seats were uncomfortable. However the staff were very pleasant and I was given undivided attention when my turn came.