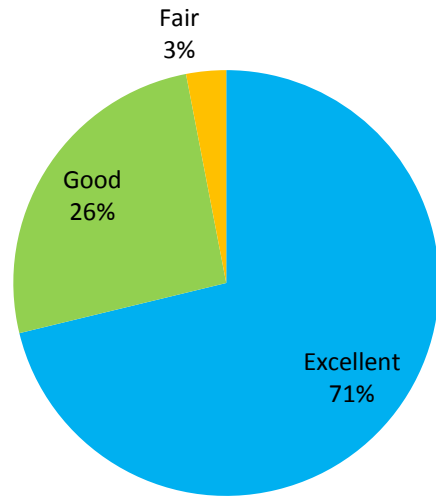
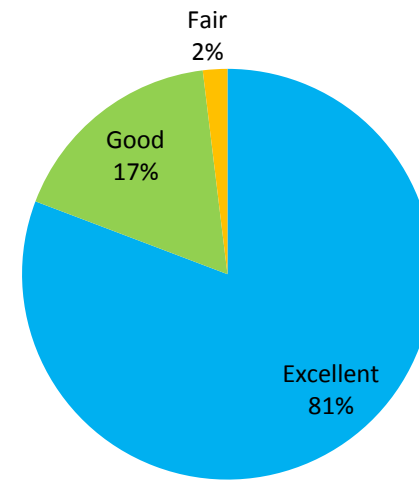


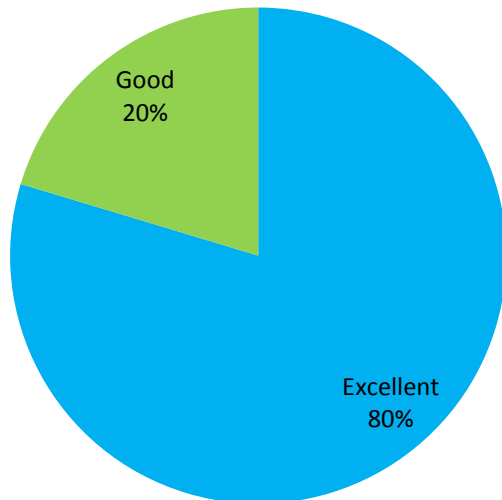
**Feedback on Receptionists at Solihull**



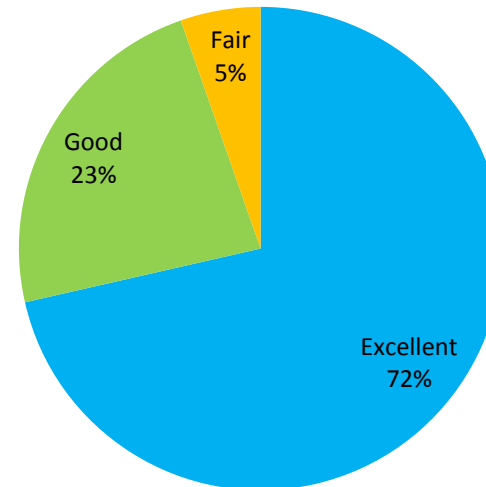
**Feedback on HCSWs at Solihull**



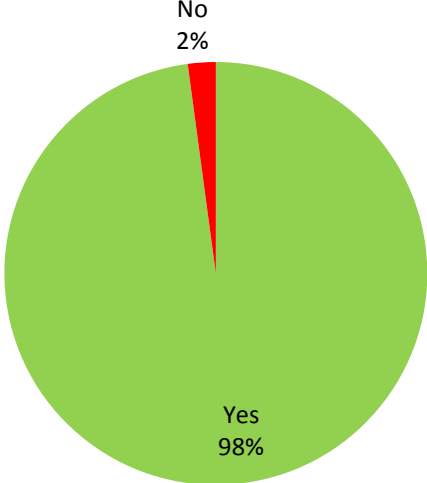
**Feedback on Doctor/Nurses at Solihull**



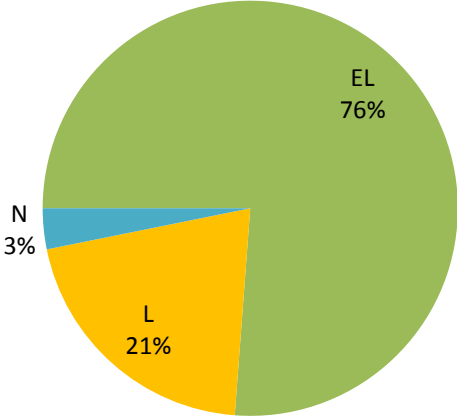
**Overall Experience at Solihull**



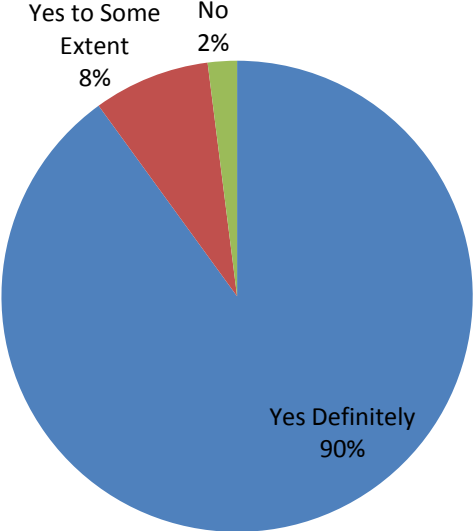
**Doctor/Clinician explanation following this visit**



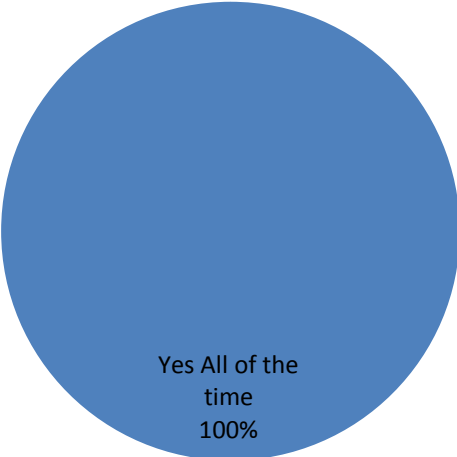
**Recommendation to family/friends**



**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?

- Quick & easy - no issues
- Kindness of Nurse & doctor
- Very efficient & kind
- All
- Friendly staff, polite
- Very friendly loving and caring staff
- Easy to visit & to be seen
- Staff
- Nice consultant, clear support & advice
- All excellent
- It was quicker than usual
- Everything
- It was good not to have to wait and the doctor explained about my leg
- Friendly staff
- Seen promptly - courteous staff
- Everyone seemed friendly
- Very pleasant receptionist, who helped me
- Friendly caring staff
- Very polite and helpful
- Very efficient
- It was fast
- All staff showing an interest in the patient
- Good
- Fast, efficient, good diagnosis lovely doctor
- Quiet fast & friendly
- Clear instructions, good start to finish. Doctor was very reassuring throughout
- It was quiet
- Very quick service
- Didn't wait long
- Staff very efficient
- Doctor explained
- Helpful and polite service
- Professionalism
- Communication & clarity, sincere advice
- Lovely nurse assessor, helpful receptionist in primary care

## Solihull BPCS

- Great staff and very speedy
- The speed & friendliness of the service
- Good & efficient
- You were seen quickly
- The doctors was really lovely with my son and gave me piece of mind
- Everything
- Did not wait long
- Quick and friendly
- Prompt and helpful
- Very efficient
- You have someone when your own GP is closed
- Friendly staff & helpful
- Quick and very efficient
- Quick & efficient
- The staff and service
- Friendly fast & efficient
- Quite quick being seen to
- Helpful, quick, reliable
- Quick

### **What would have made our service better?**

- More doctors so people seen quicker
- Less waiting
- Short waiting times
- Quicker service. Been before and the experience was a lot faster
- Short waiting times
- More doctors, less waiting
- Displaying of wait times
- Less Waiting time
- Quicker to be seen
- A way to see which number you are in a queue
- More staff
- More doctors
- Speed of service
- I'm deaf and it's hard to hear my name being called
- Price of parking