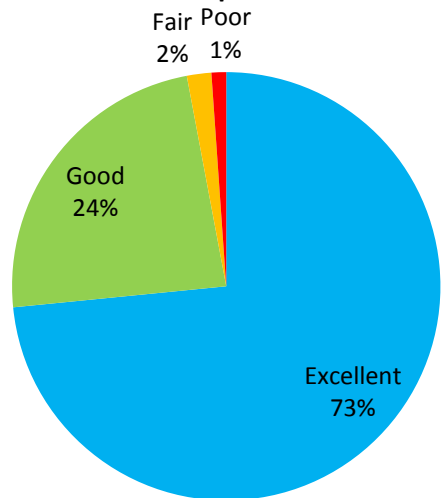
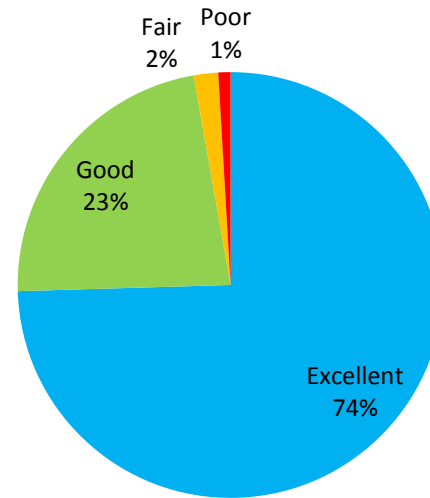


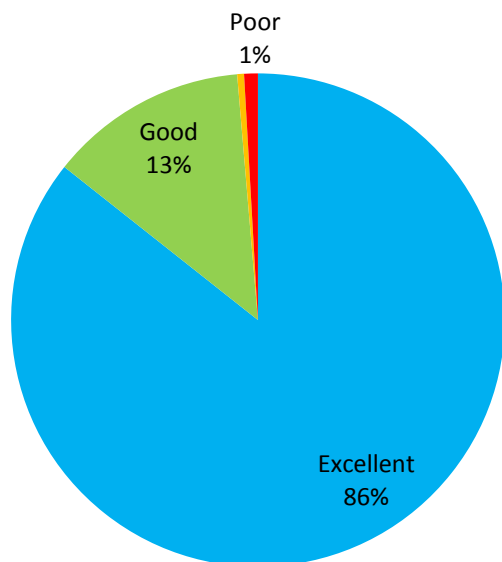
Feedback on Receptionists at Solihull



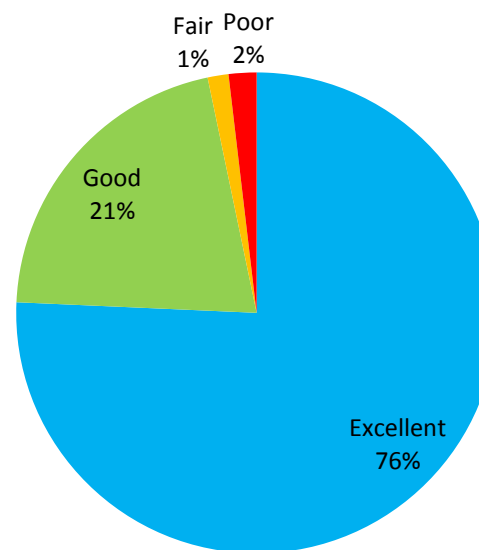
Feedback on HCSWs at Solihull



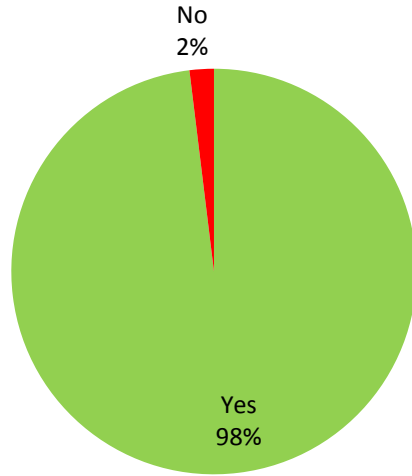
Feedback on Doctor/Nurses at Solihull



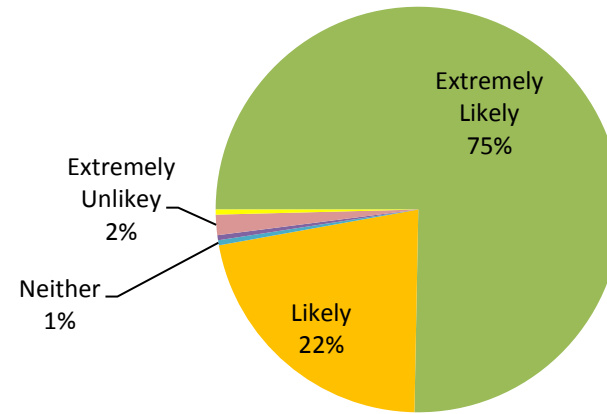
Overall Experience at Solihull



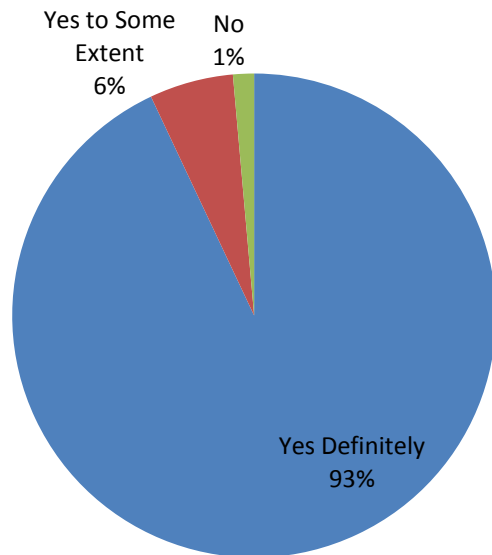
Doctor/Clinician explanation following this visit



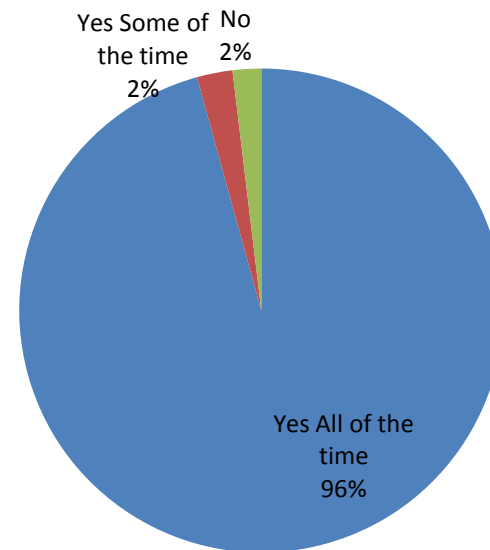
Recommendation to family/friends



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 courteous & prompt and were through
- Friendly
- Quick service
- Can wait and see & doctor
- Health care workers wait wasn't too long
- Everything- staffing, reasonable waiting time
- Taken seriously and informative
- Found issue prescribed medication
- Its available, getting a doctor's appointment is impossible
- Good staff
- Very helpful, well looked after
- Very helpful good advice
- Very quick, very friendly
- Fast service
- Friendly staff
- It was long
- Everything timely service
- Friendly, explained everything in full
- Was seen quickly
- Seen on time
- Quick response and lovely staff
- Kind, caring all the staff are amazing
- All was very good
- All of it was good all round
- Being open weekends
- I was seen very quickly
- On time, caring
- The doctor explained why I needed a blood test and was very polite and pleasant
- Seen quickly
- Very well organised thank you
- Where else in the world can you get a service like this. Keep up the good work
- Time very good
- Prompt & excellent
- Very good service very quick to see patient
- Short waiting time/symptoms explained- alleviated stress

Solihull UPCS

- Friendly, prompt , efficient
- It all went very smoothly all knew what they were doing
- Being able to see doctor at short notice
- Everything from start to finish
- Seen fairly quickly, put mind at rest
- Available 7 days a week
- Quick and effective
- Doc very thorough and listened
- Very easy to get too
- Quickly seen, knowledgeable staff
- Very seamless, receptionist already had details from 111
- Wonderful service
- Speed of service, manner of nurse
- Doctor listened- lovely receptionist
- Quick & lovely staff
- The fast response and friendly staff
- Doctor was very friendly and helped, answered a lot of questions about my throat
- Friendly
- Staff was polite+ efficient+ quick service
- Speedy, lovely staff, very helpful
- Quick response and lovely staff
- Quick informative
- Staff friendly, helpful, very kind and understanding
- Prompt attention
- Quick
- Friendly & efficient
- Listened to me as a patient, very caring with my 16th month old
- Prompt, professional, attention
- Very quick to be seen+ friendly staff
- Very fast service very friendly staff
- It was an excellent service. They followed up on the 111 call I had made earlier in the day. They then took the time to call again to see if I wanted to go later when the clinic was less busy. Everyone was extremely kind and efficient. The nurse was very friendly and helpful and the doctor quickly diagnosed the problem, explained everything all within a few minutes. Well done.

Solihull UPCS

What would have made our service better?

- Better parking
- Tea and biscuits
- More than one doctor seeing patients
- More doctors and less time
- A lot quicker
- Waiting time
- More comfortable seating
- Location signing for walk in centre now being in minor injuries unit
- Shorter waiting time
- A shorter wait - but understand this is no ones control. The guy at reception acknowledging me and not using his mobile phone, in the end his colleague come over to the window and spoke to me as he couldn't look away from the phone!
- Shorter waiting time
- Quicker
- If no waiting
- Less waiting time
- Remote for the TV
- Better signs to find the place
- The health care worker was very rude
- Reduced waiting time
- Less wait
- A description of what happens next (at each stage)
- Time- is a little bit too long
- More members of staff
- A cup of tea
- Considering waiting time, more doctors on duty
- Facilities
- Given a time within a rather than just wait
- Faster
- Arrived out of hours so signposting the reception could have been better
- Not having to move from place to place
- If you could see a doctor straight away
- Waited for 45 mins with a 4 Year old while around 7 people who arrived after us were sent to primary care. We weren't even seen had to wait 45 mins to get a card of receptionist & go & wait again , we should have been given card straight away
- Only thing less waiting (but you can't control that) Less noisy child toys as my little one just wanted to sleep
- Please clean the toilets

Solihull UPCS

- Housing all clinician rooms with a doctor in them
- More doctors + less waiting
- More than one doctor on at a time
- More seats, less waiting
- One reception in the primary care unit not in minor injuries
- Waiting times
- Better signs to find the area
- Very different to improve
- Direction to walk in rather than MIU
- First health care worker made me nervous- not friendly
- Faster as only one doctor
- Better/comfy seats