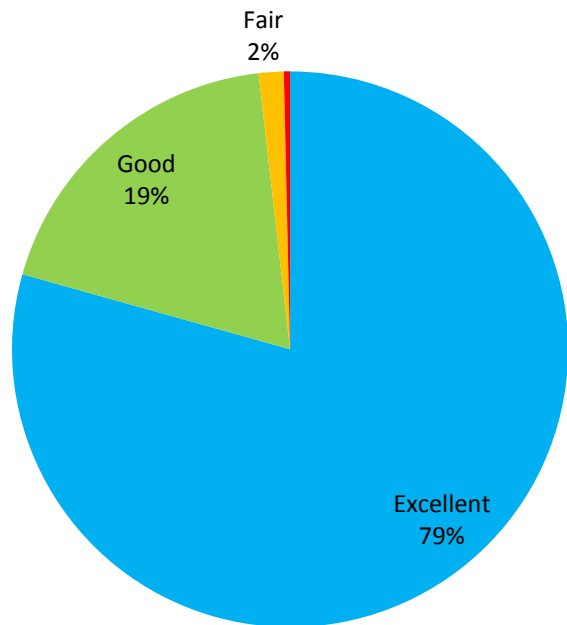
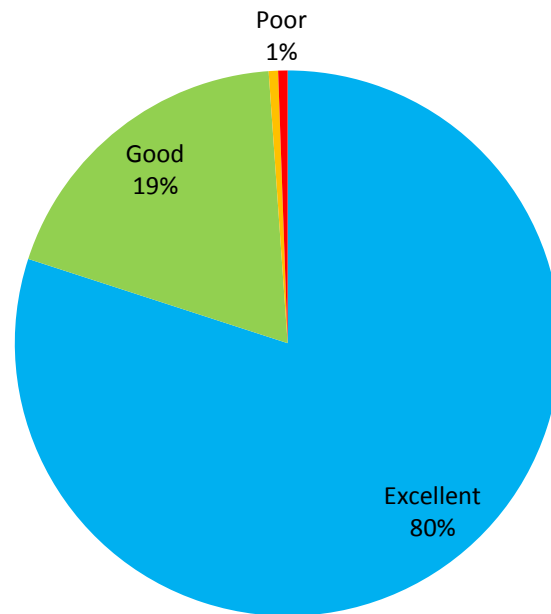


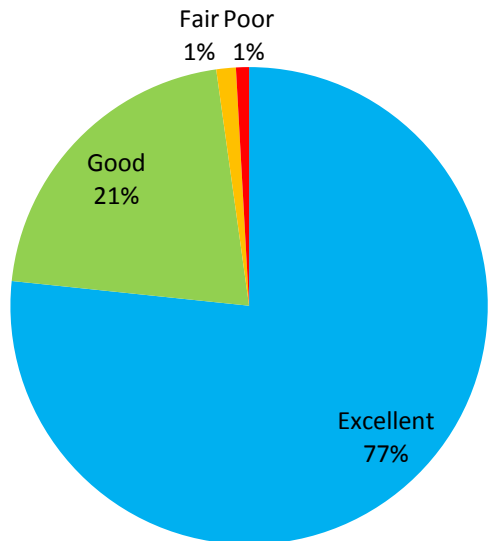
Feedback on Receptionists at South Birmingham



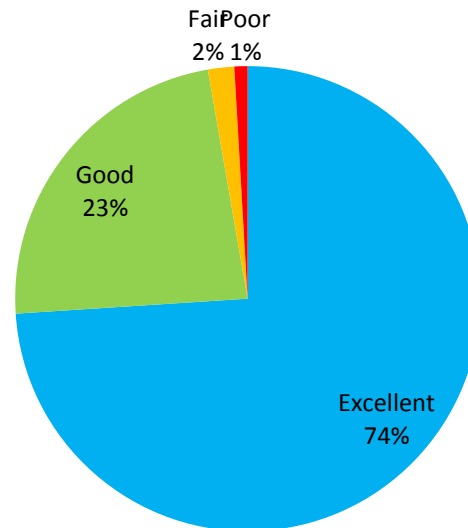
Feedback on HCSWs at South Birmingham



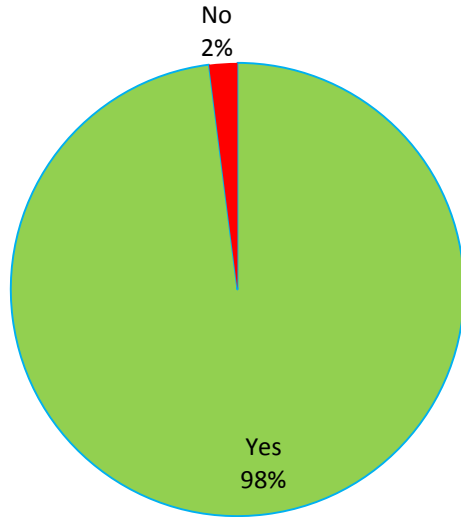
Feedback on Doctor/Nurses at South Birmingham



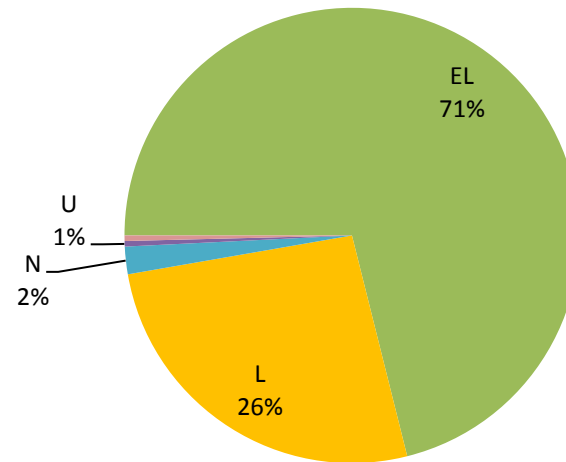
Overall Experience at South Birmingham



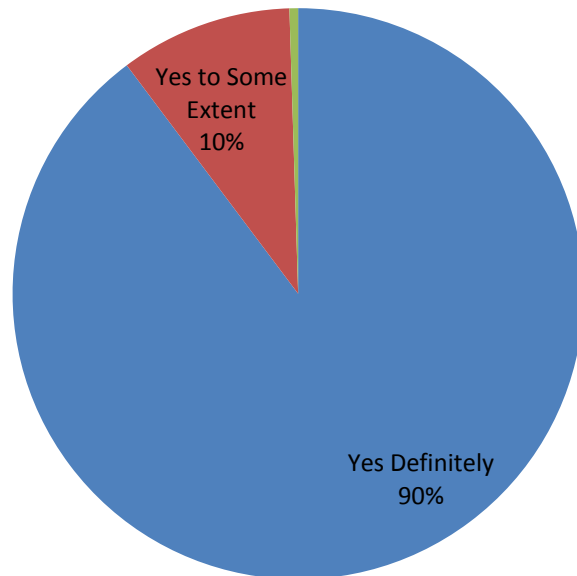
Doctor / Clinician explanation following this visit



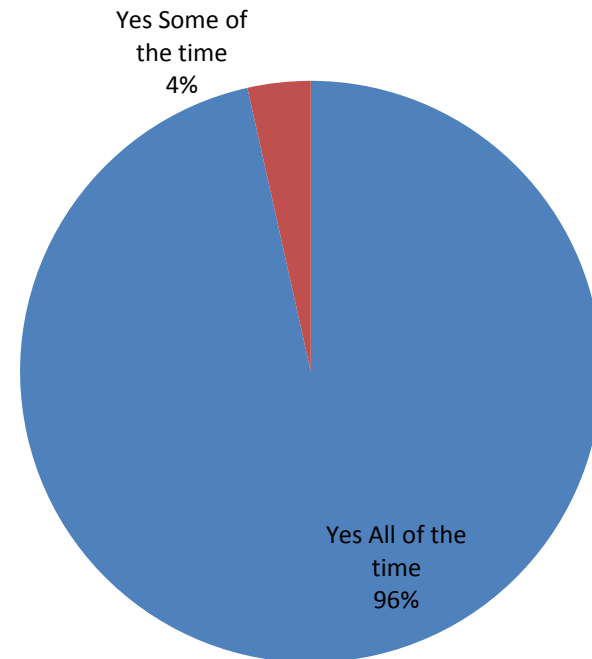
Recommendation to family/friends



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?

- Very prompt to be seen
- Friendly staff- seen very quickly
- Dr Sen-Gupta was very thorough relaxed, professional + friendly- best doctor we have seen!
- The Doctor was very friendly
- We have been seen very quickly which is very good. When you are a parent that is worried about their child
- Short waiting time
- Less waiting time with a poorly child
- excellent manner with children
- It was good + fast to be seen
- It was easily accessible + quick response
- friendly staff
- No waiting
- Prompt, polite and through examination
- the staff were absolutely fabulous, friendly + helpful
- prompt, clear reasoning advice
- Good communication, lovely easy to talk to receptionist, and Dr
- very quick from phoning NHS to getting an appointment
- quick service
- From start to finish excellent service
- Receptionist was friendly not the doctor
- excellent, fast
- Not long to wait
- All was good
- really friendly receptionist, close to home
- Speed
- Its available weekends
- very helpful and friendly
- friendly clean, no wait
- friendly receptionist and quicker
- It doesn't take hours + hours wait
- Quick + no waiting around
- The quickness
- Prompt responses + setting right expectations about the wait times
- Friendly staff
- Thorough + friendly

South Birmingham

- very fast excellent
- lovely staff
- quick, friendly, easy process
- everything was good
- Prompt seeing to
- Very quick
- professional
- Time
- Everything
- Lovely doctor
- very efficient lovely doctor + nurse
- Quick friendly
- extremely friendly, clear and caring
- everything
- attended to straight away. Helpful, kind
- all staff are helpful and welcoming
- time and staff
- Close to home no wait
- receptionist + doctor nurse
- Fast service, friendly staff
- polite, helpful people
- fast excellent
- quick and great, better than Birmingham badger clinic
- Communication
- generally good
- Quick effective, no waiting
- Kindness + professionalism
- Very friendly understanding
- Fast and decent standard
- Seen quickly
- fast, polite
- the people- very helpful
- Everybody so friendly
- Prompt service
- Speed + efficiency
- average waiting time
- Seen quickly, polite and helpful

South Birmingham

- professional manner
- Its good and very helpful
- Service was really quick
- Giving more info about the health problem and suggesting a few options
- doctor was very patient with me. Took his time to understand and work out best advice.
- very fast and sufficient
- Seen on time
- Very friendly
- seen quickly friendly staff
- professional, tidy, friendly
- Polite + helpful
- Thoroughly checked
- convenience
- Wait not too long
- The staff
- We were told to come down straight away as not to busy
- Everyone was friendly + helpful, keeping everyone very professional and calm
- It was not too busy I was seen quick
- No waiting time
- Lights turned off as light sensitive epilepsy by reception and health care worker , Very kind
- Quick and easy
- Available
- Quick response
- quick, efficient and clear advice
- efficiency
- Best service I have had in years
- very attentive and compassionate
- clear + concise information + medication for pain
- Quick
- quality of service
- Excellent service, Dr was very helpful
- Explanation
- friendly, efficient, explained every thing well
- fast- efficient put my mind at ease
- Vey quick. Very thorough. Put mind at ease thank you very much
- Is quiet and no long waiting
- receptionist

South Birmingham

- Efficient
- seen within 5 minutes
- Friendly staff,
- Did not have to wait
- Promptness of appointment
- The level of care was good
- Friendly
- Close to home
- prompt timely
- efficient, very lucky to have this service
- polite staff, made to feel comfortable
- Friendly staff
- The doctor was friendly
- speed
- Quick + responsive, friendly
- Very efficient, friendly + informative
- quick
- Followed up with a call as I hadn't attended within 3 hours
- prompt- not a long wait
- They listen and prescribe properly
- friendly receptionist, knowledgeable doctor + didn't wait too long
- quick response
- good service an doctors understanding
- Prompt/ through
- extremely swift and caring
- Medical advice/ diagnosis
- Staff very helpful
- Quick service from phone call to appointment
- Caring people ready to listen to my sister
- A very prompt service
- good, quick and friendly
- No waiting- efficient
- Late night
- Friendly, efficient
- Fast(ish) great at out of hours
- Prompt appointment + time, together with call back from doctor
- The customer service was friendly

South Birmingham

- You get to see a doctor when GP is not available
- Ease of service
- Very attentive
- Fast & efficient
- Very friendly
- No waiting, friendly
- No waiting, Courteous
- Very fast
- Not having to wait too long when feeling poorly.
- Not very busy
- How doctor explained everything
- Extremely efficient / very helpful
- Not long to wait
- Receptionist was very courteous and helpful.
- Polite / quick
- No waiting time
- Helpful & friendly.
- Quick & effective
- Quick waiting times
- Very friendly staff, seen quickly.
- Quick & effective
- Very good, thank you
- Not so busy
- Quick
- Fast & friendly
- Thorough Care
- Efficient service
- Very polite, efficient and understanding
- Straight forward, understanding doctor.
- Quick
- Friendly, seen very quick
- Fast, good advice from doctor, listened and was helpful and reassuring
- everything was good
- I was seen quickly and treated well, had intelligent conversation with nurse.
- Very thorough explained things well.
- Friendly
- Approach and friendliness

South Birmingham

What would have made our service better?

- On my doorstep
- Something to keep children busy- books + colouring
- less waiting time
- the waiting area is small but every thing else is excellent
- prescribed required medication
- waiting time
- ideally to have a facility closer to where I live B67
- more doctors for lower waiting times
- more available parking more seats
- waiting long
- waiting was very long
- waiting time
- be quick
- more entertainment for kids in waiting room
- more parking space
- not having to come at all
- giving estimated approx waiting times
- waiting time should be less
- more services to be offered in the surgery
- note to take back to GP
- less waiting time
- TV, radio waiting room
- unreasonable waiting time when you have been allocated an appointment . Up to 1hr is reasonable but not 1.30 understand priorities might take precedence
- appointments
- less waiting time/ timed appointments
- welcoming
- friendly receptionist and health worker
- was the doctors late? I waited 20mins without anyone being seen
- maybe a water machine in reception
- Shorter waiting times
- less waiting
- faster- but that's unrealistic + unfair It was great
- TV
- Pizza
- More staff

South Birmingham

- More comfort, TV & heating
- Having a drink
- Drinks machine in waiting area
- Doctors bedside manner
- 24 hours service
- Parking