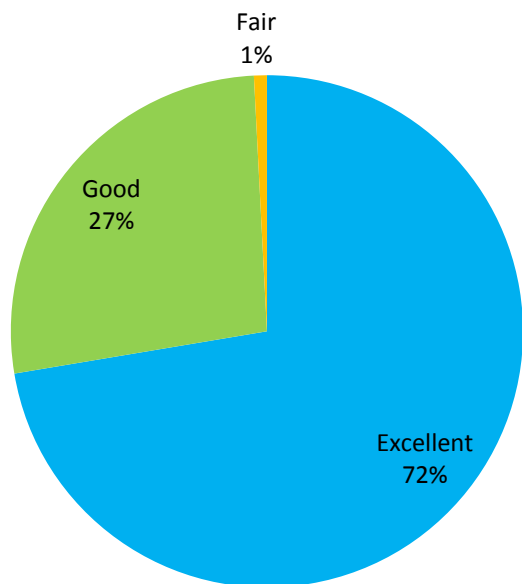
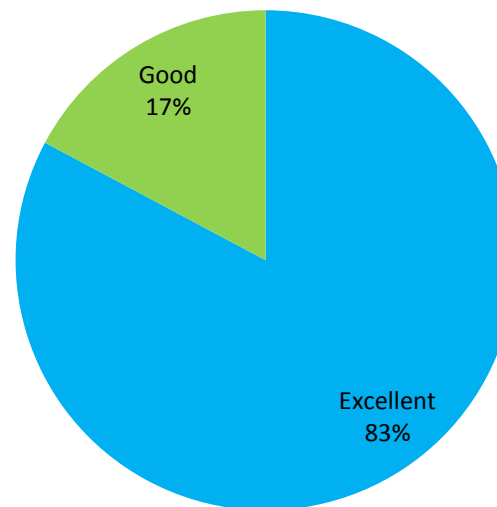


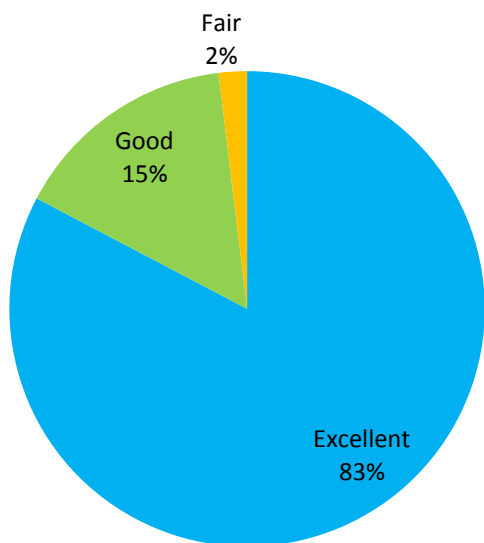
Feedback on Receptionists at Solihull



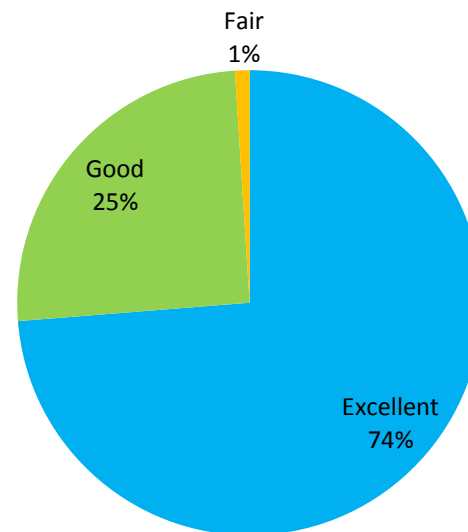
Feedback on HCSWs at Solihull



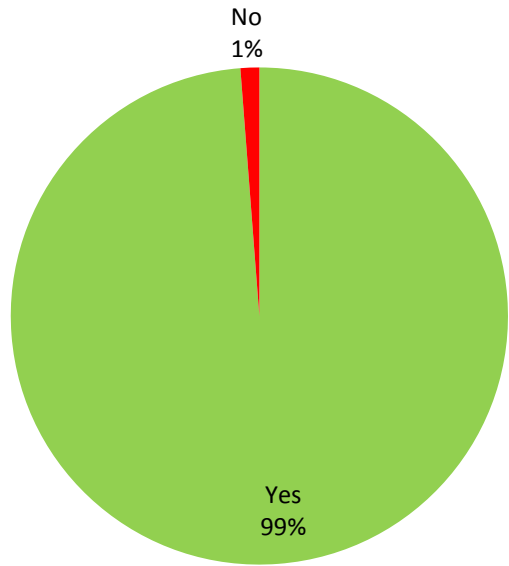
Feedback on Doctor/Nurses at Solihull



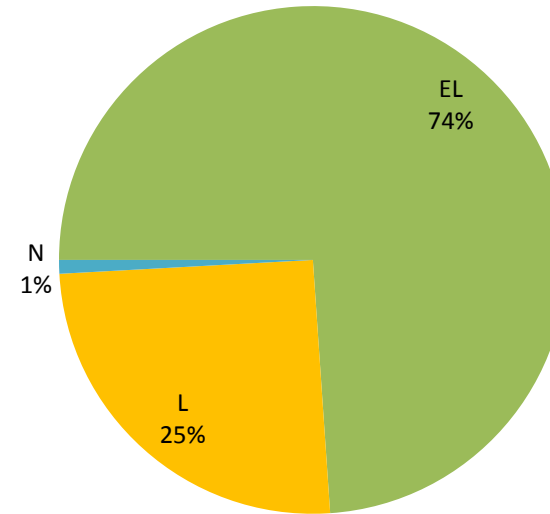
Overall Experience at Solihull



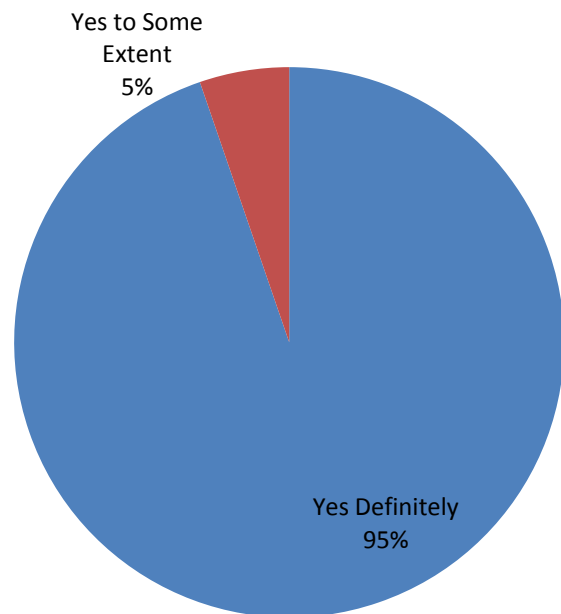
Doctor/Clinician explanation following this visit



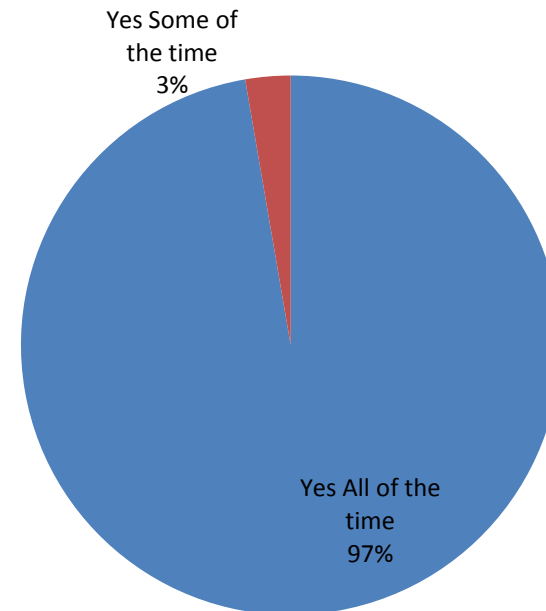
Recommendation to family/friends



Did you have confidence & trust in the clinician?



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



Solihull

What was good about our service?

- Quick & efficient
- Speedy
- Polite, professional
- Being able to get professional advice outside GP hours
- Very quick and efficient service
- Pleasant people
- Prompt it was 11:45pm on a Friday
- Quick
- Friendly helpful staff
- HCA was brilliant/doctor was through and gave excellent advice
- Fast & friendly
- Very efficient & caring
- Quick, efficient
- Quick, much easier than going to GP, convenient
- Speed of appointment & thoroughness of examinations
- The times are not long
- Very helpful
- Fast and efficient, caring staff
- Quick & lovely
- Very friendly staff, excellent service
- Polite staff
- Everything
- Fast & efficient very friendly & polite full mark steve
- Seen by nurse promptly- she was empathetic also
- Accessibility, small waiting time
- Ladies at the primary care
- Friendly , knowledgeable and quick
- Very good great service thank you X
- Patient understanding, certainly approachable thank you
- Friendly
- Nice and warm doctor and others
- Quick service & nice staff
- staff very professional and caring
- Friendly staff
- Mary the GP was lovely & very helpful. Janet the receptionist was really good

Solihull

- Very friendly
- Walk in with no appointment for medical problem
- Very easy friendly service
- Everyone was polite & to the point
- I was listened too and helped, good advice given
- Very prompt & attentive
- The nurse
- Fast service wasn't much busy
- Friendly service
- Answered every question in depth, was seen quickly too
- Less waiting time as we came in the morning
- Receptionist was very kind, polite& helpful, nurse was very polite too & so was doctor, a quick service, very happy thanks
- Seen fairly quickly
- Service
- Prompt through service
- Fast, professional
- On hand- quick
- Very Efficient and caring
- Good customer service
- Everything
- Friendly staff & very knowledgeable
- Everything alright
- Helpful and friendly staff
- Extremely friendly receptionists, especially in the mornings
- The staff was great
- Quick & efficient
- Quick waiting time, friendly staff, very helpful
- Seen almost straight away
- Efficient
- Quick, thorough
- Very helpful
- The overall service was very good & very quick
- Quick timely & appreciated the feedback
- Quick & supportive staff
- Quicker
- Well looked after, lovely friendly staff

Solihull

What would have made our service better?

- Opening before 8am
- Quicker
- Better signs to know
- Change signs in hospital directing to reception
- Directions to the NHS walk in/ primary care within the hospital poor
- Slightly hard to find since its moved
- Take less times for amount of people waiting
- Time although understandable
- Waiting times
- The clinicians on the phone (from 111 service) may need some training in good manners
- Less waiting time
- Quicker
- Need a better waiting system
- Hospital should look more modern and up to date
- Finding the place was hard, most still know it as Walk in centre but its not
- Cold water in waiting area
- Parking
- Free tea or coffee
- Shorter waits
- Seating - more
- Not being asked to do a survey when feeling so ill