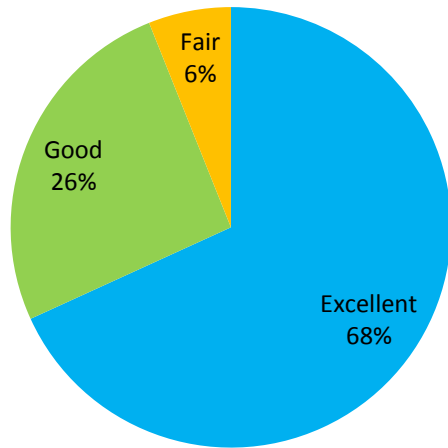
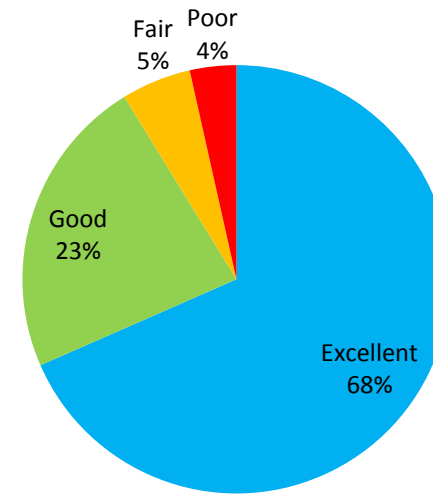


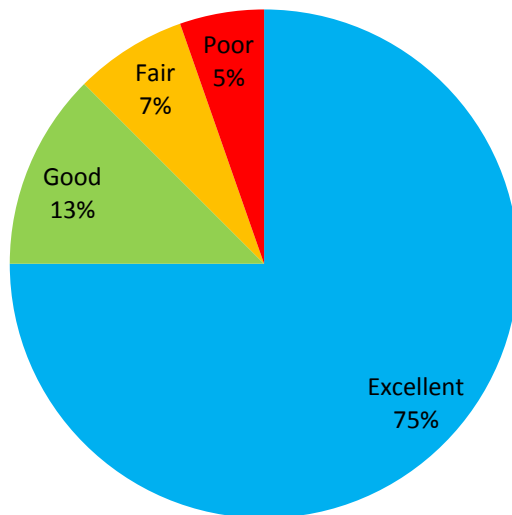
Feedback on Receptionists at Solihull



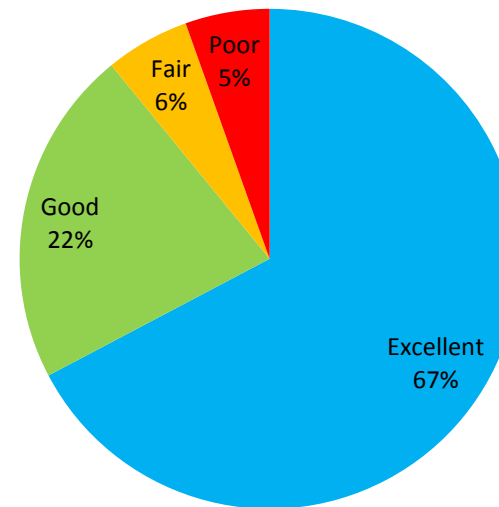
Feedback on HCSWs at Solihull



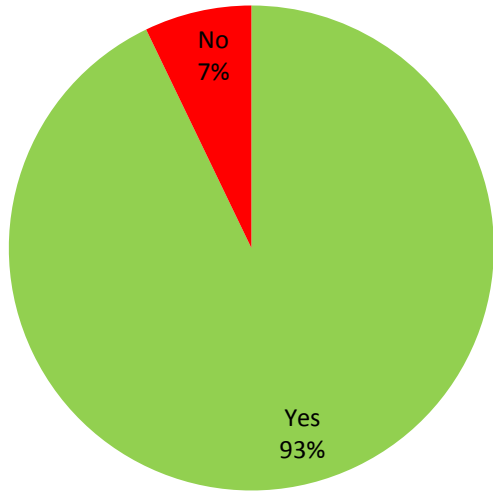
Feedback on Doctor/Nurses at Solihull



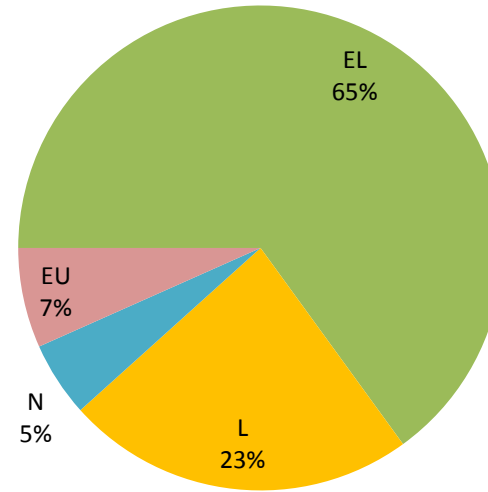
Overall Experience at Solihull



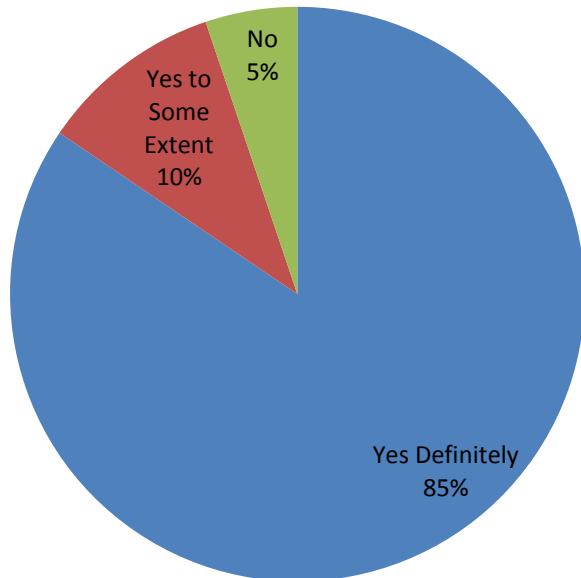
Doctor/Clinician explanation following this visit



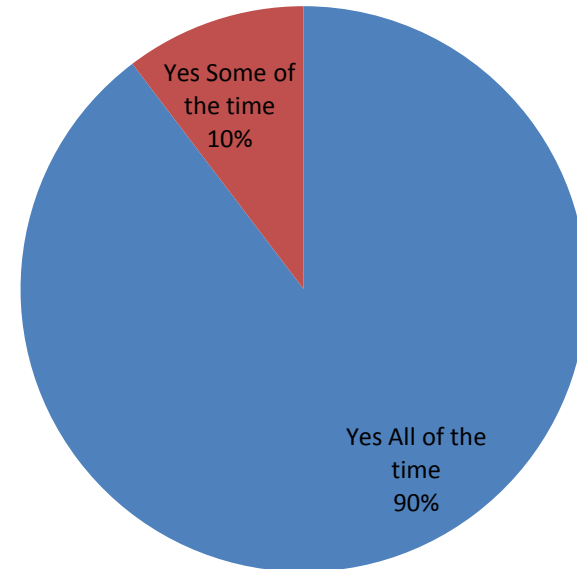
Recommendation to family/friends



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?

- Everyone I saw was very helpful!
- You can come anytime
- Good overall
- You do not need to wait for an appointment.
- Friendly and helpful
- Short wait
- Everything
- Very quick service
- Fast & polite service
- Fast & effective
- Advice on pain killers
- Friendly effective
- The staff were very helpful and kind
- Staff very helpful
- Very well managed department
- Quick & efficient
- How friendly everyone is.
- Efficient didn't have to wait too long. All staff helpful
- Prompt & efficient
- You can get to see someone, unlike doctors but be prepared to wait.
- Friendly, helpful, kind, gentle. Happy with the service.
- Efficient service
- Reception staff were efficient and pleasant.
- All the staff were lovely. The waiting area was good.
- Good service and cleanliness
- Efficient and waiting time was shorter than I anticipated
- Staff and the service are very quick
- Very quick and efficient
- I was attended to very quickly and staff were excellent
- Swift and efficient
- Excellent when you need to be seen quickly
- The time, that's about it really
- Prompt
- Quick and friendly staff

Solihull

- Did not wait too long
- They take action fast
- Very obvious explain everything
- It's fast
- Nurse Gillian Ray was amazing
- Health care worker
- Friendly and quick to help
- Speed / friendly staff
- The treatment
- The staff were excellent in every way
- Efficient and confident with the staff treating me, my GP couldn't even give me an appointment
- Care and attention
- Efficient
- Service was quick and staff were great

What would have made our service better?

- To reduce waiting time
- Waiting time
- Doctor was rude, not helpful at all. Did not listen to my concerns at all.
- Coffee machine
- Less waiting
- More doctors less waiting time
- Better links between healthcare providers.
- The waiting time
- As a kindness, having signage that more appropriately indicated where I needed to go. Making sure that people are always willing to help when asked – in my opinion
- If you were to have more GPs
- Signs to the walk in weren't immediately clear
- Parking at main entrance isn't clear
- less waiting time