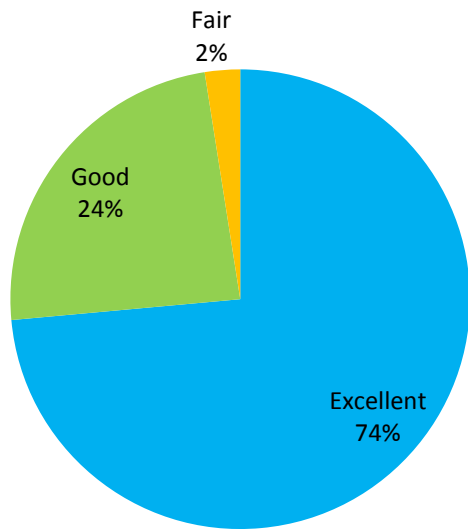
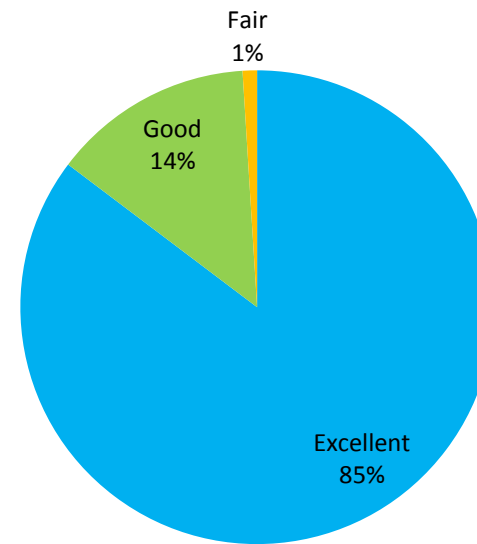


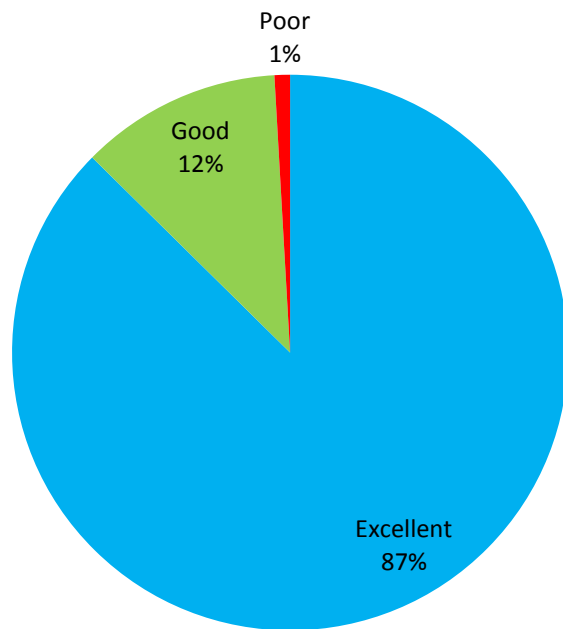
Feedback on Receptionists at Solihull



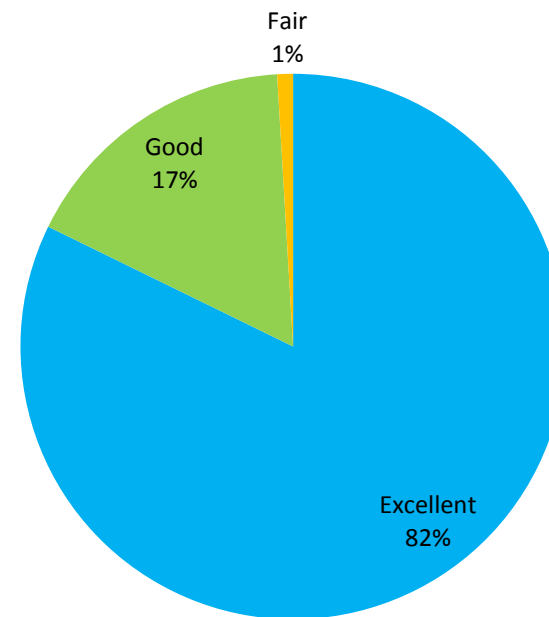
Feedback on HCSWs at Solihull



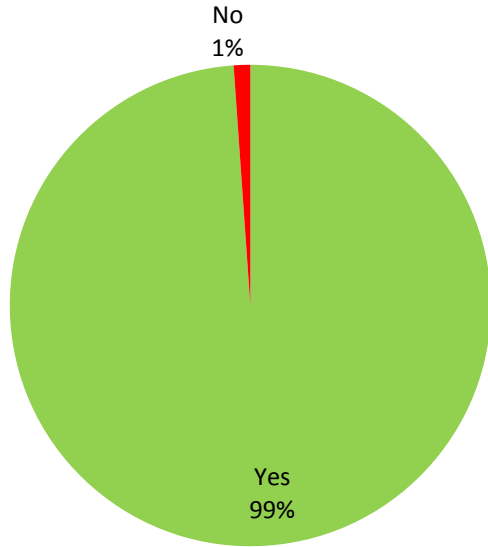
Feedback on Doctor/Nurses at Solihull



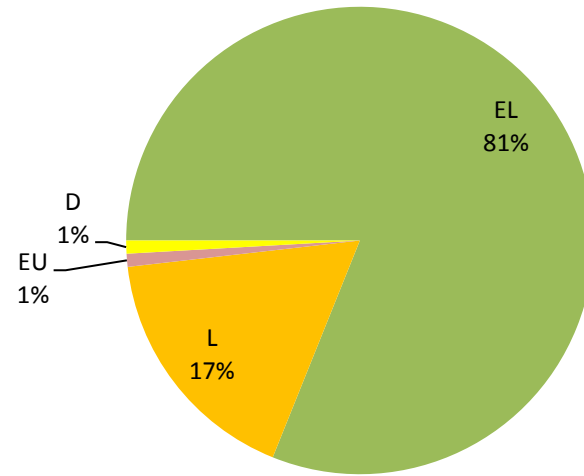
Overall Experience at Solihull



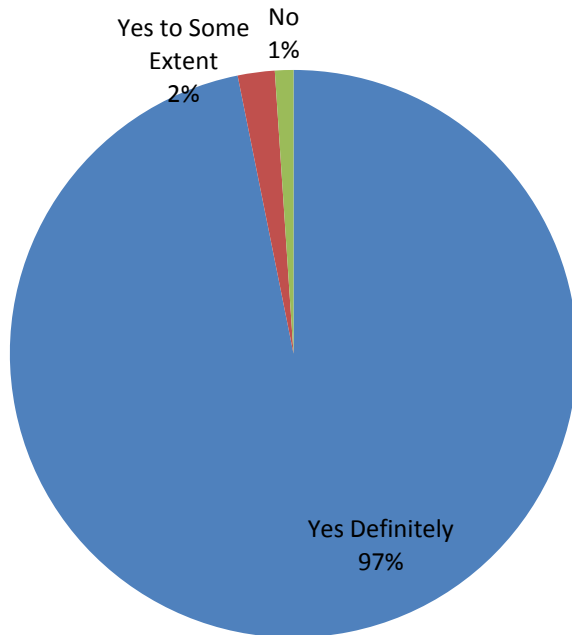
Doctor/Clinician explanation following this visit



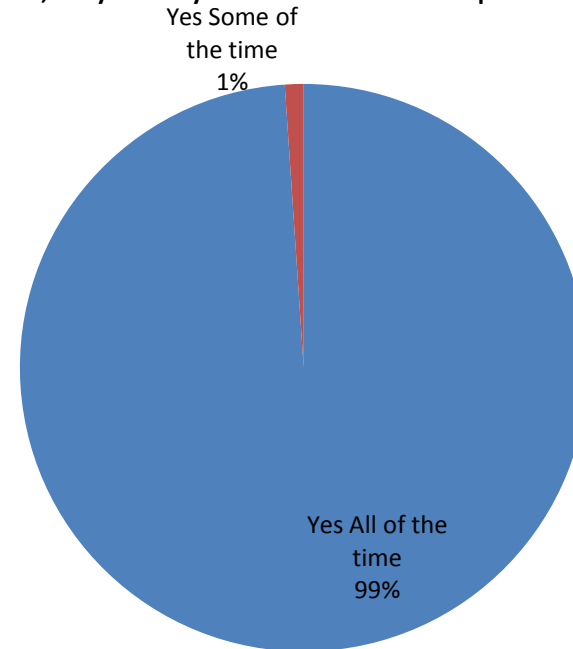
Recommendation to family/friends



Did you have confidence & trust in the clinician?



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



What was good about our service?

- Quick and efficient
- Helpful, smiling staff. Fast & efficient. Excellent!
- I liked the directness - no waffle!
- Everything
- Friendly, service very good.
- Quite quick thank you.
- Faster than expected
- Efficient & quick
- fast and efficient
- Fast, considerate
- Friendly & efficient
- Quick at being seen welcoming very professional.
- Efficiently
- Everyone was helpful
- Very quick
- All
- Clear information
- Quick / helpful
- Everything
- Quick and simple process
- very efficient and professional
- everything, pleasant manner, good health advice
- friendly staff, only 1hr wait
- relatively quick
- fast
- The service is great of a high standard
- prompt, professional, friendly
- I was seen within 10 mins, staff friendly and helpful
- very polite, very quick service, thank you
- super quick and efficient- perfect service
- very fast and effective
- available on weekend and relatively short wait times
- very supportive
- most people would not attend unless worried, thank you for giving me peace of mind
- doctor and nurse very helpful
- very professional

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- it was prompt and efficient
- quick and friendly staff
- speed, efficient
- all area of service
- seen very fast and very helpful
- quick and very helpful
- quick and professional
- quick and thorough, polite staff
- quick, good service friendly
- quick and efficient, very welcoming
- prompt quick service
- very efficient and fast service knowledge staff
- Friendly staff efficient service
- Calm, precise and very helpful
- doctor and HCW were brilliant with my son kept him very entertained
- friendly and quick
- very friendly fast and efficient
- all of it, straight in and out
- fast and efficient
- quick helpful friendly
- quick and friendly staff
- quick, efficient, polite
- put my mind at rest
- care
- excellent approach to the problem
- that you will be seen
- All of it, Dr and nurse make you feel really at ease
- quick and friendly staff
- very fast and efficient
- Friendly, efficient
- Overall service, staff
- Quick and simple
- Very efficient
- Being treated as a person
- Prompt, friendly, efficient
- I was seen quickly on 16th and doctor put my mind at rest and gave me more information.
- Very friendly and efficient and quick.

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- Seen same day
- Patient staff
- Overall from start to finish
- Fast and efficient
- It was quick and easy
- Responsive, clear and concise on the issue, patient.
- Seen quickly
- Friendly, approachable, genuine, professional - also snacks on a trolley available.
- How quickly I was seen.
- Quick in seeing someone.
- Nina was fantastic
- Calm and professional service
- Doctor listened and gave me advice I feel confident in
- Nina was really helpful
- Polite and very helpful
- The friendly, welcoming and professional team and atmosphere.
- Quick and effective
- All good and kind
- Staff and waiting time
- Service
- Quick and helpful - they were able to see me when the umbrella clinic couldn't.

What would have made our service better?

- Receptionist hard to converse with - got my name wrong 3 times
- pharmacy on site
- waiting times but that is expected so I don't mind
- more clinics, reduce question on feedback form
- water fountain
- signs saying Badger
- Not waiting so long
- If we didn't need to go to another hospital (referred to Heartlands)
- Doctor/ nurse poor knowledge didn't seem interested and ask any questions.
- Indication of waiting time