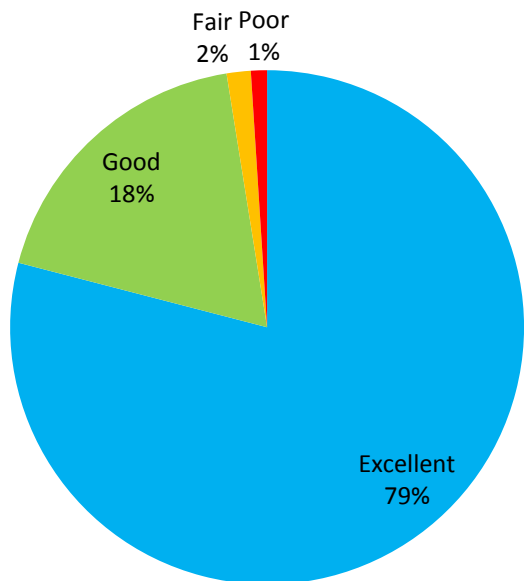
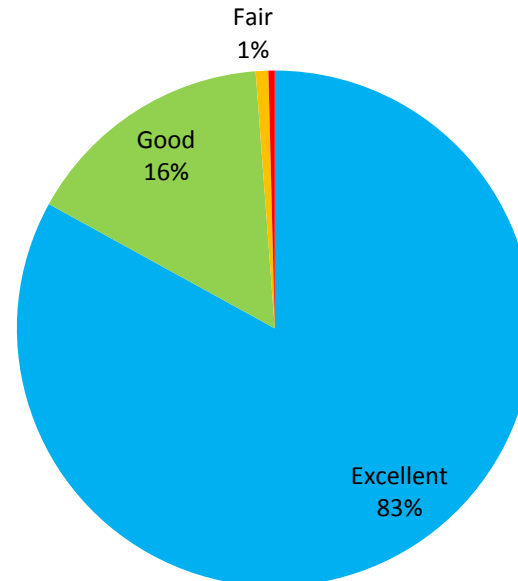


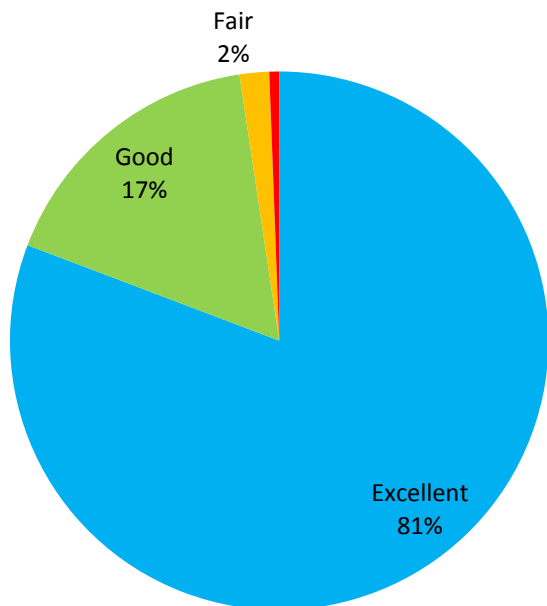
Feedback on Receptionists at South Birmingham



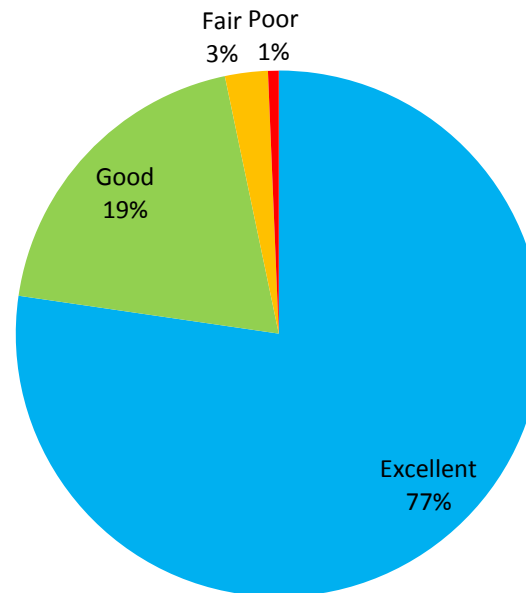
Feedback on HCSWs at South Birmingham



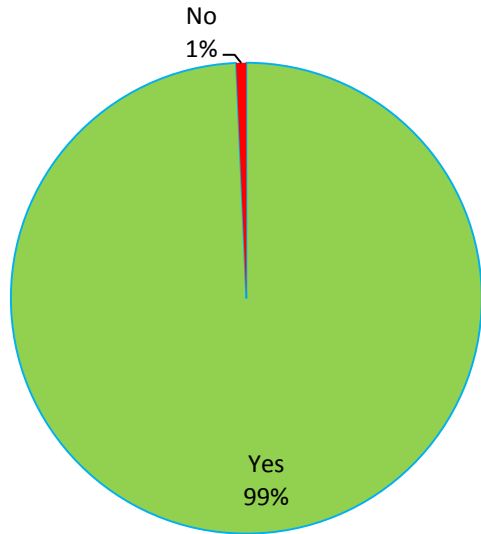
Feedback on Doctor/Nurses at South Birmingham



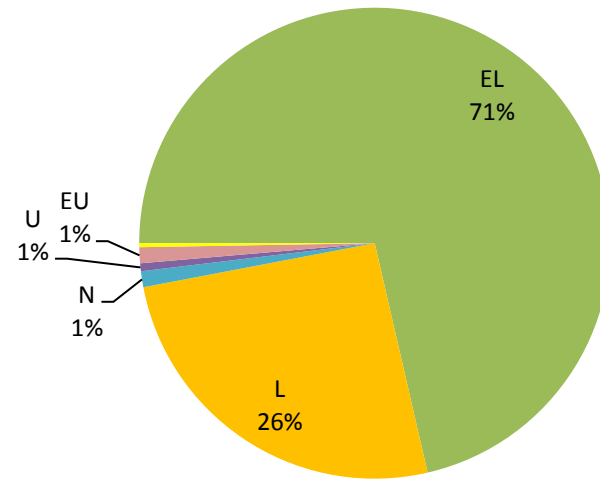
Overall Experience at South Birmingham



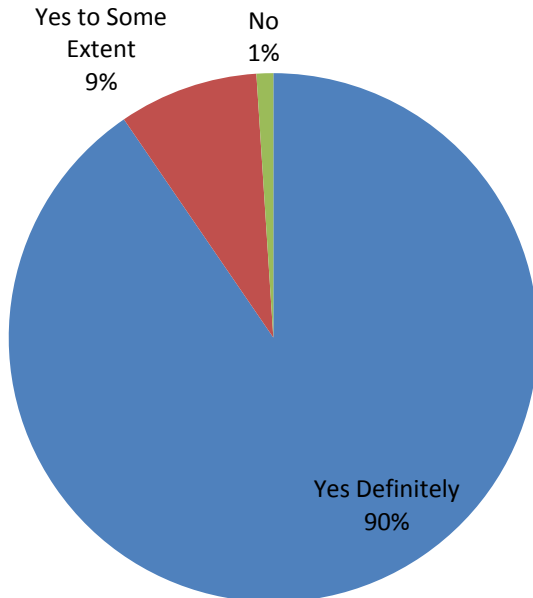
Doctor / Clinician explanation following this visit



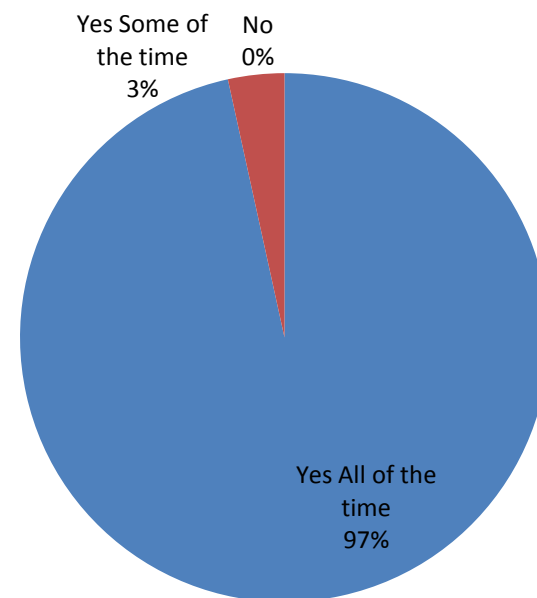
Recommendation to family/friends



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?

- Speed of service & polite staff
- Much better than Katie rd experience
- Staff were friendly
- All very friendly & efficient
- Very thorough and quick
- He was checked thoroughly & gave reassurance
- Got appointment straight away+ very little waiting time
- It was really quick & I was seen to and advised really well
- Doctor engaged well & practised what was wrong well
- Professional, kind helped with advice
- Receptionist was accommodating when pt needed to lie down
- The entire experience
- I did not have to wait for long
- Available on weekends, short time of wait
- Friendly professional service
- Care, speed of service, thorough excellent doctor
- Very helpful and quick
- prompt, very good communication, polite
- Not much Health care worker was great
- Quickly seen by nurse
- Adequate service polite and satisfied
- Doctor was too friendly and helpful
- Felt listened to, the ladies were very kind
- Quick, friendly and professional
- It was Out of Hours
- Diagnosis made + expected waiting times
- Quick, reassuring, pleasant
- Friendly, helpful staff
- the doctor was calming and welcoming
- quick, welcoming, friendly + polite receptionist
- very quick service, friendly staff
- They listened carefully
- customer service
- Kind, polite + understanding staff

South Birmingham

- Seen early- polite doctor and staff
- Speed of being seen
- Politeness of all- swiftness
- The medicine was brought to us
- Quick and checked properly
- Very helpful staff
- Good time keeping/ seen very quick
- Quick + efficient + friendly
- Very quick but not rushed
- Quicker than hospital
- Good reassuring service.
- Getting appointment when needed.
- Quality and professional approach
- I got peace of mind over a bank holiday period.
- Quickness & great service / bit of a wait but cant be helped.
- I could see the doctor the day
- Telephone call back
- Available out of hours.
- Kept informed by receptionist.
- Very friendly and kind.
- Timeliness and care and effort.
- Efficient, caring attitude from all staff.
- Doctor gave good advice and medication prescribed.
- Good communication, good help with aftercare.
- Waiting time compared to walk in centre. Doctor was brilliant, explained in detail why antibiotics weren't needed.
- Out of hours service reassuring when advice needed for health problems.
- Very professional
- Amazing service in particular Bernie AMP exceptional staff member brilliant
- Professional, caring - explained things clearly reassuringly.
- Put our minds at ease.
- Excellent advice, friendly staff
- Very friendly and welcoming on reception and with the HCSW
- After calling 111, I got called by the doctor very quick

South Birmingham

- A really lovely HCA - she was fab! Not long to wait.
- All service was extremely fine and lovely staff
- Very quick to be seen, felt comfortable with all staff.
- It was good and excellent service.
- Friendly staff. Quickly seen. Good explanations
- I was seen quickly and the doctor was very nice and explained clearly
- Very prompt and friendly service, excellent in time of urgent need.
- Doctor explained everything to me in layman's terms and put my mind at ease.
- Was responded to very efficiently
- Doctor diagnosed the problem and prescribed.
- Speed of service, very nice doctor
- Very welcoming and make you feel comfortable.
- Fast, effective and friendly service.
- Very attentive and good advice
- In the evening when my baby need to see doctor
- Staff at check in were helpful. GP carried out a thorough check.
- It was open on Christmas day.
- Very quick service, we were seen within 5 minutes of arriving.
- Receptionist was very polite, saw was unwell gave water and reassuring.
- Polite, understanding, professional
- Prompt response, location nearby
- really happy with service received and especially that I could park my car just outside in parking
- excellent service
- The GP was respectful, polite (Dr Lim) + explained the diagnosis + treatment thoroughly very happy with this service
- Thank you for understanding my sons autism + tourettes the receptionist made it easy to prevent a meltdown
- good advice given
- doctor was very good checked + explained everything well
- Do not stop this service. Many parents like myself struggle to get doctors appointment and without this service it would make getting treatment difficult.
- Fabulous experience for someone who felt so ill.
- What a fantastic service you offer here.
- Very nice staff and willing to help. Thank you
- Invaluable service.
- Very good service, clearly explained.
- So grateful to be seen by a healthcare professional at this time of year & so promptly.
- Brilliant service would definitely recommend.

South Birmingham

What would have made our service better?

- Waiting times around 2 hours and a half.
- Not happy with the receptionists approach.
- Waiting times state 30mins, still waiting to see a doctor for over an hour
- This survey is time consuming, can be annoying for the patient is very poorly and has to fill this out
- better ventilation in the waiting room
- comfortable seating area
- Correct wait time to be stated Priority should be given to pregnant women
- more in-depth examination
- The Dr wait was longer, would have been nice to be seen quicker
- shame hands are tied regarding blood test
- More communication poor social skills.
- More staff and seating available, ventilation/airing in the reception room.
- Surgery waiting times.
- more information on waiting
- Less waiting time
- Change of gloves after examination.
- Something to distract the wait time (TV or radio for example).
- If you get seen by the doctor soon.
- If doctor didn't rush it and overlook certain things - swollen glands.
- Given time to see doctor.
- Clinicians more trained for different purposes.
- TV on in reception
- More information
- Vending machine
- Quicker waiting times (although I understand this can be unavoidable).
- Water available in waiting room / maybe toys for children.
- Closer to city centre
- Location to be clearer.
- the waiting time
- Waiting times but to be expected this time of year.
- Car parking
- Better signposting (not clearly visible at night).
- Some drinking water