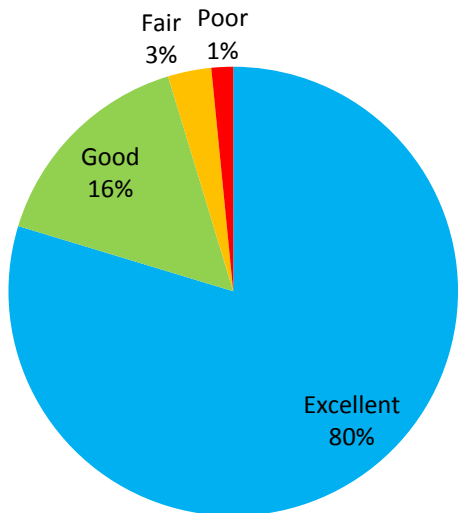
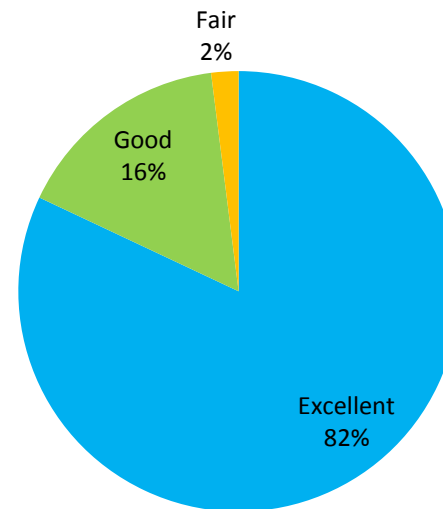


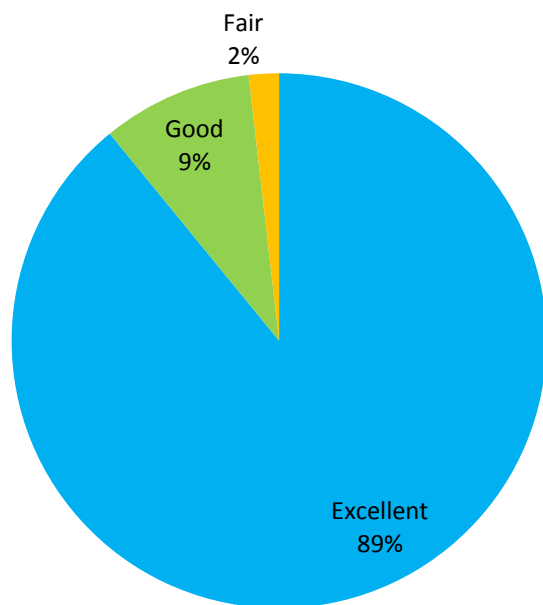
Feedback on Receptionists at Solihull



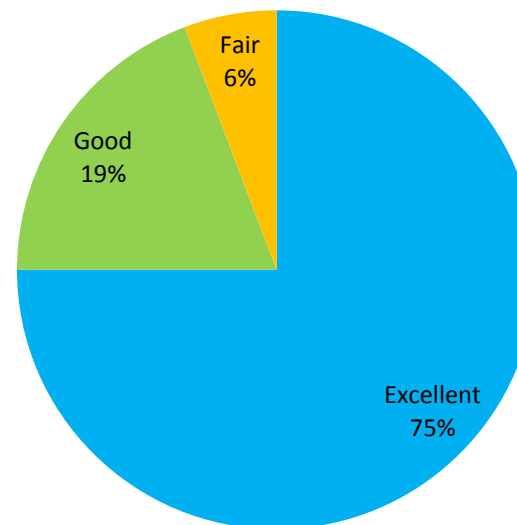
Feedback on HCSWs at Solihull



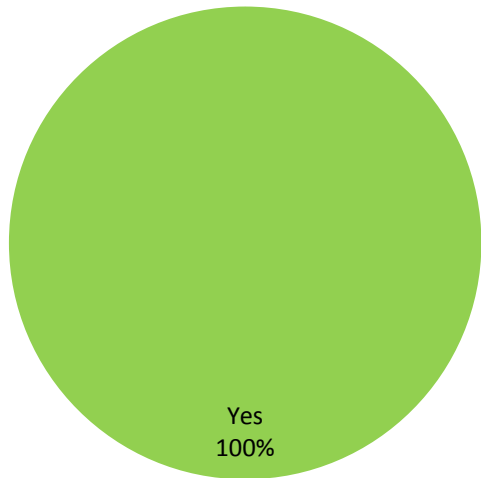
Feedback on Doctor/Nurses at Solihull



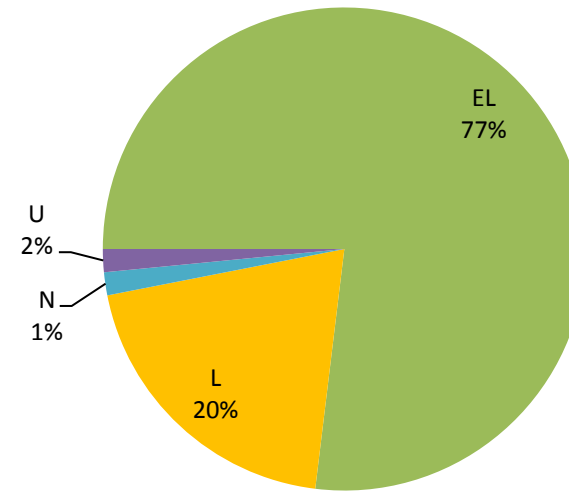
Overall Experience at Solihull



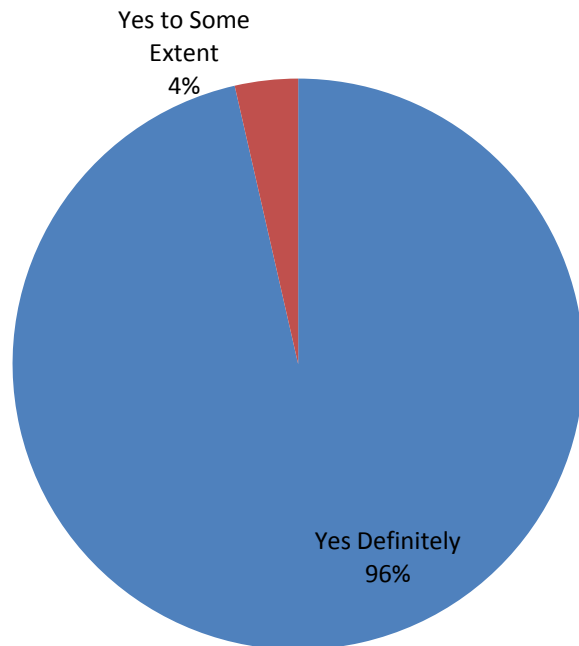
Doctor/Clinician explanation following this visit



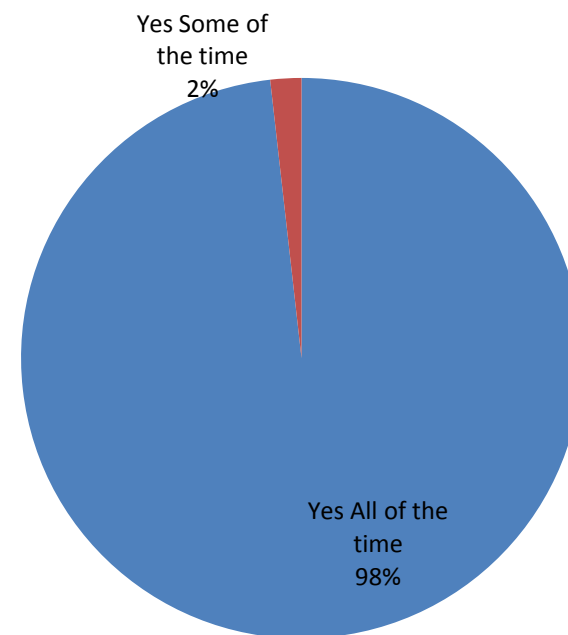
Recommendation to family/friends



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?

- Pleasant helpful service.
- Nice staff
- Quick service
- Ok
- Able to see doctor when I could not get appointment.
- Staff nice
- Quick & friendly
- Quick
- Seen quickly
- It fills a huge gap where my GP surgery fails, always very welcoming, polite and efficient. I had a good experience. The doctor took time to explain and was very reassuring.
- Doctor was warm, clear and helpful.
- Customer service / nice friendly staff
- Seen quick, efficient
- Fast & efficient
- Very good.
- Response and consideration from doctor.
- Everything explained well.
- Speed
- Long wait but kind and efficient - many thanks
- The speed that I was seen as I would have had to wait 2 weeks to see my GP.
- Everyone understanding
- Very quick/very thorough
- It was available in view of lack of availability of GP.
- Quick
- Everyone was welcoming and efficient.
- Everything, the care was superb.
- Efficiently dealt with
- Friendly and efficient
- Pleasant staff
- It's fast not much waiting around.
- Quick reaction
- Polite helpful
- Very quick and efficient

Solihull

- Fantastic people and quick to see me.
- Very helpful and quickly
- Friendly approachable staff.
- Friendly, professional no appointment needed.
- Efficient and friendly.
- Quick and efficient
- We got seen within 10 minutes.
- Receptionist was very friendly and welcoming
- The service.
- Staff are friendly, waiting time not long.
- Speed
- Speed & courtesy
- The help
- Friendly, really quick service.
- Doctor was so nice.
- Fast / no waiting
- Could get an appointment and couldn't at own doctors.
- Very efficient and professional. An extremely useful service for such as myself whose GP surgery is in Leeds and not therefore available.
- When I saw doctor he was very helpful and quick.

What would have made our service better?

- More doctors
- Having access to my medical records.
- Subtitles on TV & no sound
- Triage nurse - efficient, but a smile would be nice too
- Refer idea of waiting times.
- Less Waiting time
- More doctors
- Shorter wait
- Label area as Badger couldn't find it
- More doctors.
- Even less waiting.
- Shorter waiting times
- Shorter wait.
- The overall time we would have to wait make it quicker.