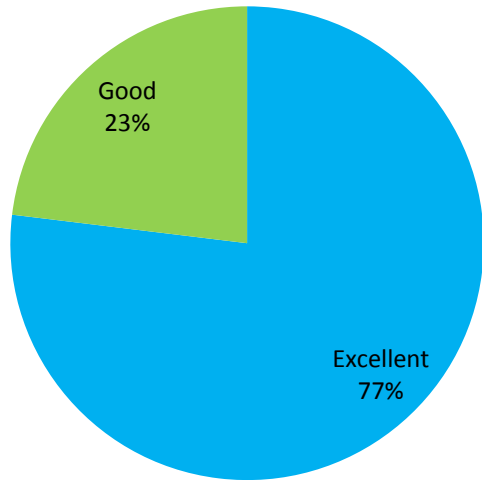
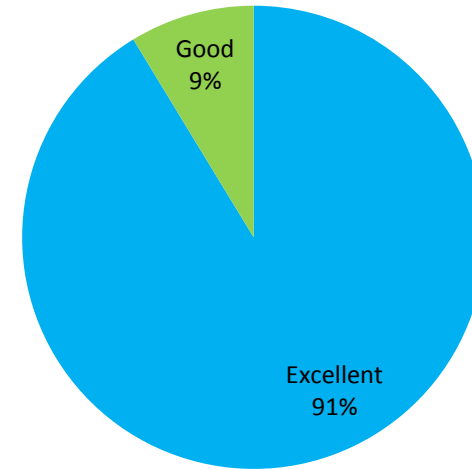


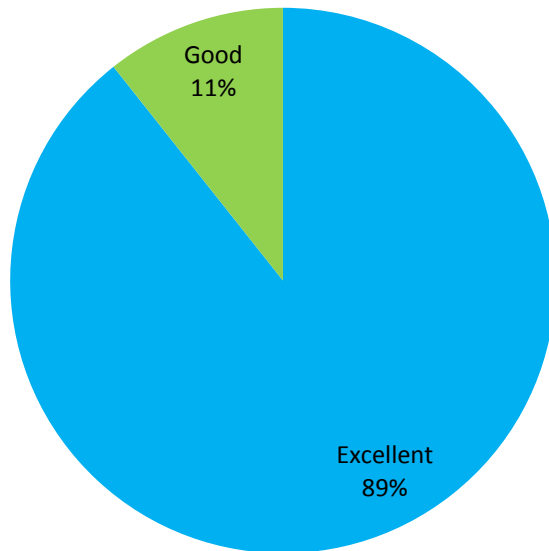
Feedback on Receptionists at Solihull



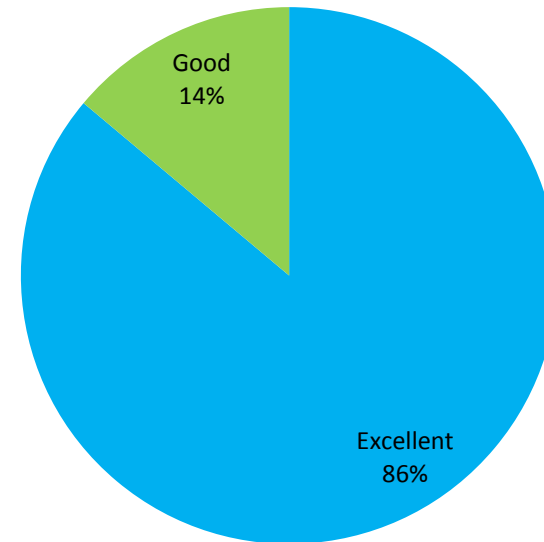
Feedback on HCSWs at Solihull



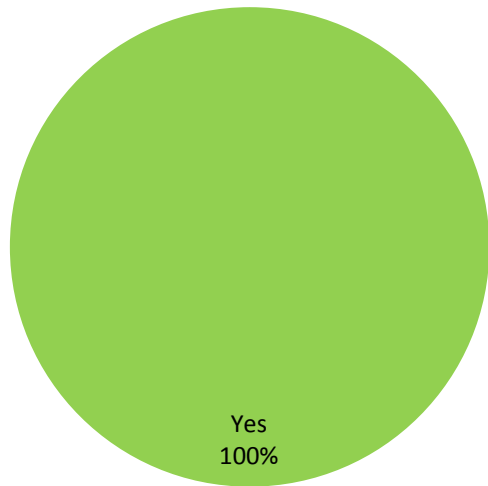
Feedback on Doctor/Nurses at Solihull



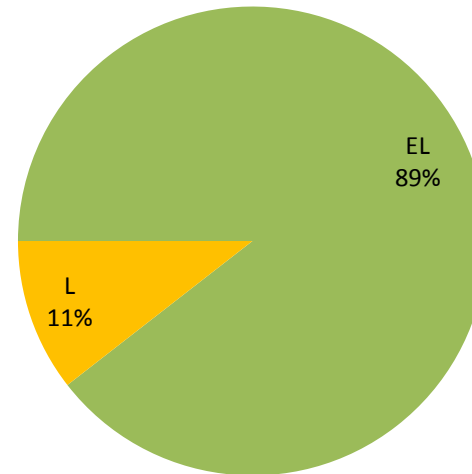
Overall Experience at Solihull



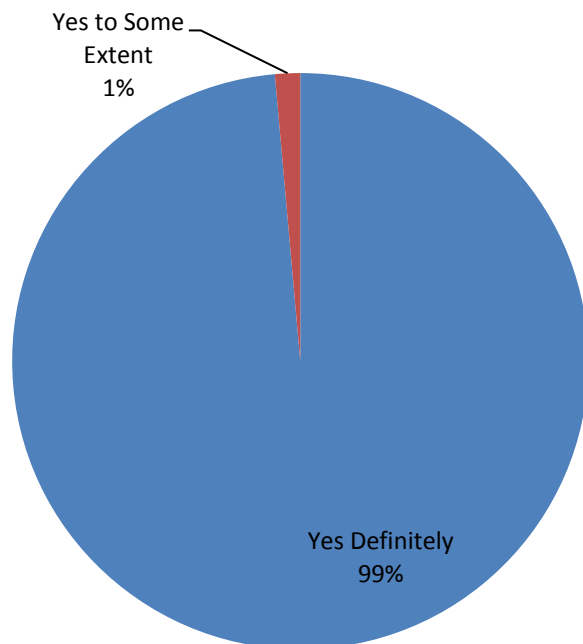
Doctor/Clinician explanation following this visit



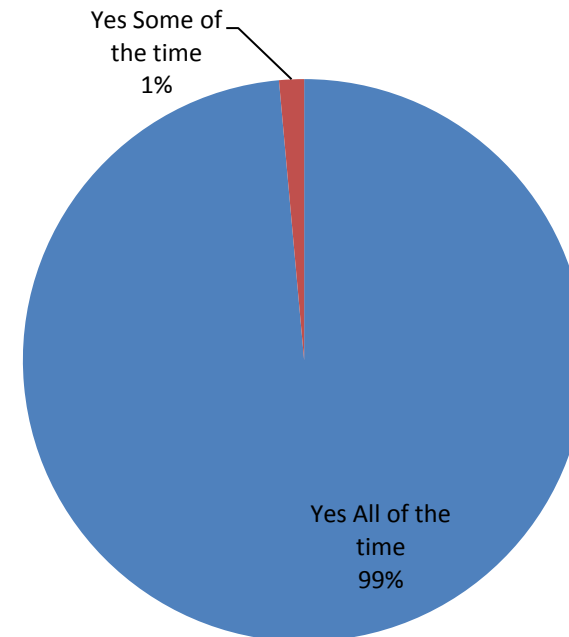
Recommendation to family/friends



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?

- Quick
- It was good and quick
- Didn't wait long, attention was excellent and very helpful
- Very quick and efficient
- Everything
- Pretty straightforward, no problems
- Availability
- Polite, caring environment
- Excellent
- Very transparent, you know what (and when) you were getting
- Seen quickly and treated
- Very quick and efficient
- New system works a lot better
- Very quick
- Efficient and friendly
- Caring and efficiency
- The efficiency and professionalism of staff
- Fast and efficient - attending time & consultation took just 10 mins
- It's quick, professional, caring
- Outstanding
- I was lucky as it was quiet but to be booked & seen by dr and out within 3/4 hr was exceptional
- Quick and efficient
- Quick service
- Got immediate help and advice
- Professional, caring attitude
- Convenient, open early to late, location, staff are professional/friendly
- Being seen quickly
- Very quick and staff were great
- Speed at which I was seen and dealt with
- Fast, good communication
- Quick, thorough, friendly
- Efficient , friendly, quick
- We were seen to quickly and efficiently by the nurse and doctor. Very friendly.
- Friendly and checked over really well
- Quick, good service
- Assessment and doctor at same time - very efficient

Solihull

- Quick, very attentive care and good service
- Listen to patient and priority of condition
- Seen very quickly
- Kind and helpful, answered questions clearly
- Very quick service and nice staff
- Friendly and quick
- Very fast and thorough
- Speedy and caring
- Was all good.
- Quick service and friendly staff
- Was seen very quick
- Thorough questioning by HCSW
- Very quick and everyone helpful
- Thorough service with only one hours wait
- Information was quickly provided. Quickly seen and advised
- Pleasant people
- Kind friendly and quick
- Everything very professional
- It was extremely efficient & Personal
- Very friendly staff and quick
- Seen within 30 mins - comfortable assessment & friendly professional advice
- Nurse practitioner so assuring that I was not wasting their time, and was really pleasant and helpful
- Considerably quicker - did not wait long
- Simple, efficient
- Quick
- Efficient/friendly
- Found it very helpful
- Helpful friendly expert knowledge

What would have made our service better?

- More staff and professional doctors/specialist
- Television to occupy children, visit quick so not the end of the world
- Signage outside hospital - Directions
- Comfy chairs
- Free coffee and wifi
- Better parking facilities / or even parking can afford or even use.
- More smiles earlier on, and more explanations of what was going to happen