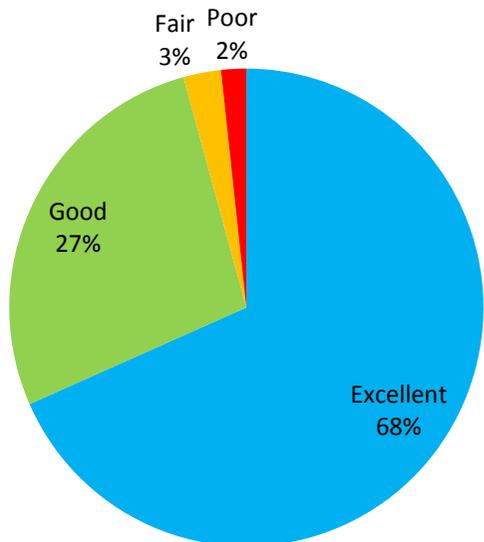
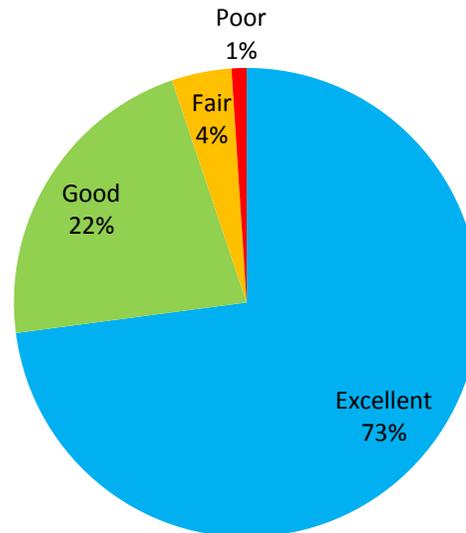


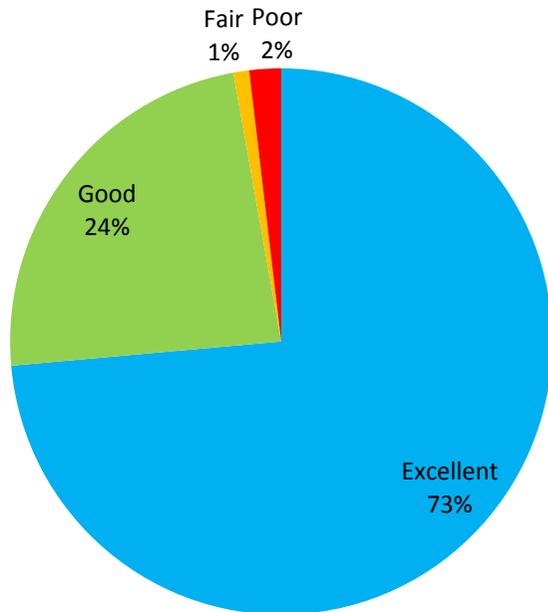
Feedback on Receptionists at Solihull



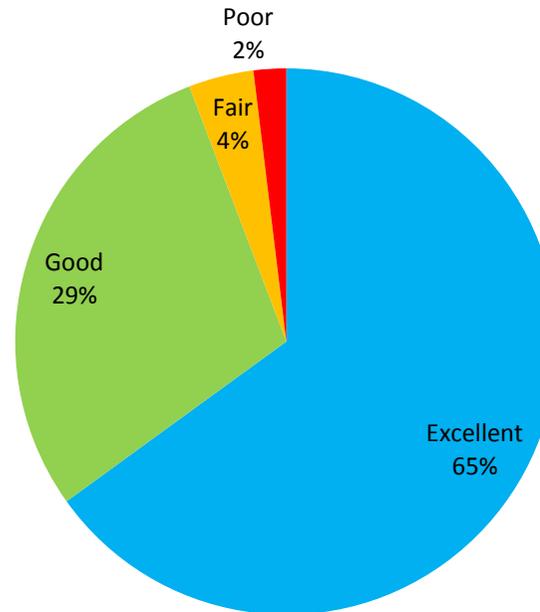
Feedback on HCSWs at Solihull



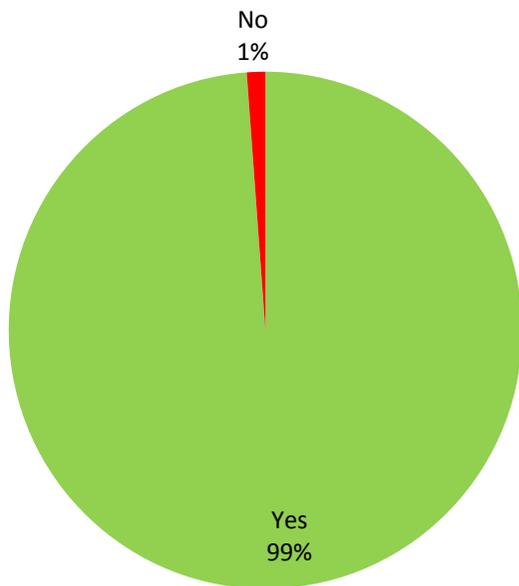
Feedback on Doctor/Nurses at Solihull



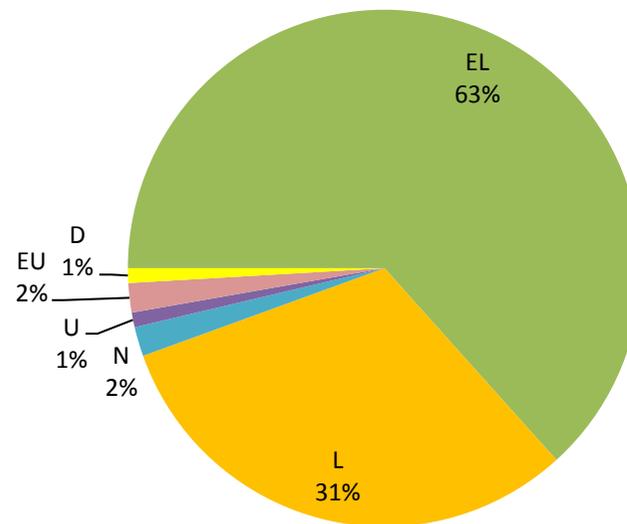
Overall Experience at Solihull



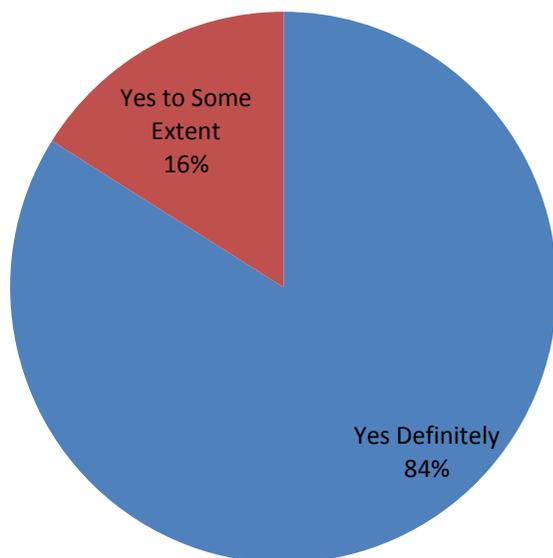
Doctor/Clinician explanation following this visit



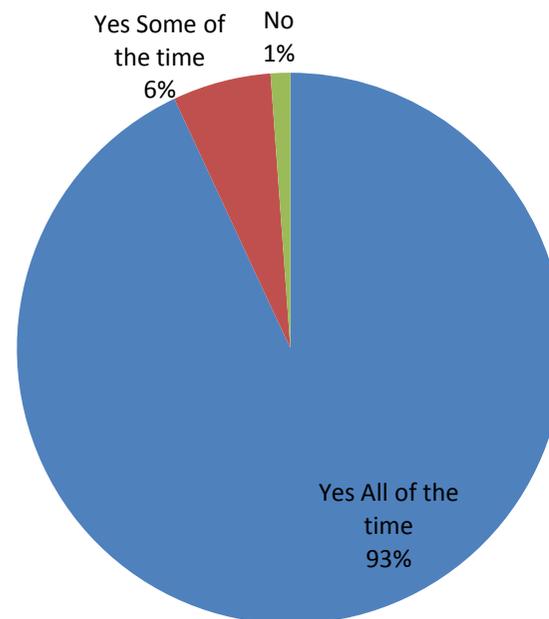
Recommendation to family/friends



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?

- Friendly staff & clean environment
- Speedy attention
- Friendly colleagues
- The ability to see a Dr within 1 hour. Staff polite & helpful. Comfortable waiting areas
- Clean and fast
- Fast & efficient
- See doctor straight away. Quick to be seen
- How quickly I was seen & the attention given by the doctor
- Reception staff & health care worker
- Response time
- Quick service, pleasant staff
- Staff were very pleasant
- Pleasant staff
- Quick service
- Quick & efficient
- Very friendly and helpful staff
- Waiting time not too long, exam thorough
- Fast triage
- Seen within 10 mins
- Being able to see doctor when GP lets you down
- Time
- Triage nurses & reception very efficient
- Pretty straight forward
- Fast service, very organised
- Very thoughtful, very swift, first part
- Doctor have more experience
- Always caring and professional
- Compassion
- Friendly staff who listen
- Waiting time not long to be assessed
- The Advanced Nurse Practitioner, Rebecca Lisseman (?), was great. I was really impressed with how thorough she was and that she listened to what I was saying. I am often reluctant to seek medical advice as I have often been made to feel like I am wasting the doctor's time, however I felt taken seriously by Rebecca, and that she believed what I was saying. This was a really positive experience compared to many previous experiences.

Solihull

- Fast service in reception + professional doctors and nurse service
- Fast response
- The wait time
- Prompt + efficient
- quick and easily accessible
- Prompt and professional staff.
- Very professional ad helpful.
- Everything, quick and efficient service.
- Well organised
- Efficient, polite, friendly, quick assessment. Treatment sorted out.
- Very quick service, fast diagnosis despite under staff due to bad weather.
- Staff always do their best!
- Friendly and caring.
- Everything
- We were seen a good time.
- I don't have to book an appointment, and get seen straight away.
- Its brilliant
- Efficiency
- Polite & efficient
- Everyone treated me with their time never rushed me.
- Swift and efficient with helpful advice.
- Very quick
- Fast care, comforting for my daughter.
- Friendly staff and efficient service.
- Receptionists very helpful. Doctor informative.
- Quick appointment
- The staff and Drs are very pleasant and helpful
- Respectful nurses and Doctors
- Kept informed
- No wait
- Plenty of seats
- The doctor was very knowledgeable + explained exactly what the problem was. She spoke to me as if I was intelligent person
- clean and friendly
- I was really impressed by professionalism

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What would have made our service better?

- More caring and understanding doctor
- Less waiting time. Waited over 2hrs and notice said 1.30 hrs
- More doctors to follow up triage service
- Reduce waiting times 1-5 hrs
- Waiting times and doctors
- Having a Dr on call with handover
- Free parking facilities
- Second part waiting for doctor looked like they wanted to go home, moved so slowly
- Friendlier customer service
- Doctors listened more to patients instead of diagnosing anxiety for frequent attendees
- Reduce waiting time
- Opening hours extended.
- Serving tea & coffee
- A cup of tea lol
- Communicating to me that the patient forms are of the utmost importance to fill in first as I went to clean the sick off my son and had to stay with him as he was vomiting.
- Healthcare worker would be nice if they told you BP readings/temperature etc. And told you what they were doing, before going ahead and putting something in your ear.
- Badger having access to my medical records
- You should give a timed appointment as otherwise Badger clinic works just like a walk in centre
- Not having to wait so long
- Would be better to inform customers roughly how long the wait is
- Less waiting time
- Being seen quicker at least by health care assistant. Still waiting and it has been over an hour and 15 minutes
- The doctor was not caring and very rude. My young daughter has a very sore throat and the doctor stuck the stick in her mouth, a few times which caused her to gag. She kept the stick in whilst gagging telling her "not to do that". Ridiculous really as you can't help gagging
- Waiting area not very clean
- No water available in waiting area
- Nurse who did observations could have smiled
- More tests and diagnosis should be done on patients recurrent symptoms to rule things out
- You need more doctors not just one
- More equipment needed i.e. oxygen monitor.
- How is a mother on her own expected to write a patient form when their child is vomiting??
- Not happy generally- Also no locks on toilet door and hot drinks machine was also out of order