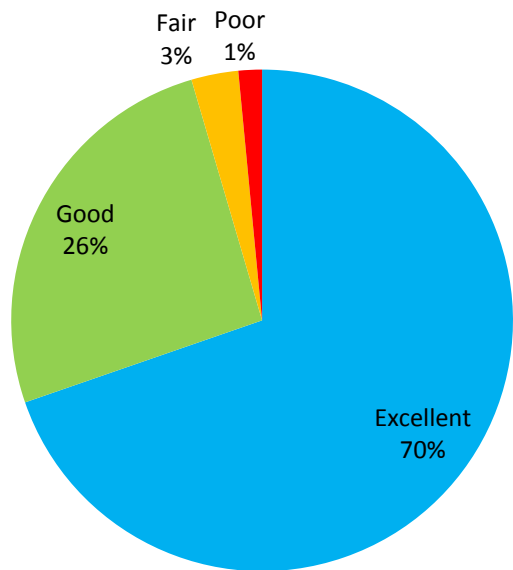
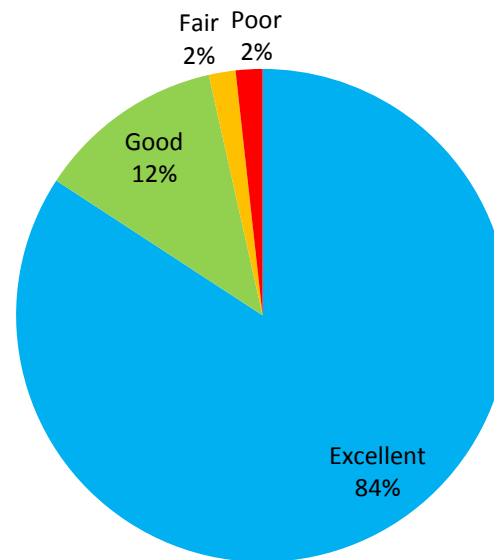


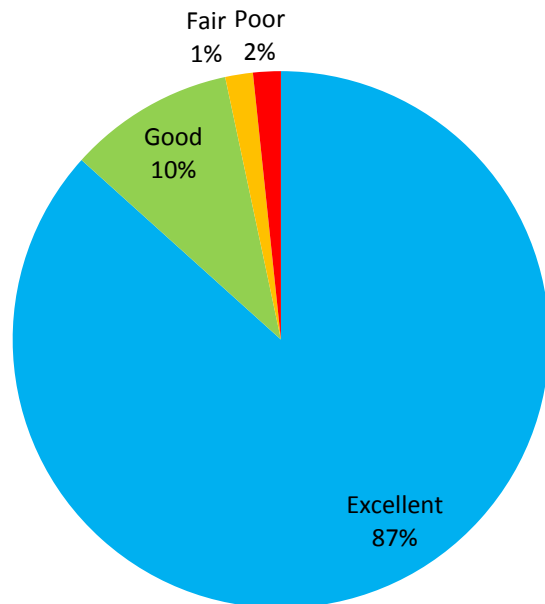
**Feedback on Receptionists at South Birmingham**



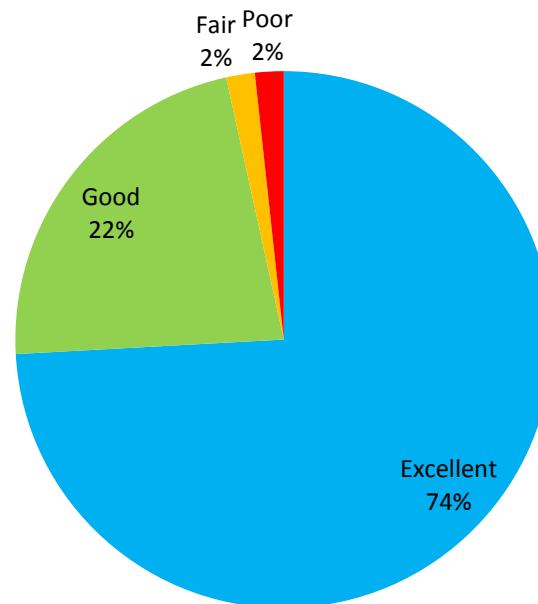
**Feedback on HCSWs at South Birmingham**



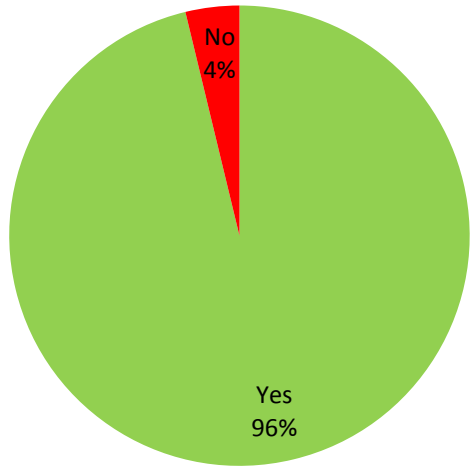
**Feedback on Doctor/Nurses at South Birmingham**



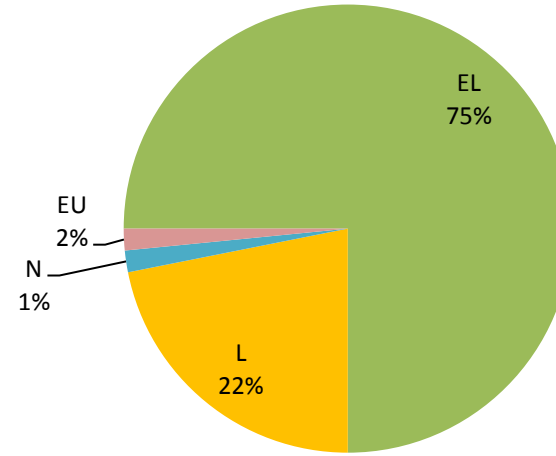
**Overall Experience at South Birmingham**



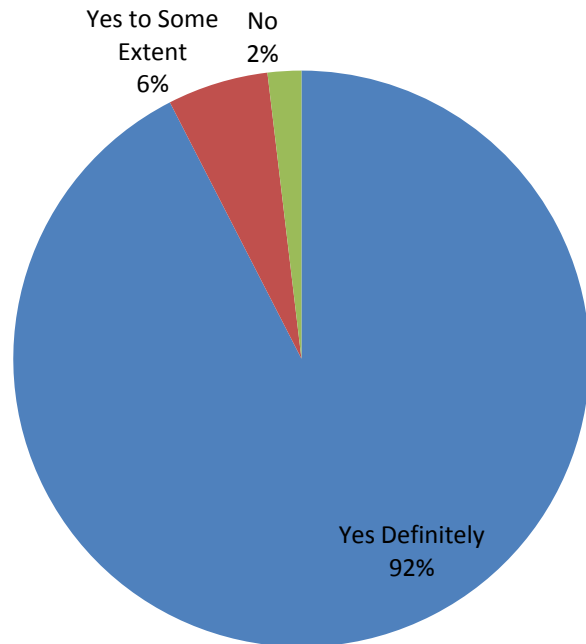
**Doctor/Clinician explanation following this visit**



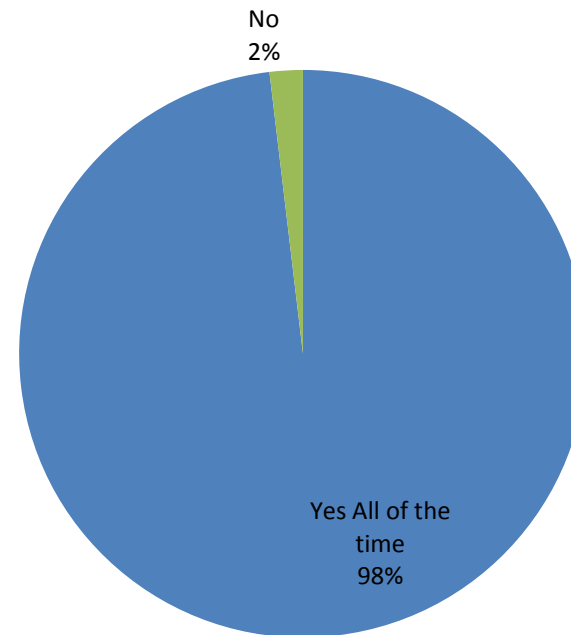
**Recommendation to family/friends**



**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?

- really nice and understanding people
- friendly, not too long to wait-90mins approx
- quick, friendly and caring
- Receptionist friendly/helpful
- Much faster than A&E
- Everything
- Friendly, efficient, nice, clean warm environment.
- Quick
- Efficiency, friendly staff, speed of treatment.
- Service
- Quick and efficient
- Doctor
- Friendly
- Seen within the hour with resolution
- Staff was friendly and helpful
- Very friendly and polite
- Thorough check up
- Everything
- Lovely people and really helped sort things out
- Quick efficient
- Good advice and care from the doctor.
- The care and patients with listening to me felt at ease
- We were let in before the surgery was open, seen pretty quickly by the nurse.
- Prompt, reassuring

### What would have made our service better?

- To use a ticket system so there is no arguments.
- Less waiting time
- Seen within 30 minutes
- Allowing patients into the reception area prior to the doctor arriving. However the receptionist did do this after checking with her manager - that was good too!
- It would be better if emergency appointment time can be given so waiting times are not so long.
- Service starting on time
- Receptionist to show more empathy upon arrival.