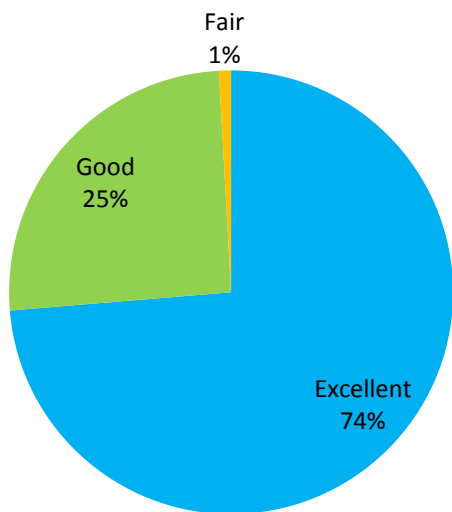
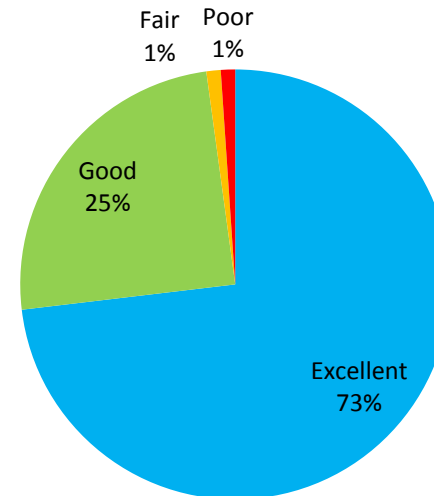


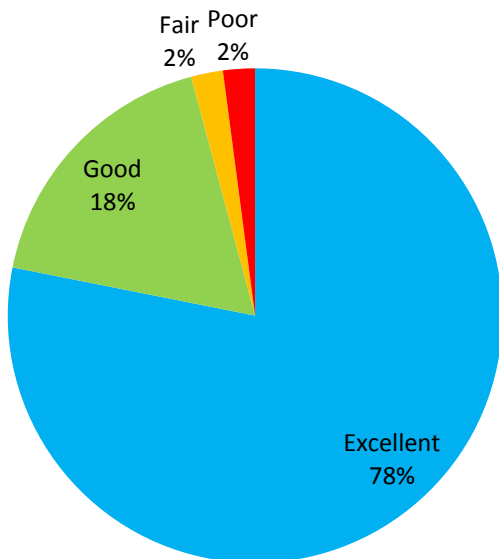
**Feedback on Receptionists at Solihull**



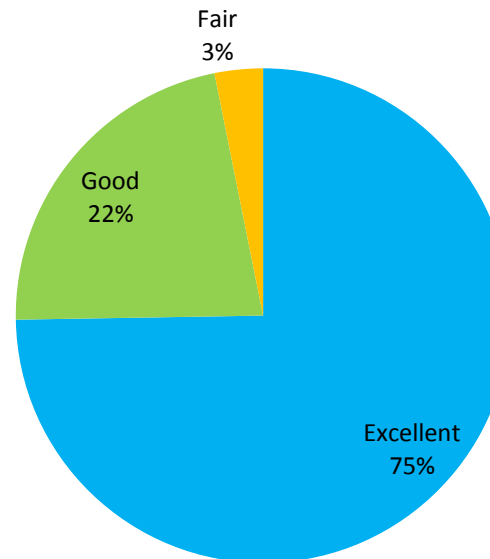
**Feedback on HCSWs at Solihull**



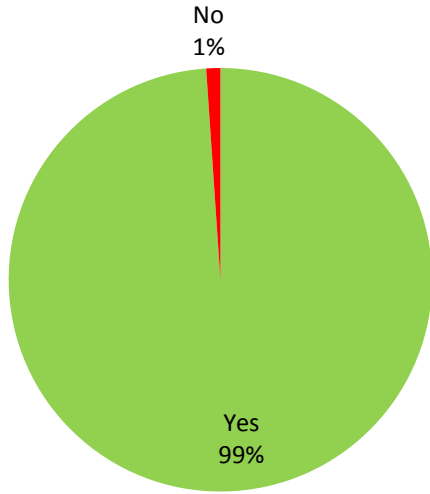
**Feedback on Doctor/Nurses at Solihull**



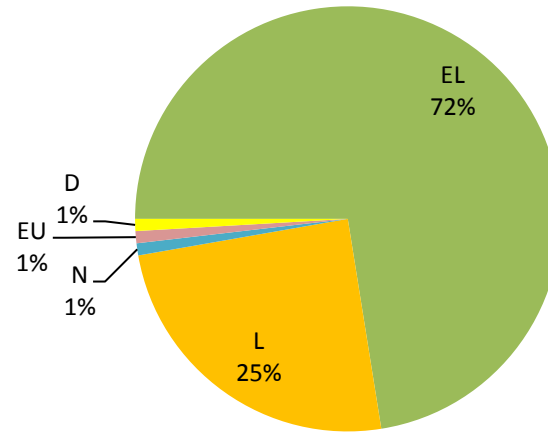
**Overall Experience at Solihull**



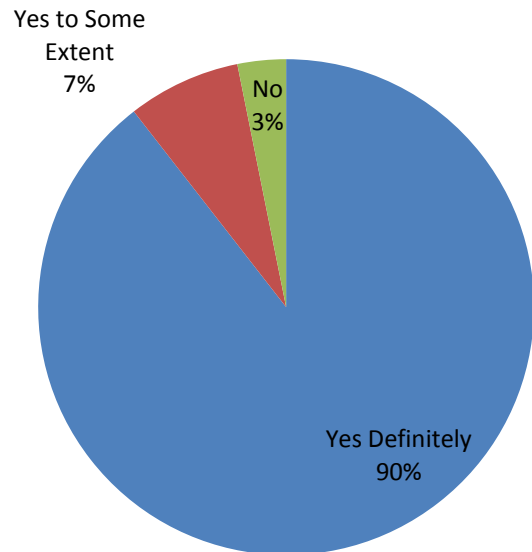
### Doctor/Clinician explanation following this visit



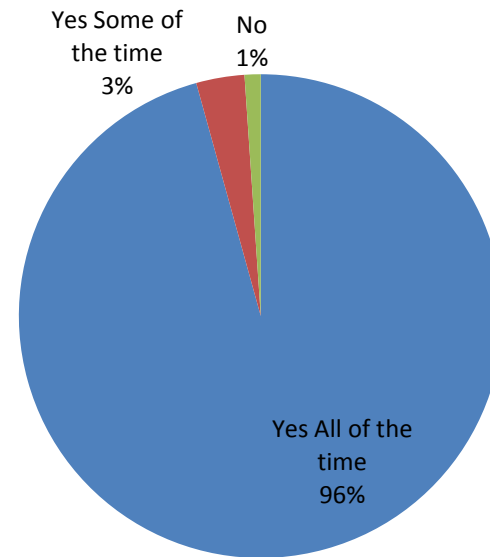
### Recommendation to family/friends



### 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 Through
- Less waiting time and dealt appropriately
- Ideal for weekend when no GP is on
- Efficiency and privacy
- Polite
- Everything
- It is efficient and you are seen pretty quickly
- Lovely staff
- There when we needed it
- Do not have to wait too long to be seen
- Friendly and Assuring
- Efficiency
- Clean, tidy, polite team
- Well co-ordinated
- Very kind and welcoming
- Very quick service & kind members of staff
- Seen quickly, treated with respect & utmost care, problem resolved quickly thank you
- Seen ASAP
- Quick & reassuring
- Fast & excellent
- Staff polite and didn't wait long
- All good
- Friendly staff made me feel relaxed
- Prompt
- Very quick
- Quick pleasant
- Kind and understanding
- Speed & courtesy
- Generally the overall experience from all staff members was excellent
- Quick
- Friendly & quick doctor lovely
- Fast & efficient
- Very good
- Been seen ok
- Nurse & GP very caring

## Solihull BPCS

- I didn't have to wait long as previous
- No waiting
- Very attentive and precise
- Staff
- Kind staff & short wait
- Was seen in time and listened to
- Fast, responsive & caring
- Friendly staff
- Caring and prompt
- Waiting times less compared to Coventry walk in centre, much more amenable surroundings
- Efficient & flowed well through each stage
- Organised
- Polite and helpful staff
- Polite, helped and clean and seen quickly
- Fast efficient staff kind
- Reasonable time was taken
- Very quick understanding
- Good job the waiting room was not full
- Prompt access to Doctor & quick service
- Efficient
- Listened and tried to help
- Quick and kind people/staff
- Even though I had to wait as was busy they were very organised
- See more or less straight away
- I was seen & I am very grateful for this
- Being able to see doctor without waiting days
- Doctor & nurse very helpful
- Short wait, staff polite and friendly
- Timescales & care service is excellent
- Quick, friendly
- Prompt, efficient
- Quick friendly staff
- Quick good diagnosis
- Quick easy comfortable
- Everything efficient & friendly
- Professional efficient keep it up thanks

## Solihull BPCS

### What would have made our service better?

- Water by the waiting area as there was no water
- Need more doctors- then shorter wait
- Bring back booked appointment slots, understandable that urgent case go ahead of others but would be good to have time slots as a guide.
- Interpreter here
- Biscuits when waiting
- More doctors or better display of waiting time
- Not at all happy
- Water machine dispenser
- Time
- More doctors on so we don't wait as long
- Waiting time
- Having reception & primary care together
- Quicker to see doctor
- Reception training-booked inappropriately- so waited longer
- Being seen quicker