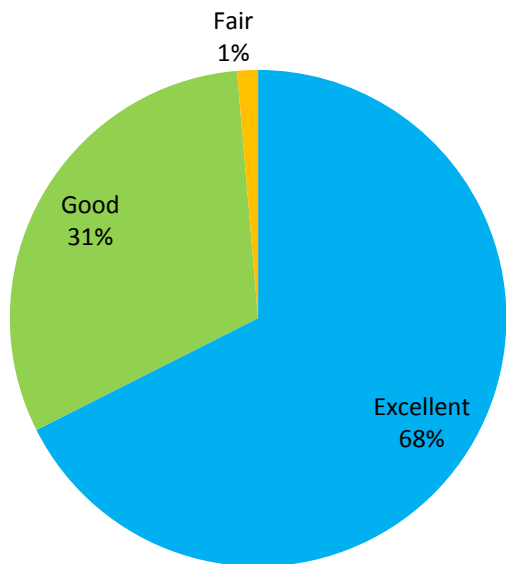
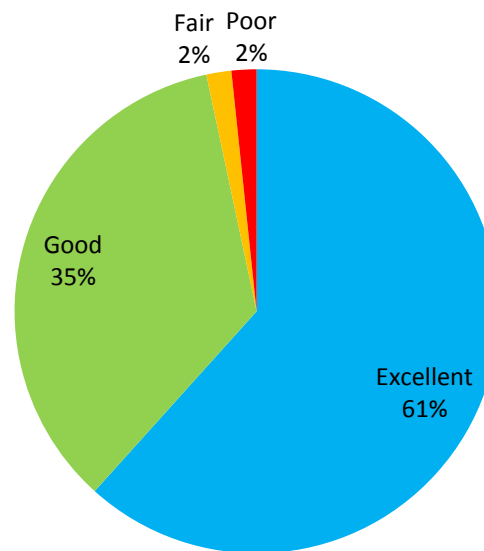


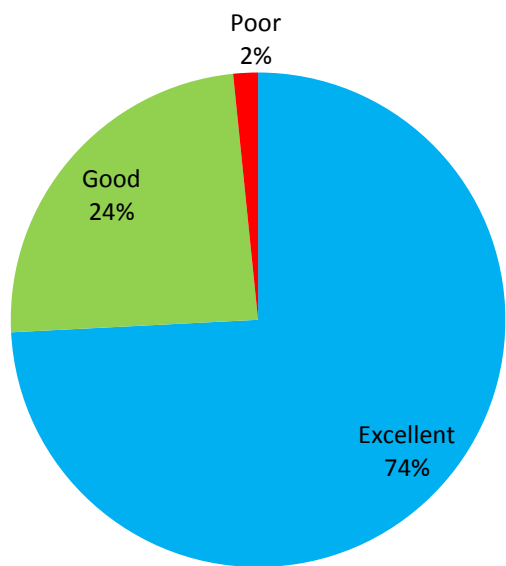
**Feedback on Receptionists at Solihull**



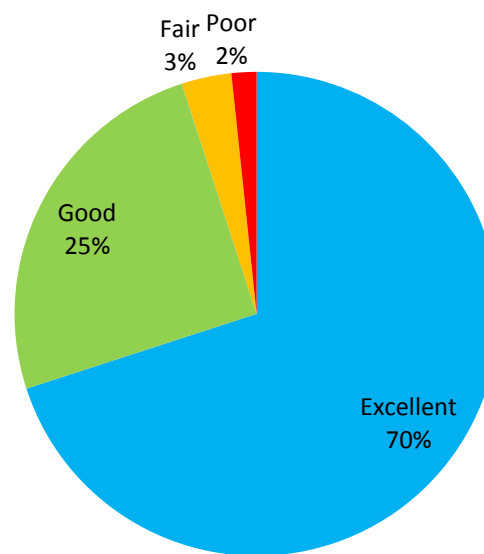
**Feedback on HCSWs at Solihull**



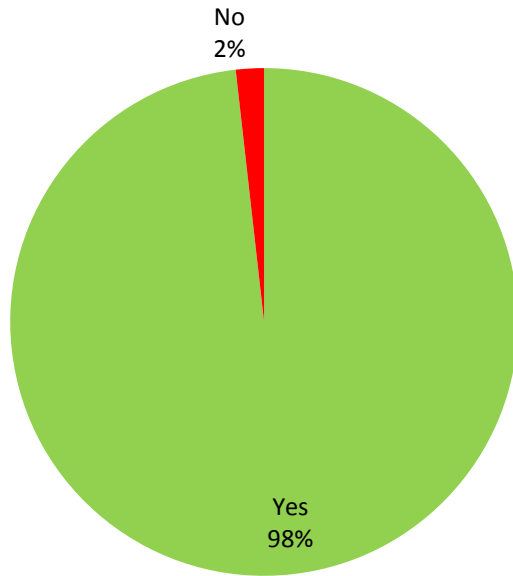
**Feedback on Doctor/Nurses at Solihull**



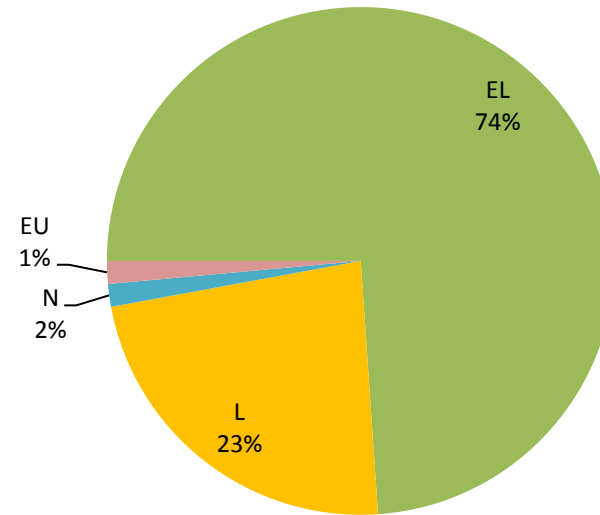
**Overall Experience at Solihull**



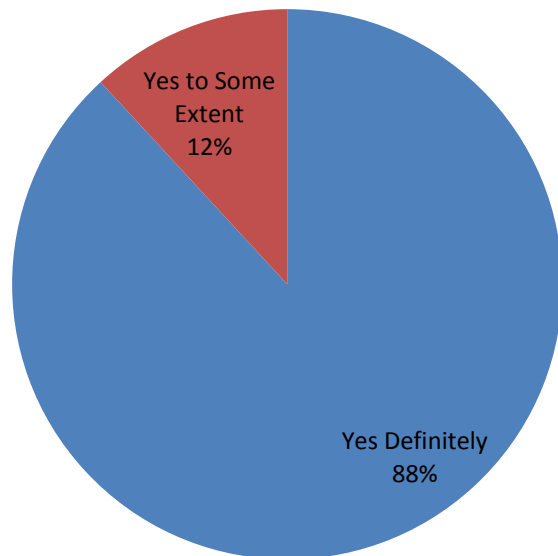
### Doctor/Clinician explanation following this visit



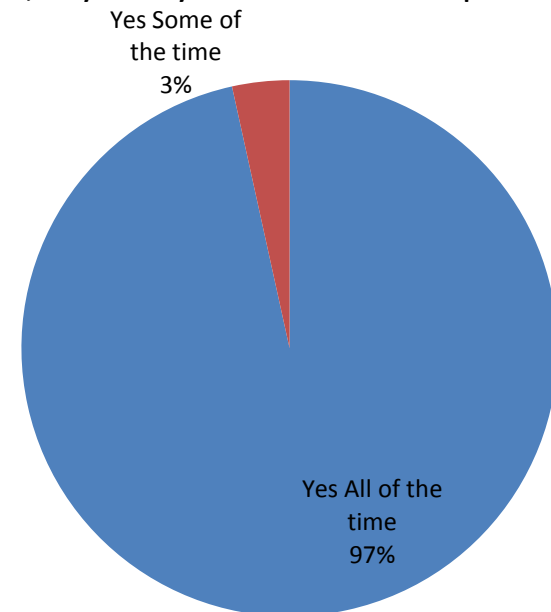
### Recommendation to family/friends



### 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?

- Very informative, took time
- The reception staff and doctor was very helpful
- Friendly staff
- Everything is excellent
- The Pleasant way they treated you
- Friendly/ quick
- friendly and efficient
- very efficient and professional
- Quick & friendly
- quick, efficient & friendly
- did not have to wait long to be seen
- Very fast- much quicker service
- Fast service, clean facilities
- Efficient services
- Friendly staff
- understanding+ honesty , with waiting time + staff professionalism
- Waiting room. TV
- Fairly efficient
- Having used a few times for my sons + myself I've found treatment + doctors fantastic
- Polite, friendly staff
- The doctor gave me very good attention
- That they listen to what you say
- See a Dr same day
- Helpful advice + friendly
- Everything I prefer coming here to my doctors
- Care & waiting times
- Jill the nurse
- Best service, I've experienced in the UK
- Quick & friendly
- HCSW was lovely- Gill
- Friendly staff, minimum waiting times - clean facilities
- Prompt and efficient
- Got seen quickly
- Patient and comfortable
- Dr efficient+ explained things
- Organised, fast, clean facilities, professional staff
- Fast, helpful, respectful, clean toilets/rooms, good knowledge
- Availability and speed

## Solihull

- Nice people
- Efficient and helpful
- The speed at which we were seen
- Prompt attention
- Apart from excellent service they even offered me room from other ill patients
- Very thorough, courteous service, no wait
- Friendly attentive team
- Its quick, efficient and always more thorough than at GP
- Fast, efficient and reliable
- Taking the bother to help
- Start to finish smile, Happy faces
- Friendly, confident, felt very comfortable
- Seen quickly very friendly staff
- Quick very helpful fast service

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

- time
- sign posting - where it is
- quicker and friendlier
- to be first in the queue
- free or less expensive car parking
- secondary referral
- parking facilities
- there was only one doctor and this was a reason of delay
- shorter waiting times
- have more doctors
- less waiting time
- quicker doctors
- waiting times, but cant be helped
- Same quality and promptness as private case
- nurse efficient but appeared in a bad mood
- more staff, more room, overall good service not busy when I attended
- better parking
- would be better to have the facility to refer to a specialist for needy cases
- Knowledge of formalities different nationals need to complete
- home visits