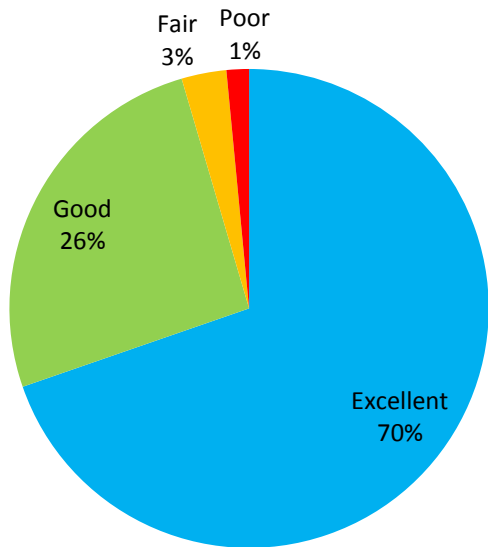
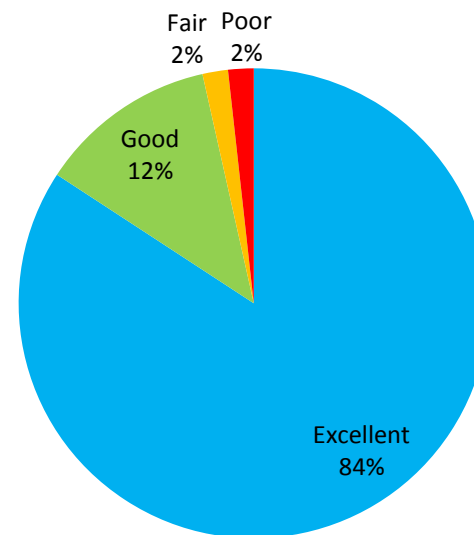


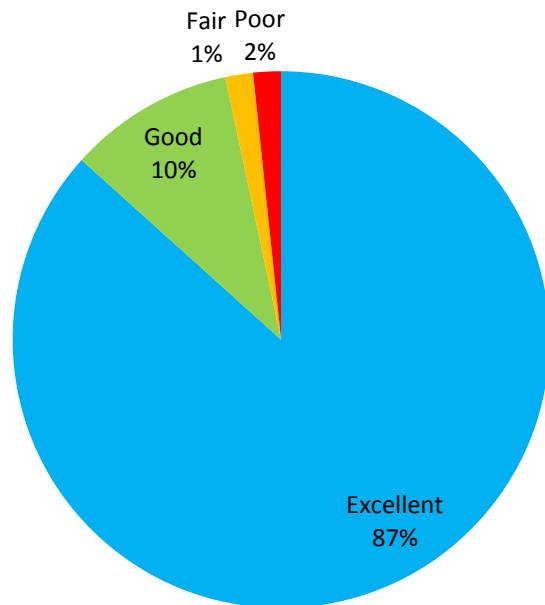
**Feedback on Receptionists at Solihull**



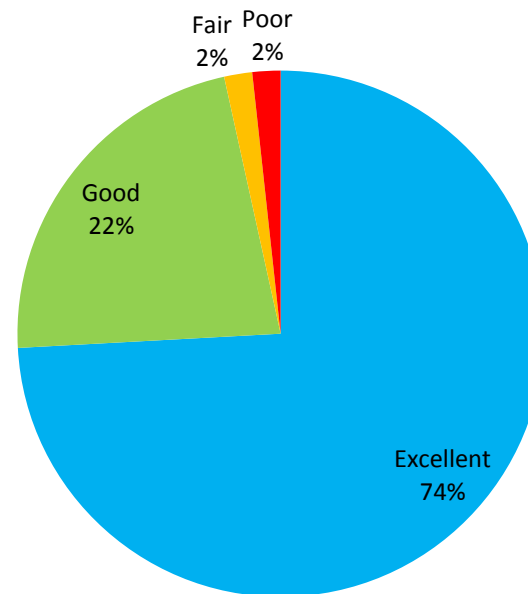
**Feedback on HCSWs at Solihull**



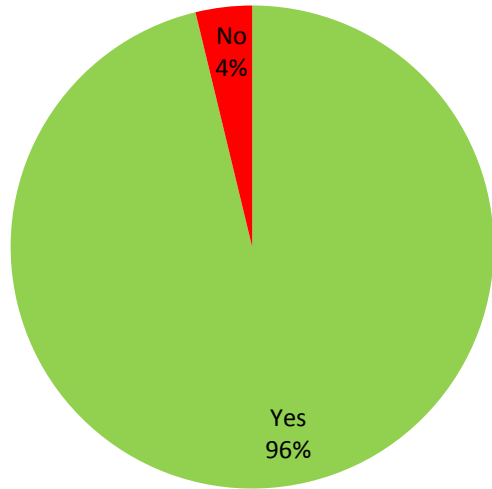
**Feedback on Doctor/Nurses at Solihull**



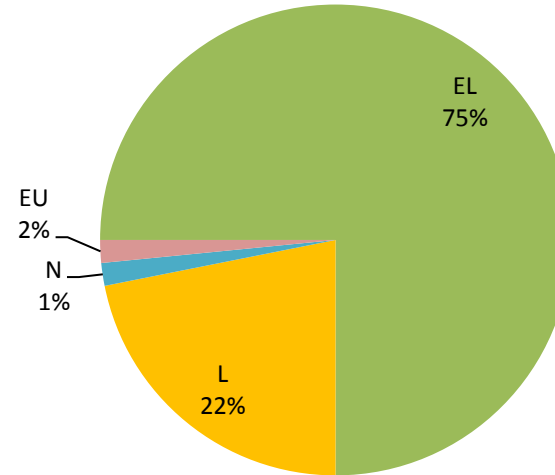
**Overall Experience at Solihull**



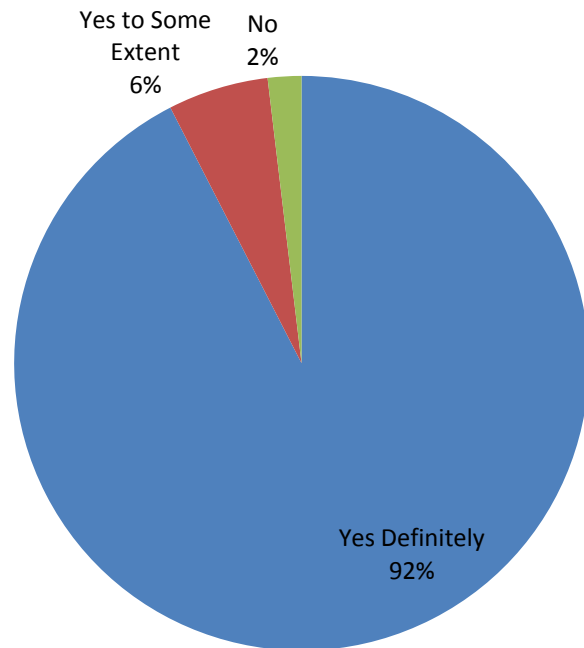
### Doctor/Clinician explanation following this visit



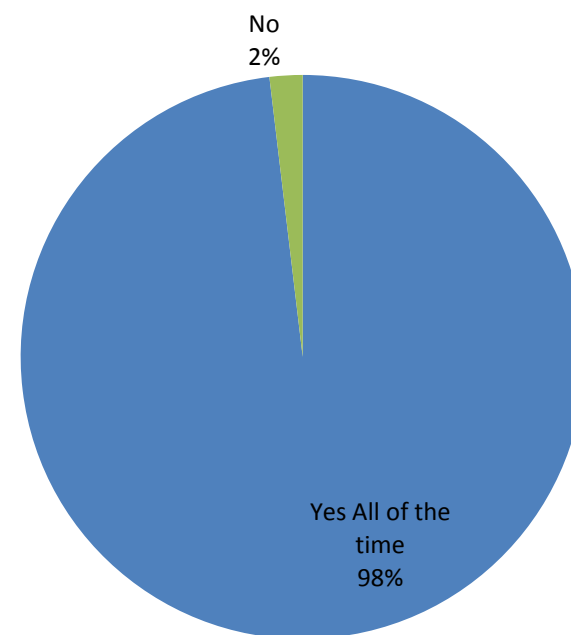
### Recommendation to family/friends



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



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



## Solihull

### What was good about our service?

- good
- courteous and efficient
- short waiting time
- prompt
- efficient, helpful, friendly
- the staff
- quick, efficient polite
- doctor Nyholm-excellent doctor, direct to point, sympathetic approach and wonderful
- seen quickly
- helpful services
- just great service
- I found all service excellent
- Excellent
- Friendly staff and very helpful
- It just easier than my own doctors better service
- Made to feel like you were important and they were happy to help
- It was quick everyone so kind
- Patient
- It was very fast
- Seemed very quick, friendly, helpful, informative
- My little grandson care
- Quite a speedy process, very friendly.
- Lovely and professional, doctor was really articulate about treatment she gave which I liked.
- First class
- Friendly nurse and doctor
- Available at weekends and efficient, calm
- Very helpful
- Prompt service, very helpful staff
- Everyone was so helpful and professional
- Quickly service
- Very efficient and friendly
- Quick, above and beyond service provided.
- Time taken to check my symptoms.
- Quick, efficient and very helpful - caring attitude.
- Caring, friendly attitude
- Quick, friendly , thorough
- Seen very promptly, examined thoroughly.
- Whole system is excellent

## Solihull

- Way the people was with us overall.
- They seen me when my doctors wouldn't
- Excellent
- Nice staff
- friendly and efficient staff
- Fast
- Speed, caring and considerate staff
- Efficient and friendly and caring
- Quick, efficient, friendly staff
- Very quick and informative experience
- Kind, caring staff keen to help
- Polite, very quick and resolved promptly.
- helpful
- Speed of service
- Everything
- Communication

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

- some staff not as friendly as others on arrival
- meet and greet to guide to rooms and assist in waiting room
- Water cooler in waiting area
- Display of who was being seen next
- Not sure waited long time for prescription after being seen.
- More staff for number waiting
- Waiting time
- More faster
- More than one doctor on take pressure off docs.
- Doctors not arguing in reception, receptionists losing & forgetting patients, being seen by a nurse instead of a doctor! The nurse was very rude, the doctors spent more time walking round than seeing patients! Doors being left open while myself and other patients are being seen!! No patient confidentiality at all!!! Training staff on calling ambulances and looking after very ill children! All in all a very bad experience
- More staff
- Been seen quicker