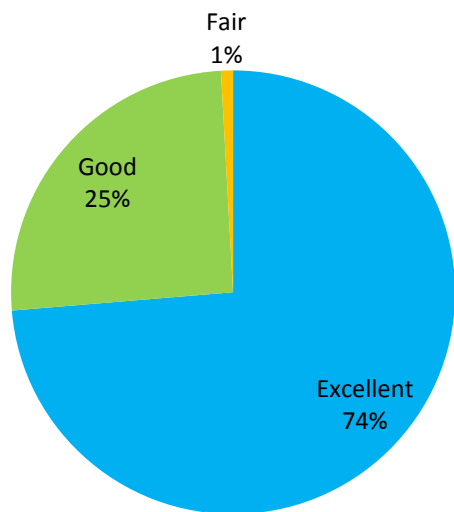
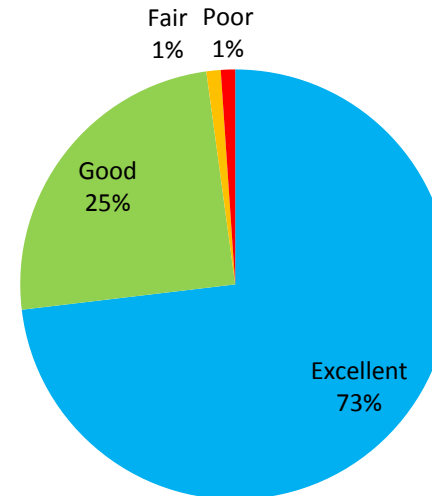


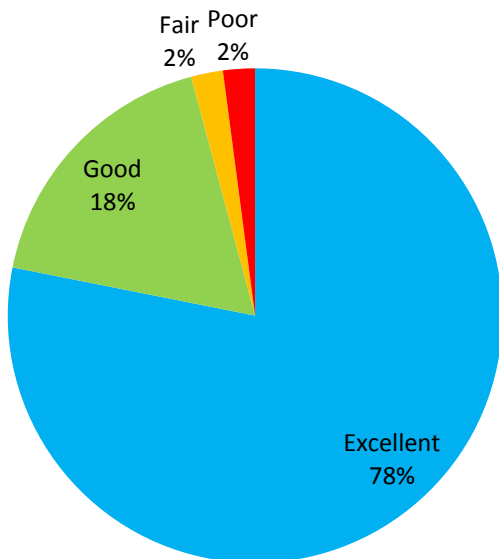
Feedback on Receptionists at Solihull



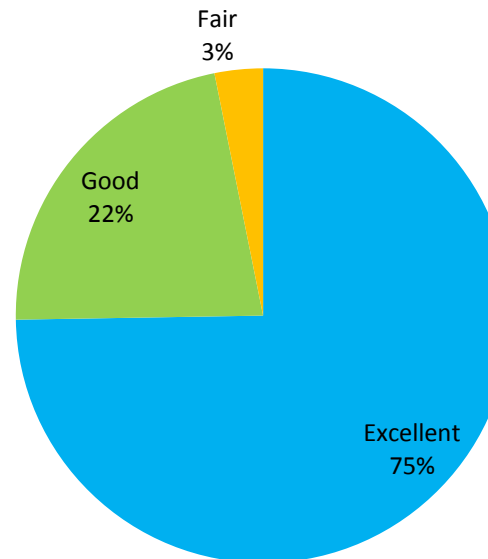
Feedback on HCSWs at Solihull



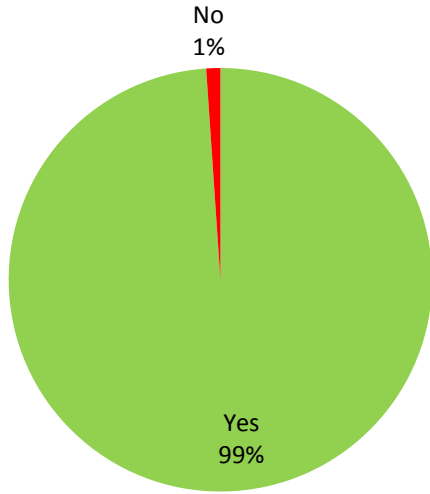
Feedback on Doctor/Nurses at Solihull



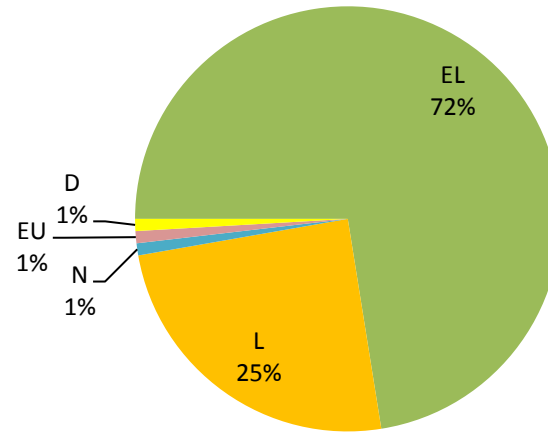
Overall Experience at Solihull



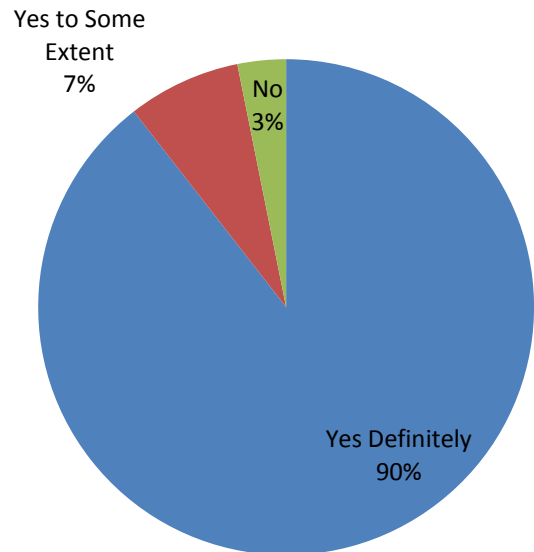
Doctor/Clinician explanation following this visit



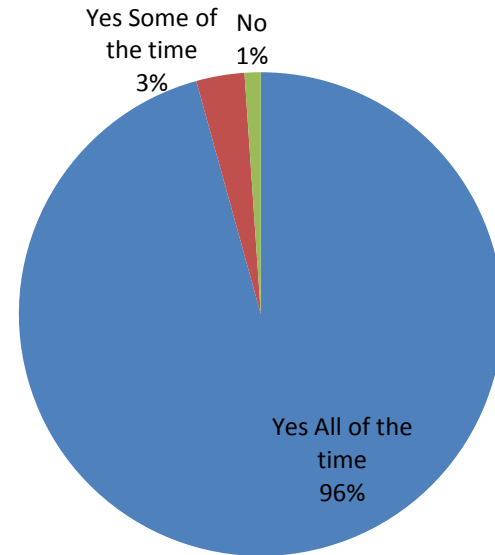
Recommendation to family/friends



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?

- Staff were friendly and helpful.
- Very polite and helpful
- Quick, prompt, organised and friendly
- Quick response, medication given for bite gone to cellulites
- Underling, comforting
- Caring and friendly staff
- Very friendly staff
- Overall best
- Waiting time was low
- Prompt, professional, understanding staff
- Professional efficient not rushed
- Reasonable waiting times
- Friendly and fast
- Seen very quickly
- Helpful, informative, polite
- Very friendly and good service
- Efficient & clear instructions & good examination
- The people
- Very Friendly staff and seen quickly
- Efficient, fast service
- Didn't wait long which was good
- Seen quickly
- Efficient
- Fast & efficient, very attentive& caring doctors & Nurses
- Quickly seen
- Fast friendly service
- It was quicker than before
- Quick, prompt, professional
- Very friendly and efficient
- Friendly staff, short waiting times
- All staff were polite & reassuring, service was efficient
- Polite, knowledgeable, caring
- Was quick
- All of it
- Health care was extremely helpful

Solihull UPCS

- Polite efficient and very effective (& reassuring)
- Fast efficient concise
- Very thorough and efficient service. Excellent staff members
- Pleasant and understanding and efficient
- Quick, friendly
- Getting to see Doctor when you really need to outside GP when other issues are going on and you can't get to surgery
- Put child at ease
- That it is open at the weekend
- Quickness
- Friendly attitude
- Speed of seeing doctor
- Very prompt service
- Friendly & helpful receptionists
- Wait not too long - Doctor was lovely & understanding
- We were seen very quickly
- Quickness of booked appt for breathing problem
- Promptness
- Good service
- Friendly staff, efficient
- Easy access via 111
- Very quick very friendly clean environment nice waiting area
- Fast lovely people, helpful
- Efficient, professional
- 1st class
- Very good plus you are not waiting too long
- Professional service
- Checking behaviour
- Very welcoming and comforting when most needed
- Service and atmosphere
- Friendliness of staff
- Friendly and helpful
- Friendly helpful with advice
- Efficient & friendly, professional service
- Quick polite staff
- Very efficient
- Care and approach with feeling to patient

Solihull UPCS

What would have made our service better?

- Vending machines worked
- Happy staff
- Cheaper parking
- Waiting times
- Light music while waiting
- Fewer levels of assessment
- Parking fees lesser
- More information/ clearer instructions
- Not having to ring 111
- More doctors on duty
- The waiting time waited 2 + hours (1 doctor seen only 3- 4 people)
- Easier parking
- Better directions to where the clinic is
- Children TV
- Being seen sooner
- A TV
- More seats in waiting area
- Direct access for patient elderly book an appt directly
- More doctors
- Improve parking rates
- Car park charges less
- Decrease the waiting time for patients in pain
- Quite noisy in reception so difficult to hear name being called
- Waiting times
- More doctors to be seen faster
- More nurses/ doctors
- More doctors only on the day
- More wages for the staff make them motivated
- Not having to wait so long to be seen by the clinic doctor