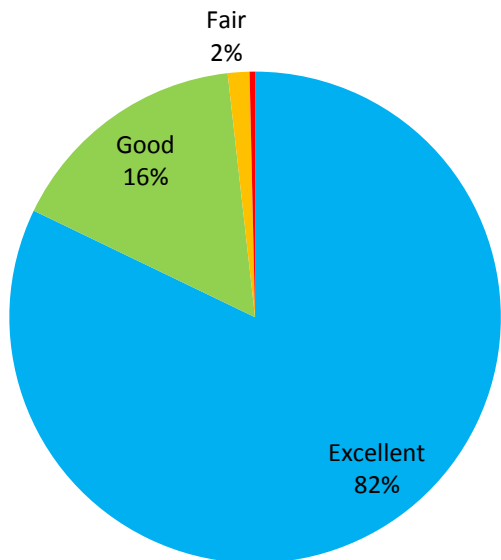
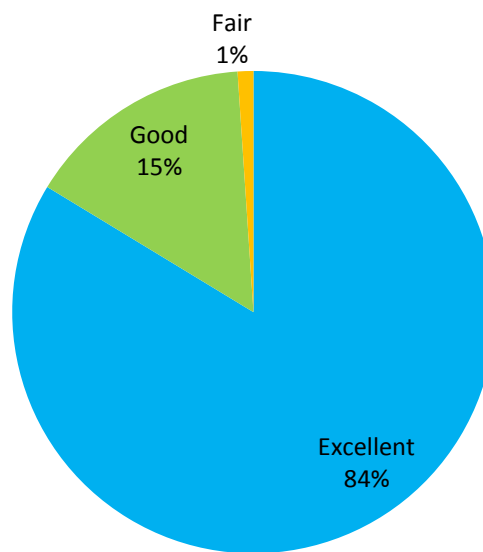


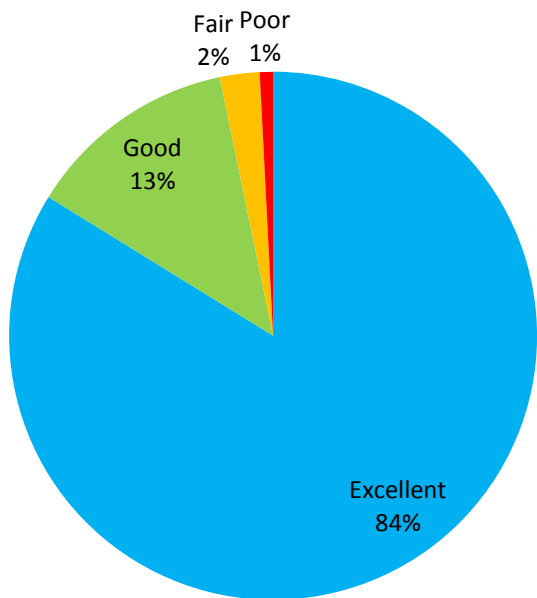
Feedback on Receptionists at South Birmingham



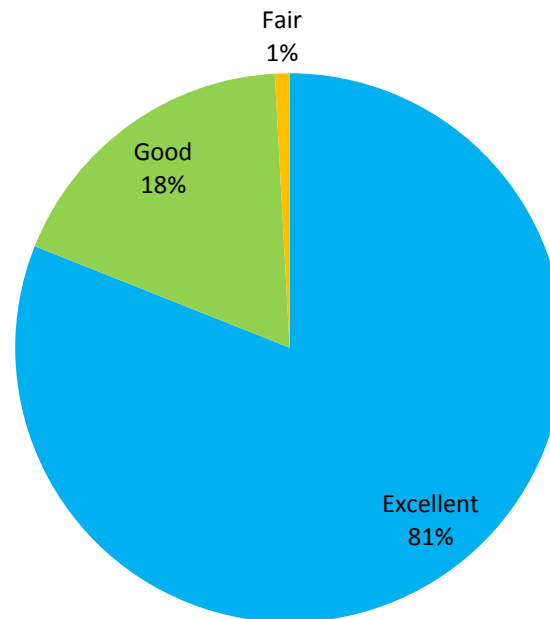
Feedback on HCSWs at South Birmingham



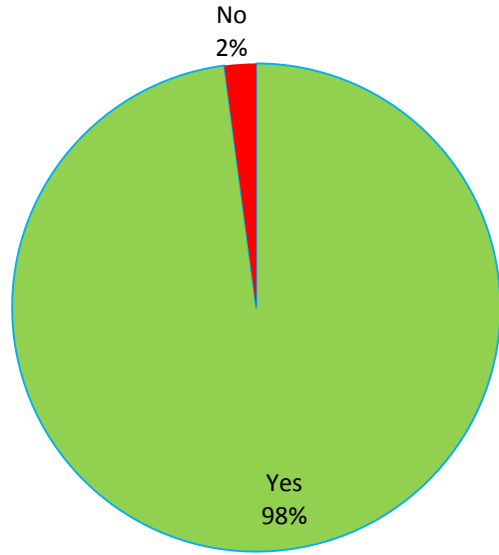
Feedback on Doctor/Nurses at South Birmingham



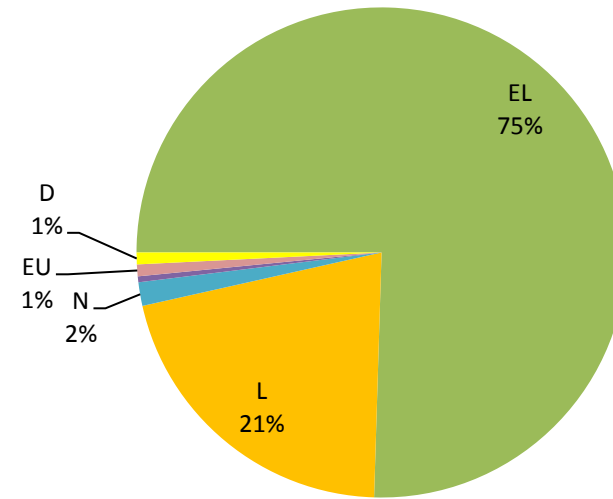
Overall Experience at South Birmingham



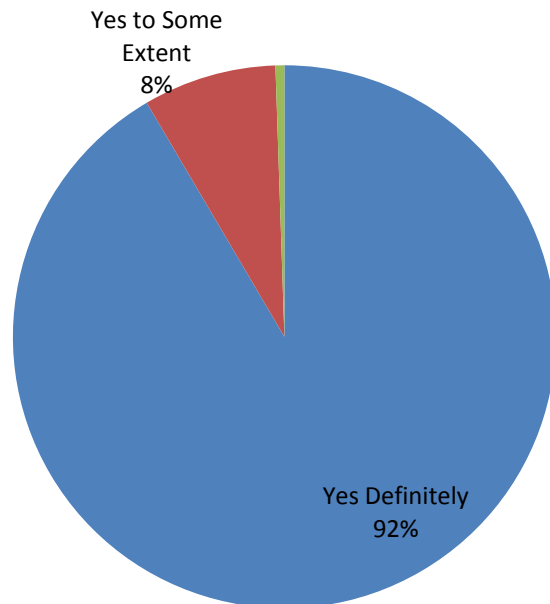
Doctor / Clinician explanation following this visit



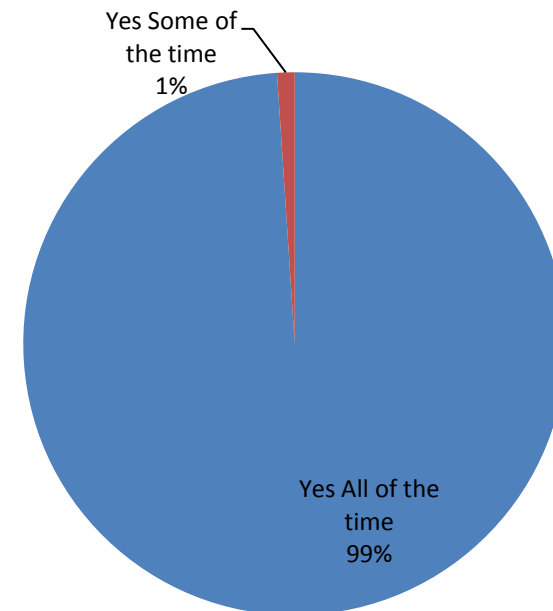
Recommendation to family/friends



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?

- I have been given fabulous advice
- Didn't have to wait long staff friendly
- Lovely doctor with a lovely, caring manner
- Short wait, kind receptionist. Doctor was attentive, informative & kind
- Efficient Good advice
- Staff are kind & helpful
- informative and helpful advice with symptoms
- How fast everything was
- the service overall was really good
- the way we was treated was lovely
- The staff were lovely especially the receptionist
- It was nice and quite. Very friendly
- All was very good
- Welcoming polite, helpful
- Very speedy, no waiting time
- Quick and easy service
- Quick, efficient, thorough
- Service was amazing, helpful & smiley
- Friendly and very quick
- Didn't have to wait long and very helpful
- Friendly, efficient and fairly thorough
- Patient was expected & paper work was ready for patients etc
- The care, the doctor and nurse
- Quick call back- Quick appt
- Staff were very helpful and friendly
- It was very convenient for me to attend
- Near home address, polite, informative, comforting
- Great atmosphere
- Absolutely everything- fantastic service, Thank you
- Fast, attentive, listened to our concerns
- The speed of your services
- The speed with the phone call and help
- Very helpful and friendly
- Confidential, professional, understanding
- Near to my address, pleased, warm & helpful

South Birmingham

- Availability out of hours & waiting time wasn't as atrocious as hospitals
- Short waiting time/ friendly staff
- Friendly and warm people
- The service provided
- Quick, friendly, helpful
- Quick and responsive
- Good clean & friendly/ helpful
- No waiting time
- Great information given excellent service
- Receptionist, very helpful, doctor pleasant
- Friendly, felt like they asked all the right questions
- Really understanding of my point of view
- Helpful staff members, doctor was very supportive
- All very good
- Very fast, politest staff, very helpful, and doctor explained well
- Friendly, explained well
- Everyone was courteous, patient, listened and treated with respect
- Quick and professional
- Friendly, fast efficient
- Fast, efficient
- Quick and friendly
- Everything, the reception on was kind, prompt caring very excellent service
- Very friendly staff, very accommodating
- Everything, no waiting
- Dr Dubb is a very pleasant, Doctor who assured me that my symptoms wasn't severe, excellent service & doctor
- Full of info & accommodating to our needs
- Receptionist promptly
- Service was quick got seen to quick also my son got diagnosed quick
- Very organised and friendly
- Friendly staff, less waiting
- Good communication with staff
- Quick turnaround
- Speed and reassurance
- Got seen quick and polite staff
- Friendly, competent at a time when we were worried

South Birmingham

- Efficient, quick friendly, Doctor very thorough and helpful
- Friendly staff, quick service
- Quick, professional, friendly
- Good listener and diagnosis
- Seen quickly, treated good & came out with a solution
- Seen straight away
- Quick, informative, thorough
- Very professional
- Welcoming & quick
- Quick service, lovely staff
- No long waiting
- Efficient, no waiting & nice and clean
- It was quick & thorough
- Prompt & efficient & informative
- Quick service! Very easy process
- Customer service
- Friendly staff, well organised
- Nice friendly staff & quick
- Fast responses and seen quickly
- Get in very fast and welcoming
- Receptionist was kind
- Helpful staff members, doctor was very supportive
- Called and booked in time despite being a Sunday
- Very good efficient service
- Got here and no waiting time
- Friendly receptionist, fast service
- Very quick & polite/ understanding to individual circumstances
- Receptionist extremely welcoming & doctors helpful
- The speed at which I was seen to
- Friendly and happy staff
- Didn't feel rushed, listened too, lovely staff
- Very quick to be seen, very caring staff
- Prompt and friendly and efficient
- Got straight in to doctor after phone call
- Doctor seemed to know what he was on about

South Birmingham

What would have made our service better?

- parking
- The wait times were so long when the surgery was empty
- TV ,noise in waiting room
- I would say getting seen a bit quicker
- Taken bit more seriously
- More room
- A smile
- Better treatment
- Better phone reception
- More chairs in the waiting room
- Faster service
- TV
- TV/ radio in waiting area
- More help
- More patients, really quite
- Professionalism
- Access to GP notes about previous visit communication with hospital doctors
- The entrance door could have been open
- T.V Please
- Comfy chairs
- Wait time