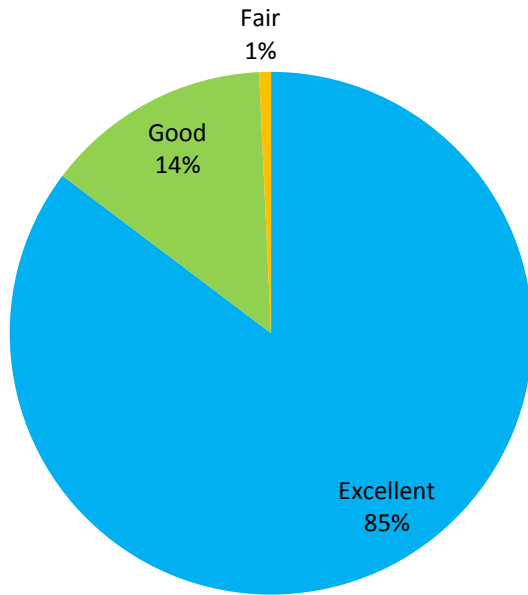
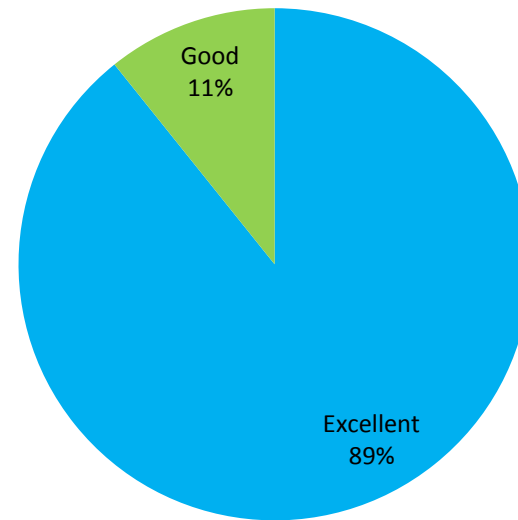


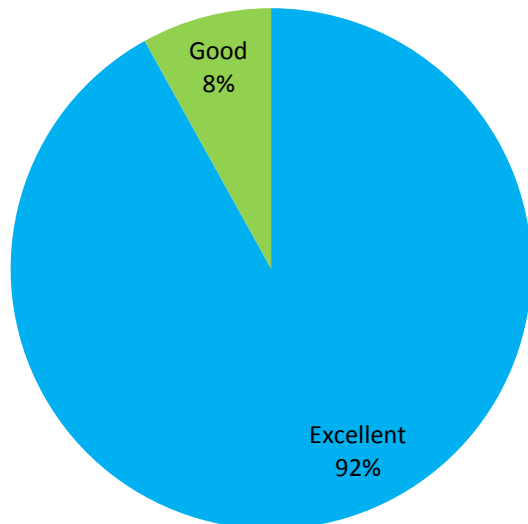
Feedback on Receptionists at South Birmingham



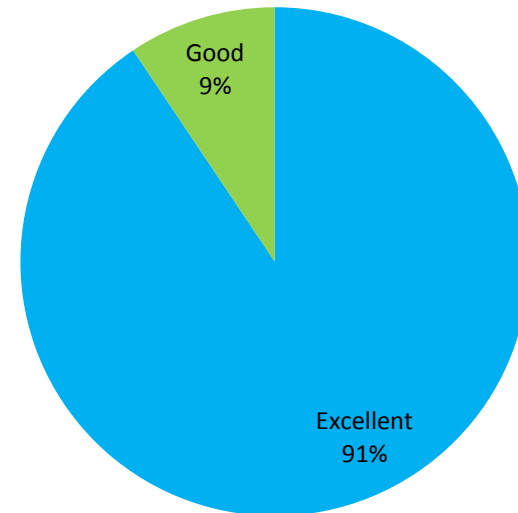
Feedback on HCSWs at South Birmingham



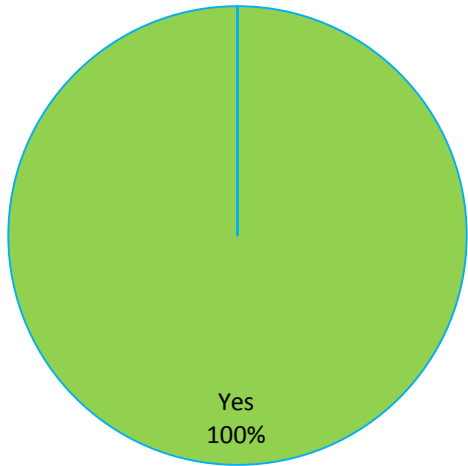
Feedback on Doctor/Nurses at South Birmingham



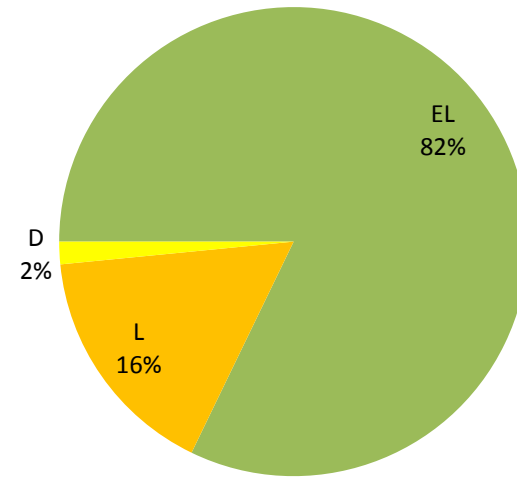
Overall Experience at South Birmingham



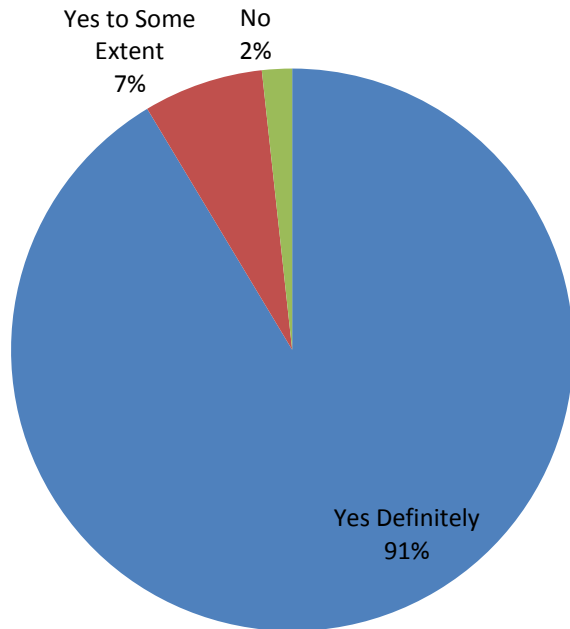
Doctor / Clinician explanation following this visit



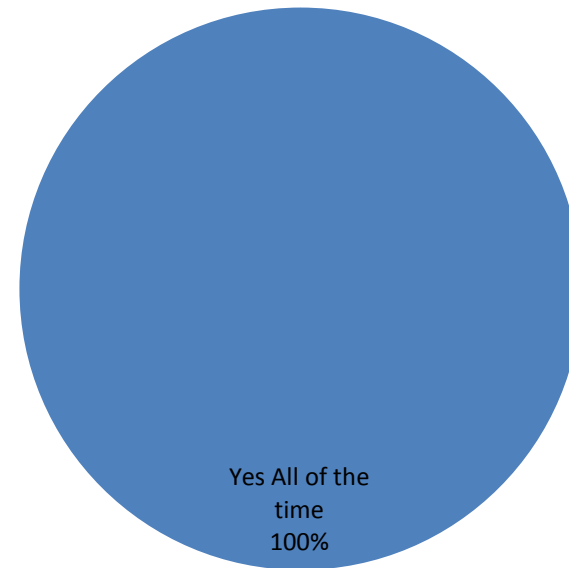
Recommendation to family/friends



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?

- The timely response
- The doctor was very professional
- Brilliant Doctor
- Quick to be seen and good advice
- Fast, friendly
- Staff are prompt and helpful
- great
- Everything
- Fast service, polite
- Friendly
- Good Staff
- Available at weekends
- Friendly, supportive and understanding staff
- Seen very quickly
- Complete explanation and total support
- Fast service
- Quick
- Fast, Efficient
- No delay, well explained
- The people were wonderful to my mum and me, so caring
- Fast Service
- I didn't know About it but it's friendly, useful
- Helpful and great manners
- Quick and efficient
- Quick service
- Friendly service
- Time and doctor
- Quickly seen, excellent advice, good rapport
- Fast, caring and thorough treatment
- The healthcare worker was thorough, building is easily accessible
- Quick, friendly, efficient
- Fast, Efficient
- For me it was quick and gave thorough examination and ease of mind
- Clean environment
- Nice and quiet

South Birmingham

- Very Timely
- Quick
- Everything
- Very pleased seen straight away got my treatment.
- Fast response
- Was seen quick
- Quick
- Pretty much straight forward, nice and friendly.
- Fast and reliable
- Time
- Quick
- Prompt service
- Friendly, doctor very helpful
- Not long to wait.
- Quick, friendly, kind staff
- Very quick and efficient
- Kind & polite
- Warm & friendly
- Easier to get to than others and much quicker.
- Quick efficient
- Speed / manner
- Quick, efficient and friendly
- Seen promptly and reception were courteous, GP excellent.
- Quickness
- Very quick service
- Hillary was very thorough with examining the situation - did not have to wait long
- Everything, very welcoming and helpful
- Was seen really quickly
- Quick and complete
- Very quick and thorough
- Dr Ahmed examined me thoroughly including giving me good advice
- Very helpful and friendly
- Seen quickly
- Friendly
- Friendly, fast, clean
- The doctor was excellent and very informative
- fast

South Birmingham

- Fast, efficient, clear on diagnosis
- Friendly
- Very prompt
- Very good doctor, helpful advice
- Quick to be seen
- It was helpful. Thank you
- Polite staff
- Quick, efficient
- Fast, efficient
- Minimum waiting time
- Seen to quickly
- The doctor was very helpful
- Friendly, professional
- Good communication
- It was fast, efficient and really informative
- Short waiting time
- Friendly, understanding my condition
- Very fast
- Front house receptionist
- Friendly, informative
- Access and speed and efficient
- Professional
- Seen promptly and reception were courteous, GP excellent.
- Excellent
- Nice receptionist and good doctor
- Very quick and professional
- Reassuring and informative
- Extremely quick and friendly
- Quick, clean, safe and friendly staff, very helpful
- Very good
- Fast service and friendly staff
- Polite service
- very quick and helpful
- Quick
- Doctor was really helpful and very fast
- First impression = excellent, friendly and very welcoming
- Prompt response

South Birmingham

- Professional and quick
- Fast!
- kindness of staff, prompt call back
- Doctor was friendly, thorough and reassuring
- Reassured and the ANP was lovely

What would have made our service better?

- Parking
- Access to baby changing facility, entertainment / toys for toddler
- More parking, closer to home
- Coffee
- magazine
- Need more chairs in waiting room
- Water while waiting
- Better advertising in doctor surgery about Badger
- Wi-Fi
- Waiting time