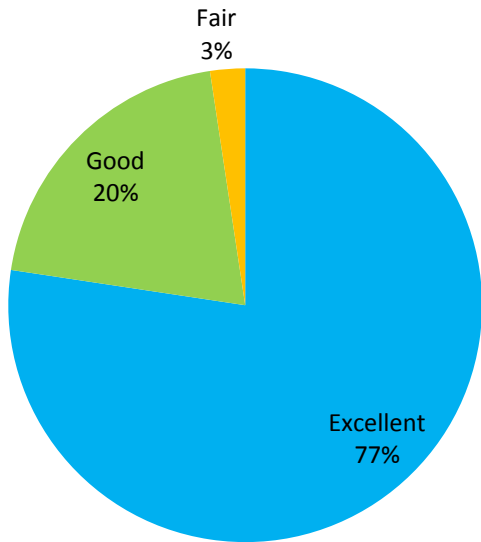
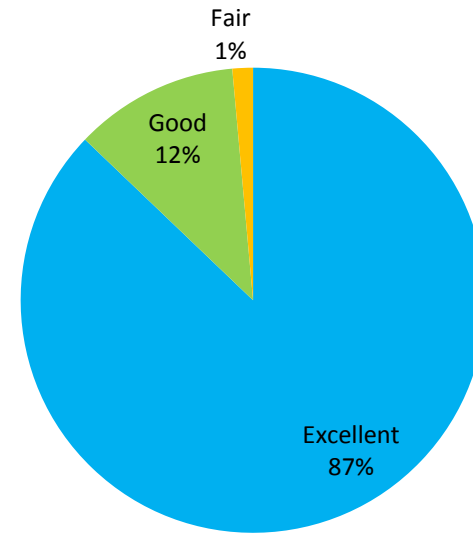


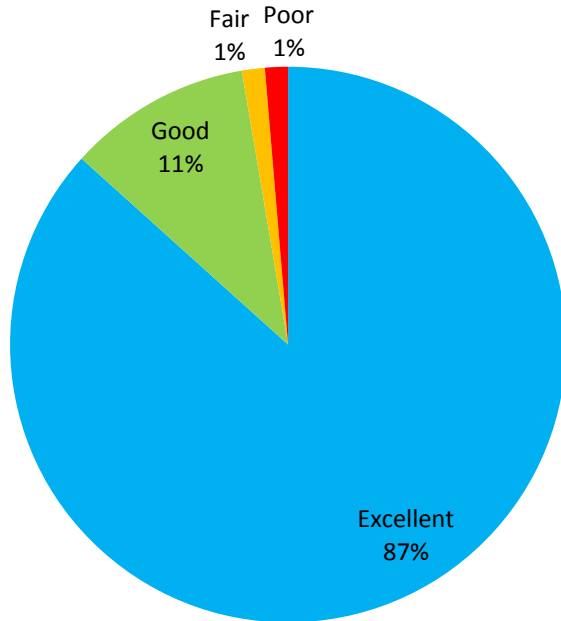
**Feedback on Receptionists at Solihull**



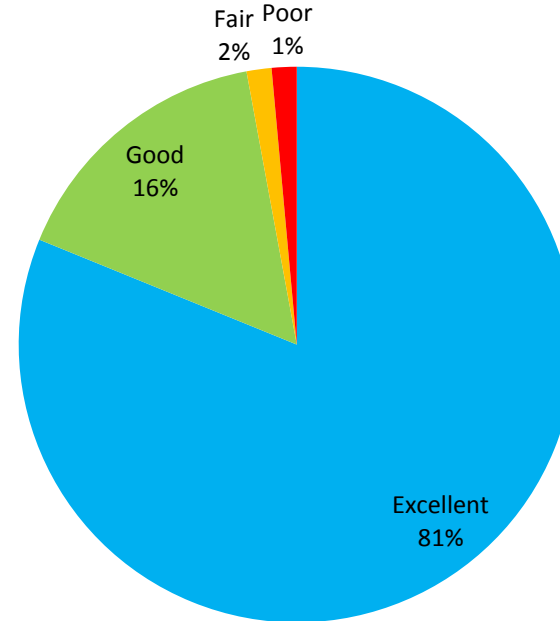
**Feedback on HCSWs at Solihull**



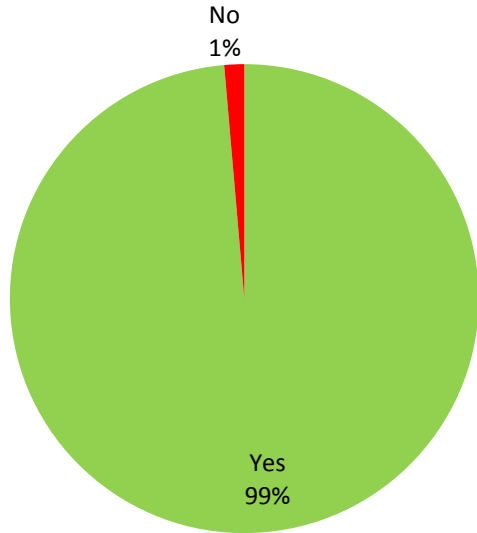
**Feedback on Doctor/Nurses at Solihull**



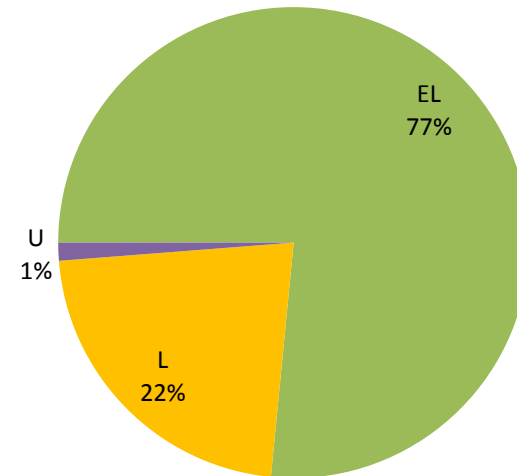
**Overall Experience at Solihull**



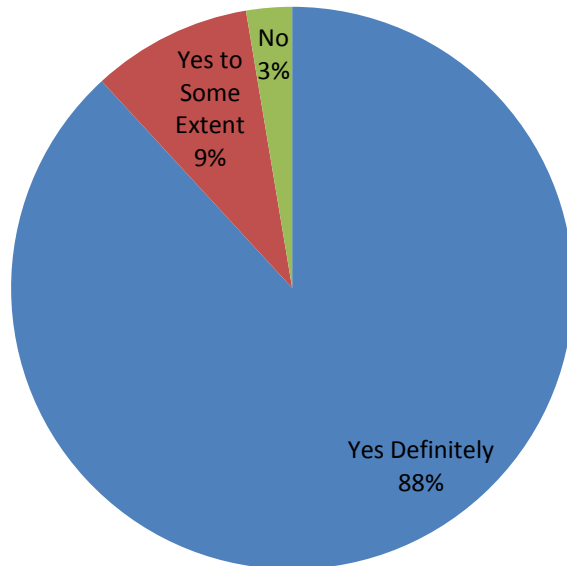
**Doctor/Clinician explanation following this visit**



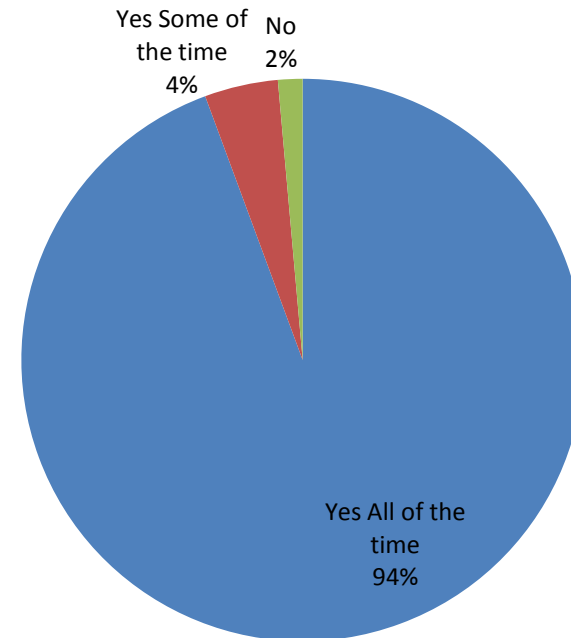
**Recommendation to family/friends**



**Did you have confidence & trust in the clinician?**



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



### What was good about our service?

- There's always a doctor to see.
- Friendly, professional, efficient
- Quick, professional and efficient.
- Quick and fast responses by both doctor & reception.
- Seen quickly & very professional
- Fast, quick & efficient
- Very helpful staff
- Very friendly, professional and quick. Thank you!!
- Speed of being seen
- Polite and very caring
- Very quick & very helpful
- Seen very quickly friendly staff
- Speed & professional
- Friendly, professional service - keep it up!
- Have visited many times and never been seen as quickly as today.
- Clear & informative. Very helpful
- Really polite members of staff.
- We were seen fast, lovely friendly staff.
- Nurse and receptionist were very kind.
- The way you handled the matter and how quick I was seen.
- Doctor was extremely informative.
- Everything
- Friendly & fast
- Problem explained, very well by doctor.
- Communication between departments & with patients, time waited was minimal
- The tea and cake
- Short waiting, nice service, clean room & respect.
- Quick helpful
- Quick & easy
- Fast, efficient and thorough
- All good
- Very well run, quick and everyone was friendly
- The speed - took 20 minutes
- Very friendly and welcoming service
- Quick & very fast
- Very fast and caring
- Treated as an individual person
- Quick & efficient, friendly staff
- Knowledge & good manners

## Solihull

- Bedside manner
- As I had visited early morning I was seen a lot faster.
- Lovely staff
- Lovely people & fast
- Quick & efficient
- Very good no complaints
- The help & service from all members of staff
- Prompt, kind, excellent
- Caring, polite, just excellent service
- Dealt with very efficiently. Instructions very clear.
- Seen very quickly very friendly staff, explained everything.
- Was seen quickly and people were helpful
- Timely, organised, professional, friendly & compassionate.
- Quick, efficient and friendly.
- Very swift. Efficient & friendly.
- Very pleasant staff, explained everything
- Care and attention given.
- Speed in which I was seen
- Very understanding and fast. Thank you!
- I was seen very quickly.

### **What would have made our service better?**

- More doctors on at peak times.
- Teas run while we waited.
- Staff
- Toys/books in waiting area.
- Toys for kids.
- Doctor was extremely poor service! Not use anxiety as an excuse!
- Receptionist need to be more polite.
- Waiting times
- Free tea and cake
- Obviously reduced waiting time, but everyone did their best.
- The nurse that saw me seemed like she wasn't happy to be at work. If you work in public sector you should know how to separate your work and personal life, at least be more approachable.
- Actually treating me
- More staff on to shorten waiting times
- More seats to cater for large numbers of people waiting
- More investment in facilities i.e. cash
- Free wine
- Shorter wait times for results if possible.