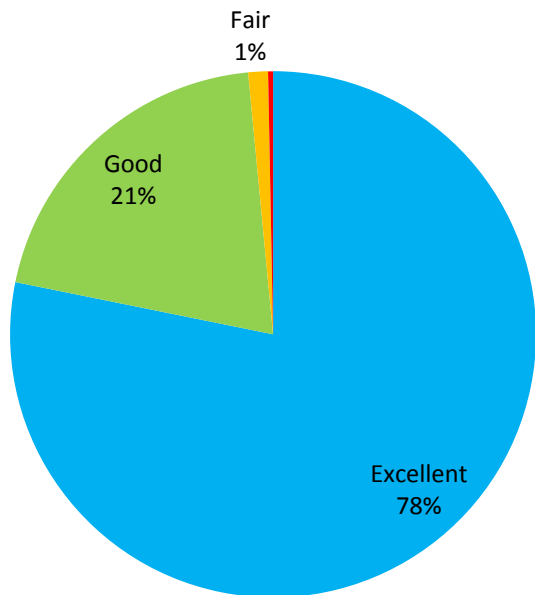
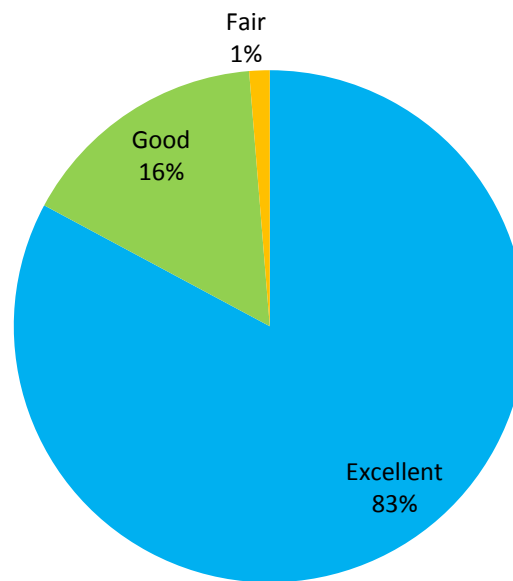


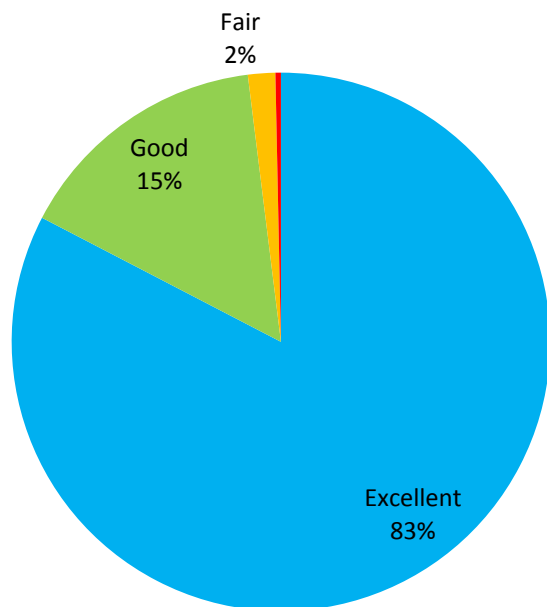
**Feedback on Receptionists at South Birmingham**



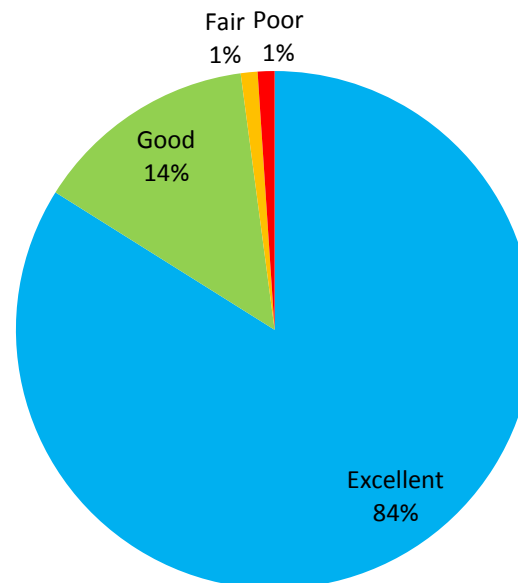
**Feedback on HCSWs at South Birmingham**



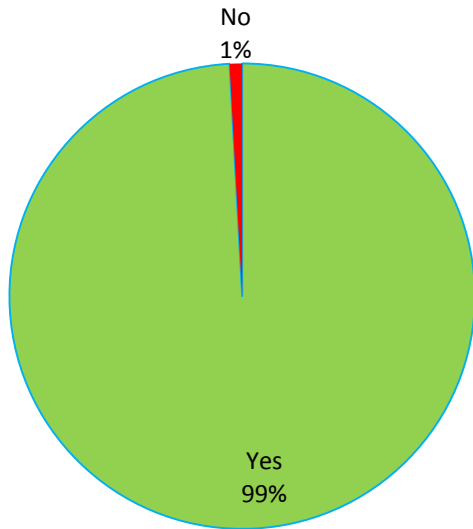
**Feedback on Doctor/Nurses at South Birmingham**



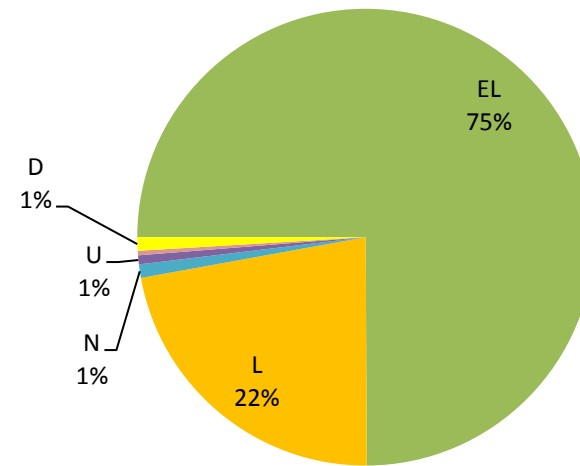
**Overall Experience at South Birmingham**



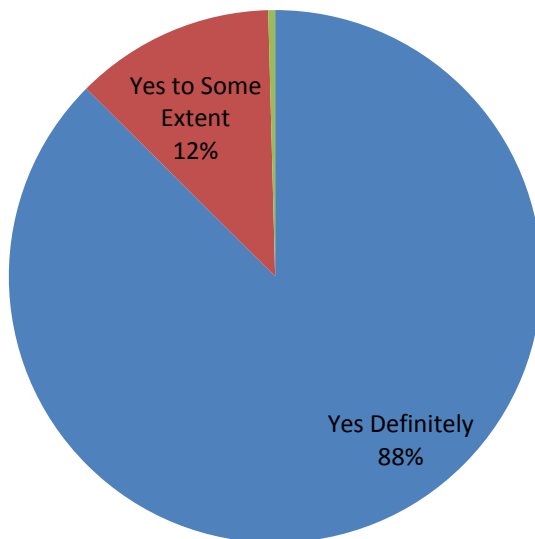
**Doctor / Clinician explanation following this visit**



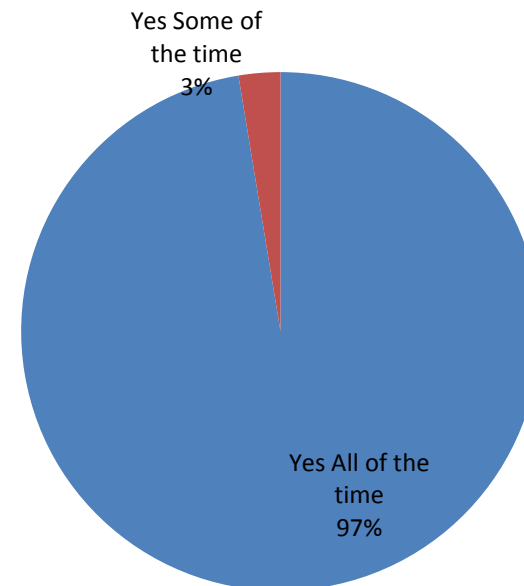
**Recommendation to family/friends**



**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 was extremely happy & satisfied with how quickly my son was seen to & being prescribed antibiotics. For ear & throat infection so quickly
- Everybody was polite & we was seen very quickly
- Very helpful and good communication
- We were seen quickly- less wait times
- All staff very friendly and informative
- was seen and the matter was explained properly
- Patiently explained the issue & the precautions that need to be taken
- Hilary - senior nurse practitioner was amazing, and a credit to practice
- Doctor was very good and best behaviour
- Quick & Great through check & advice given
- Good service and waiting time pretty good
- Personable and quick service
- fortunate that I didn't have to wait long
- Not having to wait and everyone really nice
- Friendly and thorough
- Quick service but effective
- fast & effective
- quick & efficient
- patience on initial call, receptionist, doctor
- Very helpful, efficient & friendly
- Very little waiting, good service
- we were seen straight away, doctor was caring and done a through examination, friendly receptionist
- The initial staff(reception) is extremely professional
- did not have to wait long, prompt service
- how quick they could see me
- co-operate staff & doctor
- Doctor was very good and best behaviour
- Quick, efficient, responsible
- Saw Dr without having to wait a long duration
- Not a long wait time
- I did not have to wait for long
- Come without appointment in advance
- Dr asking a lot of questions about patient
- Speed, welcoming staff
- Excellent service
- You listened and checked
- Quick and more importantly clean

## South Birmingham

- They set our mind at ease
- Doctors patience with young child
- Quick, efficient, helpful
- Prompt service, very friendly staff
- level of detail covered in consultation
- pleasant receptionist + GP
- the attitude and explanation given by everyone was useful
- Fast nice+ professional, lovely experience
- Seen quickly
- very pleasant+ patient
- very quick service
- Quick and responsive
- Friendly and they gave me a quick service
- Excellent service
- it was fast and very polite
- such lovely people
- Quick and efficient
- Prompt thorough
- fast service+ nice workers
- Very friendly and best advice possible
- all aspects of care
- Efficient , friendly
- quick+ effective service
- Professional attitude of the staff
- seen quickly + very friendly + helpful staff
- they were very helpful and examined the child well
- It was fast and very clear explanation
- Very welcoming
- Fabulous, quick, efficient service
- Excellent reception
- Quick + explained well
- Very polite, well explained
- Friendly
- Doctor K. Shafiq is very good doctor
- Professional and friendly
- Very good people skills doctor explained well + clearly
- All ok
- superb patient care- no waiting
- attentiveness
- Seen quite quickly and very friendly

## South Birmingham

- Everything
- Clean, friendly, fast service, polite staff
- Polite and happy reception
- Nice+ quick
- Rapidly + friendly
- Dr very reassuring+ didn't make me feel like I was overreacting
- Only waited 10 minutes
- Less waiting time and very professional
- Efficient + Professional
- Very welcoming and efficient
- Quick
- Very kind and took the time for through assessment
- Quick+ good
- Efficient, friendly, clear
- Staff very helpful
- everything I felt at ease
- The promptness
- Very quick- no waiting- very respectful extremely helpful
- perfect I really loved it 5 Star
- Clean, listened to concern, made good assessment
- Friendly staff, fast service
- Overall good service friendly staff
- prompt diagnosis from doctor and seen to quickly
- patient care
- well explained, clean and professional
- very friendly and fast service
- very helpful
- the service was very fast
- very efficient, very polite service- everyone was very helpful
- helpful polite, quick for a Badger service
- Very friendly
- the doctor and not a long wait at all
- The prompt service+ treatment from staff
- To be seen straight away
- Service provided was really quick
- Very helpful
- Fast, efficient, 10/10
- The nurse I seen first was lovely very kind friendly & caring the sort of nurse you want to see when feeling unwell
- Very fast and can speak Urdu

## South Birmingham

### What would have made our service better?

- Telling me what's wrong with me
- a nice coffee machine
- maybe a water machine in waiting area
- needs a clean
- better sign- posting within the GP surgery on their recorded telephone message
- Offer drinks to patients
- closer to home
- more staff
- comfortable chairs in waiting area
- perhaps offering an appointment
- better signage at entrance
- if I could have found were it was needs a sign on the road I think would help
- quicker service (even though it was good)
- Doctor seemed uncaring
- if Doctor was able to view medical records of file
- by having drinking water facilities
- a chemist on site
- car park/ free taxi charge
- doctor didn't stamp script got to pharmacy had to return
- thorough examination
- receptionist staff
- making prescriptions available over the phone
- a bin in the waiting area
- less waiting time
- Toys in waiting room
- home visits
- more reading material in waiting room
- always is the waiting times, but very efficient service
- too long in between calling patients in 20 minutes
- Need more doctors
- water fountain
- doctor was a bit dismissive of my problem
- if we would have been seen here first, rather than heartlands
- more doctors and faster service
- cheaper taxi fair