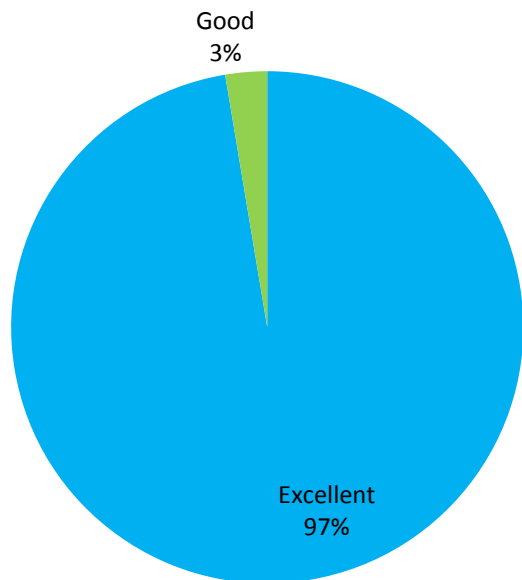
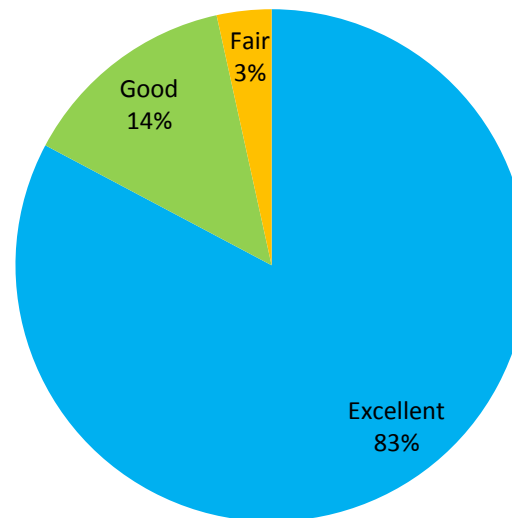


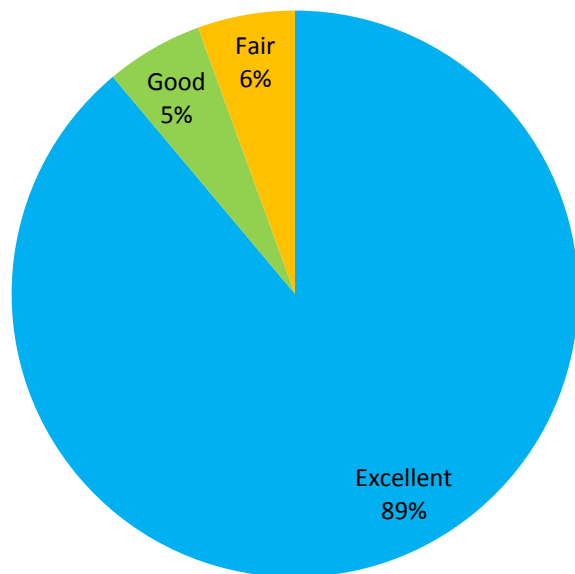
Feedback on Receptionists at Solihull



Feedback on HCSWs at Solihull



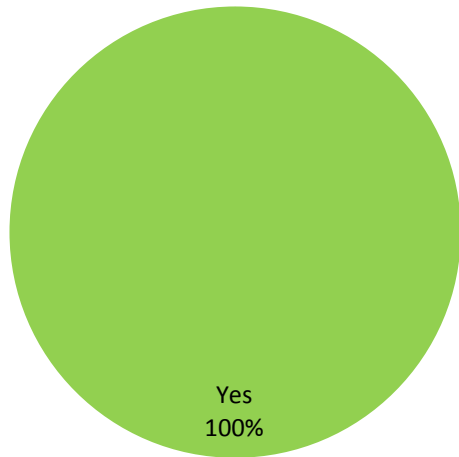
Feedback on Doctor/Nurses at Solihull



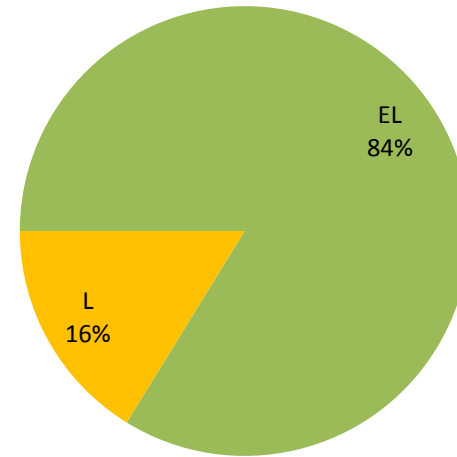
Overall Experience at Solihull



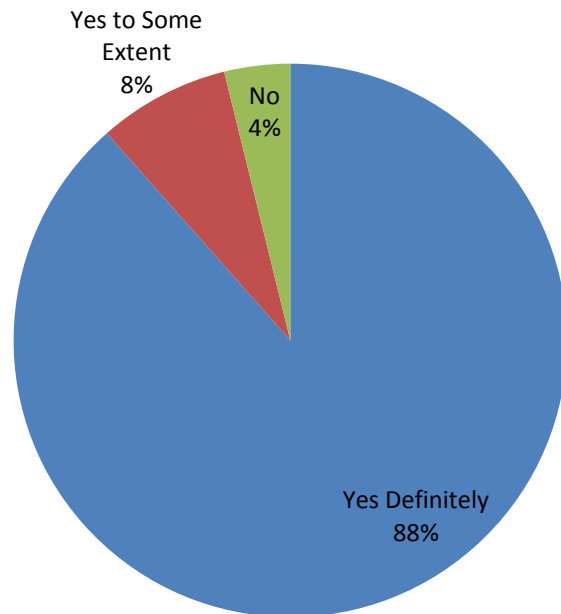
Doctor/Clinician explanation following this visit



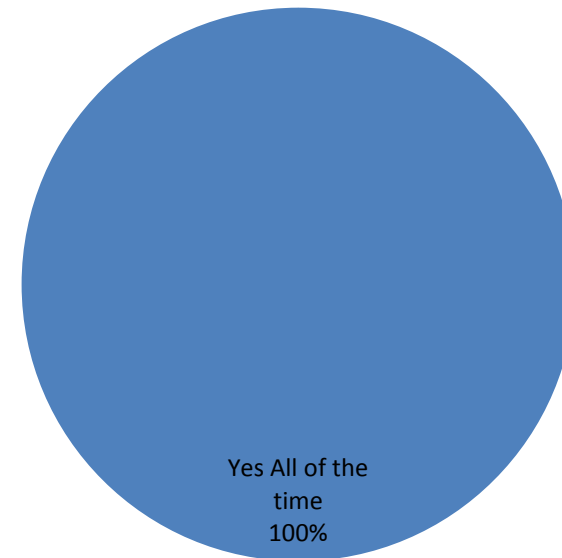
Recommendation to family/friends



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?

- Kindness of the staff
- Access to Doctor when own GP not available
- Everything
- How quick they see you
- Seen quickly - doctors are lovely
- Friendly, Quick
- Everyone was most helpful and sympathetic - very well done
- Level of care shown
- Very good
- Speed of referral
- Both receptionist and doctors were wonderful with my daughter
- Debbie was very helpful
- All of it
- Very knowledgeable doctor -- very thorough
- Efficient
- Friendly and efficient - Quick Service
- Excellent service given - Thank you
- Treated quickly and all staff excellent
- Fast response, friendly and caring staff
- Prompt service
- Fantastic, stream less service, very efficient - Clinical Nurse Manager Excellent
- Everyone was friendly
- Kind staff, take time to listen - Don't make you feel bad for attending
- Friendly
- In my opinion, was quick - no messing about just had to wait
- Quick, informative and efficient
- Service available on weekends and holidays
- Dr Dev
- Simple, easy and quick
- Very quickly
- No appointment necessary
- Fast and to the point
- Seen very quickly competent and excellent care by all staff
- All good

Solihull UPCS

- Massive improvement to old set up
- All staff are friendly and very helpful
- Staff are all nice
- Time
- Perfect
- Kind and friendly
- Accessibility to healthcare GP
- Receptionist was wonderfully polite and friendly
- Brilliant service
- Thank you all for your fantastic work from the minute we arrived - fast response saved my sons life -- Zan, Sarah and Dr Dev
- Excellent service
- The place is clean, bright and tidy I hope it stays like this. Overall friendly atmosphere
- Very satisfied, nurse was amazing very happy as she was caring

What would have made our service better?

- Polite, care to listen
- Called 111 No clue how to book me in -- 3 names for 1 place -- "Walk in centre"- "Badger"- "Booked Primary care"
- If the receptionist booked me in at the start avoiding a 2 hour wait
- TV
- To be seen a bit earlier -- waited over an hour
- Quicker
- Wait time - sometimes it can be long
- How quick they see you
- Not to have to go to so many different rooms
- No TV screens, music, peace and quiet is desired, unable to in this noisy area
- Being polite and more caring to listen to receptionists
- Having waited 40 mins and peeing blood every two minutes I was reprioritised twice despite being in agony. People on reception chatting about Eastenders - Nothing better to do? NHS wasting money -- utter shambles
- Overall lovely staff, but let down by not booking me in and not rectifying their mistake
- That it's a bit of a pain moving from one area to another just to see a doctor