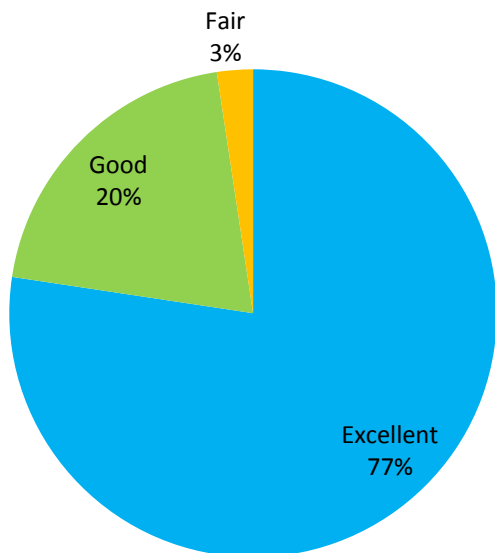
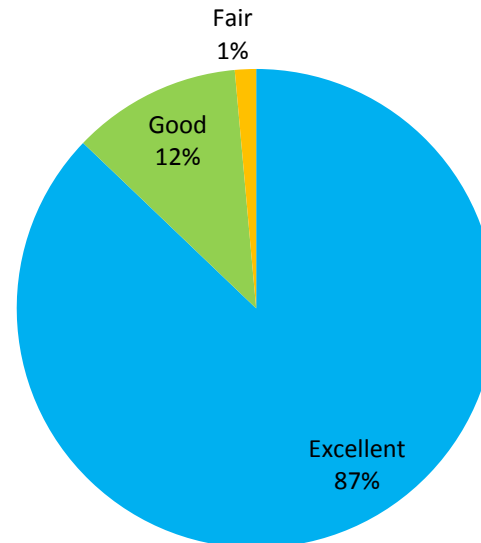


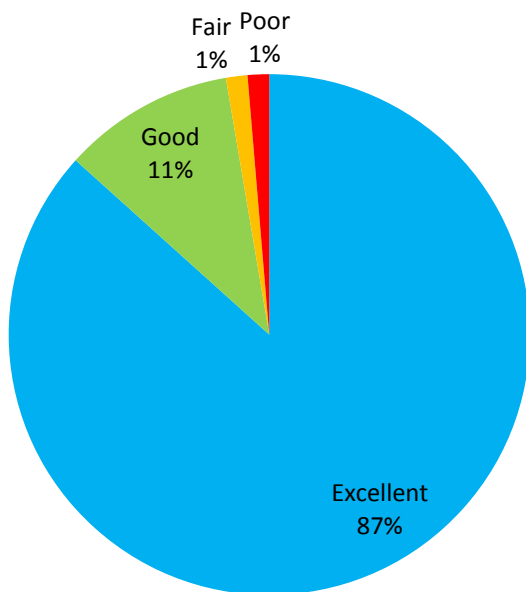
**Feedback on Receptionists at South Birmingham**



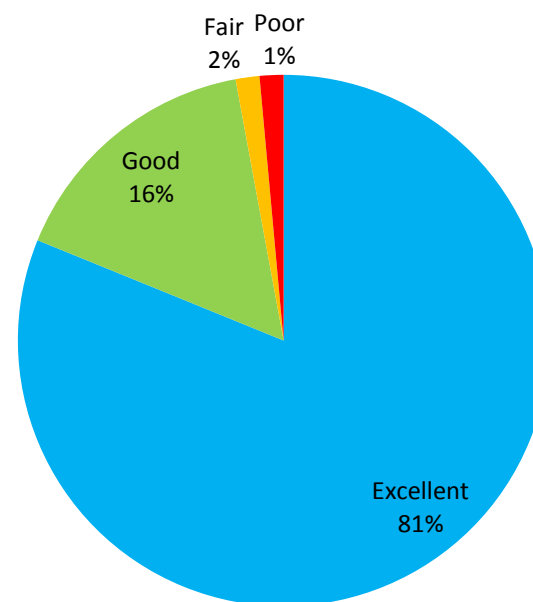
**Feedback on HCSWs at South Birmingham**



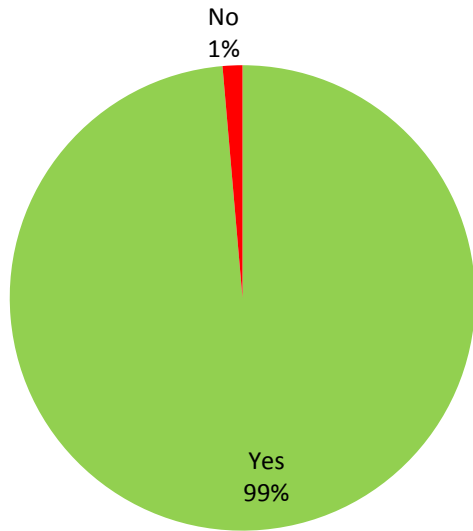
**Feedback on Doctor/Nurses at South Birmingham**



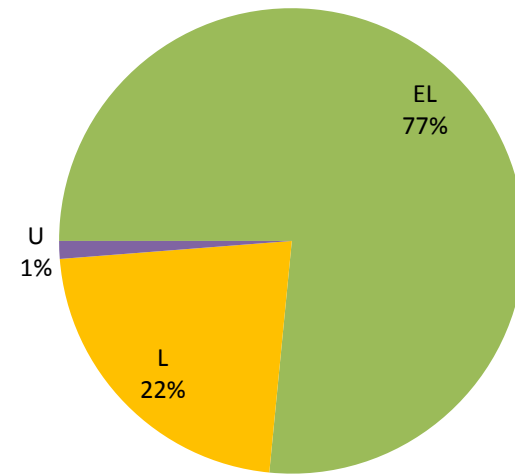
**Overall Experience at South Birmingham**



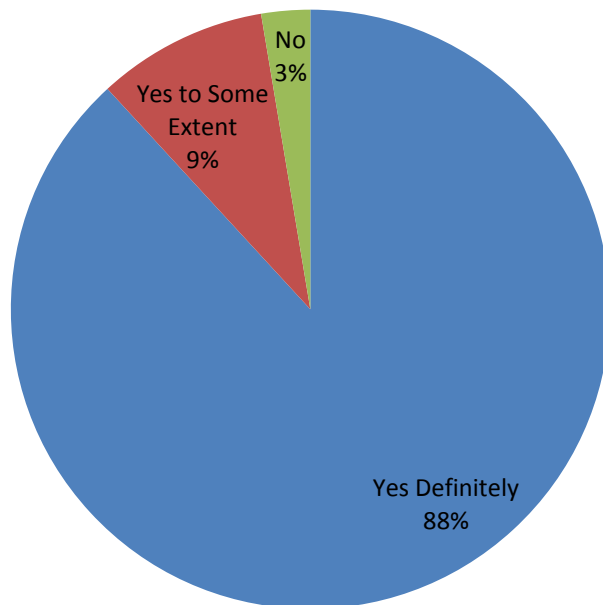
**Doctor/Clinician explanation following this visit**



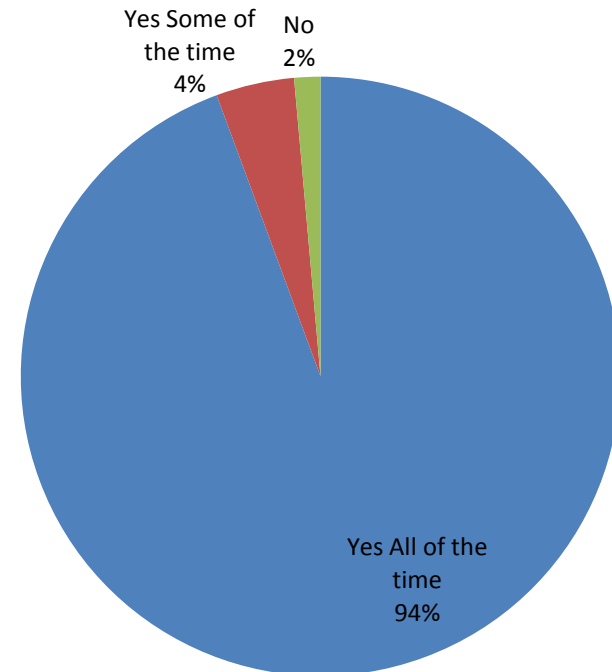
**Recommendation to family/friends**



**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?

- I was seen quickly
- Waiting
- Fast & friendly and opening hours
- Explained properly symptoms and what it could be
- Everything
- Friendly service
- Doctor really helpful
- It was very helpful and treated very well.
- Friendly atmosphere.
- Quick and easy
- Everyone was really friendly, polite and professional.
- Very prompt, no waiting, good service from doctor.
- How quickly seen to I was
- Good practice
- Available when needed
- Was seen quickly
- There to help when help is needed.
- Friendly staff
- The service was very good and quick
- Very friendly and helpful
- Appointment on the same house
- Very quick & resolved the issue!
- Fast
- Quick service & friendly staff
- Prompt service
- Fast diagnosis
- All the staff was very professional, efficient and attentive
- Good clear info on the phone
- Polite
- The team workers are very helpful and kind
- Out of hours service
- Listen and helped
- Quick service
- Quick & efficient
- No long waiting time
- Reception
- Very quick
- Doctor & nurse

## South Birmingham

- Listening to me
- Friendly staff
- No waiting, very clean
- My daughter was seen straight away and the doctor gave her a full examination. Thank you
- Wasn't a long wait
- Very good doctor
- Staff were very helpful
- Very helpful/ friendly
- Welcoming staff
- Friendly
- Very fast
- Doctor was very thorough
- Very friendly and quick
- Call back service, reassurance
- Communication and time waiting
- First come first served = good
- Quick and haste
- Help
- Phoned 111 and surgery phoned me back within the hour.
- Separate place provided to sit for immune suppressed patients.
- Its quick and the staff are extremely friendly.
- Quicker than usual practices
- Got all help I needed.
- Doctor listened and advised

### What would have made our service better?

- Given an indication of waiting time.
- If there were more doctors would be able to see patients more quicker.
- Some more advice on waiting time.
- Good communication
- An appointment time
- Complex referral route / prescription could have been given over phone
- Shorter wait, more air circulation in the waiting room
- Waiting time
- Shorter waiting time
- Quicker
- Car park a large one please!
- Lengthy wait times could have been better managed. Our wait time was 3.5 hours
- We have been waiting more than 1.5 hours!
- Offering timed appointments.