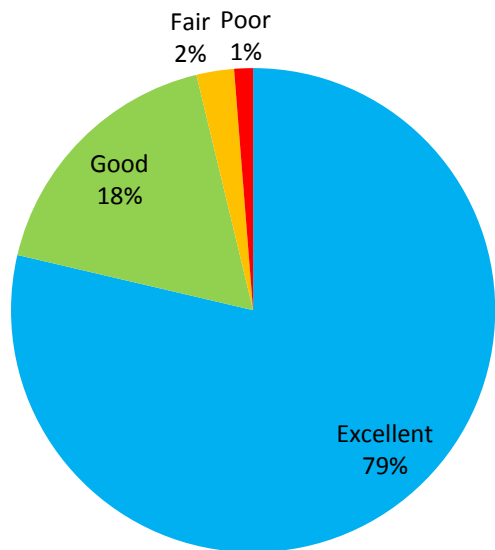
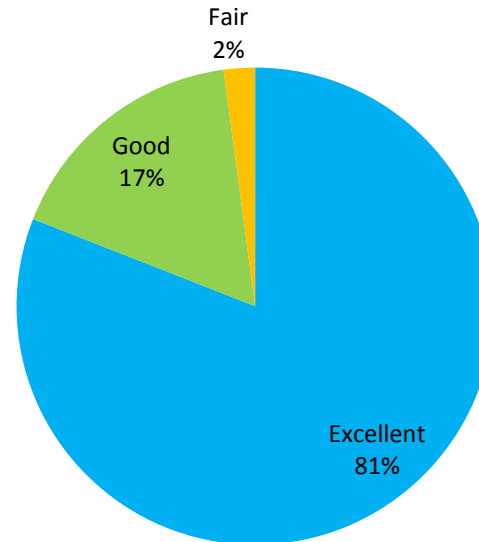


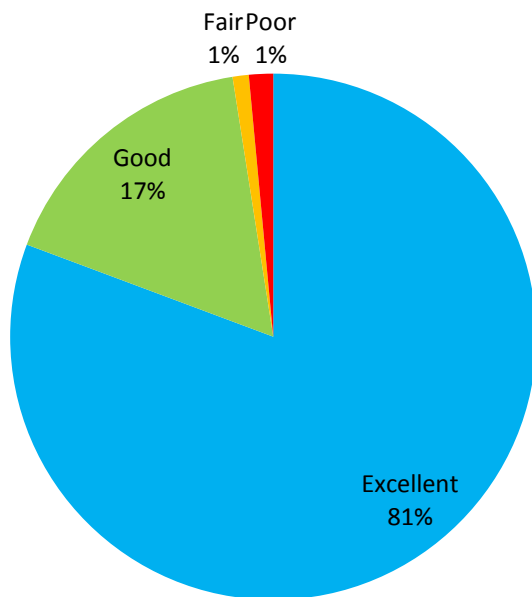
**Feedback on Receptionists at South Birmingham**



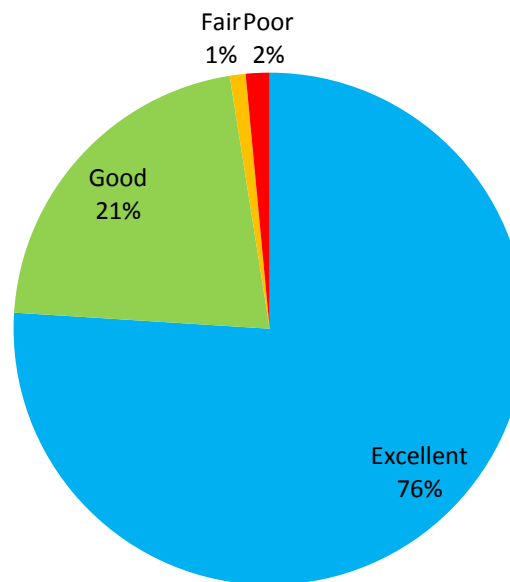
**Feedback on HCSWs at South Birmingham**



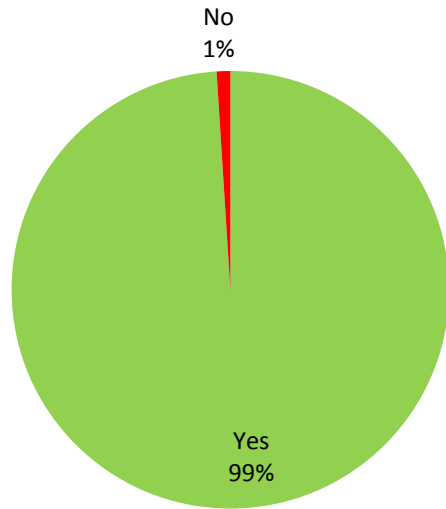
**Feedback on Doctor/Nurses at South Birmingham**



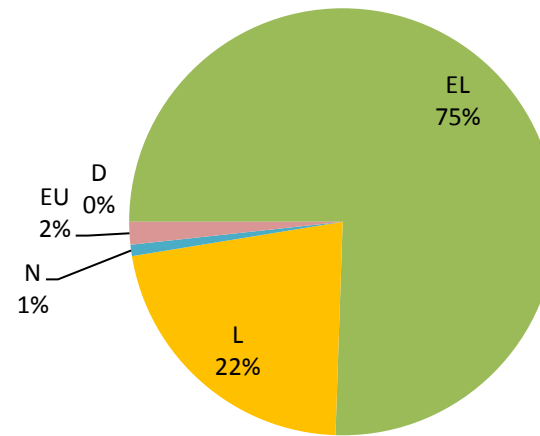
**Overall Experience at South Birmingham**



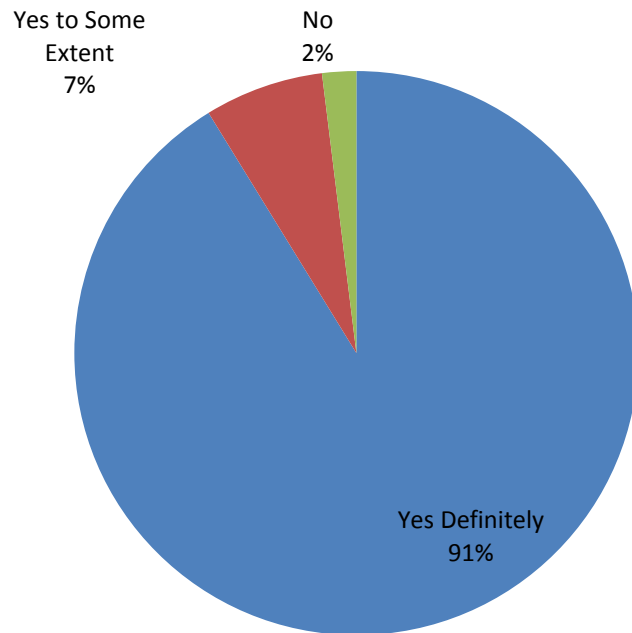
### Doctor/Clinician explanation following this visit



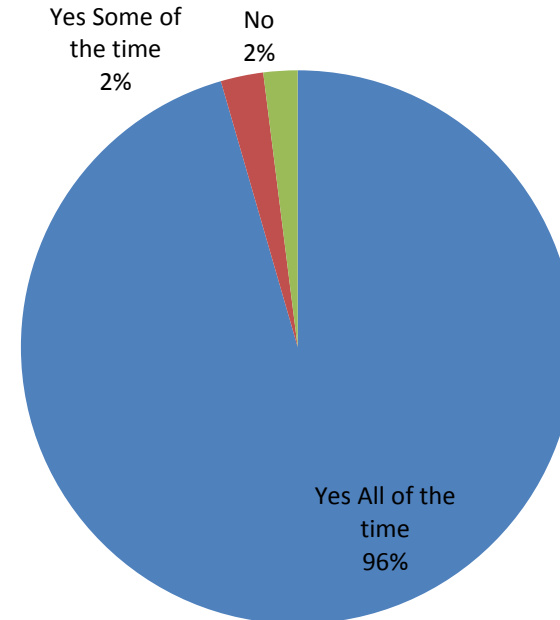
### Recommendation to family/friends



### 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?

- Friendly welcome, promptly called in, empathetic doctor. Thorough examination.
- It was clean and super-fast.
- Excellent service and understanding nurse/doctor
- Lovely receptionist, very kind and helpful
- Very quick wait, wasn't long at all, were seen to promptly.
- The speed and thorough doctor
- I didn't have to wait long to be seen.
- Fast and thorough check
- Fast
- They handled the matter very well on the phone
- Good
- Quick
- Staff and doctor and time spent
- Staff and doctor very helpful and reassuring
- Staff was very considerate and helpful
- Lovely people and so quick and efficient
- Quick to be seen to
- Friendly, accommodating
- Quick service, friendly caring nurse
- Organisation and care
- Not busy seen to quickly
- Extremely quick good service
- Very quick
- Quick and professional
- Quick and efficient
- Professional, local, ease of access, clean
- Very polite, helpful also a nice clean setting
- Speed
- Quick, friendly staff
- Efficient
- Friendly and understanding
- NHS Direct arranged the appointment
- Listened and didn't make me feel rushed
- Ok
- Got treatment e.g. told what to do to prevent re-occurrence, given prescription
- So quick
- Fast, friendly
- How efficient everyone was
- Professional

## South Birmingham

- Efficient, friendly
- Effective, quick
- Short waiting time, helpful, friendly
- Quick, efficient and friendly
- Really quick and helpful
- On time
- It was very quick and easy to use
- Very good service
- Quick and on time
- Friendly, thorough
- Everyone is very friendly.
- Overall
- Friendly and professional staff
- Efficient, no waiting.
- Very friendly and helpful
- Polite, efficient
- Very polite
- Listen well very patient
- Convenient
- Staff was friendly
- Quick response
- Waiting time because less
- Fast, helpful and friendly staff
- Friendly, polite
- Quick service
- Polite, organised, professional
- Staff is very nice
- Everything is good, the doctor is very nice
- Helpful and had time to listen
- Was referred straight away
- Didn't wait long

### What would have made our service better?

- Facility to take tests - throat swabs.
- Waiting room got a little stuffy - opening a window!
- Opening a little earlier
- TV on - boring waiting room
- Closer to home
- Clear sign