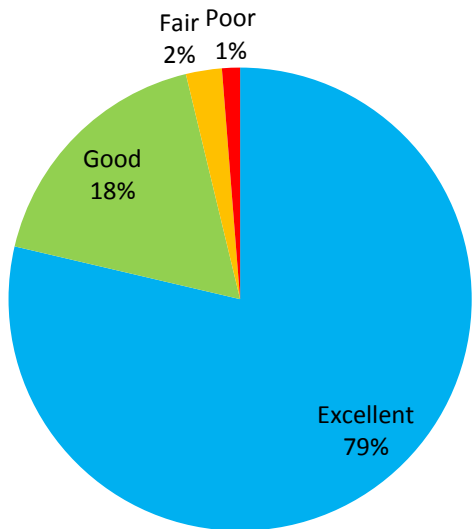
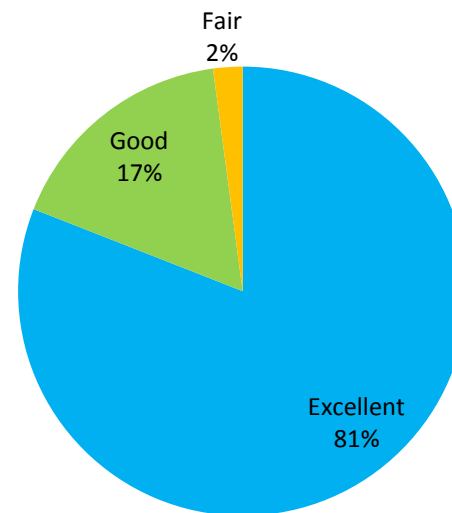


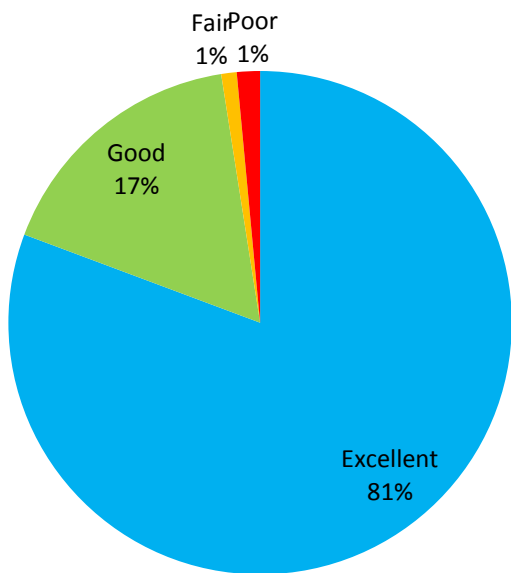
**Feedback on Receptionists at Solihull**



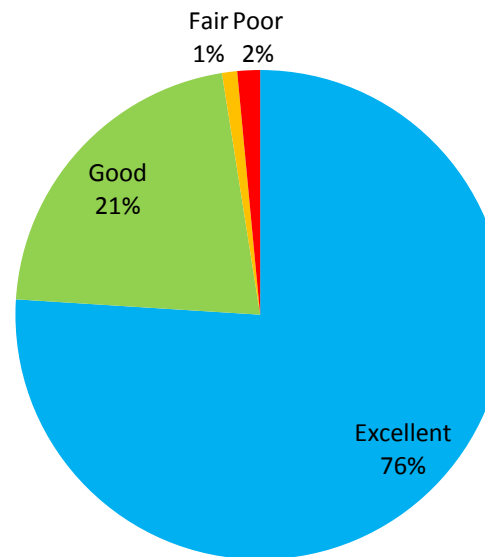
**Feedback on HCSWs at Solihull**



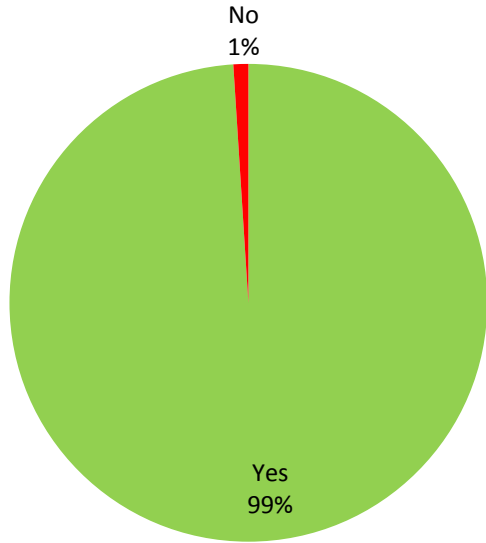
**Feedback on Doctor/Nurses at Solihull**



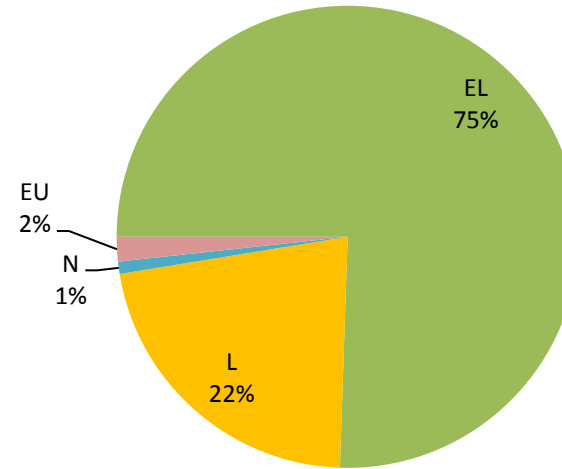
**Overall Experience at Solihull**



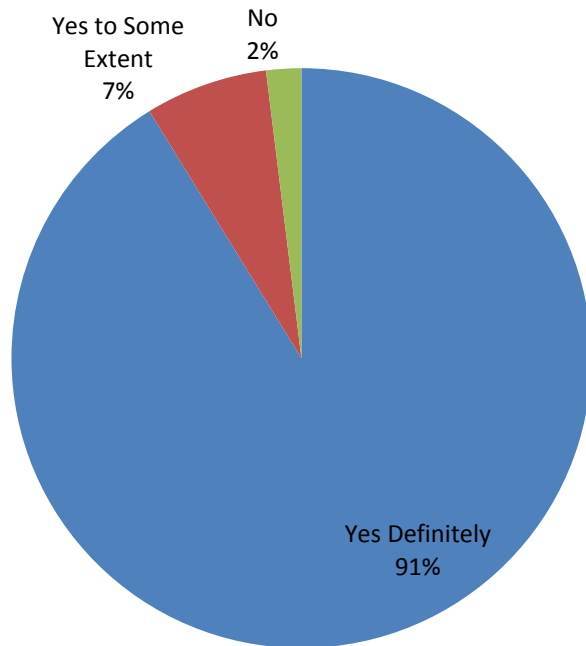
### Doctor/Clinician explanation following this visit



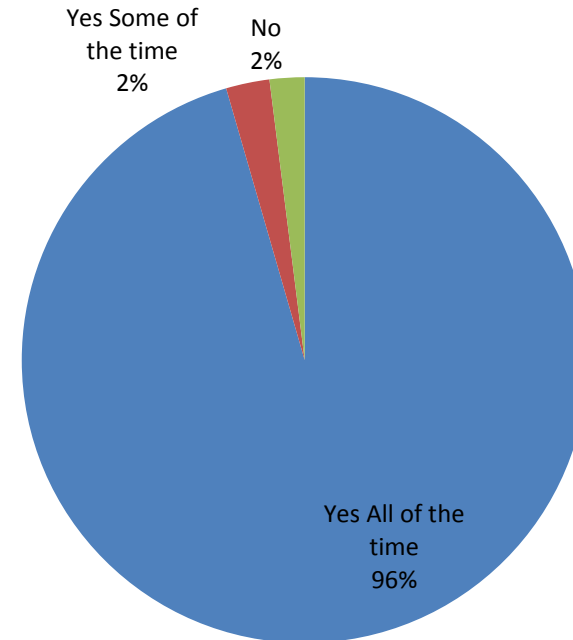
### Recommendation to family/friends



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



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



**What was good about our service?**

- Friendly
- Expedient
- Quick response, very friendly receptionist (efficient)
- Fast & efficient
- Everything
- Prompt attention
- Quick & friendly
- Efficient & thorough
- Friendly faces
- Efficient, friendly
- Good nurse excellent, friendly, knowledgeable
- Very friendly and helpful staff & GP was brilliant
- Excellent
- Doctor was very thorough as was nurse
- Fast, efficient, professional
- Nurse as very helpful
- Seen very quickly and efficient diagnosis.
- Very quick and staff very pleasant.
- The nice receptionist
- Excellent service - many thanks
- Prompt
- It's available
- Good attitude
- Clear explanations
- Kind and understanding staff
- They was very helpful
- Quick and concise
- The service was very good.
- Very quick, thorough and reassuring
- Staff are genuine
- Everyone helpful
- Fast and efficient. Helpful
- Quick
- Great with my child
- On this occasion it was quick visit and well diagnosed
- Friendly experts
- Polite & kind & caring respectful staff. Quick and efficient also
- Caring
- Very kind

## Solihull

- Fast & efficient
- Efficient and promoted confidence in advice given.
- Quick
- Friendly and informative
- Excellent and caring staff
- Both nurse and then advanced nurse were fantastic
- Friendly helpful staff
- Speedy
- Quick today!
- Calm, professional friendly and helpful throughout
- Easy, quick, calm
- Friendly, polite, swift and clear.
- Everything
- Friendly, informative, efficient
- All staff very helpful - very efficient and out of hours service
- Thoughtfulness and concern
- Availability
- Convenient
- Generally efficient, friendly staff. Didn't make you feel you were wasting their time.
- Appropriate and helpful
- Respond
- Prompt
- Assuring and fast service
- The staff were nice and polite
- Doctor listen us properly and good treatments.
- Fast
- Quick and friendly staff
- Really upbeat doctor
- Water sales woman
- Thorough examination, quick service
- It's local
- Information and help
- Friendly professional staff.
- It was quicker and excellent service
- Very attentive
- Been attended quite quickly and friendly.
- Quickness
- Compassion, caring, very thoughtful
- Quick & efficient

## Solihull

- Friendliness of everyone
- Professional, efficient, doctor was excellent
- Ease of access
- Prompt service, everything explained
- Good staff everyone is helpful
- Staff friendly and efficient
- Polite & considerate
- Seen by all very quickly
- Very friendly
- Care / priority
- Clear direction on see nurse - GP - clear info given - allowed me to move my car too
- Very efficient
- Seen pretty fast
- Friendly
- Very pleasant and helpful staff
- Prompt
- Very fast service today
- The waiting time was short and the recommendations helpful
- The whole experience
- Speed of response
- Super nice people
- Professional and speedy
- Ease of service, HCSW was excellent as was the doctor
- Very fast
- Did no wait very long, very attentive nurse and doctor.
- Caring and professional - brilliant for my son
- Seen within one hour
- Listened to symptoms and seen swiftly
- Pleasant response
- Been seen with helpful knowledge
- Everyone was friendly
- Quickness
- Efficient and sorted issue professionally
- Very helpful staff and nurse
- Nurse
- The reception staff
- Friendly
- Quick and straight to the point
- Very professional and kind attitude of staff
- Doctor checks and gives advice for kids.

## Solihull

- The personable doctor and lovely nature of nurse
- Efficient, respectful, quick
- Approachable and friendly and helpful staff
- Excellent services
- Prompt and efficient
- The speed in which I received an appointment, to seeing someone
- Seen in good time, friendly staff
- Efficient service
- Very professional / caring
- Very friendly which means all the difference when you are feeling worried and poorly. Also, knowledgeable which gives confidence
- Fast
- Given good advice
- Very patient and caring team, nurse and doctor brilliant with 2 year old
- Very thorough and quick
- Excellent as always
- Fast service
- Quick
- General great warm friendly
- Very fast and friendly service
- The patient care
- The speed of being seen
- The speed of being seen - within 1 hour!
- Explanation at reception, follow the orange squares
- I was seen to as soon as I arrived and my waiting time was prompt
- Friendly helpful staff
- Excellent service, good treatment and care
- Everything - very efficient
- Speed & efficiency
- Excellent when your GP lets you down
- All of it thank you
- Quick thorough and professional
- Communication, level of service / care
- Very efficient and quick service. Nurse very good.
- It was quicker than expected
- Very quick to be seen all staff very polite and helpful
- Everyone was lovely
- Efficient
- Nice staff
- The fact you could see someone
- Fast & thorough

## Solihull

- Quick, easy and caring staff
- Swift and good quality, all very pleasant.
- Fast
- Quick in out
- Receptionist at first point was extremely helpful and polite and ensured that all information was correct.
- Polite, efficient, explained thoroughly everything I needed
- Very quick
- I was quicker the service
- Excellent service with all staff I met
- Smooth running no long waits
- Seen very quickly
- Yes very good
- Friendly and efficient with good advice
- Very quick to be seen and a very thorough check up
- Efficient, prompt, kind , great with patient.
- Everything was very efficient
- Quick and reliable
- Quick service
- Whole process
- The doctor was fantastic
- Politeness
- Very fast
- Good
- Speed and care from HCSW and doctor
- Wasn't waiting for too long
- Quick and efficient
- Staff were very helpful, hospital very clean
- The caring staff

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

- If the nursing and medical staff introduced themselves.
- Not so long to wait
- Cleaner waiting area
- If doctor and nurse introduce self - need to be more friendly.
- Short time
- If I was seen quicker
- Coffee and cakes
- Pay the staff better / more and stop NHS being privatised
- Easier to park

## Solihull

- Full breakfast and a cup of tea ha ha!
- Better diagnosis
- Patients should be seen in order of arrival rather than completion of forms.
- Not being moved from seeing doctor / nurse in one room as the doctor/nurse started talking to me.
- More staff to reduce waiting times.
- Less waiting time
- More staff - quicker wait!
- No music in the waiting area
- More doctor so the wait isn't long
- Long waiting, one time only one doctor at all
- Discourage patients from bring whole family into waiting area.
- Quicker turn around time 2.5 hours was excessive. Better sign posts in the hospital. 2.5 hours extended to 3.5 hours
- Treatment on the spot
- Cheaper car park
- Tea in the waiting room
- I was in pain but given voltarol and told to go to my doctor next day.
- Keeping to time / GPs calling more than 1 patient an hour
- Shorter wait
- Location knowledge
- Not very welcoming and warming
- Time on board
- Shorter waiting times
- The doctor should not look like rushing services and showing sympathy
- Shorter waiting time
- Directions to the walk in centre
- To be seen quicker
- Will send email - receptionist has issues
- Courtesy from doctor
- Less waiting time
- Waiting time reduction
- Pay them more money!
- Seeing a doctor who wasn't falling asleep while trying to talk to them.
- More equipment needed for other health problems
- More cheerful receptionist
- A bit more depth
- Just more information regarding waiting times!
- If the consultant/doctor read the notes that the HCSW typed, if she typed in what we told her
- Free parking / less waiting
- Updates



## Solihull

- Being a bit quicker
- Having more than one doctor available
- Waiting time
- Free parking
- Unduly long waiting time to see doctor. Only one doctor on duty - pathetic! Receptionist did not input me onto system promptly or in correct order of arrival.
- Waiting times can be long but appreciate high demands.
- More seats
- Free coffee
- Being able to be referred to children's hospital
- To have more centre around the city
- More professionals for a faster to enable quicker examination for prioritisation of emergency cases.