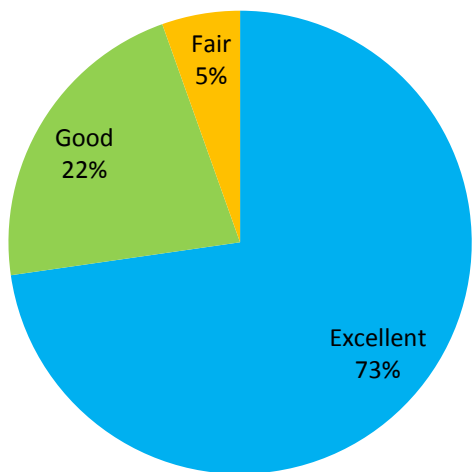
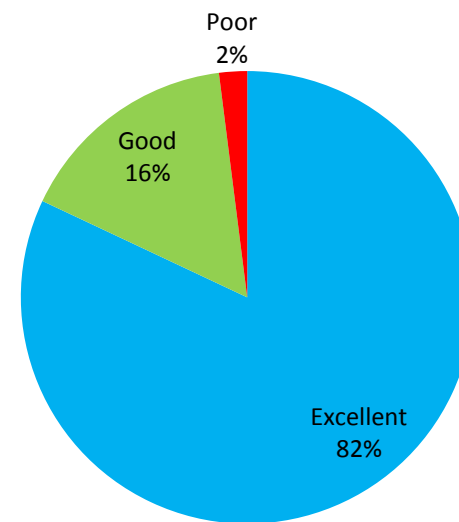


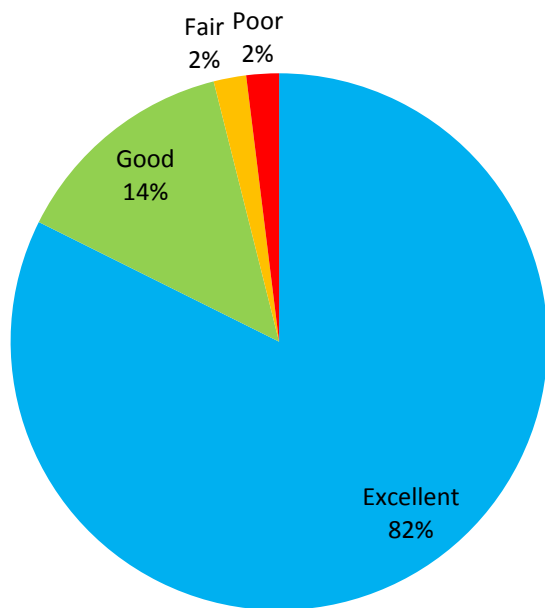
Feedback on Receptionists at Solihull



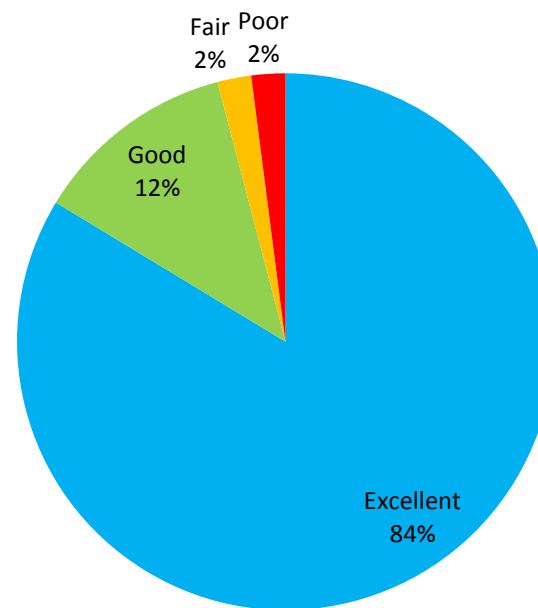
Feedback on HCSWs at Solihull



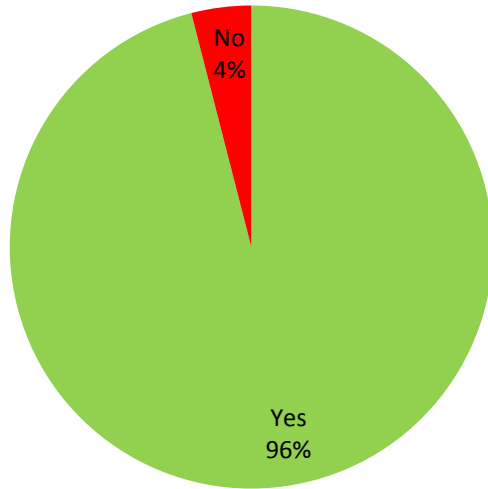
Feedback on Doctor/Nurses at Solihull



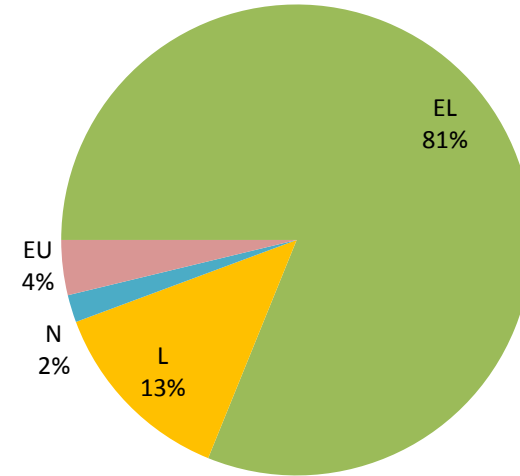
Overall Experience at Solihull



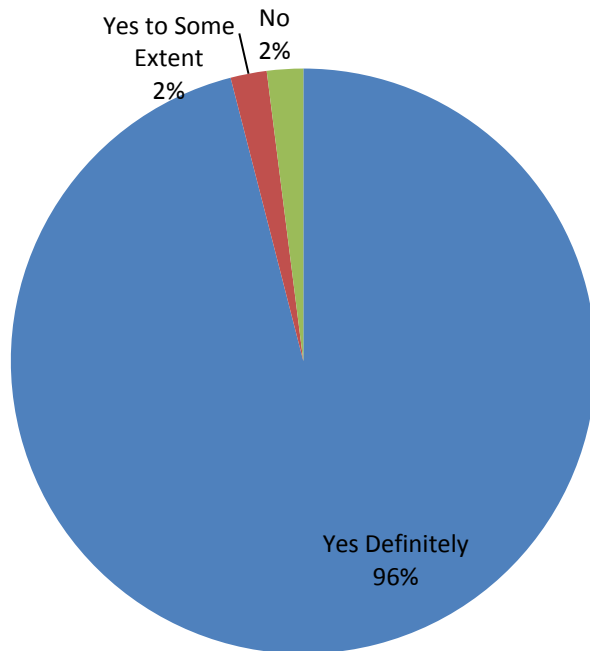
Doctor/Clinician explanation following this visit



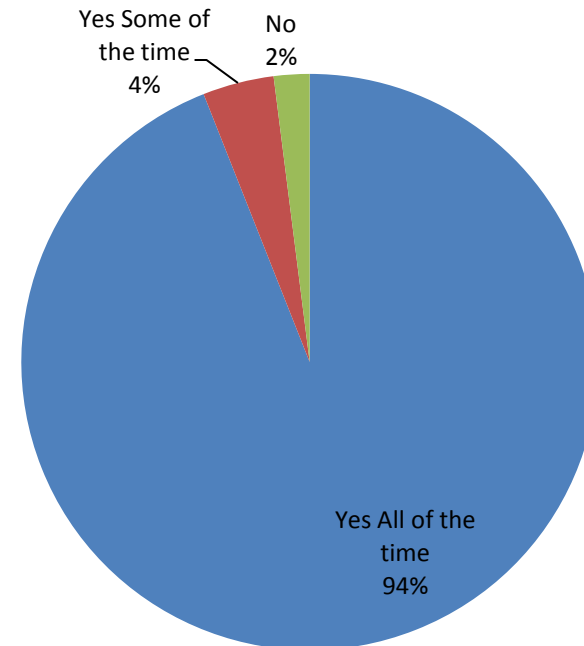
Recommendation to family/friends



Did you have confidence & trust in the clinician?



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



What was good about our service?

- All
- Straight forward
- Not too long
- Friendly staff
- Everything
- Spoken to politely
- Staff excellent
- Very reassuring
- Extremely efficient & caring
- Quick service, dealt with my problem very well.
- Staff very pleasant and helpful
- Quick response time, friendly informative staff
- Helpful staff, Doctor solved my problem
- Fast, friendly
- Available with very little wait. Empathetic & compassionate service
- Speed
- Very fast, efficient and felt like they cared
- The staff were extremely helpful
- Amazingly friendly and helpful staff
- They were very friendly
- The staff were amazing, we didn't have to wait. Doctor was wonderful.
- Reception
- Everything was dealt with professionally.
- Speed and friendliness
- Efficient
- Fast, efficient and lovely staff
- Quick service
- The new trial of the doctor coming to the room to see patient.
- Extremely good service
- Prompt, helpful, friendly service
- Very professional and efficient
- Fast & friendly
- Less waiting time.
- Fast response and great communication with doctor and nurse.
- Very prompt
- Efficient & friendly
- The quick service & care
- Speed and made to feel at ease.

Solihull

- By explaining everything to me.
- Problem dealt
- Dr Ahmed who looked after my son was excellent. He went above and beyond to ensure my son was properly looked after. He was extremely professional and great care was delivered.
- Quick, thorough, helpful.
- Quick and easy
- Excellent service / friendly helpful staff.
- How organised the staff are
- Time, quality
- HCSW kind and caring also has high standards.
- Was seen very quick, polite receptionist and doctor was very helpful.
- All staff friendly, everything explained.
- Quick and confident
- Everyone had time for you

What would have made our service better?

- Shorter waiting time
- Less waiting time as the patient was in severe pain
- Very long waiting times
- Polite Receptionists
- Play area for children
- More staff as short staffed today.
- Doctors who listen and speak English! Absolutely disgusted in the treatment we have received. Not listened to and the doctor could hardly understand what we were saying and vice versa.
- Smile at reception