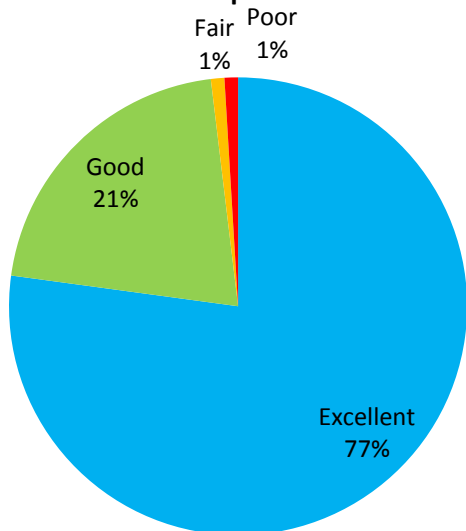
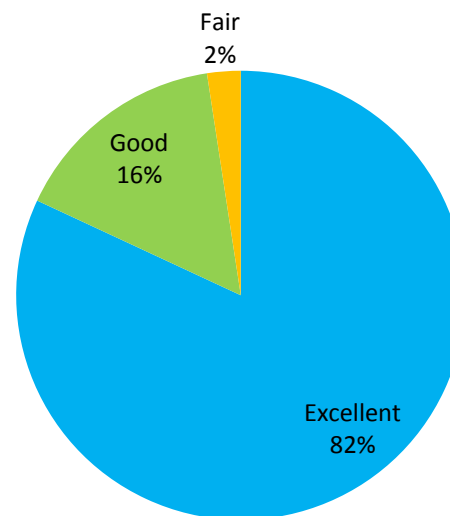


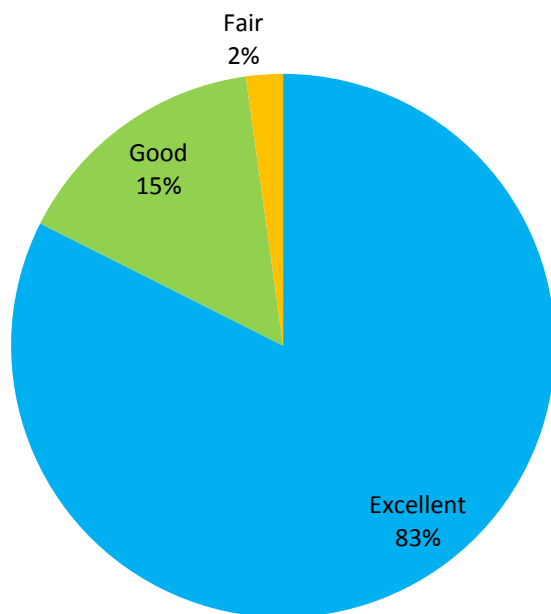
**Feedback on Receptionists at Solihull**



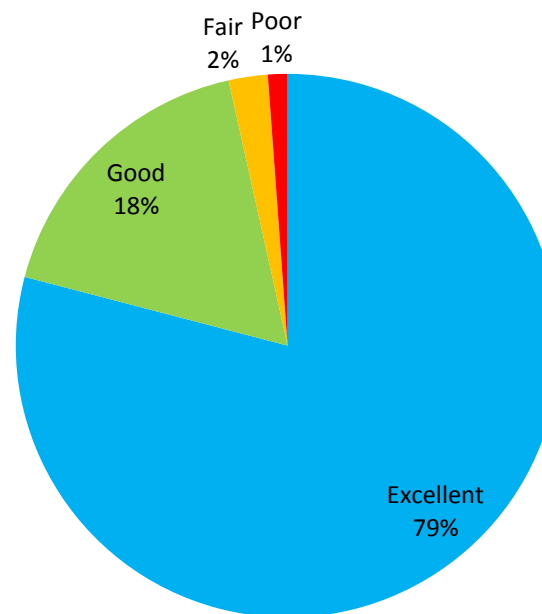
**Feedback on HCSWs at Solihull**



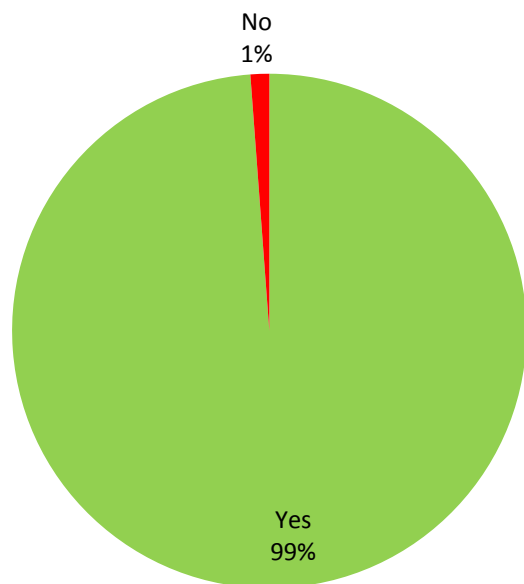
**Feedback on Doctor/Nurses at Solihull**



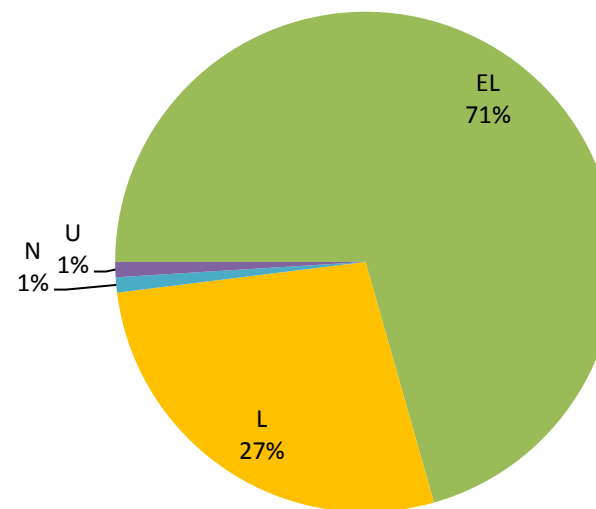
**Overall Experience at Solihull**



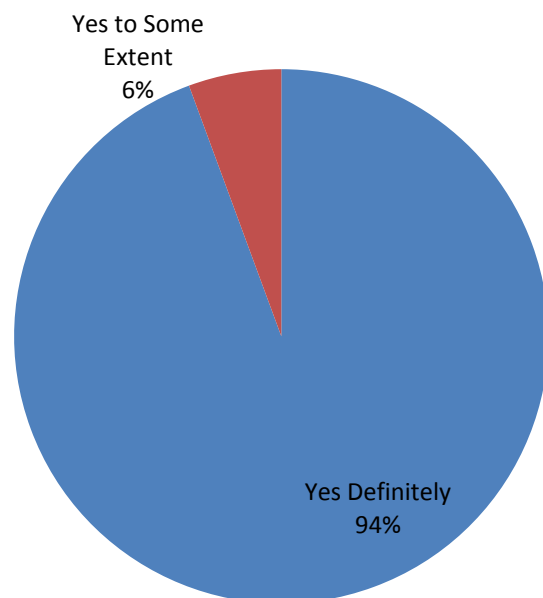
### Doctor/Clinician explanation following this visit



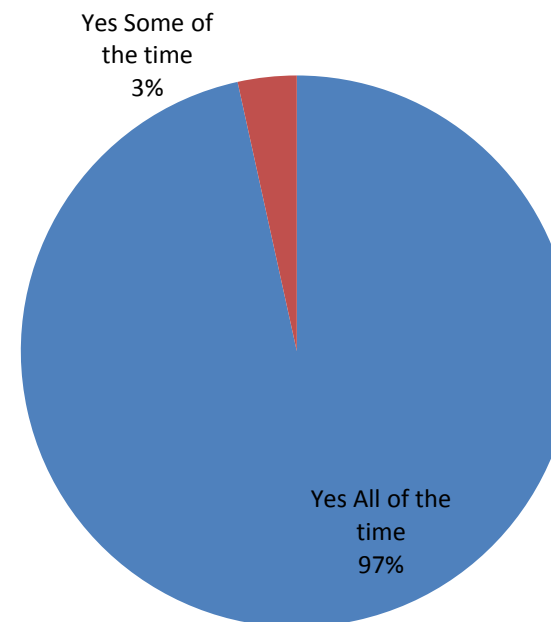
### Recommendation to family/friends



### 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?

- Knowledge
- Convenient as I couldn't get an appointment at my doctors
- Always friendly staff
- Efficient & friendly staff
- Professionalism of staff communication
- Quick to see
- Seen fairly quickly
- Friendly staff and we seen quickly
- Good service all the way through
- All
- Friendly staff members
- Prompt & friendly
- Helpful and friendly staff
- Wait wasn't too bad & doctor very good
- Quick and efficient
- Seen too quickly
- Everyone was helpful
- Quick & easy to use
- Not to long to weight
- Seen very quickly, no delays
- The care worker was nice and polite
- The whole service
- Kind professional staff
- Friendly staff processed efficiently
- Everything
- Polite and explained what was happening
- Kind , professional manner from staff
- Out of normal Hours & can just walk in
- seen very quick
- Understanding GP Available, caring & patience
- friendly service
- Seen straight away, staff friendly
- Speed of referral
- That it is available on Sundays
- Everyone was respectful towards us

## Solihull

- Very efficient and helpful
- Friendly informative, understanding, efficient
- Quick & efficient
- Dealt with quickly
- Service overall
- Very efficient and quick
- Courteous, caring
- Quick & reliable
- Doctor
- Quick turnaround timing
- No long wait
- Efficient
- Quick, reasoning
- Quick, diagnosis
- Timing
- Friendly staff
- The nurse really ensured there was nothing wrong
- Fast, efficient staff
- Quick efficient informative
- Efficient
- Friendly professional staff was fab
- Very Polite, kind empathetic staff
- Staff really helpful
- Personal contact- treated & respected accommodating
- Quick, efficient, pleasant
- Doctor was absolutely fantastic, caring considerate and so knowledgeable. Explained thoroughly & gave us more assurance. Cannot praise highly enough
- Friendly staff
- Very good and quick
- Very prompt and explanation of complaint and diagnosis
- Quick - lovely staff
- When GP not available open
- Being told what was wrong and how I been treated.
- Staff were friendly and thorough
- Being able to walk in without appointment
- Friendly - organised efficient
- Very professional

## Solihull

- Helpful to patients.
- It was quick and efficient
- Efficient fast
- All staff so friendly/helpful nurse gave Teddy to my daughter. Doctor lovely.
- The time the consultant had with me.
- Care
- Quick and efficient
- Helpful & friendly
- Very caring and very helpful
- Very good service
- Quick service
- Fantastic care by Doctor & all staff

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

- Receptionist spent most of the hour I sat on her mobile phone and she forget to send me to the booked primary care so I sat for an hour when supposed to be somewhere else.
- Less wait time
- Checking of initial details form
- Signage in the corridor
- Some way of indicating that you are in the queue
- Waiting time reduced
- More doctors & nurses for quick service
- Maybe to be seen as urgent due to the wait time for a patient with autism
- Breakfast - joking
- Brighter Decor- pictures on wall for small children etc
- More efficient transparent waiting time
- More kindness from healthcare worker.
- Champagne and strawberries.
- Indication of time to wait.