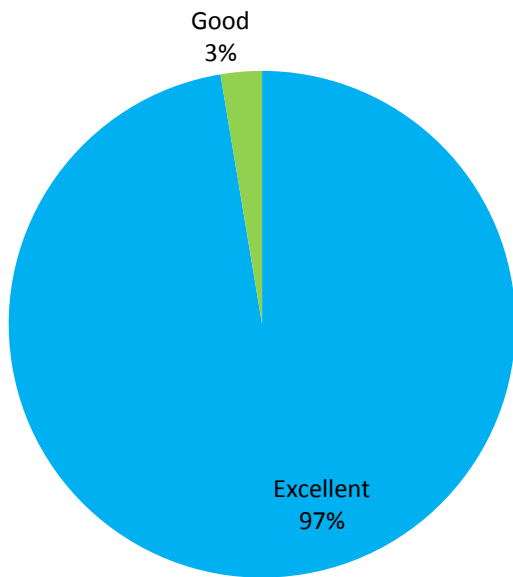
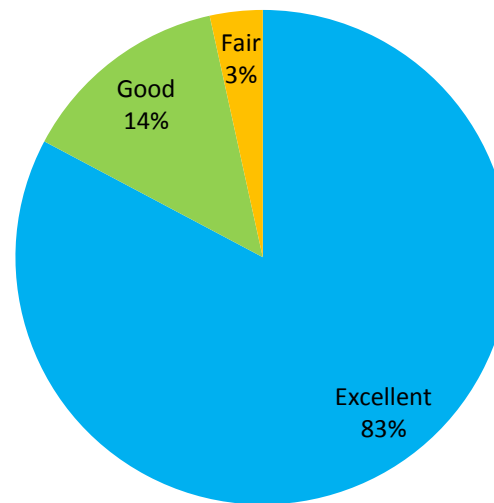


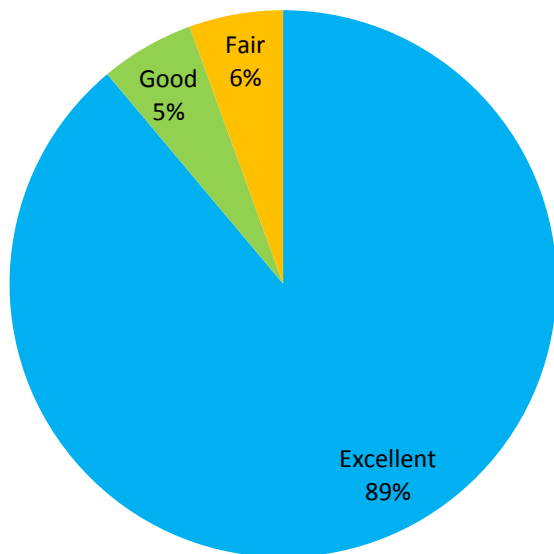
**Feedback on Receptionists at Solihull**



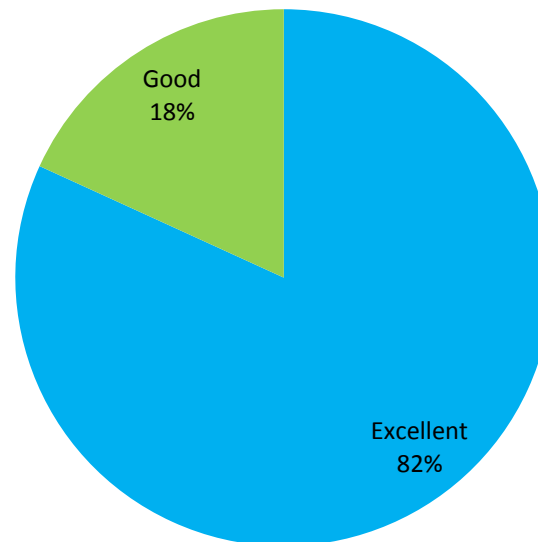
**Feedback on HCSWs at Solihull**



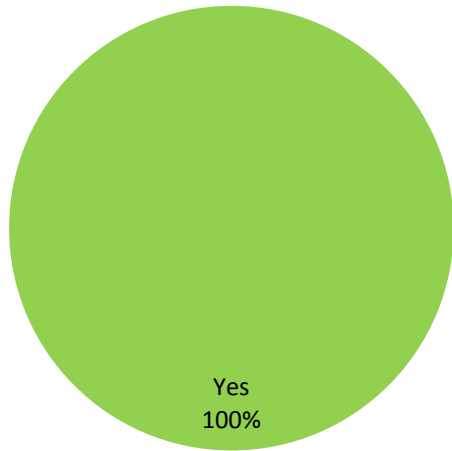
**Feedback on Doctor/Nurses at Solihull**



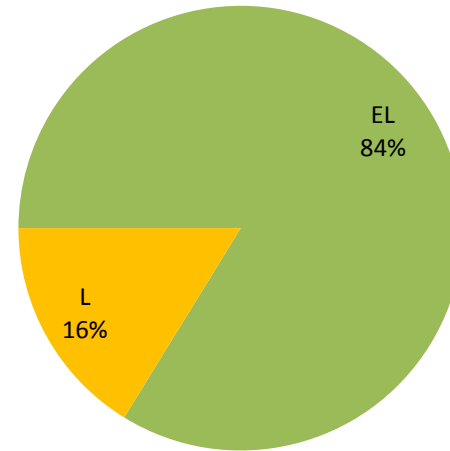
**Overall Experience at Solihull**



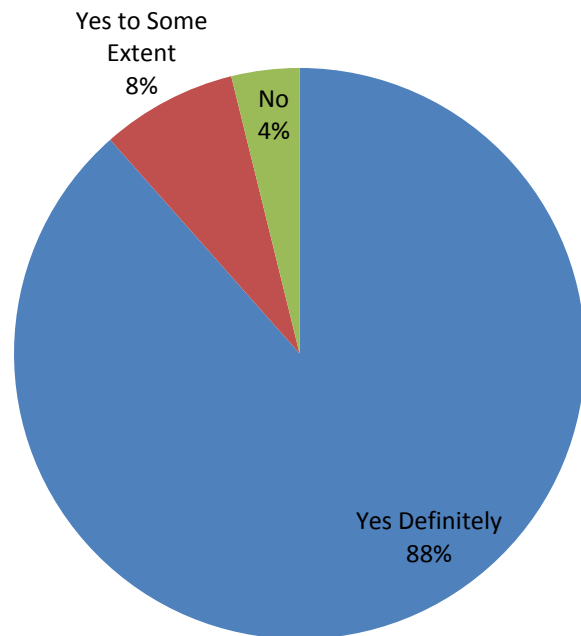
**Doctor/Clinician explanation following this visit**



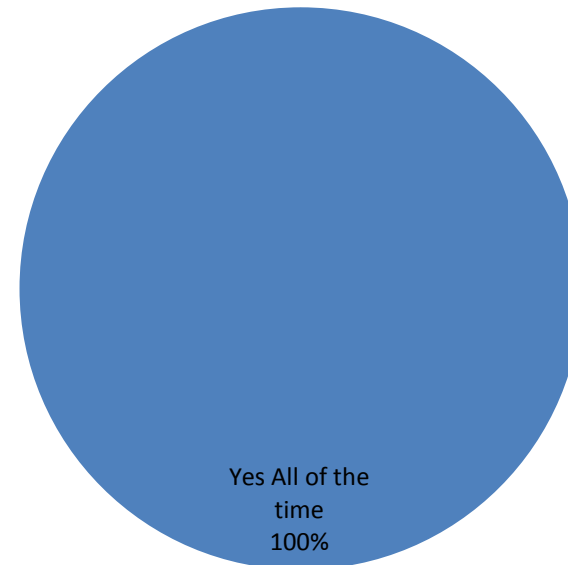
**Recommendation to family/friends**



**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?

- Kind and friendly
- Simple, easy and quick
- Very quick
- No appointment necessary
- Massive improvements to the old setup
- All staff are very helpful
- Staff are nice
- Time
- Seen very quickly, competent, excellent care and advice
- Fast and to the point
- Everyone friendly and helpful
- Quick and efficient
- Seen the same day as the problem
- Fast, clear explanation and reassuring
- Everything
- Very friendly and efficient
- Understanding and sympathetic
- Reception staff
- Put me at ease
- Very friendly and efficient
- Lovely doctor
- It very quick
- Doctor was great with my daughter
- Very good
- Everything, peace of mind, getting my 6 year old seen out of hours
- Kind and friendly
- From reception to nurse to doctor I was treated very kindly and efficiently by all staff.
- The place is clean and bright and tidy, I hope it stays that way, overall friendly atmosphere
- Very satisfied, nurse was amazing, very happy, sensitive and caring
- Thoughtful and kindness
- From the HCA to the doctor seeing my son, we were treated in an extremely friendly/respectful manner. The HCSW even asked how we got on after the consultation. They both showed such Concern. Lovely service and lovely care. I was extremely happy with the care I received.
- Would not hesitate to seek advice from Solihull Badger clinic again if I felt the need to

## Solihull BPCS

### What would have made our service better?

- Not having to go to so many rooms
- No TV screens, music, peace and quiet if desired
- Not as long a wait
- Kinder manner from HCSW
- Private room for post op highly contagious patients
- Free car park
- That it's a bit of a pain moving from so many places just to see a Doctor
- A minor problem -- coffee machine didn't work properly
- HCSW could have been more sympathetic/caring
- Parking could be better & free