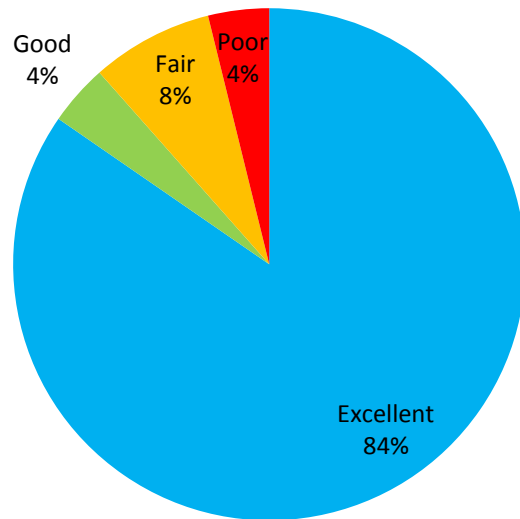
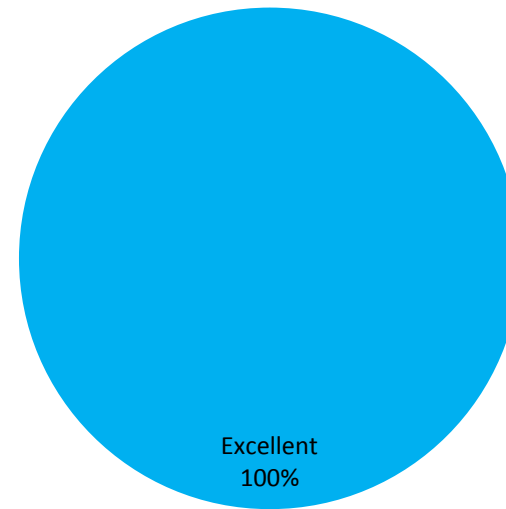


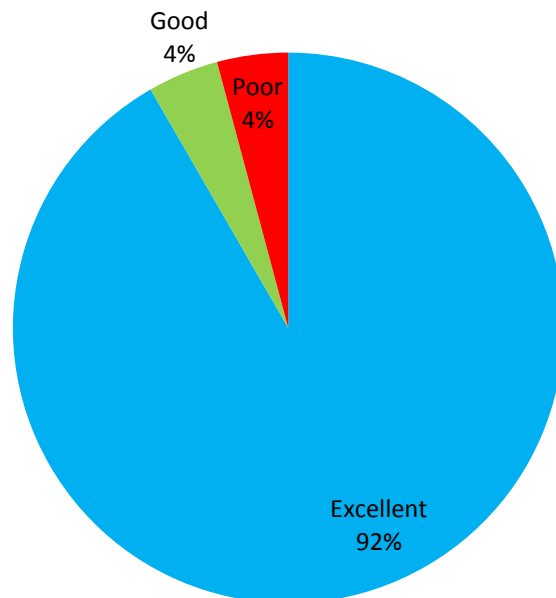
Feedback on Receptionists at Solihull



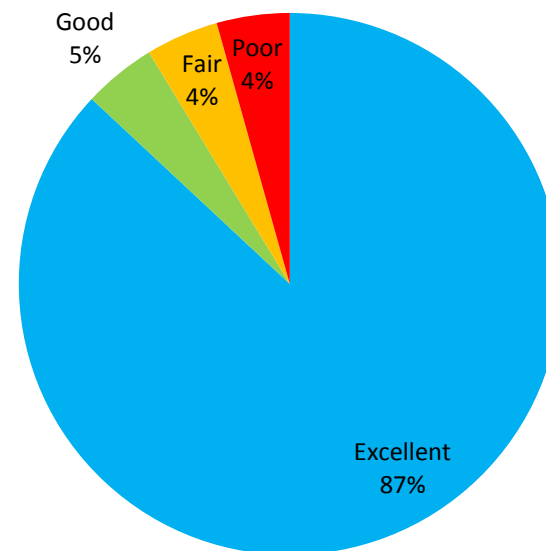
Feedback on HCSWs at Solihull



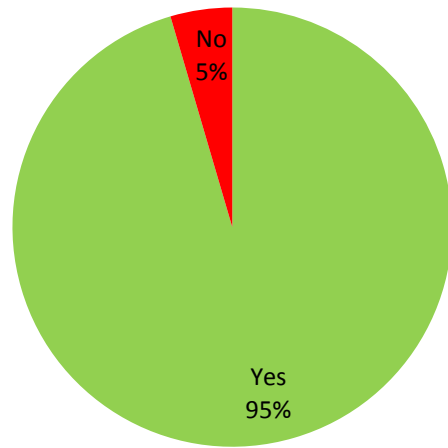
Feedback on Doctor/Nurses at Solihull



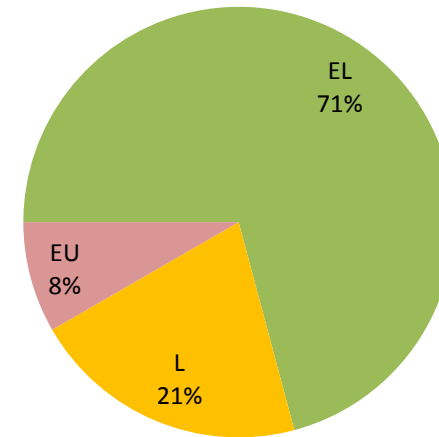
Overall Experience at Solihull



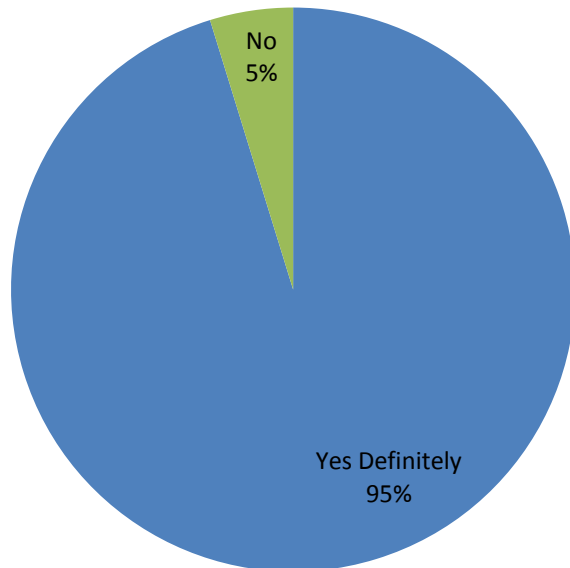
Doctor/Clinician explanation following this visit



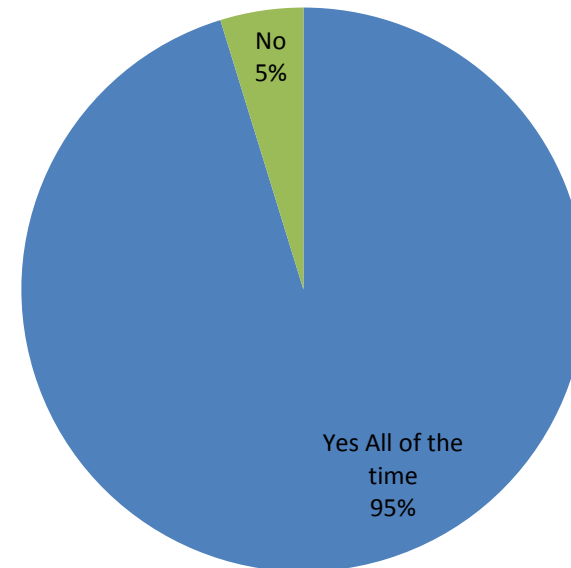
Recommendation to family/friends



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?

- Efficient and friendly staff
- Fast thorough friendly
- Polite and quick
- Friendly people keeping you informed
- Very friendly staff
- Quick and friendly staff
- Friendly and efficient
- Everyone was very polite
- Friendly
- Fast & efficient, friendly staff
- All of it locality, small but invaluable service, spotlessly clean too
- Speed and knowledge
- Very quick
- Calm efficient service organised
- Prompt
- Professional friendly service
- Prompt
- Wait wasn't too long seating available
- Very efficient
- Fast and helpful
- Very efficient and caring
- Friendly staff- seen quickly
- Prompt efficient thorough
- Service with a smile
- Fast and friendly
- Efficient staff and helpful doctors and nurses
- There when own GP is closed
- Clear about explanation
- Personal and friendly
- Got to the heart of the problem straight away- explained well
- Organised
- Quick, easy to make app, friendly staff, clean surroundings
- Facilities
- Very helpful
- People were pleasant and approachable

Solihull UPCS

- Good communication, timing was good
- Total professional, great service, very quick, very helpful
- Seeing a nurse was quick
- Didn't have to wait too long, receptionist was caring
- Very efficient/ polite
- Limited waiting time
- Very friendly and efficient
- Very thorough observations extremely happy with service
- Referred to another hospital receptionist organised
- Fast and quality service providing over the weekend period
- A very good service

What would have made our service better?

- Children's cartoon on the TV rather than the Radio
- Car parking broken barrier so no ticket issued
- Have payphones that work
- Toilets out of order
- Screen showing your queue position
- Toilets facilities awful
- Times stated for Tesco pharmacy were incorrect
- Appointment system
- Improve wait time
- To have experienced nurse/ doctor and take care of patient
- Need a quiet room/ area people needing quiet whilst waiting RE: any mental health issues