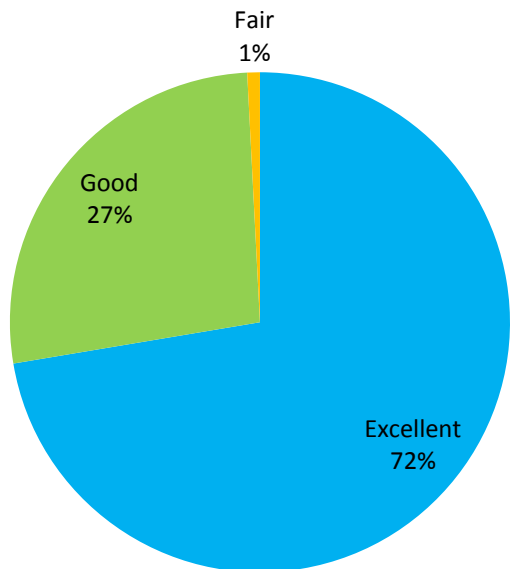
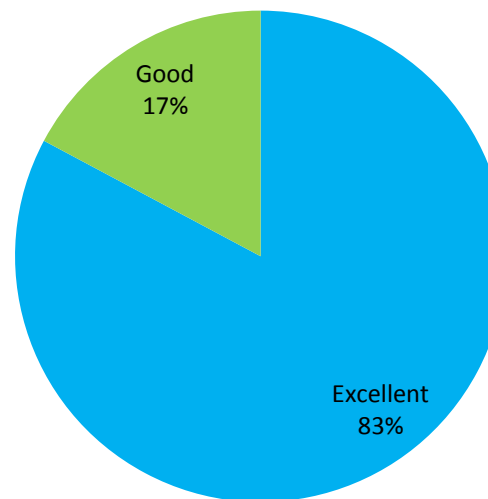


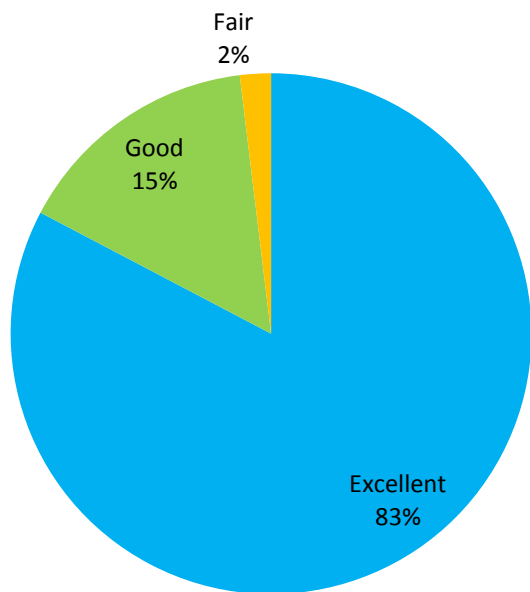
Feedback on Receptionists at South Birmingham



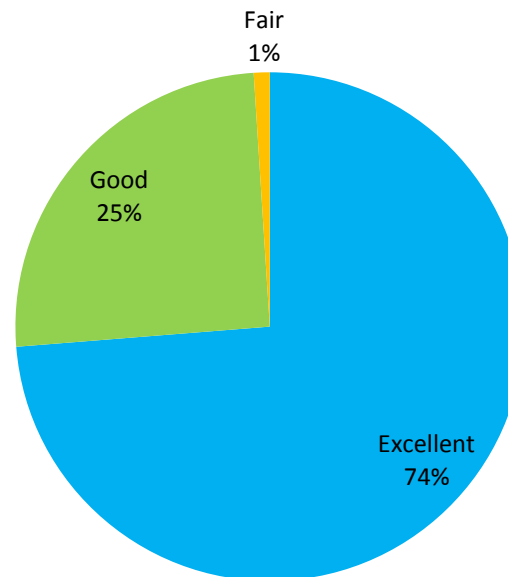
Feedback on HCSWs at South Birmingham



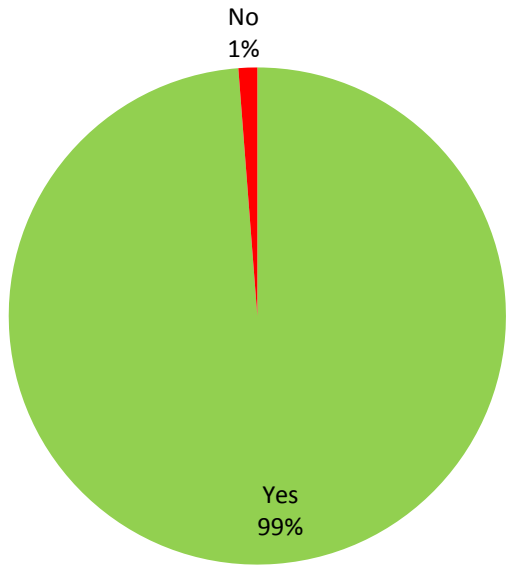
Feedback on Doctor/Nurses at South Birmingham



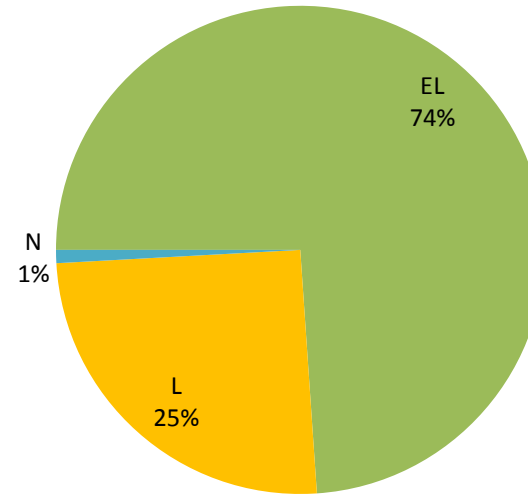
Overall Experience at South Birmingham



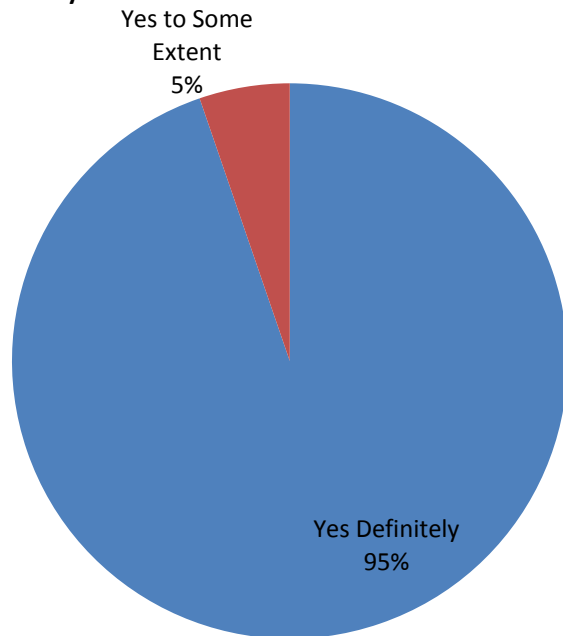
Doctor/Clinician explanation following this visit



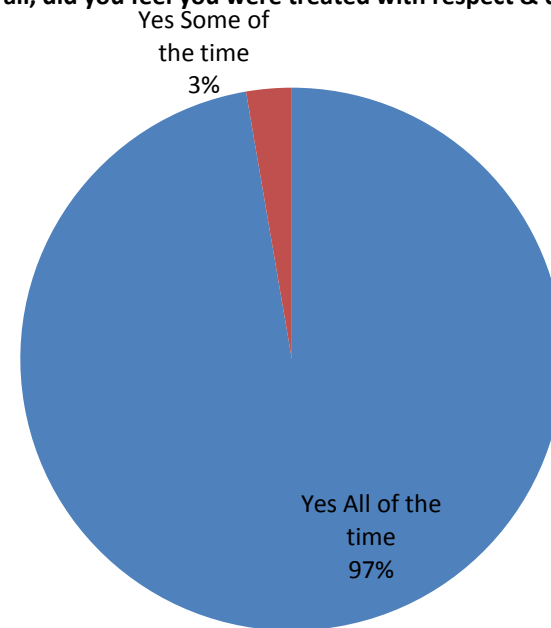
Recommendation to family/friends



Did you have confidence & trust in the clinician?



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



South Birmingham

What was good about our service?

- Waiting time was very short
- Being seen out of hours
- Everything, the doctor outstanding
- Quick and efficient
- Everything
- Short time waited both call back & to be seen
- Very quick, friendly receptionist & health care worker, lovely GP
- Speed of service, quality and quick Diagnosis
- It was very quick
- Able to see child straight away
- Helpful, good advice & quick service
- The professionalism of the staff
- How quick it was to see a doctor
- Quick referral/close to home
- Prompt attention
- Very friendly & helpful
- Clear and quick service
- Getting an appt quickly
- Being seen on weekend
- All staff helpful, friendly and efficient
- I was made to feel at ease, and no question was too much
- Very patient friendly
- Lovely doctor and there wasn't a long waiting time
- Everyone was very helpful & explained what was going on
- Polite
- Doctor was in-depth about treatment & friendly
- Very professional and not long wait
- Open till late, not a long waiting time like you get in A&E
- Friendly staff
- Waiting time and politeness of staff
- Not busy- open - polite- provided service that we needed
- Fast treatment, in and out, very friendly doctor
- Friendly, professional
- Everyone was very friendly & great with kids
- You are informed from the start how long you have to wait

South Birmingham

- Quick, reassuring, efficient nothing, really
- Speed I was seen, communication
- Everything especially communication
- Was seen quickly, good service
- Very clean environment
- Everything from attendance to seeing the advanced practitioner
- It was fast as well as caring and look at you well
- Very quick response, minimal waiting time and lovely staff
- No waiting, very considerate caring staff
- Thorough examination/professional service
- Very friendly and efficient- great service
- All staff are happy
- Receptionist & nurse/ health care worker. Time seen
- Both doctor and nurse were exceptionally caring
- Doctor was friendly & helpful
- Seen to fast/ doctor very polite and listened and advised all my concerns
- Staff very friendly & efficient
- Prompt attention & quite hospitable
- Empathy & Professionalism
- Very quick, better than Katie road
- Quick service and good attitude & friendly
- Great doctor- excellent manner & advice excellent receptionist. Did not wait too long
- Fast, professional & efficient, excellent
- Respect, smile, dignity and no waiting time
- Very fast, Doctor took his time to examine and explain
- The doctor was lovely & polite
- Friendly, great advice & support
- Staff very welcoming and reassuring
- Seeing the patient without overall delay
- Good welcome and efficient service
- Doctor was great so was reception. The speed was good
- Listening to my problems and gave advice on what to do
- Very clean surgery, waiting area
- Promptness, what would anyone do without your services when one is ill
- Very quick to see me
- Speed of being seen

South Birmingham

What would have made our service better?

- Appointment
- If it was a bit closer to home
- Female doctors should be available for female patients
- Closer to my home
- Not having a sign saying closed
- Short waiting time
- Printer not working
- TV on
- We were the only patient (1st in Q) but still took half an hour to see the doctor- missed evening- carer call
- Reception music
- Door was locked & sign said there was no OOH service so I walked around for a while looking for another entrance before trying the buzzer
- If we were let into the practice first time
- Refer me to a clinic closer to me
- More docs
- Less forms
- Provide female doctors
- If you can reduce waiting period
- Sign on door
- If I knew when my appt was
- Less waiting time
- Better parking facility
- Less waiting time
- Water fountain
- See patients on a first come first serve basis
- Seen quicker
- Trying to find surgery
- Doctor seemed a little uninterested, examination was very brief