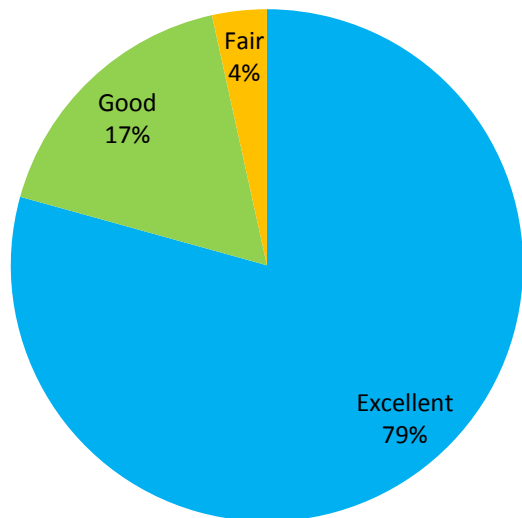
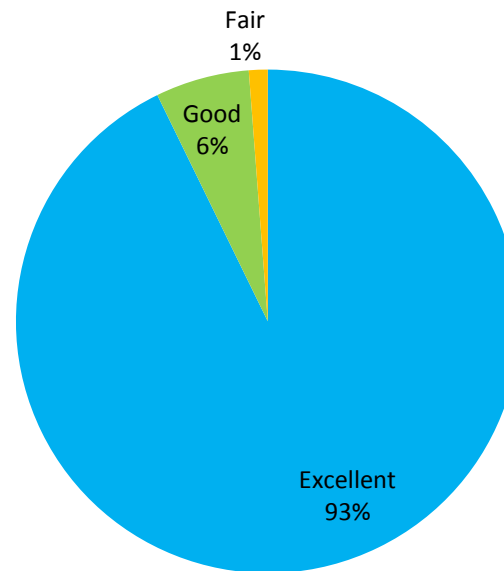


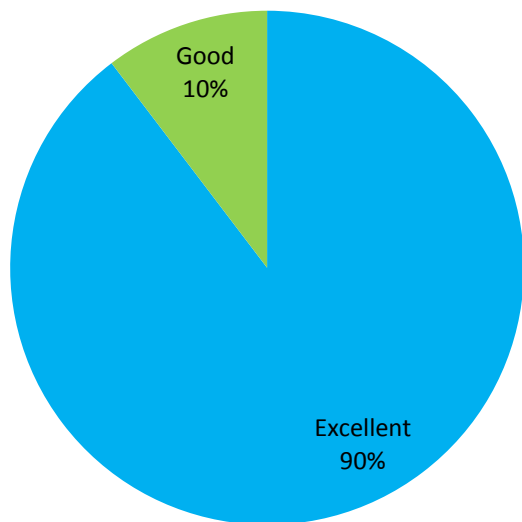
**Feedback on Receptionists at Solihull**



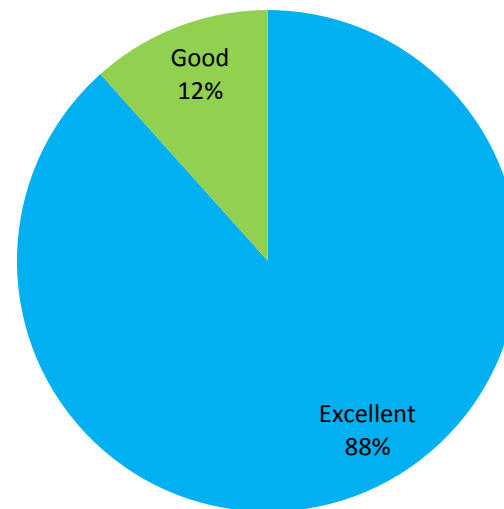
**Feedback on HCSWs at Solihull**



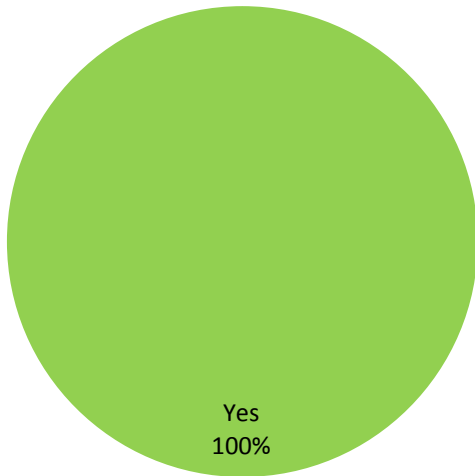
**Feedback on Doctor/Nurses at Solihull**



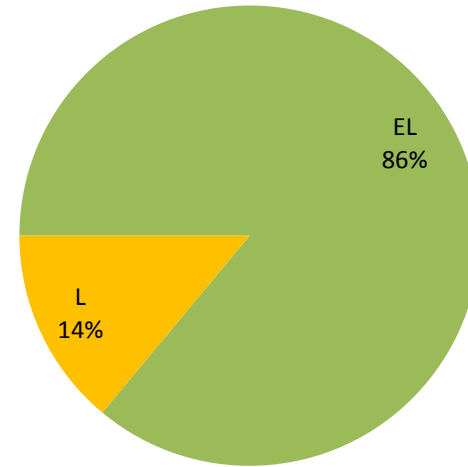
**Overall Experience at Solihull**



**Doctor/Clinician explanation following this visit**

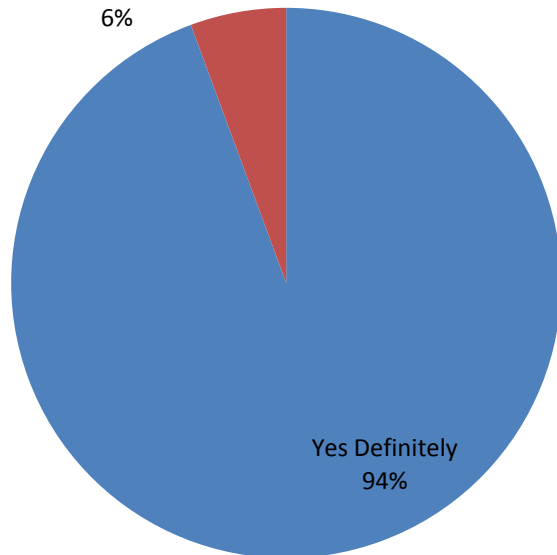


**Recommendation to family/friends**



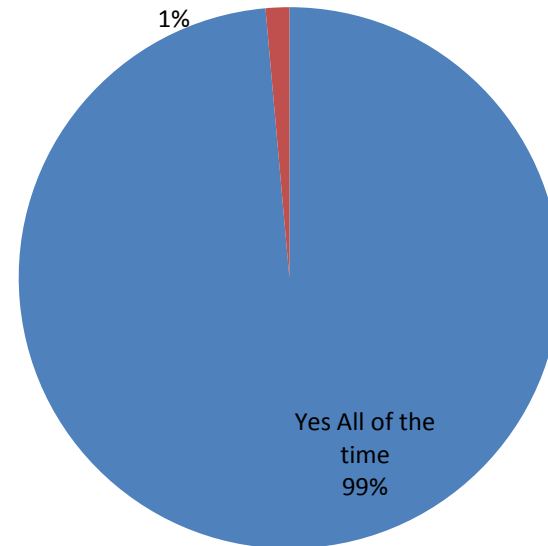
**Did you have confidence & trust in the clinician?**

Yes to Some  
Extent  
6%



**Overall, did you feel you were treated with respect & dignity?**

Yes Some of  
the time  
1%



## South Birmingham

### What was good about our service?

- Friendly staff
- To me was efficient and clean
- Good service
- Communication
- Everything
- Quick, efficient, polite, respectful.
- efficient friendly service
- The Dr was patient and clean
- friendly staff
- the waiting time
- listened and attentive
- quick
- efficient and helpful
- All of it.
- I was seen really quickly and get cared for
- very quick didn't wait long everyone was nice
- Straight forward and was seen very quickly
- short waiting, efficient
- lovely, positive, welcoming reception staff
- excellent service, Dr Rao fab dr, very happy
- Helpful
- a full check over
- Prompt appointment
- Overall friendly, good service
- very friendly staff and very helpful
- prompt call back and advice
- customer service and seen is very quick
- thorough, efficient, kind
- quick, no waiting, local to where I was (at work)
- nice clean reception, was seen pretty quickly
- doctor's advice
- quick and responsive
- the doctor listened even though my observations was fine
- fast!
- friendly staff and quick service
- time of wait/good service

## South Birmingham

- seen quickly, good Dr
- very good service
- very quick friendly staff
- quick to be seen
- seen quickly and reassured
- super efficient and caring
- wonderful dr and nurse very fast
- friendly, put my mind at ease

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

- Reading material?
- no advice provided beyond what we had already suggested so seemed like along winded way of confirming what we already knew
- more doctors
- less wait time but I understand it can't be helped, felt a bit rushed when in with dr
- TV in waiting area being on, was very warm in waiting area
- waiting time
- the receptionist seems very staged and didn't really smile, not much of a hello, very fill form, take seat
- your reception staff
- A bed in waiting room :)
- not forgetting patients
- being able to confirm what the problem was
- more time