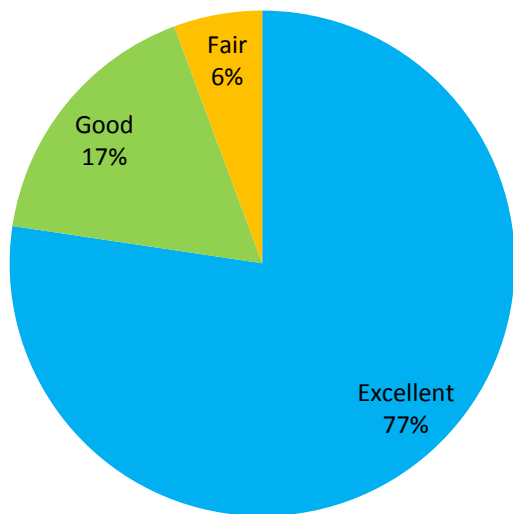
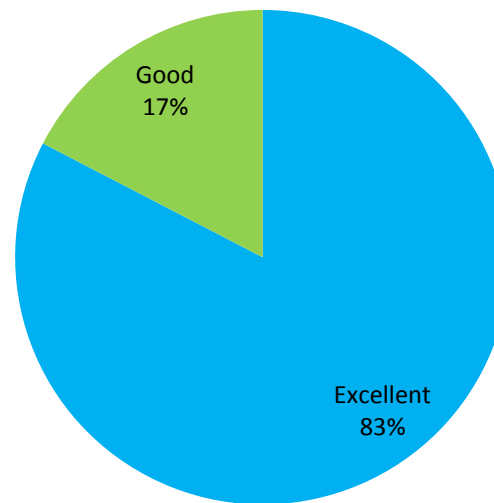


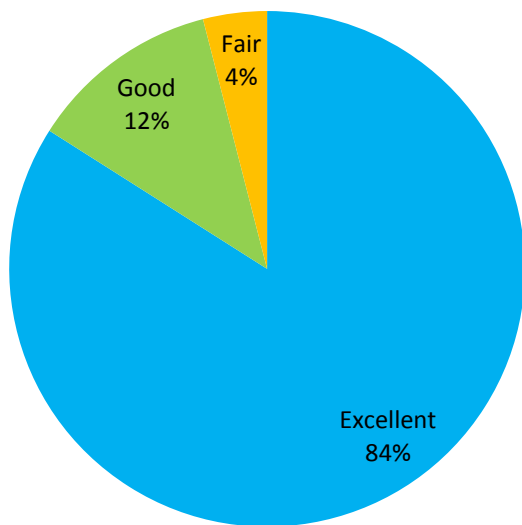
**Feedback on Receptionists at South Birmingham**



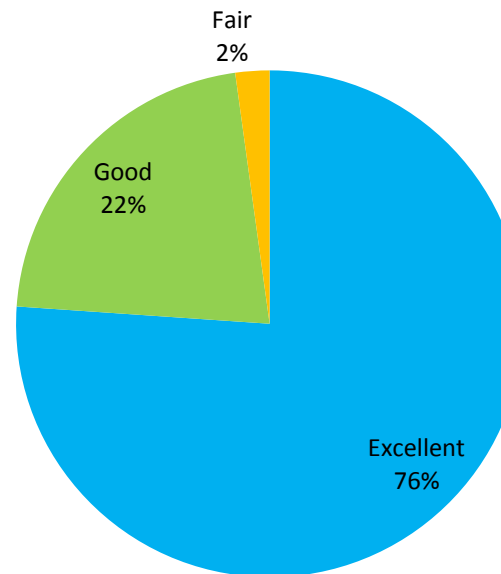
**Feedback on HCSWs at South Birmingham**



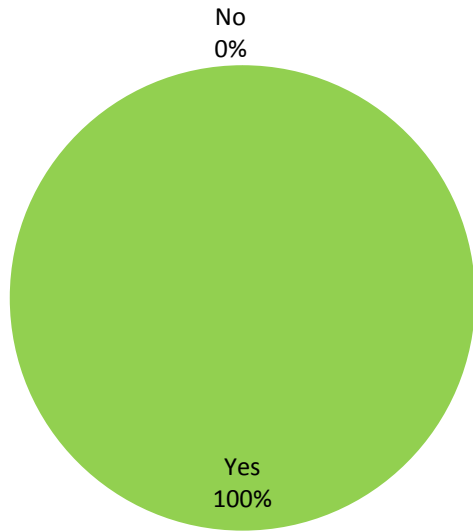
**Feedback on Doctor/Nurses at South Birmingham**



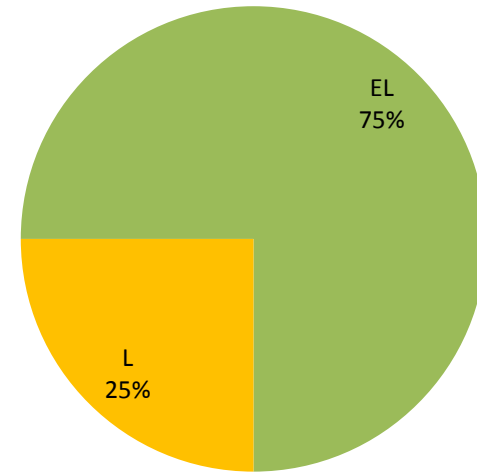
**Overall Experience at South Birmingham**



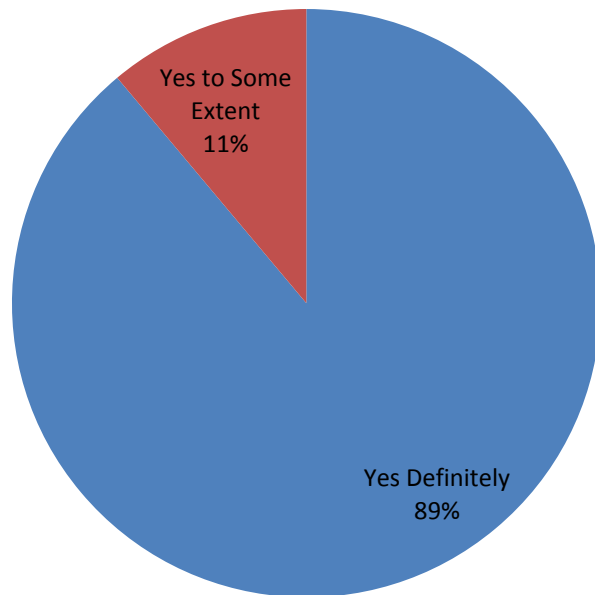
**Doctor/Clinician explanation following this visit**



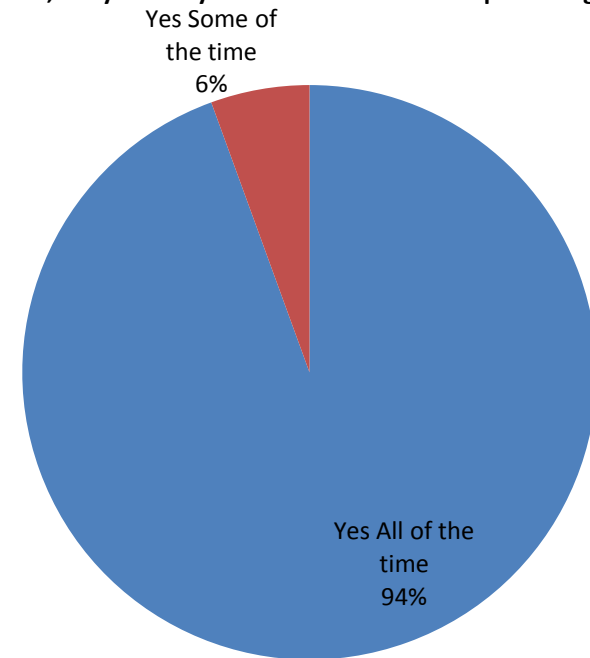
**Recommendation to family/friends**



**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?

- prompt
- good verbal communication, able to approach easily, excellent service
- very good service, kind
- quick and friendly
- friendly staff
- it's quiet and effective, especially on a Sunday evening
- fast and efficient
- everything
- quick service
- efficient yet friendly
- being able to see some fairly quickly
- helpful
- You can come in straightaway
- The staff were friendly and very helpful
- fast
- time
- very effective and thorough / seen quickly
- efficient
- Listened, checks were carried out, advice given, all staff had time for the patients
- very quick and good
- quick, kind, discrete
- all
- quick and easy
- speedy, excellent, polite, local
- very thorough, not busy, good not to feel rushed
- receptionist was very polite and made me feel welcome
- wonderful, honest dr, very thoughtful!
- quick treatment, reliable
- efficiency

### What would have made our service better?

- provide fans in temps of 28+
- shorter wait, option to have tests done when out of hours e.g. Bloods, swab
- If the dr didn't take over 1/2 hr with one patient, another Dr in attendance!
- The waiting times, drink/water availability, play area for children
- if dr could refer for a scan like GP could