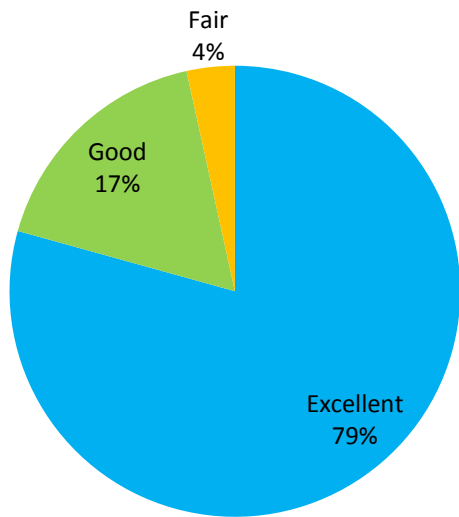
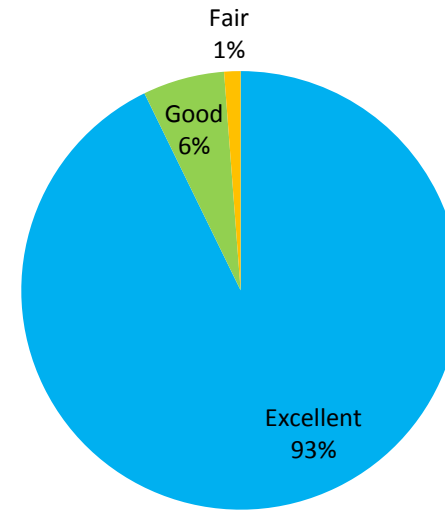


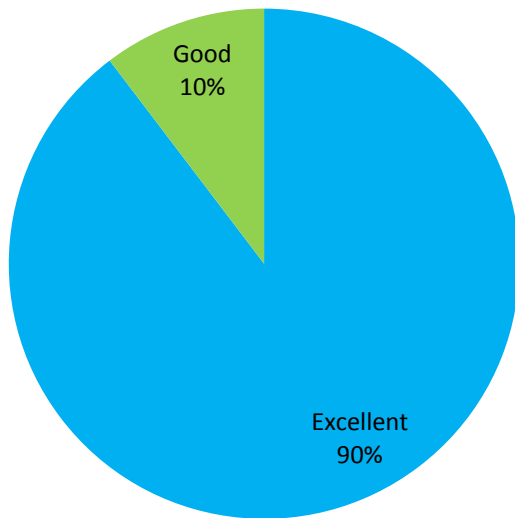
**Feedback on Receptionists at Solihull**



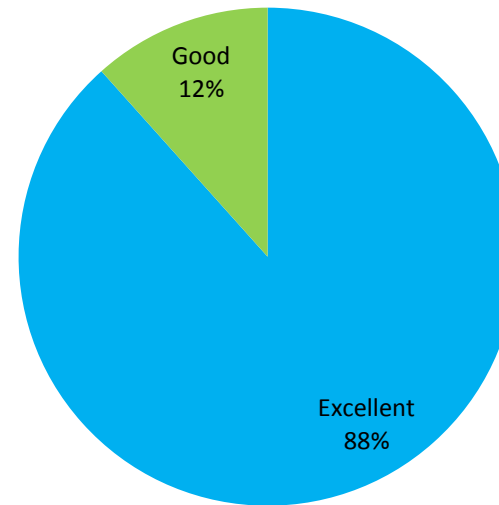
**Feedback on HCSWs at Solihull**



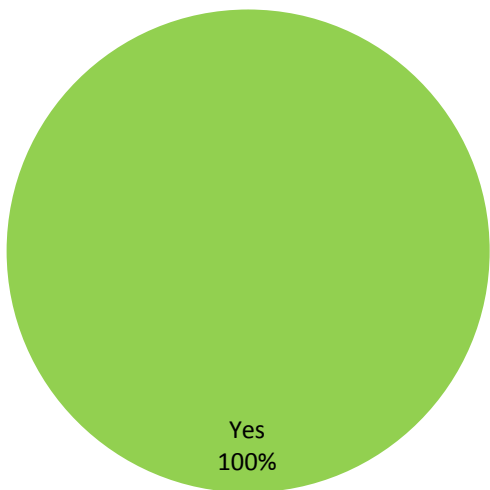
**Feedback on Doctor/Nurses at Solihull**



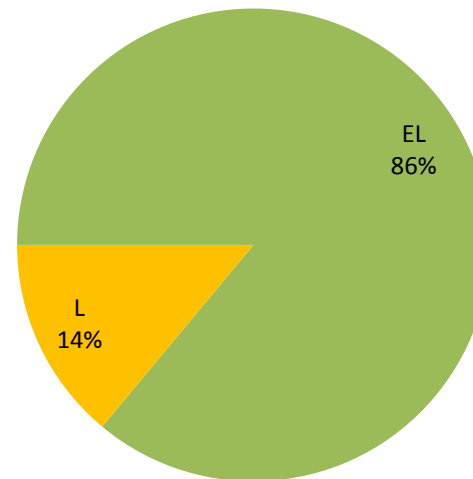
**Overall Experience at Solihull**



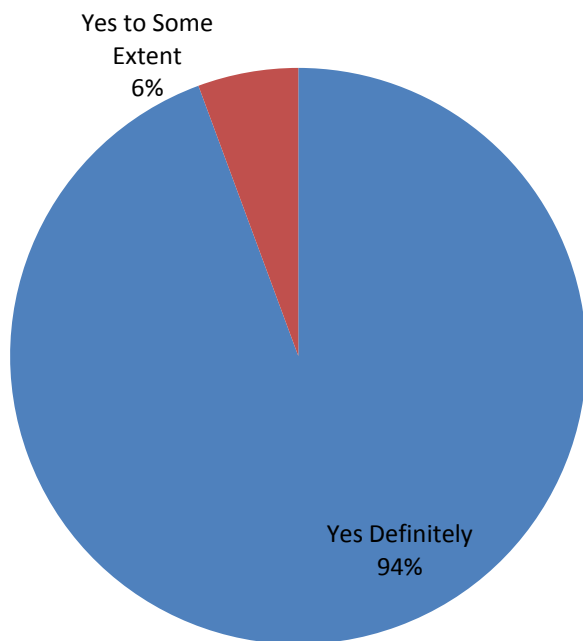
**Doctor/Clinician explanation following this visit**



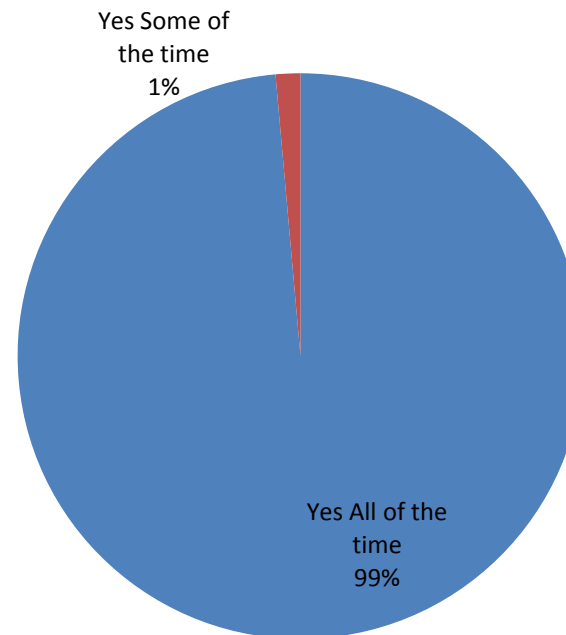
**Recommendation to family/friends**



**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?

- Dr Phillip was excellent, he was extremely caring, and very good with my daughter (the patient). He reassured me, I didn't feel rushed). Please pass my feedback onto him
- Everything!
- The whole team is great! Especially Dr Judith that was sent by god to help us all!
- fast
- Kind, helpful
- Very helpful and friendly staff
- quick and efficient, pleasant staff
- prompt, clear instructions
- friendly and helpful
- seen quickly and didn't have to wait a second time to see Dr
- Very quick
- friendly staff and speed
- a quick service provided with quality advice
- staff
- ease of seeing the doctor
- quicker than I expected
- Very quick
- Fast and efficient
- Fast and helpful
- prompt and informative
- speed, clarity, efficiency
- very quick and friendly with a quick outcome
- quick service and extremely friendly and understanding
- prompt and friendly
- excellent, fast
- friendly and fast service
- the nurses and doctor checked me over really well
- seen quickly and treated with compassion
- efficient and friendly
- quick and easy, great when you need a doc on a weekend
- quick response
- quick, efficient
- the service was very thorough and professional
- made you feel welcome, very friendly, doctors were helpful
- very polite, helpful great service for out of hours

## Solihull

- it was very quick
- fast and friendly
- The Dr was excellent
- kind, helpful, professional
- quick, friendly and professional
- Thorough inspection
- very efficient
- speed and friendliness
- all good thank you
- very short wait, very friendly and efficient staff
- really quick in and out in half an hour
- waiting time was short
- Jill was very helpful, the process was quick
- it was very friendly and quick
- Time, friendly
- did not have to wait too long
- quick and efficient
- it was quick
- friendly nurse and clinician, good rapport with my son
- Gill (nurse) was lovely and put me at ease
- very fast service, impressed, helpful staff
- it was fast
- informative
- nice and polite, listen to what we had to say and explained to doctors
- explained what was wrong clearly
- everything
- quick and friendly
- very professional and fast
- quick and more efficient than before
- very friendly and happy to help, in quickly
- fast, no problems, no long waiting
- fast
- got seen quick
- very quick
- speed of initial assessment and attitude of staff
- efficient, polite and thoughtful
- speedy and professional

## Solihull

- How helpful and kind the staff were
- fast and helpful
- quick and simple
- very quick staff, friendly and understanding
- was seen in 15 minutes
- quick
- friendly, prompt service
- speed
- a much faster service done this way great team
- very good was not here long at all
- very helpful and very satisfactory
- it was quick
- efficient e.g. See nurse first
- efficient

### **What would have made our service better?**

- The nurse could have been a bit more helpful. I was struggling to manoeuvre the buggy and she didn't even offer to open the door. It was extremely warm in the waiting area, as my daughter had a temp of 39 I was concerned it would make it worse
- knowing whether it was first come first served basis
- better signage to clinic - I don't believe it was marked as the 'walk-in' clinic
- communication by reception
- speed
- cooler waiting room
- if 111 operator sent information
- if a throat swab could be obtained
- some more signs how to find the place
- having toys for children whilst waiting
- very long wait