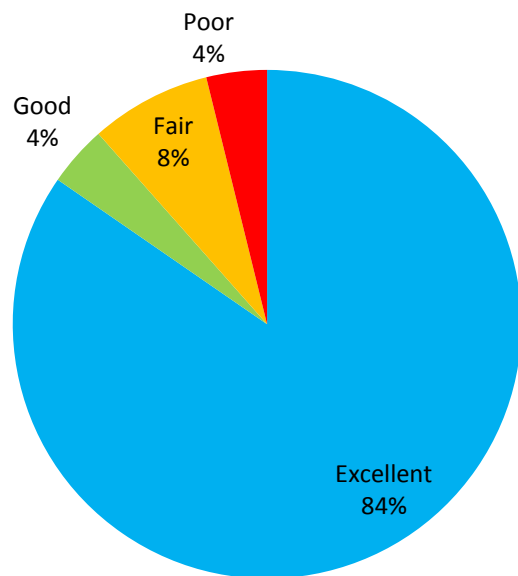
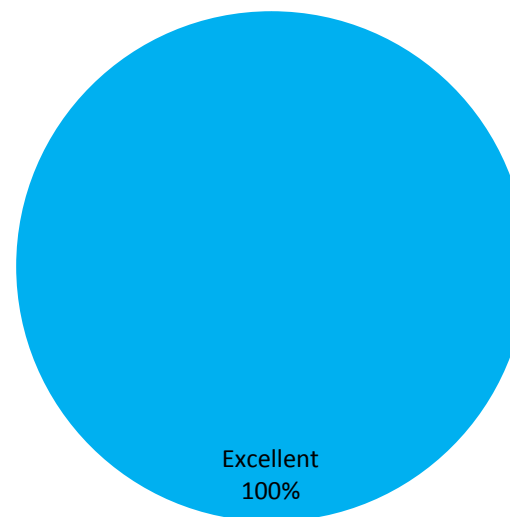


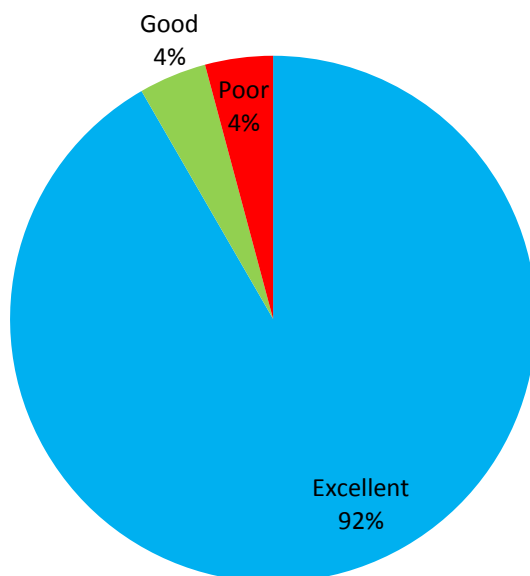
**Feedback on Receptionists at Solihull**



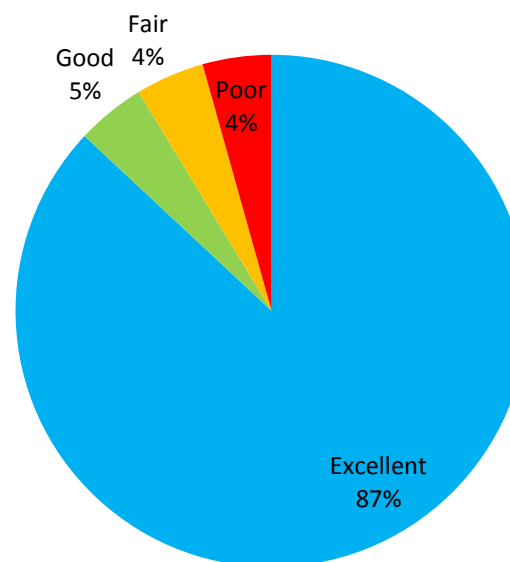
**Feedback on HCSWs at Solihull**



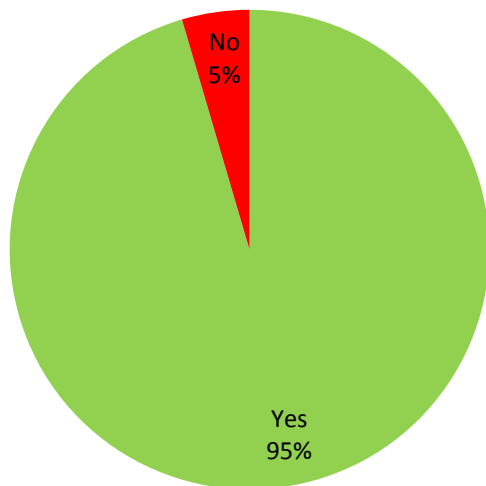
**Feedback on Doctor/Nurses at Solihull**



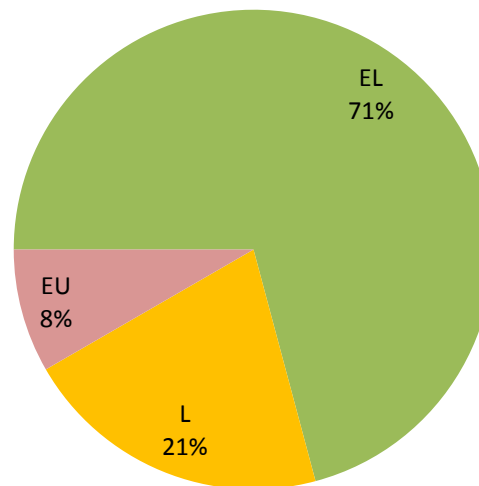
**Overall Experience at Solihull**



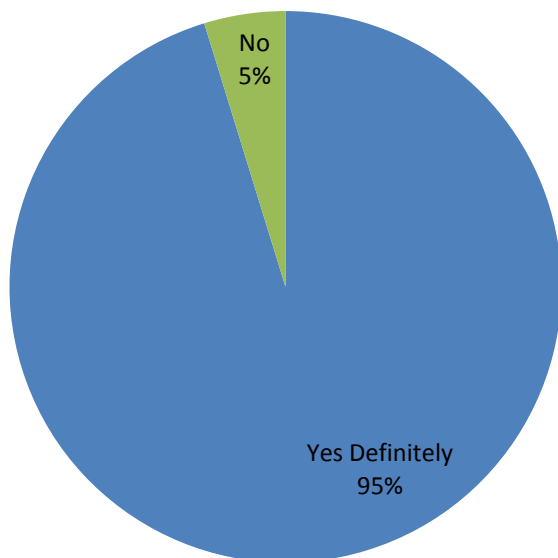
**Doctor/Clinician explanation following this visit**



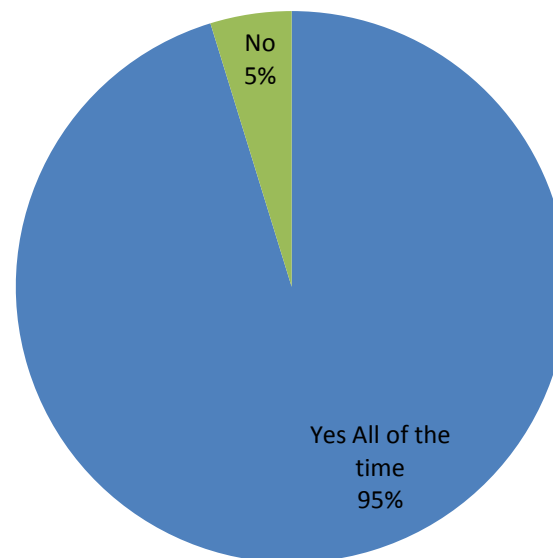
**Recommendation to family/friends**



**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?**

- Very helpful
- Fast service
- Efficient, polite friendly
- Very helpful even when I made a mistake
- Availability to alleviate worries even on weekends
- Quick, professional friendly caring
- How fast I was seen
- Friendly and quick
- Doctor very understanding
- Very quick being a Sunday after 13:00
- Ease of access
- All the staff was very friendly and professional
- Cleanliness and professionalism
- I was seen quickly and all the staff was fantastic
- Promptness
- Fast and efficient
- Promptness, reassurance
- We were seen immediately everyone was lovely
- Friendly staff kept me updated
- The man on reception was very helpful, the doctor was very good. We didn't wait very long at all.
- When we returned late afternoon to have urine sample tested we were seen quickly and the doctor was brilliant.
- I would be happy to use this service
- The doctor was very nice with my 13yr old son as I was everyone thank you for seeing him
- Prefer coming here than in the previous walk in centre
- Brilliant service, staff were very polite and efficient

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

- I preferred the other site
- Waiting times
- Free wifi
- Quicker service but unit very busy
- Separate area for noisy children

## **Solihull BPCS**

- To ensure everyone is seen promptly and staff that don't usually work there are informed how the patient queuing system works to ensure patients are seen in the correct order.
- The doctor/nurse who assessed me did not demonstrate sufficient knowledge of urgent medical conditions. He tried to send me home with sickness tablets, despite me explaining that I had a life threatening condition. I would have died if I had agreed to this plan, instead of deciding to seek further medical advice of my own volition and being admitted. It does not appear to be a safe medical service; I would avoid using this service.
- Waited 1:30 hours to be seen after 1 hour find out I wasn't booked in and I did speak to the man at the desk when I came in
- We arrived at 9.30am as we had been told by 111 that if you arrived when it opened there was usually no wait and would be seen quickly. We weren't seen until almost 11am when we went in we saw a nurse prescriber and I explained we had been waiting almost 1.5 hours and she apologised and said she didn't usually work here but wasn't aware we hadn't been waiting so long as we hadn't seen the HCSW and she was seeing patients who had seen here and wasn't aware there was another queue. She said we didn't need to have waited anywhere near that long! With a poorly 17 month old who was already distressed and needed a sleep this was difficult.