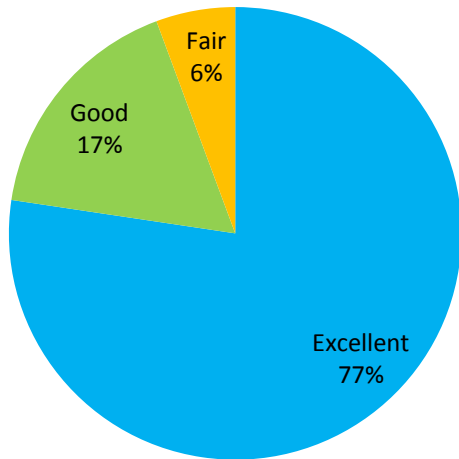
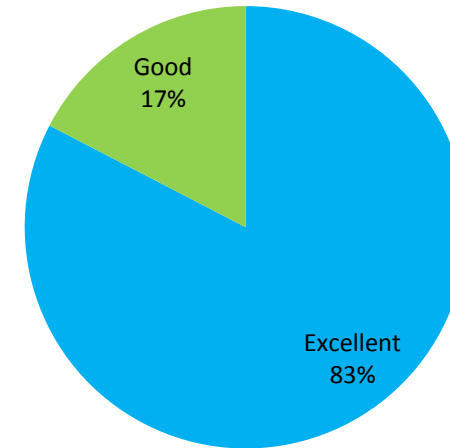


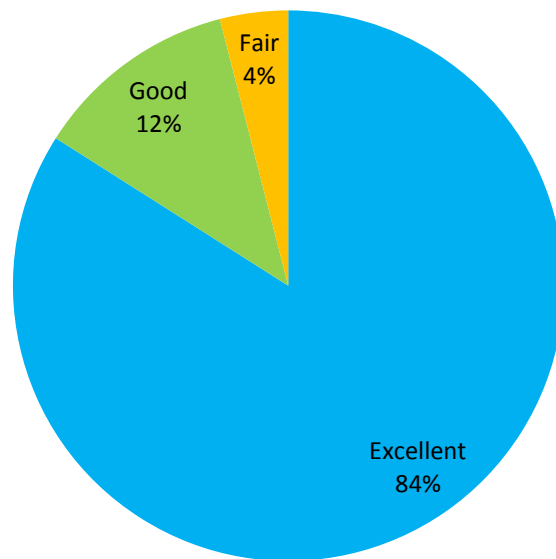
**Feedback on Receptionists at Solihull**



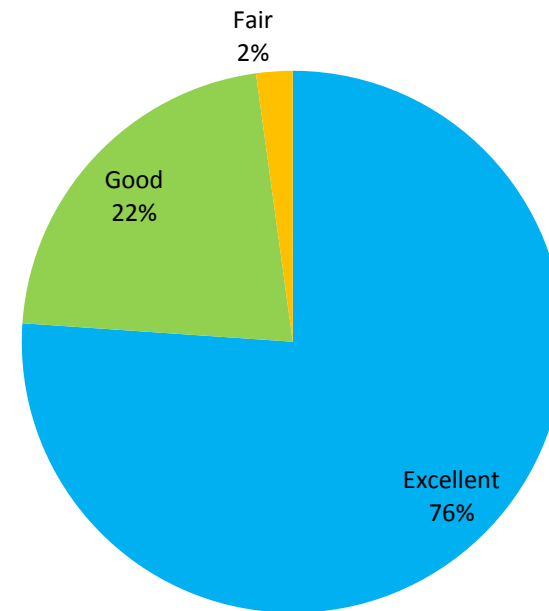
**Feedback on HCSWs at Solihull**



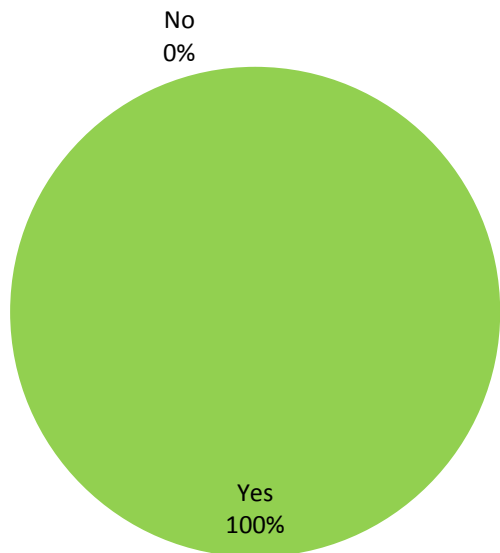
**Feedback on Doctor/Nurses at Solihull**



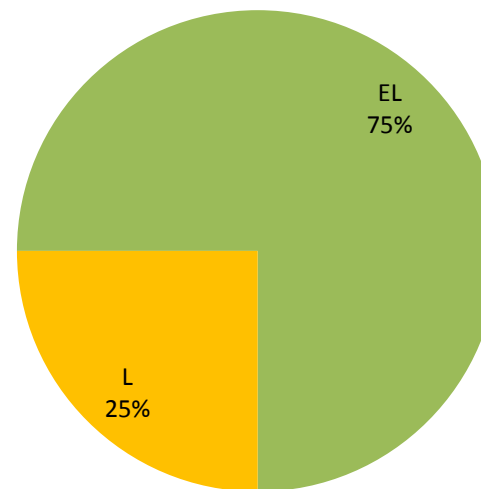
**Overall Experience at Solihull**



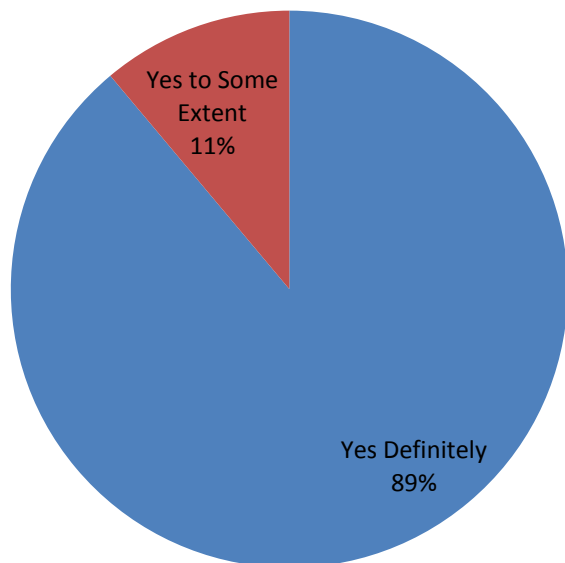
### Doctor/Clinician explanation following this visit



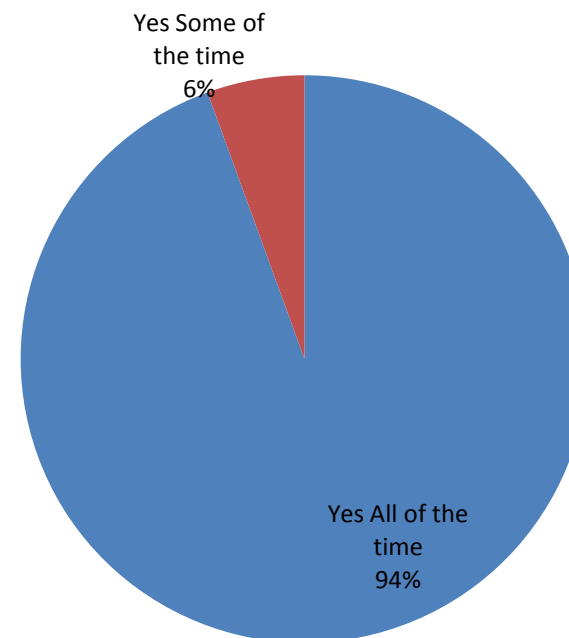
### Recommendation to family/friends



### 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?

- caring, professional, friendly, thorough
- efficient and effective communication
- very quick service
- time was good
- very much helpful, quick, sympathetic
- polite caring staff
- advice
- The order in which attended, handing over to each section very efficient
- wait of 20 mins, care and diagnosis
- was friendly and helpful
- Yes, it was
- everything
- easy to understand
- saw nurse quickly so attentive and good manners
- fast and friendly
- polite and friendly
- Very quick today
- Speed
- Prompt
- Great service
- Quick service
- Got through quickly, staff professional
- Efficient and knowledgeable staff
- Seen with a reasonable time period and very efficient process with hard work and doctor.
- Friendly and quick
- Speed we were seen
- Quick, good if GP unavailable.
- Fast & efficient
- Very caring
- Good response - call me in 30 minutes
- Very calm atmosphere and kind staff seen quickly.
- Shorter wait than anticipated and reassuring advice.
- Speed / knowledge and getting a diagnosis
- Quick
- Prompt service
- They was great with explaining things to me / very quickly seen

## Solihull

- Speed
- Staff - friendly / approachable

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

- it is not clear where the reception area is
- idea of waiting times
- not diagnosed properly with a contagious rash
- More helpful receptionist