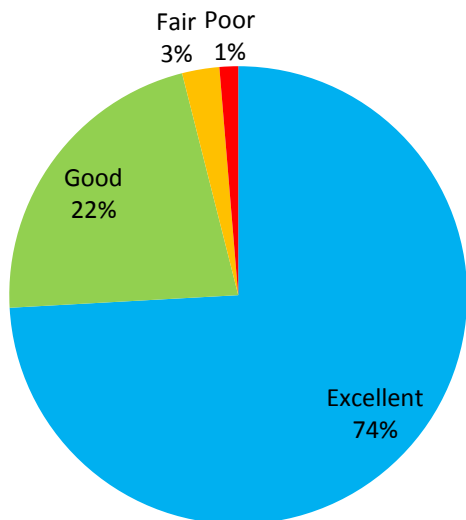
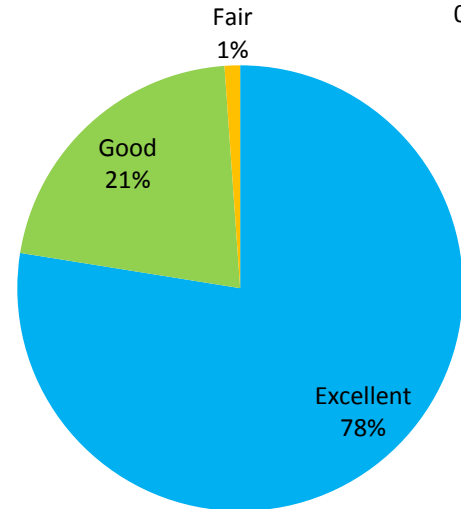


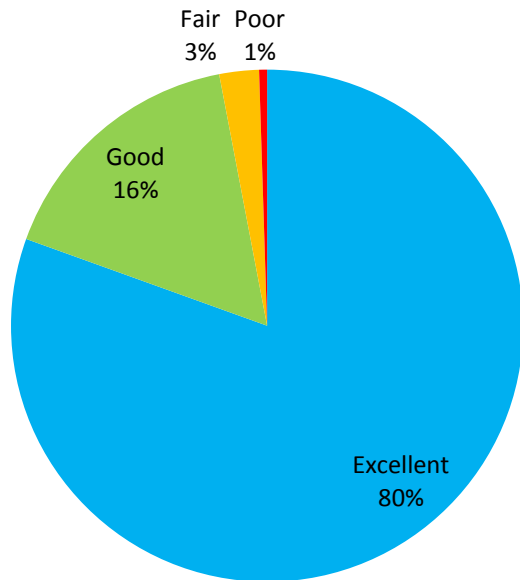
Feedback on Receptionists at Solihull



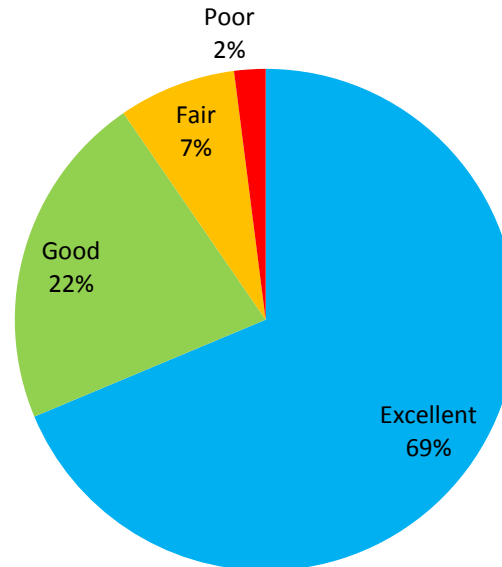
Feedback on HCSWs at Solihull



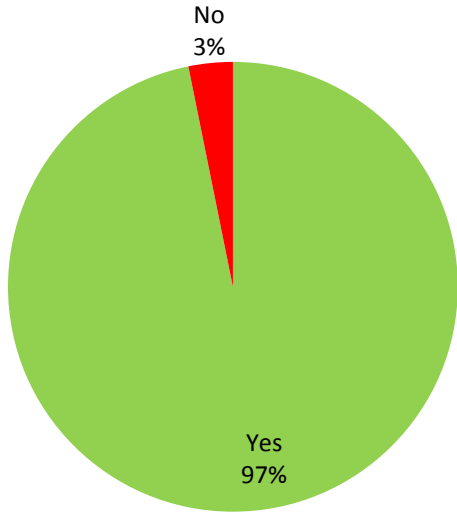
Feedback on Doctor/Nurses at Solihull



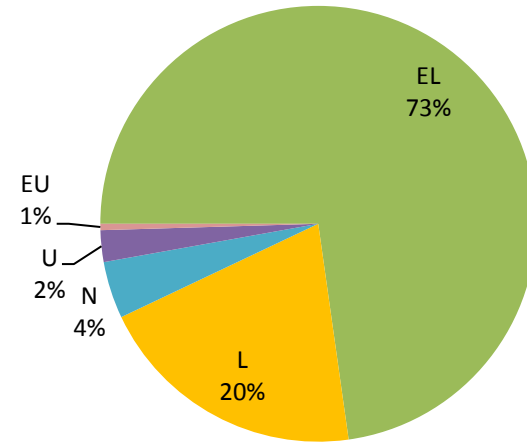
Overall Experience at Solihull



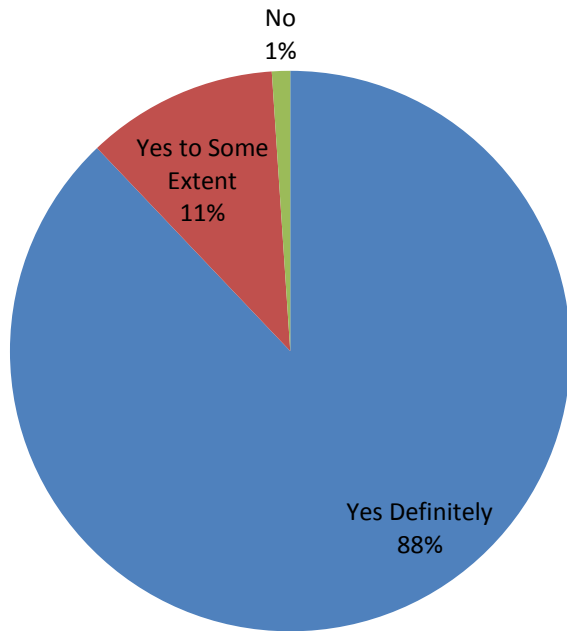
Doctor/Clinician explanation following this visit



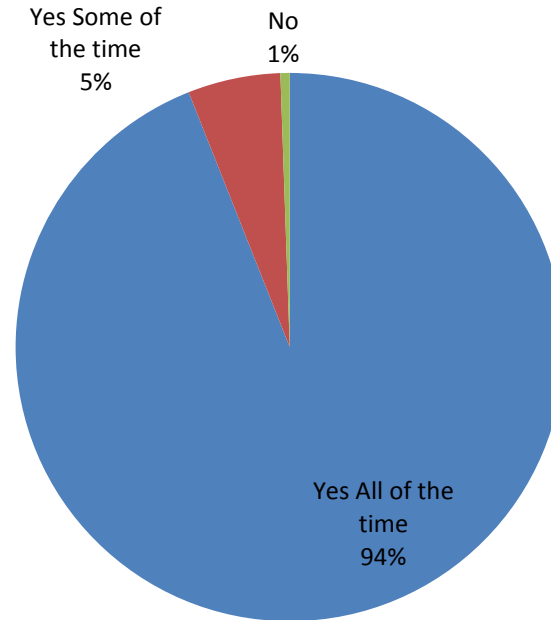
Recommendation to family/friends



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?

- Nothing was too much trouble for the staff that attended to me.
- Very efficient didn't wait long.
- Seen quickly
- Watching the TV
- Thorough to check
- Speed, friendliness, got to the root of the problem.
- Receptionist & healthcare
- Doctor was excellent, service was fast & thorough
- Speed, efficient & lovely service
- Good friendly attention
- Personal care
- Friendly staff & doctor
- Receptionist & healthcare worker
- Friendly
- Very impressed with care received.
- Friendly & clean
- Doctor was excellent with my disabled brother.
- Not long to wait.
- So grateful for the good service
- Respectful
- Receptionist had a very polite tone, manner and was honest about the 4 hour wait.
- Good interview with patient.
- I was seen very quickly.
- How at ease nurse/Doctor made us feel, very friendly, excellent service.
- Attitude of staff, speed and ease of service
- Everybody here is very kind and they're always smiling
- Helpful
- Helpful and wasn't waiting for too long
- All the staff were brilliant, I would rate the doctor as good.
- Staff were brilliant
- Helpful approach
- Prompt service
- Speed of assessment
- Could not get appointment at the doc so had to come to walk in.
- Efficient, helpful, quick
- Practical to needs
- Everything
- Very efficient & fast
- The staff

Solihull

- Very quick
- Assessment was speedy
- Fast & informative
- Clear explanation of the problem
- I was able to see a GP here when I tried to see my own GP.
- You're caring
- Well organised and prompt
- Patience and help, from all the people I spoke to.
- Orderly
- Friendly and helpful in all departments I visited
- The politeness of all the staff
- Being able to get seen without long wait.
- Respectful
- Distance
- We didn't wait too long
- Staff extremely helpful
- Discuss fully about my pain
- Professionalism, friendliness
- Efficiency and caring
- Friendly polite staff who went out their way to make me feel comfortable.
- Good and quick service
- Friendly polite staff
- Very efficient, listened to me, very professional.
- Fast service and friendly staff.
- Everyone was very polite.
- Clean & friendly staff
- Welcoming
- Fast & direct
- Effective/sympathetic
- It was efficient
- Quick waiting time and great service
- Minimal waiting time
- Very polite and courteous
- Quick service
- Seen under an hour
- Quick and very informative and extremely polite.
- All staff was very kind and caring
- For once we were seen quickly.
- Staff professional and friendly.
- Helpful and friendly and got seen in 40 minutes.

Solihull

- Polite & welcoming
- Prompt service
- Friendly staff & doctor
- The knowledge and helpfulness of the staff.
- Quick and efficient
- Nurse and doctor, helpful and caring
- Always friendly/helpful
- Customer service and waiting time is short.
- Quick
- Fast, efficient, friendly nurse and doctor.
- Efficient & attentive - went the extra mile
- Very friendly staff and although the time to wait said 2 hours, I only waited 3/4 hour
- Friendly staff & doctor
- Efficient and thorough
- Seen very quickly
- Easy to see someone when can't get into GP
- Doctor was very good & caring
- Local
- Service
- The doctor was very helpful
- Fast efficient service, clean & tidy, welcoming.
- Very quick & efficient
- The speed of service
- Calm & efficient
- They were very understanding
- Quick, friendly, efficient.
- HCSW
- To have an alternative medical care when GP service unable to assist.
- Informative & helpful
- All staff understanding as I was feeling upset.
- Professional, efficient and polite staff
- Quick and efficiently, friendly staff.
- Waiting time minimal, customer service, excellent doctor, explained my options to me.
- Did not have to wait long
- Time wasn't too long
- Actually listened, good advice
- Fairly swift, pleasant staff.
- All staff are very nice, carefully kindness.
- Convenient
- All the staff were very polite and showed they cared.

Solihull

- Comfortable waiting in sol hull, too crowded in heartlands.
- Good manner & helpful.
- Very professional, highly recommend people to use this service again.
- They are very efficient
- No wait time amazing
- That I got to see a doctor on same day.
- Friendly
- Very quick
- Very rapid response
- Prompt
- HCSW was lovely
- Did not have to wait
- Fast, efficient
- Friendly
- First Class
- Very quick
- Friendly, seen quickly.
- Speed and precise nature of all concerned.
- Quick friendly service
- Quick, efficient friendly
- Efficient and swift service. Early diagnosis of shingles.
- Lovely friendly staff
- Quick - thorough lovely GP!
- Very prompt, excellent staff
- Receptionist was so kind
- Quickly seen
- Kindness and consideration
- Everything, staff lovely, attentive
- Very quick and friendly
- Good reception
- Efficient and thorough, staff very helpful
- Efficient, polite, clear, informative
- Waiting time minimal, customer service , excellent doctor, explained my options to me.
- Prompt, efficient, very reassuring
- Friendly and helpful
- It was helpful
- Friendly staff
- HCSW
- Nurse was clear in explaining what to do
- It was quick

Solihull

- Care
- Professional
- Usually in & out
- Seen to quickly
- Friendly staff - reassuring
- A very helpful place
- Quick to be seen - treated really well
- The staff and nurse all nice
- Prompt & polite
- Good service
- Speedy & good consultation skills both doctor & nurse.
- Efficient friendly service
- Prompt & professional
- Very efficient - out within 1 hour
- Friendly and helpful
- The doctors advice
- Reception
- Lovely and fast wait to see receptionist
- Everything
- Very understanding, assessed quickly, reassured & everything explained.

What would have made our service better?

- More doctors
- More staff for others
- Having more doctors on
- Closer toilet
- Nothing has impressed me yet. The system/person centred care.
- Less waiting time
- I think hand washing procedure should follow properly.
- Less wait time
- More money from the government to get more staff.
- More advice about natural medicines.
- I think the doctor was inclined to agree with his colleague
- 24/7 availability
- Waiting time was very long! More doctors?
- The waiting being shorter and need more doctors.
- Make sure the waiting room isn't long
- More staff

Solihull

- Long wait
- Going straight to second department first.
- call patients quickly
- Waiting time especially when arriving before others.
- Shorter waiting time
- Free coffee
- The wait time was long, but I understand why.
- More doctors
- I struggled to find details on internet found out via family.
- More doctors
- Follow on with tests.
- Perhaps checking progress more frequently, as this would have prevented long wait / being forgotten when staff busy.
- Being allowed medical records.
- Better signage - doctors referred to 'walk-in' centre but not known as this at the hospital!
- People should be seen as they are booked in and not as they are booked in to see the doctor.
- If the doctor in Solihull could have made the diagnosis not sent me on to Heartlands.
- More frequent doctor available
- Been seen quicker.
- HCSW not asking questions while taking BP
- Free tea & coffee
- A cup of tea
- Seen sooner
- Accessibility
- Front receptionist condescending - not professional
- Quicker waiting times
- More doctors on to reduce the wait.
- Offer kids toys or books
- Little less time
- Need to work on time keeping
- The waiting time, more doctors available
- Lunchtime cover for doctors
- Perhaps less of wait but there are lot more patients who were here before us and/or have more urgent needs.