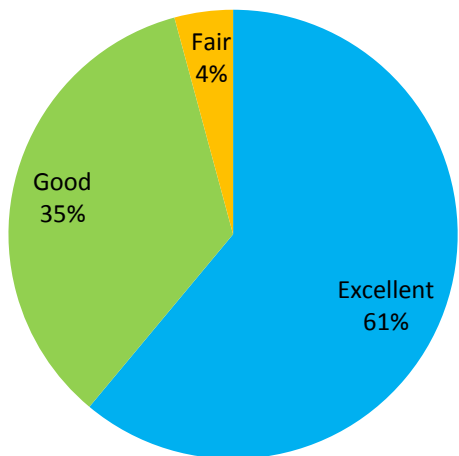
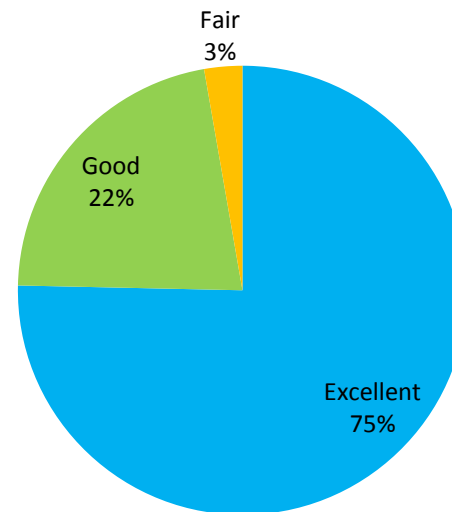


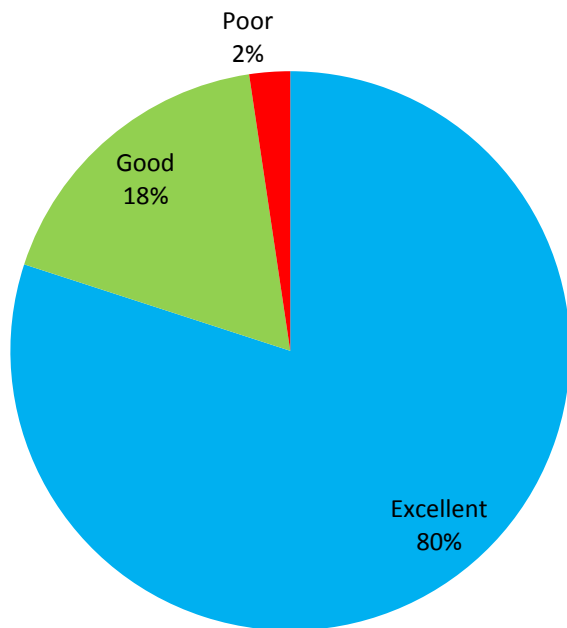
Feedback on Receptionists at Solihull



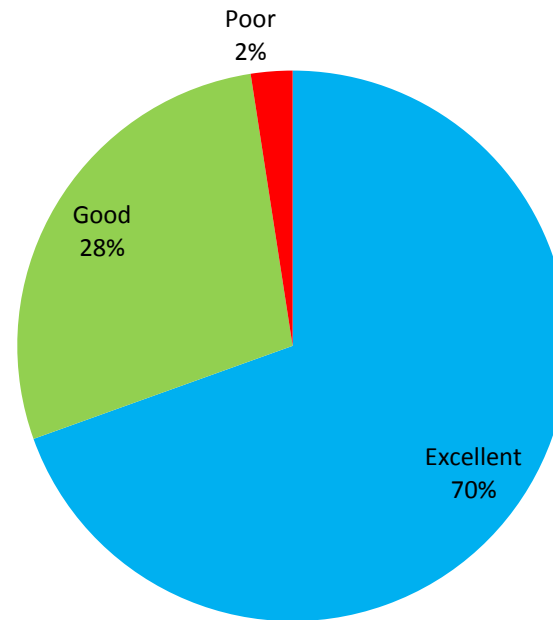
Feedback on HCSWs at Solihull



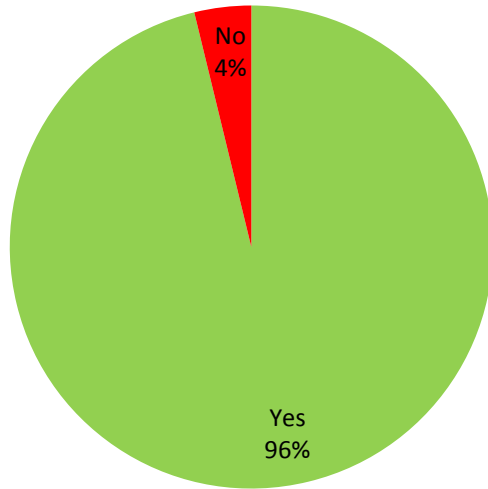
Feedback on Doctor/Nurses at Solihull



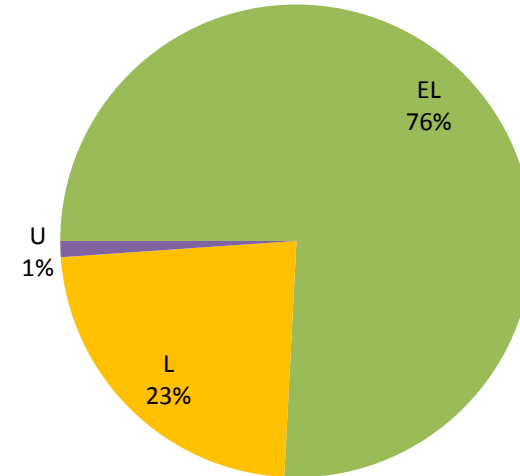
Overall Experience at Solihull



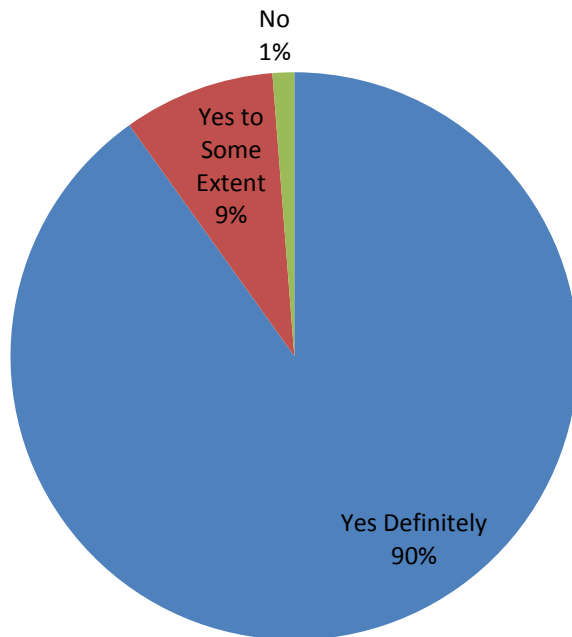
Doctor/Clinician explanation following this visit



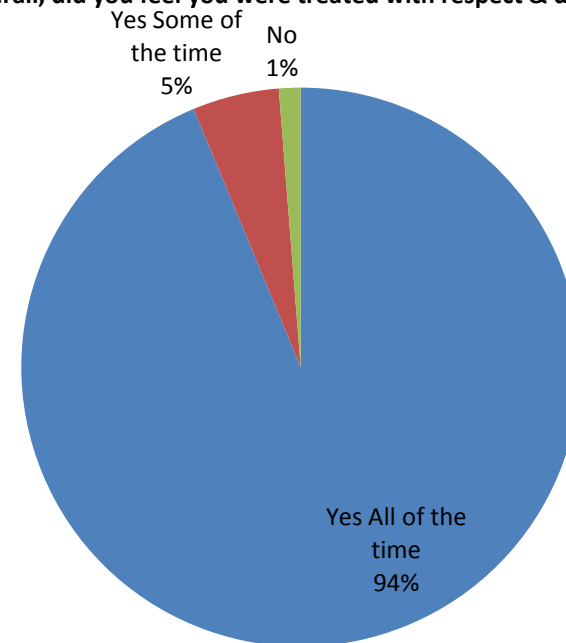
Recommendation to family/friends



Did you have confidence & trust in the clinician?



Overall, did you feel you were treated with respect & dignity?



What was good about our service?

- Convenient and my GP couldn't see me that day
- Quick service
- Speed of service until GP experience
- Clear advice
- Quick
- Deal with children quickly
- Friendliness & first class service
- They help people get better, nice staff
- The accessibility
- Very helpful and caring
- Location & ease of getting an appointment
- From start to finish it was really good and quick
- Efficient service
- A lot better today than usual
- Really good explanation during observation & friendly staff
- Quickness
- Genuinely seemed to care & very quick
- Quick and efficient. Professional clinician
- The courtesy of the team and kind care provided
- Efficient
- Quick & helpful
- Seen in quick time
- Friendly, helpful staff, efficiency
- Friendly service Thorough
- Doctor
- Identified the problem, prescribed the solution
- Everything
- Friendly staff
- Great
- Quick and efficient
- You helped use and the service was very good
- Caring attention
- Very good Thank you
- Friendly helpful patient

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- To be seen on a Sunday no appointment
- Kind and patient
- Thank you to the receptionist on duty who provided a wheelchair to help me when I had chest pains. Greatly appreciated.
- Personable service.
- Very friendly and helpful staff.
- Quick & efficient
- Friendly and efficient
- Getting a chair.
- So friendly and helpful
- Fast and caring
- Always helpful and caring
- Rapid service.
- Efficient and caring
- Professional and friendly
- Quick service on the day.
- Excellent staff who were so helpful
- It was quick and professional
- Quick and efficient when I was unable to see my GP
- Speed and very organised.
- Quality of care
- Almost fainted, but got seen immediately
- The doctor was friendly
- Cleanliness, fairly comfortable environment
- The doctor was helpful
- Lots of doctors
- Immediate rectification of incorrect hospital booking - thank you
- Friendly helpful good
- Very caring doctor
- All aspects
- Polite
- Was quicker than the 3 hours
- Efficient and friendly
- everything was good
- Fast and efficient
- Helpful
- Receptionist helpful
- Prompt service doctor very thorough

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What would have made our service better?

- Less wait
- The doctor was on a go slow, held system up
- More locations
- Less of a queue. Long wait
- Waiting times
- Reduce waiting times
- Display sign saying badger clinic outside hospital
- Arrived in reception 11.08. Waiting time needs to improve only went to see a doctor at 13.40.
- Shorter waiting times.
- To give an actual appointment time.
- Faster - long waiting time
- Less waiting time
- Updates re waiting times at regular intervals / more chairs
- Doctors seeing patients quicker.
- Waiting time reduced
- Unapproachable nurse, vile attitude, made to feel like shouldn't attend.
- Less waiting
- The wait was too long