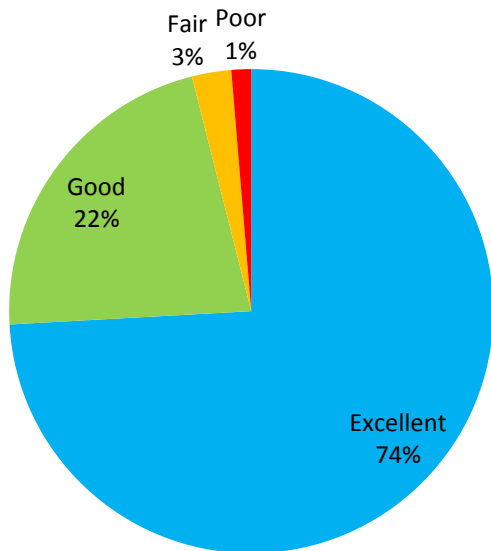
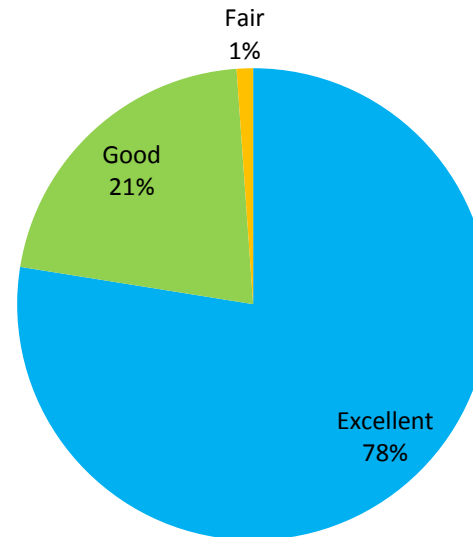


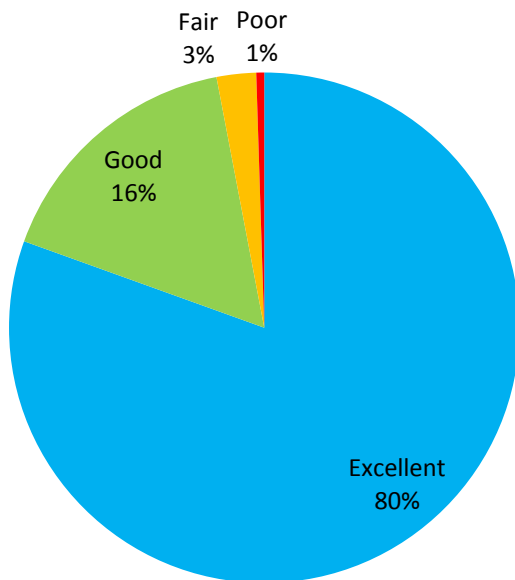
Feedback on Receptionists at South Birmingham



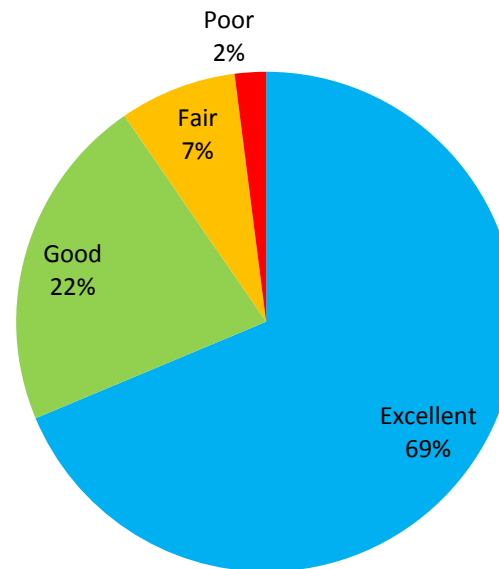
Feedback on HCSWs at South Birmingham



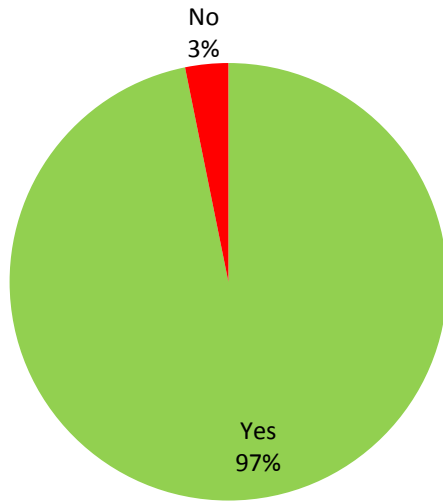
Feedback on Doctor/Nurses at South Birmingham



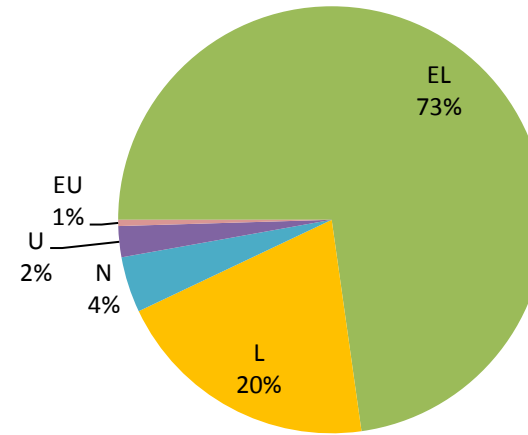
Overall Experience at South Birmingham



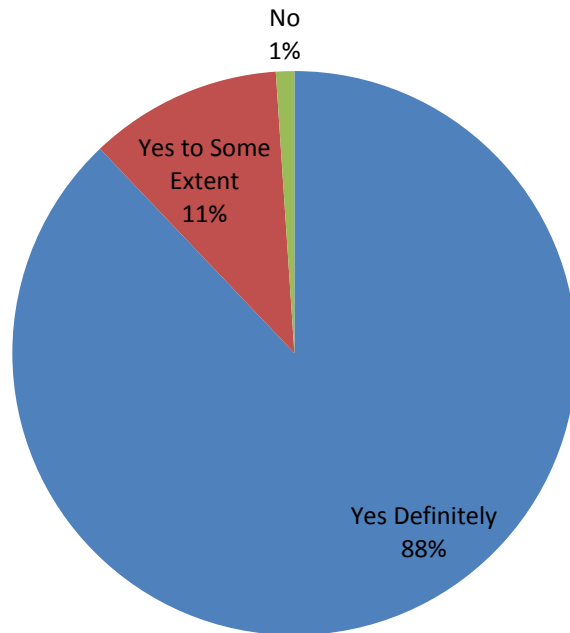
Doctor/Clinician explanation following this visit



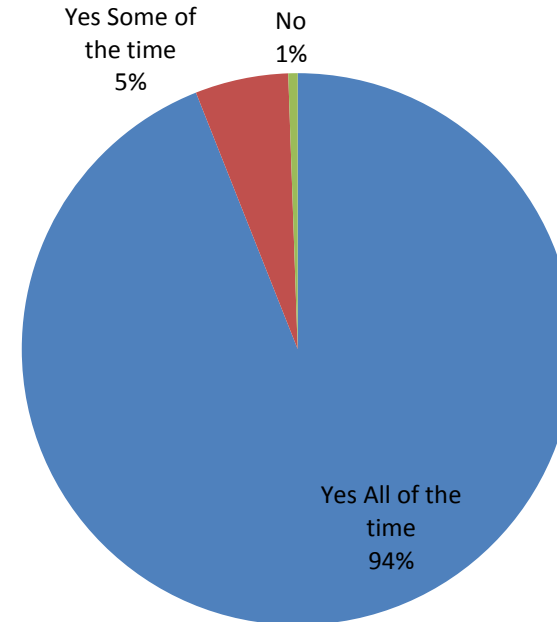
Recommendation to family/friends



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?

- Open late hours
- Quick clean thorough
- Quick
- Quick & fast
- Everyone was very helpful.
- Quick, efficient and explained well.
- Seen quickly.
- Very quick & professional
- Friendly
- Listened to my concerns and catered for our needs.
- Good health care practice
- Quick
- Everything, quick check, no long waiting time.
- Quick & thorough
- Prompt
- Efficiency and advice
- Everything
- Fast
- Punctuality, nice and welcoming staff.
- Friendly reception
- Been here a few times, always seen quickly and staff very professional and polite.
- Seen straight away, doctor was great.
- Good welcome, fast service.
- Friendly and warm
- Quick & comprehensive
- The hours it was opened till
- Very helpful
- Clear diagnosis
- Very friendly and caring receptionist
- Everyone listened to us.
- Receptionist
- Friendly staff / fast service
- Received with a smiling face
- No long wait, friendly and reassuring
- The doctor was very friendly, polite, helpful and gave lots of advice.
- Fast & thorough check. Also gave me Calpol and water.
- Friendliness, professional, efficient
- Seen very quickly

South Birmingham

- The opening hours
- Quick & efficient
- Open late night
- Timing - also the checks
- Rapid response
- Was seen immediately and thorough checks
- Everything, waiting time
- Quick, efficient, honest
- Friendly & quick
- Prompt
- Dealing
- Doctor was very professional.
- Caring staff
- Doctors was very friendly, felt very comfortable.
- There when needed
- Excellent doctor
- Very friendly staff and although the time to wait said 2 hours, I only waited 3/4 hour
- Quick service from 111 referral
- All
- Good examination from the doctor
- The doctor was very efficient
- The doctor was happy to listen and took his time
- Was seen quickly, treated by well: doctor
- Quick, doctor was friendly and professional
- The doctor done a thorough examination.
- Quickly seen
- Speed & pleasant doctor. Thank you
- Fast service & good advice via phone.

What would have made our service better?

- Water dispenser
- Seen by GP
- Chairs available for those who can't sit on the low ones.
- Doctor is a bit scary
- have a bell at reception
- Lesser waiting time please
- Nurse could be more friendly
- Waiting time
- To be seen a bit faster