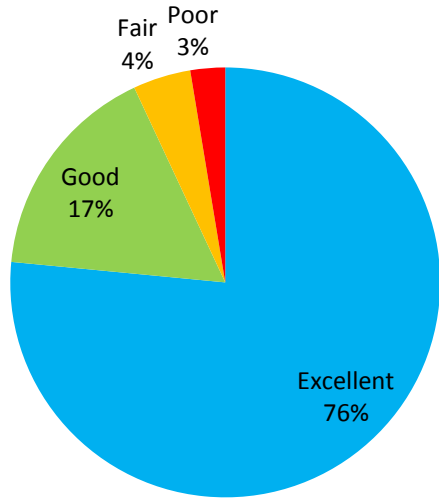
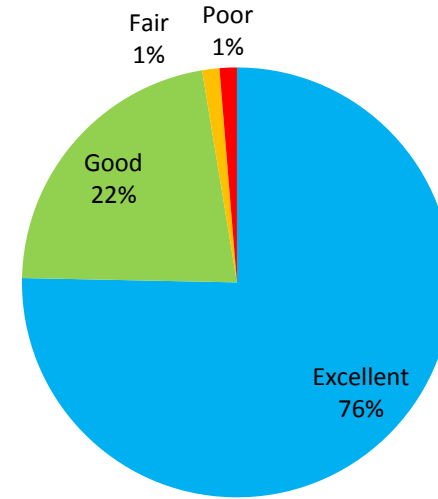


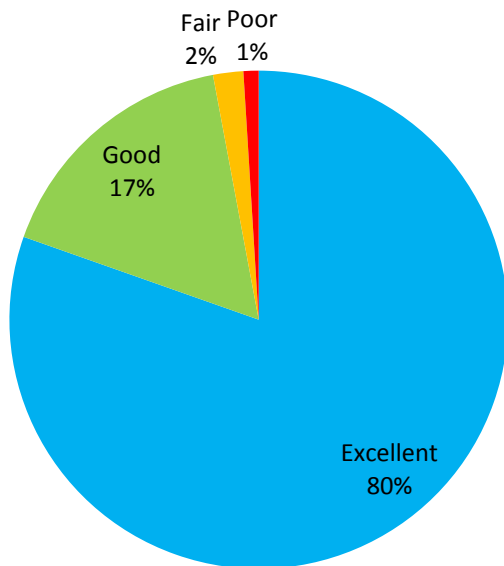
Feedback on Receptionists at Glover St



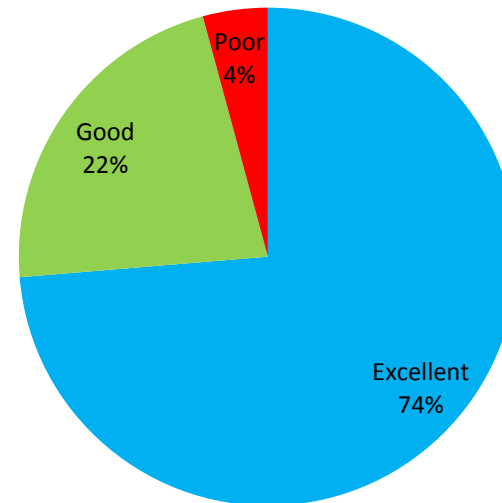
Feedback on HCSWs at Glover St



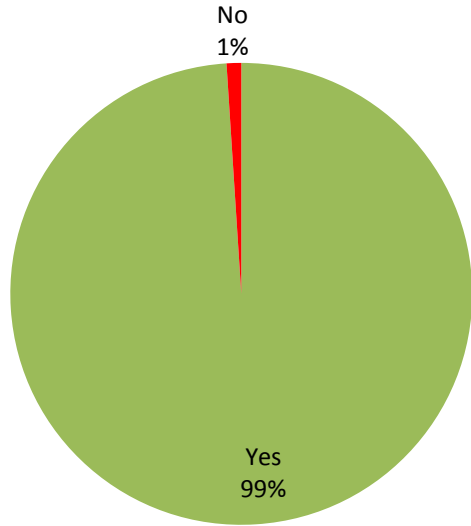
Feedback on Doctor/Nurses at Glover St



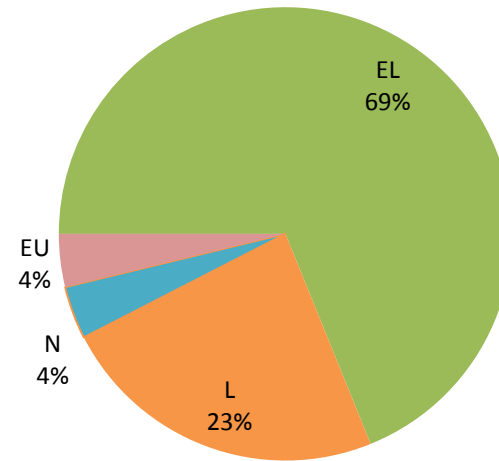
Overall Experience at Glover St



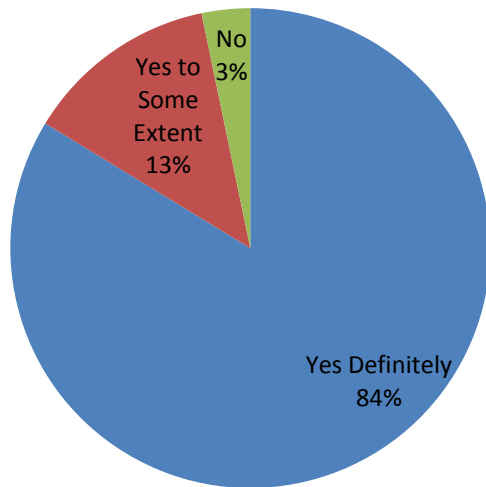
Doctor/Clinician explanation following this visit



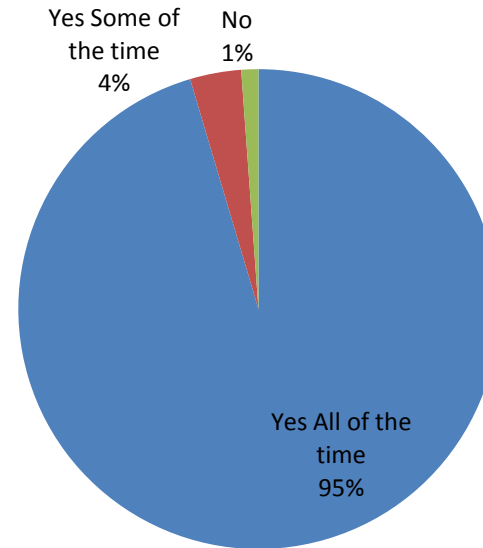
Recommendation to family/friends



Did you have confidence & trust in the clinician?



Overall, did you feel you were treated with respect & dignity?



Glover Street

What was good about our service?

- Friendly welcoming staff
- Quick service
- Quick call
- Always have appointments available
- Doctor was fast friendly & efficient
- Close to house, quick service
- Friendly staff & Prompt attention
- The nurse was very comforting and friendly
- Did a proper job
- Very convenient
- Fast & Efficient
- Efficient & friendly
- Very good quick service
- Very welcoming
- Got seen very quick and very nice doctor and receptionist
- Receptionist was very helpful changing me from Solihull to Glover st. HCSW was excellent and caring
- Friendly
- Friendliness
- Everything, very polite quick
- Quick and good experience
- Quick service
- It's a hygienic environment and a very friendly one
- Clean, tidy place very friendly staff & reasonable waiting time
- Prompt service
- Cleanliness & waiting time & parking facilities
- Very helpful, likes coming here
- Lovely people very helpful
- That the nurse sees people fast
- Shamim HCA was professional kind/she was very good we should have nurses like this thank you
- Doctor was great
- Quick, professional
- Polite staff
- Fast friendly & professional
- Very quick to be seen
- Quick call back to see our daughter

Glover Street

- Very fast service
- Personable & friendly service
- Quick & doctor was brilliant
- Fast & Efficient
- Very pleasant service & good doctor
- Quick
- Good care
- Fast
- Nice staff seen quickly
- Everything
- Consideration/care/advice
- Advice and information
- Friendly staff & Prompt attention
- Quick
- Seen fairly quickly
- Nurse and receptionist were especially kind
- Everyone treated me with kindness and respect
- Very informative
- Efficient & friendly caring wonderful
- Very efficient
- Pleasant surrounding attentive staff
- Don't have to wait long
- Good advice from Julie nurse
- Waiting time and the doctor's advice
- Quick time to be seen
- Fast and very efficient
- Very polite staff and doctor
- Quick service at very high standard
- It was very quick
- Good doctors
- Prompt response this time although last time there was confusion on whether we should be seen
- Quick & efficient
- Reassuring
- Staff were friendly
- Quick informative
- Speed, cleanliness, caring

Glover Street

What would have made our service better?

- A bit nearer to home
- Supplies were low and equipment didn't work
- Fix the toilet door
- Get more doctors
- Focus on patient first and improve patient turnaround time
- Please allocate time and appointment
- Consultation room temp too hot
- Medication
- Waiting time long
- 11pm came in receptionist did not tick us off - 2nd receptionist re check and said they'd ticked us off- 12 am checked again with 3rd receptionist and we was not ticked of
- Quieter
- Kids appropriate TV, security at night time
- Very friendly and quick service
- Change black chairs
- Doctors who don't do their jobs properly
- Approx time to be seen