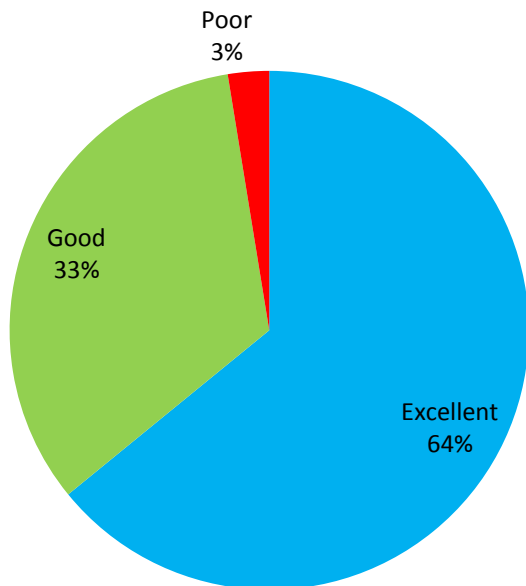
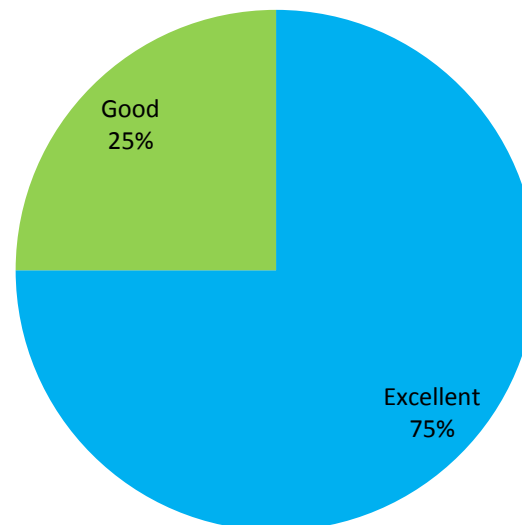


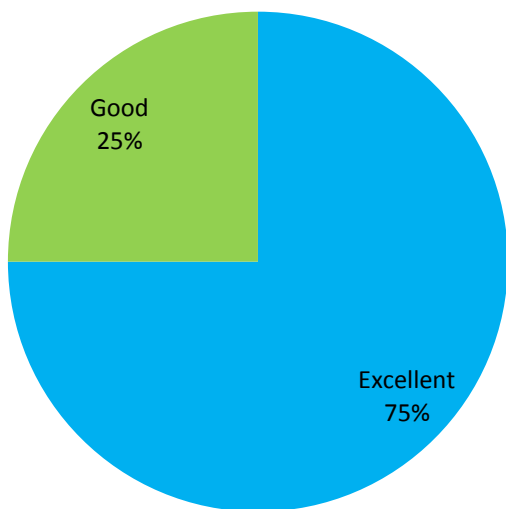
Feedback on Receptionists at Solihull



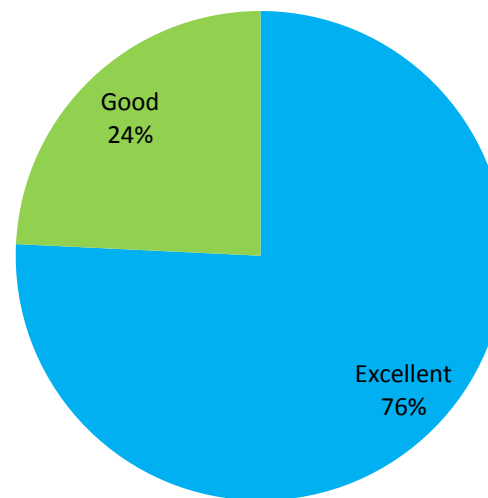
Feedback on HCSWs at Solihull



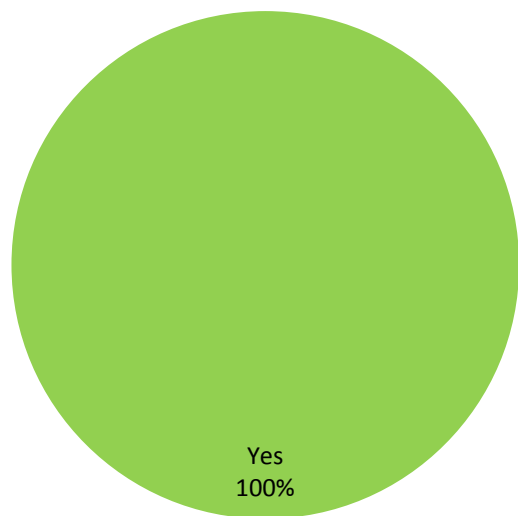
Feedback on Doctor/Nurses at Solihull



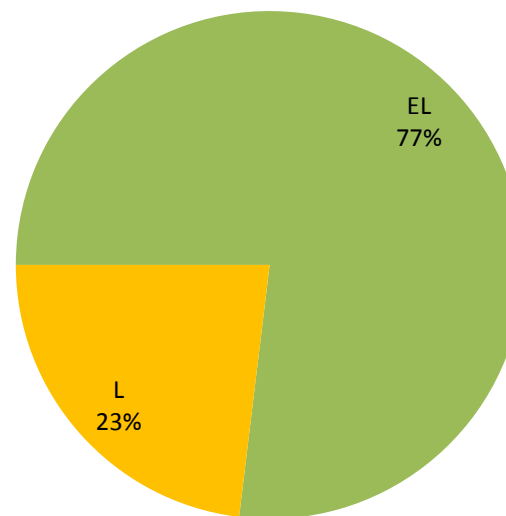
Overall Experience at Solihull



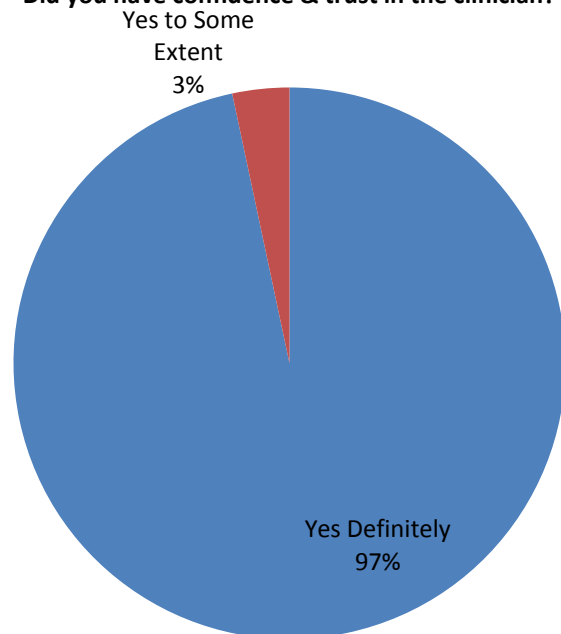
Doctor/Clinician explanation following this visit



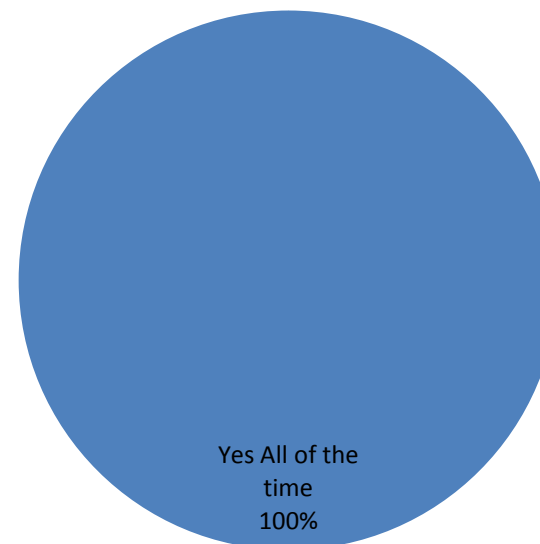
Recommendation to family/friends



Did you have confidence & trust in the clinician?



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



Solihull BPCS

What was good about our service?

- Empathy
- Polite and efficient, not a long wait
- Staff are very polite and helpful
- Professional, short waiting time
- Staff friendly and professional
- Excellent staff, efficient and helpful
- Seen straight away, own GP not available for 2 weeks
- Receptionist very friendly and helpful
- Seen very quickly, excellent service
- Speedy and professional
- Seen promptly, very helpful
- Service and the Doctor was very clear and helpful
- Efficient and polite staff, not too long of a wait
- Polite and caring
- Complete service from start to finish
- Reassuring
- Very private and caring
- Quick and friendly
- Short waiting time/1hour approx
- Minimal waiting time
- Very friendly and helpful
- Given an appointment to be seen
- Keep it up, good service
- Nina has been lovely and so helpful
- Excellent service provided
- Staff very helpful and caring
- Very clean and pleasant

What would have made our service better?

- Having some idea of when I would be seen, a waiting time?
- The TV was broken
- More responsive service, had to wait a long time
- Quieter music in the waiting room
- More info on how service works