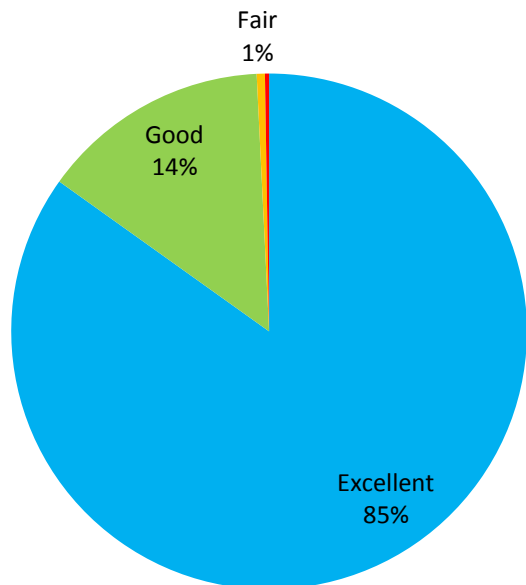
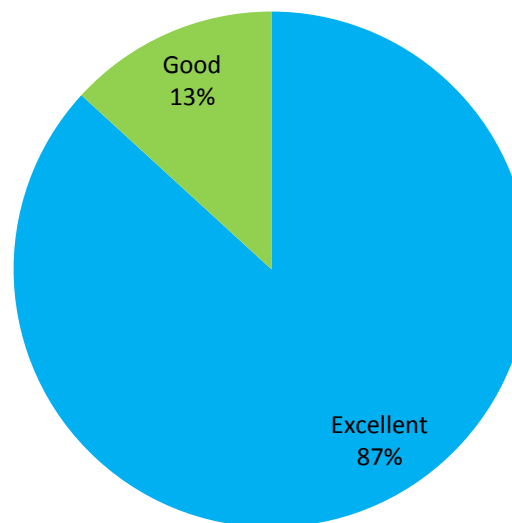


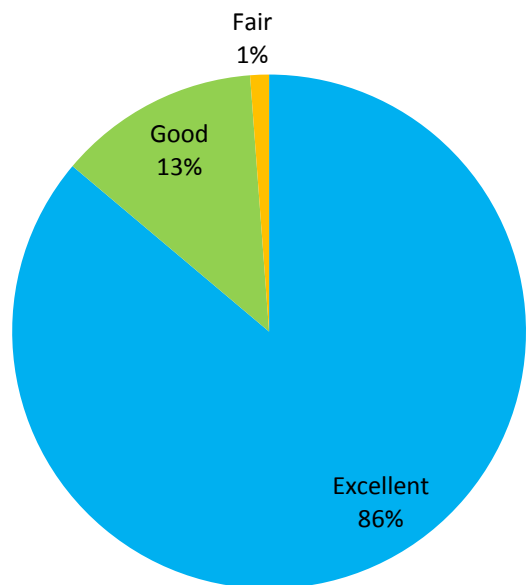
**Feedback on Receptionists at South Birmingham**



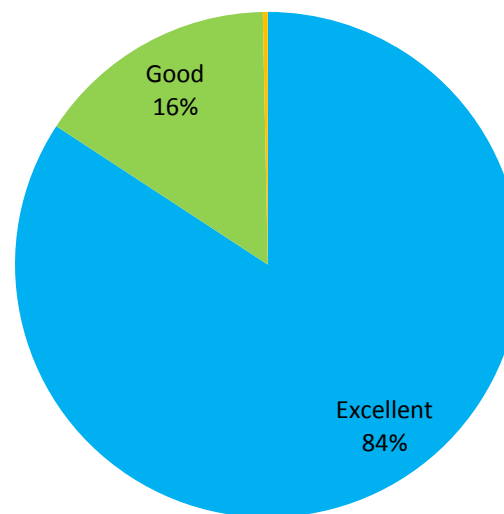
**Feedback on HCSWs at South Birmingham**



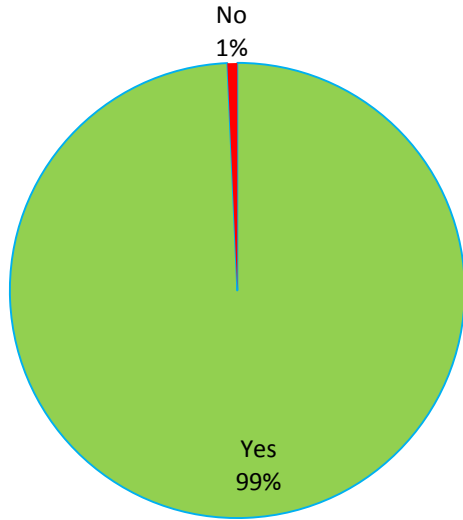
**Feedback on Doctor/Nurses at South Birmingham**



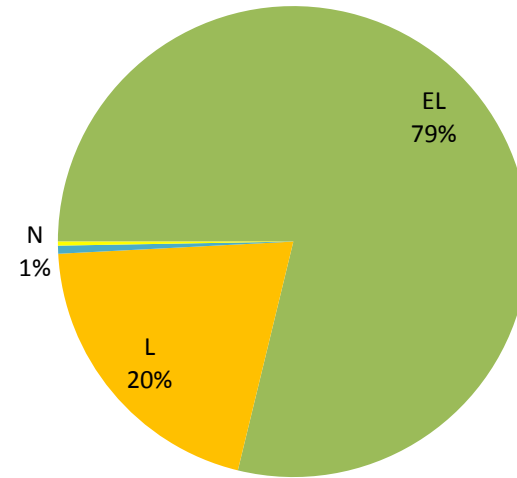
**Overall Experience at South Birmingham**



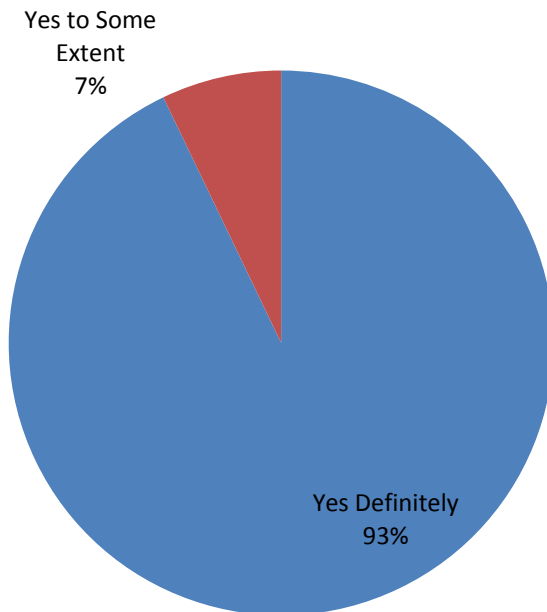
**Doctor / Clinician explanation following this visit**



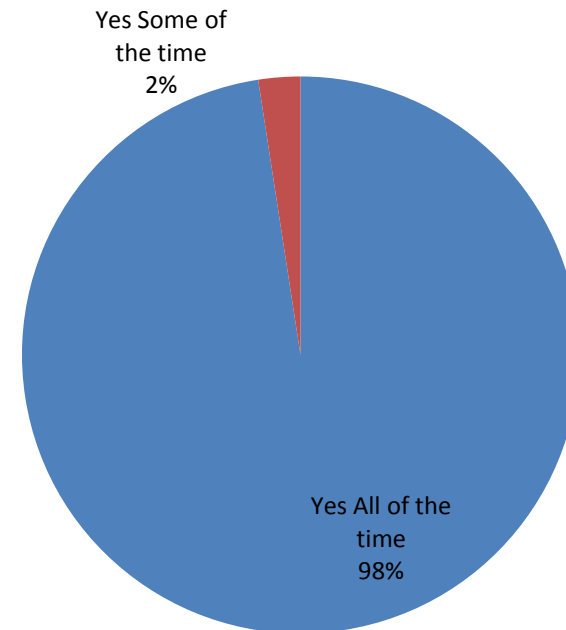
**Recommendation to family/friends**



**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?

- Doctor listened & gave a thorough examination
- Prompt & thorough
- Quick & Friendly
- Quick, informative
- Most efficient and polite really through
- Very polite & seemed to know what was wrong
- Everything
- The chairs in the waiting area are comfortable
- Fast service
- The experience at this clinic, was best so far
- very fast service
- Time waiting
- Promptness and focus of staff on medical needs of patient
- Quick nice in and out
- Friendly, very professional and helpful
- Very friendly/ efficient service
- Was seen very quick within 10 minutes
- how thorough the doctor was and seen very quickly
- instantly available when needed
- arranged to see me straight away very clean too
- friendly
- Was seen quickly no long waiting, friendly team
- Quick & efficient
- Polite & helpful
- Doctor was quite good
- Fast
- Friendly/ helpful & informative
- Very helpful
- Very Thorough & understanding
- Quick & helpful
- Information & help
- Speed of call back and subsequent treatment
- Dr was friendly & pleasant, helpful reassured me
- They was very good with checking over my daughter
- Very professional

## South Birmingham

- Quick & helpful
- Was quickly seen to friendly staff
- very friendly and very helpful
- Short waiting time
- Helpful- no waiting time
- Was seen at the time, that was arranged staff very polite
- very friendly and quick, good explanation
- The waiting time was quick
- Everything straight in and out, lovely well mannered staff- very helpful
- polite empathetic staff
- friendliness/timing/good advise
- fast effective and friendly
- Seen very quickly and very good doctor
- seen very quickly, nothing was too much bother
- Very helpful
- quick service/ professional
- Not overcrowded, which was really good compared to Katie rd
- helpful and polite staff
- everybody good
- health care very polite and helpful
- very good under circumstances
- the doctor was very compassionate understanding and helpful
- very polite & helpful dealt with efficiently
- Personal & friendly approach
- Efficient service and professional advice & care provided by all. Thank you
- welcoming, helpful, friendly service, explained very well
- very efficient and thoughtful
- fast, efficient, professional & friendly
- no waiting, parking space available, excellent staff
- Quick and reassuring
- Fast, friendly esp. healthcare
- Quickly seen
- quick and polite
- very quick
- Quick, polite staff not too packed
- Efficient

## South Birmingham

- Very efficient & friendly service
- Short wait & friendly, knowledgeable doctor/nurse quality time & unrushed
- quick, compassionate doctor
- Speed at being seen
- Close to home
- friendly & helpful
- prompt & helpful
- there was no waiting
- everything very good and friendly staff
- Fast
- Quick
- Less waiting time, good advice
- Well spoke/explained everything in detail
- Good thorough check by doctor
- Quick and efficient
- well mannered staff
- Kind informative staff
- Good doctor advice, prompt reception staff
- Very good listener
- Efficient and politeness
- Quick efficient and good advice
- service we received
- Very good advice, prompt and friendly
- Quick and simple
- Quick and good care
- Good advice, quick to be seen
- Quick, friendly & understanding
- Friendly service/ fast service
- Fast, efficient, courteous, discreet
- speed & no waiting time
- Fast, friendly, efficient
- only waited 5 mins doctor explained everything
- available and professional
- speed efficiency and kindness
- Seen as we walked through the door, excellent
- Very quick & covered everything
- Friendly & professional

## South Birmingham

- very quick and efficient
- Waiting time is short and everyone is friendly
- The care we received
- Called to see if we were making our way down. Very helpful
- the receptionist was very helpful and nice
- friendly and quick enough
- Nice people to talk to
- really fast and reassuring
- Very thorough, shared decision making
- The healthcare worker was very friendly and professional
- Very quick and the doctor knew what he was talking about
- Everything is good the doctor explain to me everything about my illness
- Attitude of staff & little wait time
- friendly helpful, very clean
- Quick, thorough, friendly staff
- Very polite and helpful
- All the staff were very good
- Efficient & helpful
- everything- very positive attitude- user friendly
- prompt, helpful, efficient
- extremely convenient to see someone out of hours
- That it was open so late and everyone was fast
- very good and quick
- Saw quickly- no waiting hours
- Very friendly staff, put us at ease
- Nice staff, warm room
- waiting times, friendly staff
- Excellent bedside manner. All staff were very polite and caring.
- promptly seen to especially as our 1 yr son was being seen
- fast, adequate
- Was seen same day and within 1 hour
- friendly, clean lovely practise really nice & welcoming
- very helpful and friendly
- The receptionist was very friendly and the Dr was approachable bedside manner was perfect. Lovely Dr
- It is local and quickly seen/ reviewed
- it is good because it is very difficult to see a GP at short notice
- Fast, polite, helpful

## South Birmingham

### What would have made our service better?

- external signage
- please make sure the TV is switched on at all times
- Lolly pop for good patients
- Little noise E.g. TV, Radio
- less waiting
- shorter wait but appreciate that is difficult
- reduced waiting time
- More doctors less waiting time, correct waiting time should be stated. In the 2 hours here only 1 doctor was seeing patients the other one saw one in that time reluctantly
- a cup of tea
- wait time less
- waiting time
- if the doctors phone was on silent it pinged often & was bit distracting for all of us I think at times
- couldn't see estimated waiting time in reception
- heating
- closer centres (appointments)
- time between Dr & Healthcare worker quicker as I was only one here
- waiting time
- Speed to be seen
- receptionist rude & ignorant
- provide a pen rather than pencil
- less waiting
- if the doctor knew was in pain rather than saying its not to bad
- if it was quicker
- if they were quicker
- Duration
- to make me better
- only to switch on TV
- accurate question & clear answer
- just have information on a screen to make sure how long the wait is
- when was told on phone to come in to be seen straight away
- shorter waiting time, more doctors available
- better technology to avoid computer freezing
- a service where I could have blood test
- tea machine

## South Birmingham

- if nebuliser available for Pts
- TV
- maybe have the TV on
- it was excellent
- bigger waiting area/ more seats
- appointments
- a drink
- TV to work in reception area
- more doctors/long wait
- wifi
- quieter children in the waiting area
- more doctors less waiting time
- clearer direction with timer on signage
- a bit more examination & questions
- been seen quicker- although no one here
- more parking
- cup of tea
- home visits would be idea;
- time slots first come first serve bad idea
- drinking area/ water fountain