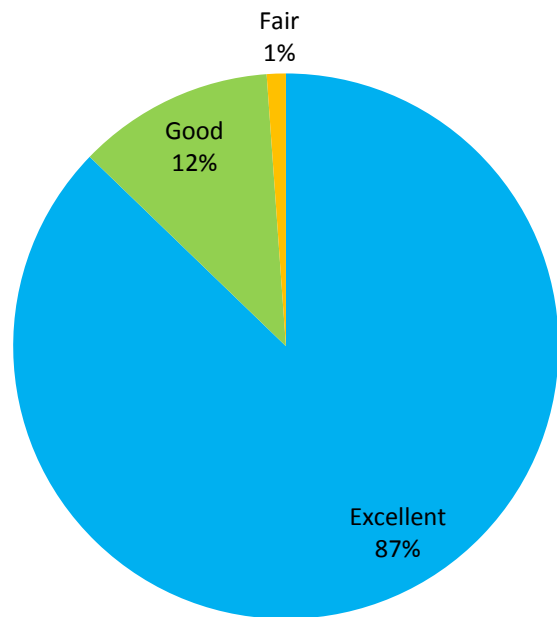
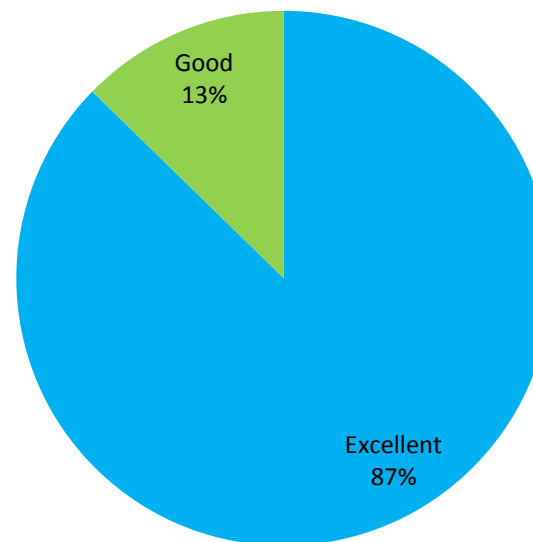


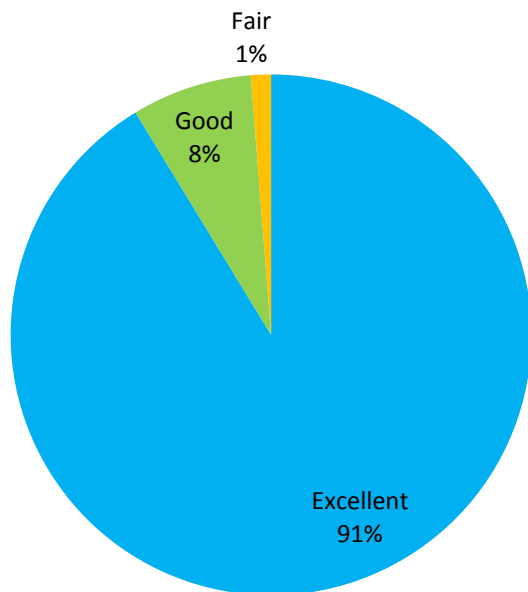
Feedback on Receptionists at South Birmingham



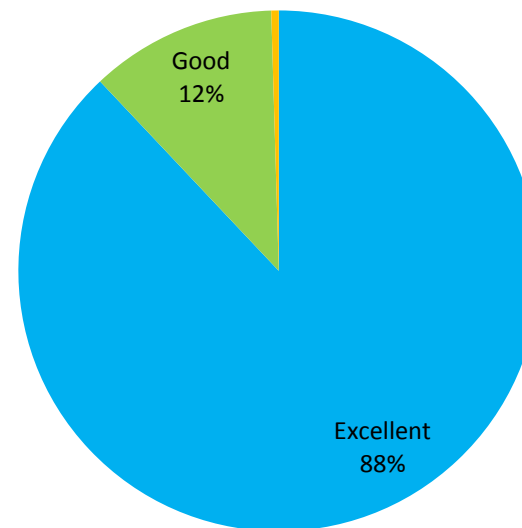
Feedback on HCSWs at South Birmingham



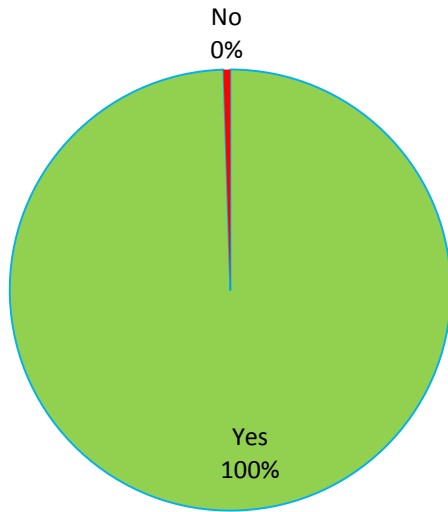
Feedback on Doctor/Nurses at South Birmingham



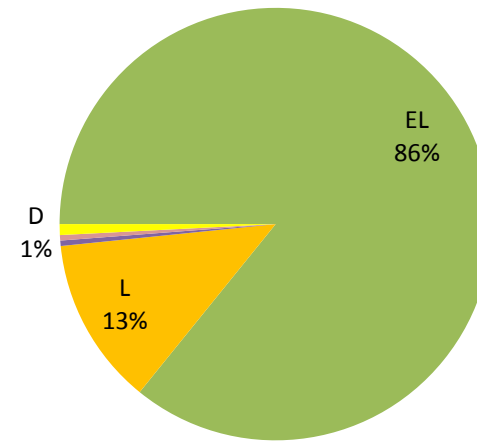
Overall Experience at South Birmingham



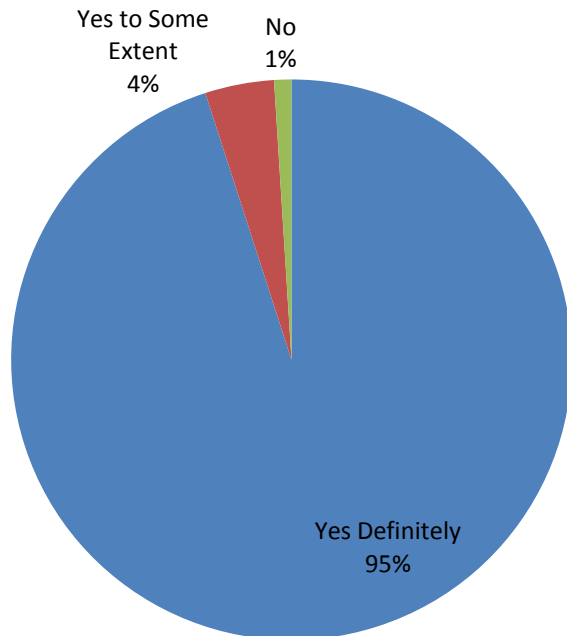
Doctor / Clinician explanation following this visit



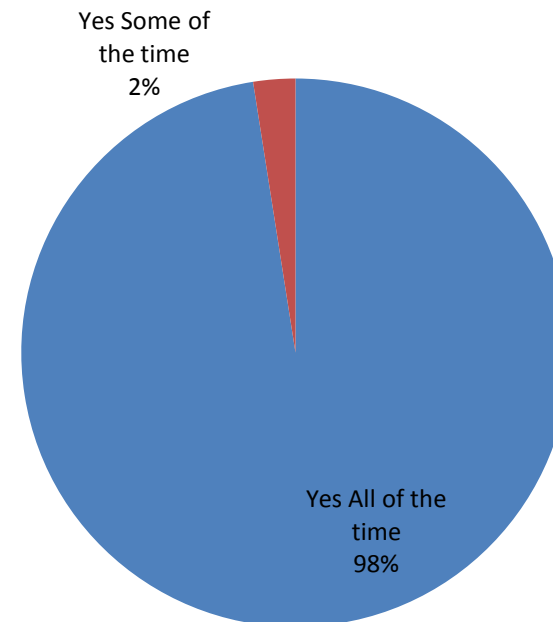
Recommendation to family/friends



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?

- Quick & close to home.
- Availability out of hours.
- Prompt and courteous service.
- Prompt & responsive.
- See doctor in no time.
- Not having to wait as daughter poorly.
- Being treated.
- Customer care
- Fast & super professional
- The prompt service/friendly staff. Doctor was fantastic - thank you.
- Everything was explained.
- Quick & thorough
- Fast & polite.
- The time they had for me no rush
- Time waited
- Seen fairly quickly.
- Prompt & very friendly.
- Quick
- Receptionist very good
- Quick & close to home
- Time & staff
- Speed we were seen
- Excellent communication, care and compassionate to individual need. Greeted with a smile, reassurance of condition.
- Very informative , quickly seen
- Very informative
- Quick and helpful
- Efficient today
- Quickly seen, friendly, helpful
- The reception lady very nice was seen in 30 minutes
- Everything, cheerful staff
- Seen quickly + friendly staff
- All
- Prompt friendly

South Birmingham

- Very understandable
- The HCA and nurse practitioner were wonderful lovely ladies
- Attentive, courteous, sympathetic service
- The quickness of being seen and professionalism of staff
- Quick service
- Out of hours , friendly and efficient
- Great Service
- Efficient and gave good advice
- Dr Khalid Aziz was very kind and helpful.
- Prompt attention when fell ill in surgery
- It was quick and Doctors had good understanding
- Quick/ short waiting time. Thorough examination, helpful receptionist and medical staff.
- Very helpful and accommodating
- Understanding
- Friendly and efficient
- Taking care
- Lots of info
- Seen fast and useful info
- Quick and precise
- Fewer people calm atmosphere
- Access to a medical professional, quick and convenient time
- Very quick, fab service and very clean
- Quick and easy
- Fast and through
- Everything
- Not a long wait
- Quick and efficient
- Fast service
- Good and seen very quickly
- Fast and efficient
- Excellent nurse and Doctor
- Everybody was helpful and well mannered
- Dr very good, through and listened
- Attention to detail, through check
- All very friendly, welcoming and professional
- They are very helpful and have a good spirit
- Everything

South Birmingham

- Prompt and helpful
- Local
- Good communication- fast service, kind staff
- Fast and well talked out
- Was seen quickly doctor was very nice
- Good doctor
- Friendly, quick, response, professional
- Fast service, polite staff
- Friendly, helpful and quick
- Quick service
- Fast and very nice
- Punctuality
- No waiting time
- Waiting time
- Everything especially communication
- Seen immediately, friendly staff
- Very good people
- That was really quick
- Fast & efficient
- Quick turn around & sound advice
- Friendly staff, low waiting time
- The doctor was talking clear
- Got seen same day within few hours
- Everything explained well, friendly staff
- Very friendly & professional
- Prompt service
- The support from the doctor
- Friendly, informative, caring
- On time
- Prompt and thorough
- Made to feel welcome and comfortable
- Quick & very friendly staff.
- Friendly staff
- Prompt efficient service not much waiting
- Very quick
- Seated separately due to young age of our daughter

South Birmingham

- All well explained, thorough examination, friendly staff.
- The worker very presentable & well mannered
- Had lots of time to review son in detail.
- Generally caring service
- Fast advice, put my mind at ease
- The staff was very nice and they treated us with respect.
- Very time effective & good on health
- Fast friendly service, very reassuring to nervous child patient
- Polite receptionist
- Everyone was pleasant and efficient
- Quick, polite, helpful and kind
- The nurse was very informative and friendly
- Quick & polite, received & good service.
- The level of understanding of thing / issues
- Start to finish service very professional
- Friendly, quick and efficient
- We were quickly seen
- Very friendly doctor & seen very quickly
- Seen quick fast great doctor
- Speed of service / low waiting time
- Everyone was kind, friendly and helpful
- Quick, friendly & professional service
- Amazing friendly staff
- Fast, efficient, doctor listened to me.
- Quickly diagnosed and dealt with
- Very attentive and sympathetic treatment
- I felt very ill and it was near where I live
- Staff were friendly & efficient
- Everything!! Very helpful
- Myself and son felt at ease with all the staff
- We were very satisfied with the service
- Very quick soon I drive to site, the doctor welcome straight
- The waiting time was short
- Treatment received
- Kindness extremely good advice and help from doctor
- Waiting time 5-10 minutes
- Friendly & reassuring & fast

South Birmingham

- Didn't have to wait long for return call or to see doctor
- Just excellent thank you
- Well very quick as was quiet & efficient doctor
- Helpful, fast, friendly and professional
- Good fast service
- Warm welcoming reassuring
- Everything - helpful staff
- Overall everything

What would have made our service better?

- More seating and was too warm
- Heating in reception/waiting room
- Radio/ TV in waiting room
- Water
- Shorter waiting times
- Make these forms electronic
- Less Waiting time but understandable for out of hours
- Quicker
- A bit more child friendly - needs children's books 0-12, and toys to distract children
- less waiting time
- Selected appointment times
- A cup of tea
- Put ads in GP
- Screen to see where in the queue you are
- Waiting time
- Water cooler
- Less waiting time
- nearer home
- Shorter wait time
- Display waiting times
- Free wifi
- PS4, pizza and coke
- Music or TV
- Waiting time
- A nice cup of tea
- Open 24 hours