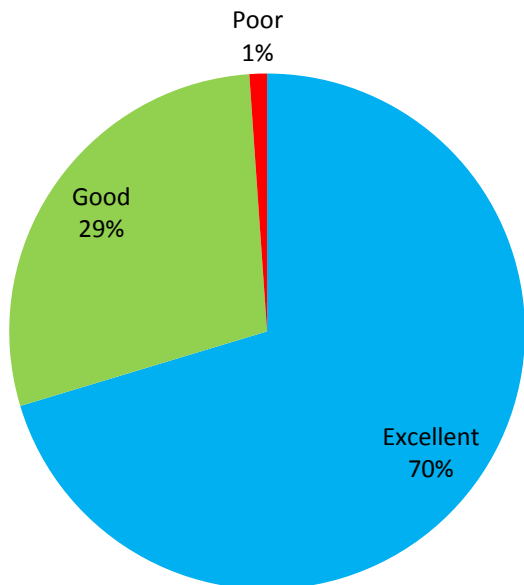
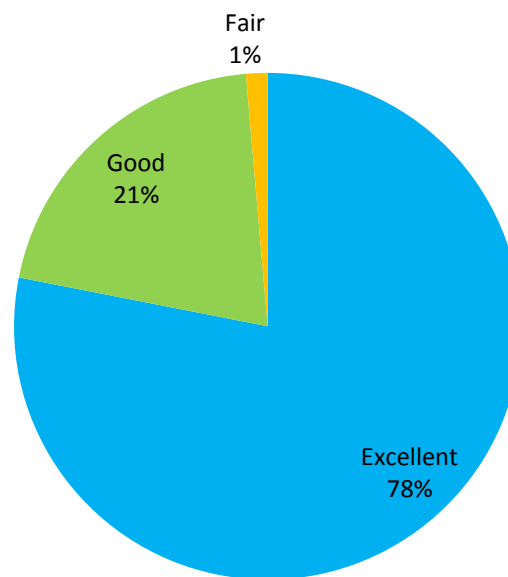


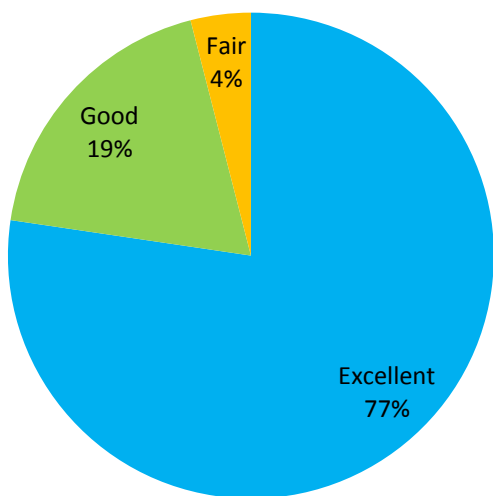
Feedback on Receptionists at Solihull



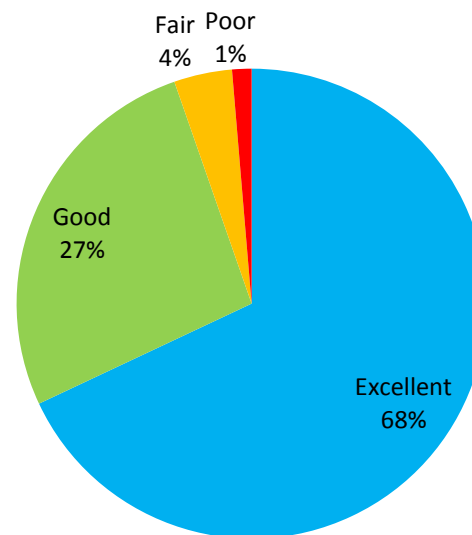
Feedback on HCSWs at Solihull



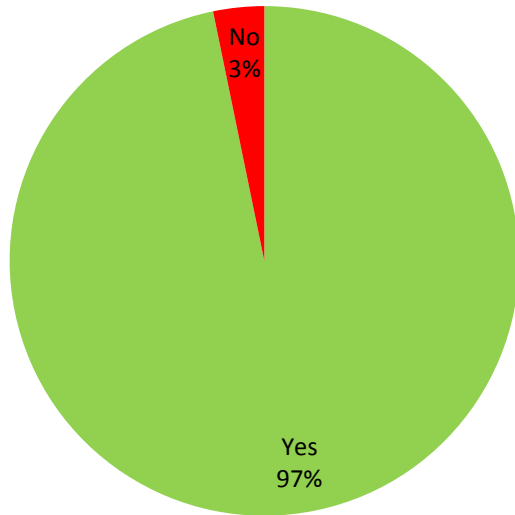
Feedback on Doctor/Nurses at Solihull



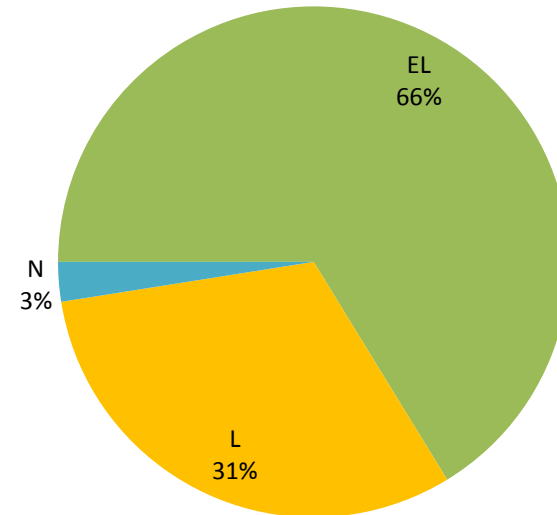
Overall Experience at Solihull



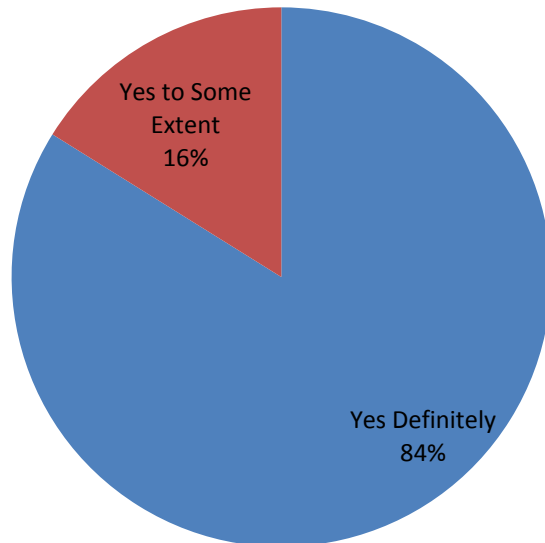
Doctor/Clinician explanation following this visit



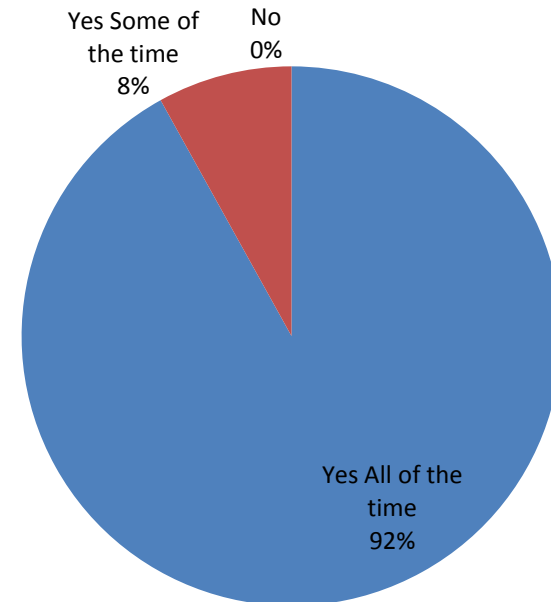
Recommendation to family/friends



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?

- Polite staff, fast service
- Open on Sundays and Saturdays
- Very professional
- Good
- Very well organised, very pleasant staff & environment
- Attitude
- Professional service/ very quick
- Professional & caring
- That a GP is to hand when you can't go to your own surgery
- Everything , very empathetic staff
- It is very helpful when you cannot get through to your doctor
- Got down to problem quickly
- Care of patients - was seen quickly
- Friendly reassuring welcome
- Very caring for my daughter
- Quick, lovely staff, great service
- The thorough telephone diagnosis by a doctor and an appointment booked at Solihull centre. On arrival at centre was received by a friendly receptionist and we waited no longer than 15 minutes before I was seen by doctor who was excellent.
- The speed of service was exemplary. I called 111 at about 9pm. Badger clinic called me back at about 9.20pm and asked me to go to Solihull. I arrived at about the hospital at about 9.40pm and was seen more or less straight away by a nurse who conducted a review of my symptoms. I was then seen by the doctor, was diagnosed and given a prescription for antibiotics. When I got to the car park machine it was free of charge which would indicate that arrival to departure was less than half an hour, very impressive. I was given guidance on a local pharmacy that would be open and I was back at home, with my medication by 10.30pm. That is brilliant service.
- Polite & quick
- Very efficient and friendly service
- Fast and efficient
- Quick and informative
- Quick, efficient, Doctor very friendly
- Very efficient & through
- Very quick
- Low waiting time
- Very quick in & out
- Quick and good service
- Fast service

Solihull

- Excellent communication
- The professional standard was good
- Communication, time of wait was very quick
- Quick
- Quick & efficient
- Excellent service
- HCSW & Nurse practitioner- excellent bed side & caring manner
- Excellent care, short waiting times, better than my GP
- Got seen quickly
- Very friendly service, very helpful
- Accessible
- Speed & friendly
- friendly staff & kind when feeling unwell
- Availability
- Short wait time
- Seen on time
- Thorough & seen very quickly
- Helpful
- Kind staff
- Very efficient & friendly
- Excellent, friendly, helpful staff
- All the above
- Speed of service
- Nice nurse
- Friendly doctor/staff - very efficient
- Very helpful & quick to assist
- Prompt - helpful
- Good
- Seen to really quick
- Very good treatment
- Doctor had time & spoke to my 84yr old mom, with understanding showing patience
- Waiting time
- Prompt attention

Solihull

What would have made our service better?

- More doctors on
- Improve waiting time to see doctor
- Notice of how long the wait will be
- Reduce waiting time
- Less waiting
- Hot drinks
- To be seen faster
- Sign for toilet from waiting room
- I don't know how to solve this, but I can imagine how frustrating it is to waste time calling out to patients & waiting to find them. But no idea on a solution
- Better signs it was hard to find
- Being seen in a shorter time
- Idea of wait times
- Update on approx wait time
- subtitles on TV & quieter
- Capital FM radio
- Water fountains working x 2
- Nicer doctor and to be able to do more tests