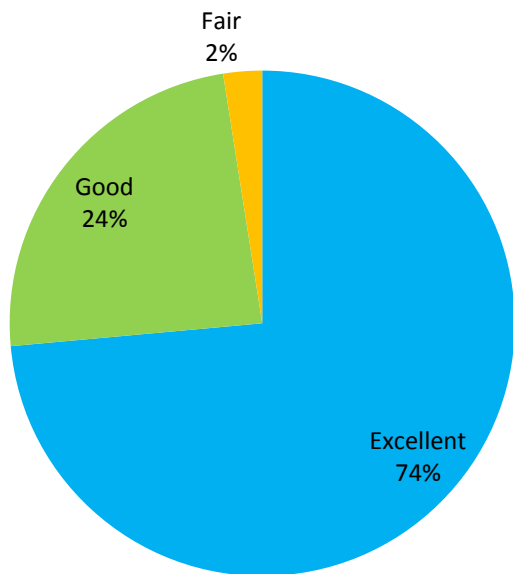
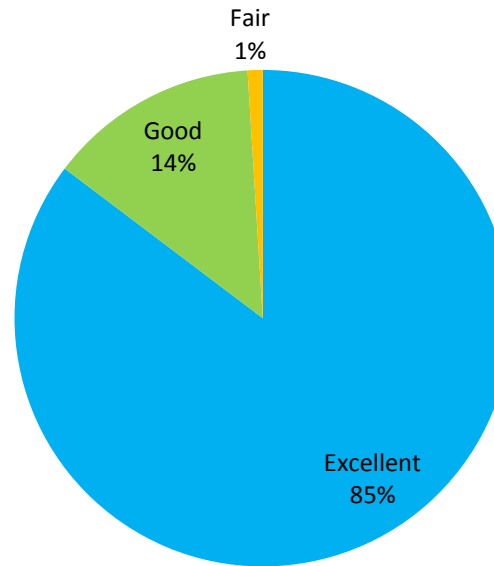


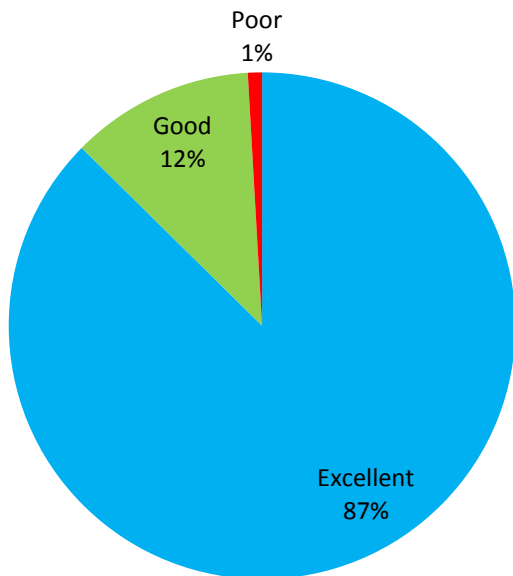
Feedback on Receptionists at South Birmingham



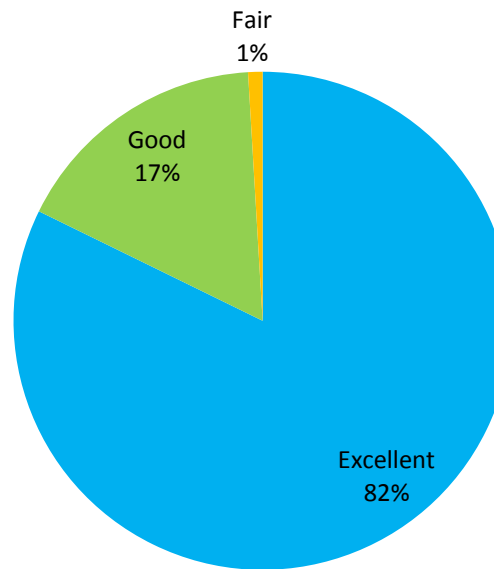
Feedback on HCSWs at South Birmingham



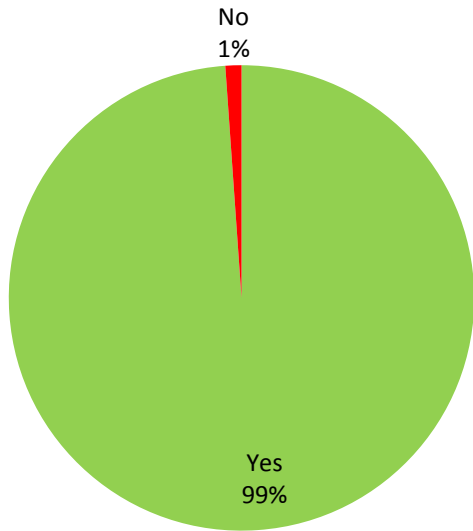
Feedback on Doctor/Nurses at South Birmingham



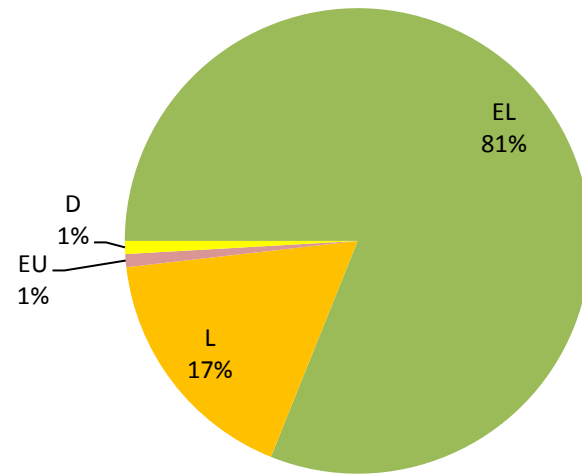
Overall Experience at South Birmingham



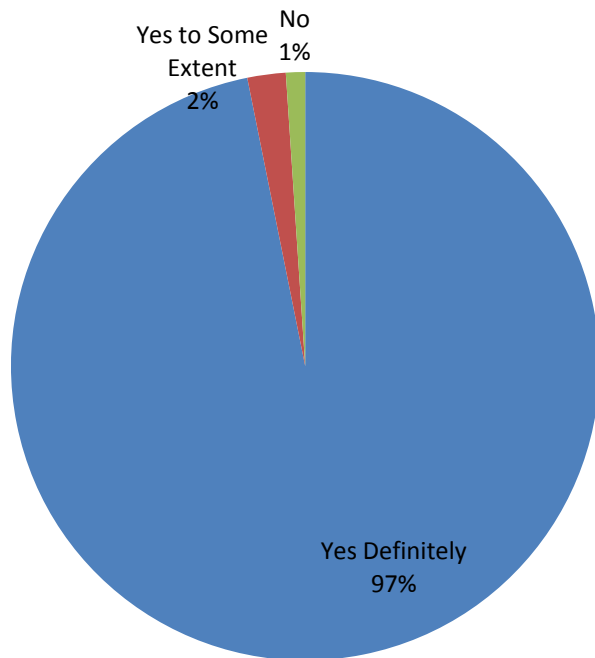
Doctor/Clinician explanation following this visit



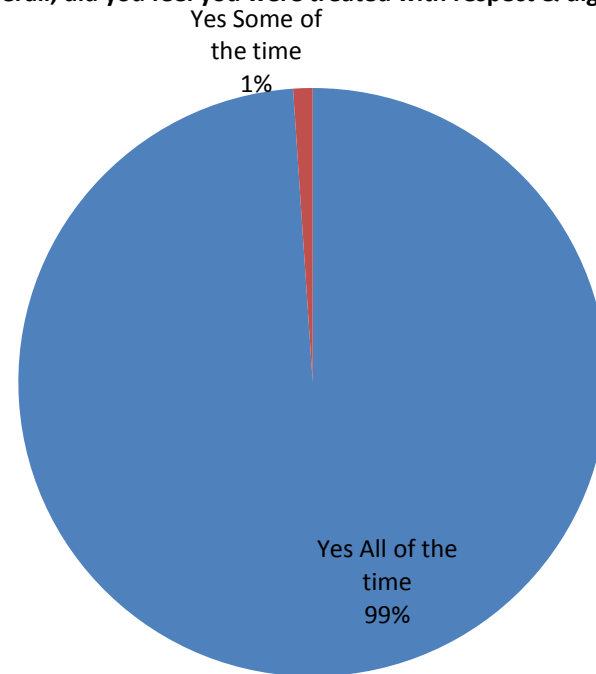
Recommendation to family/friends



Did you have confidence & trust in the clinician?



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



South Birmingham

What was good about our service?

- Parking, no one else in waiting room, new doctor was excellent
- quick and professional
- Quick call back and effective
- Extremely thorough
- Fast and efficient, most likely because it was quiet
- Fast and efficient
- Historical time taken to gather information. Very person centred. Impressed by time allowed to appt
- Understanding and willingness of staff
- seen quickly and Dr was thorough
- Quicker than going to A&E. Less waiting time
- Timeliness
- Quick and lovely staff
- Quick service.
- Fantastic helpful doctor
- Nice doctor quick service
- Kindness, sympathy and patience
- Understanding / (warmth) friendliness
- Prompt and thorough assessment
- Fast
- Helpful and very polite staff

What would have made our service better?

- TV on, music in waiting room, long wait to see doctor in excess of 40 minutes, no other patients in practice
- Water machine in reception
- Maybe get access to psychiatrist but I know that is outside your remit