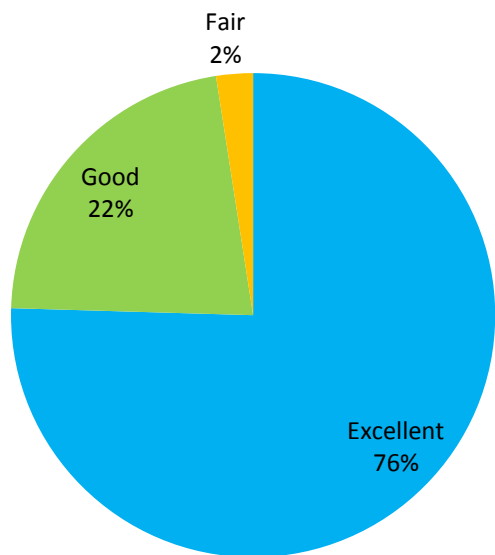
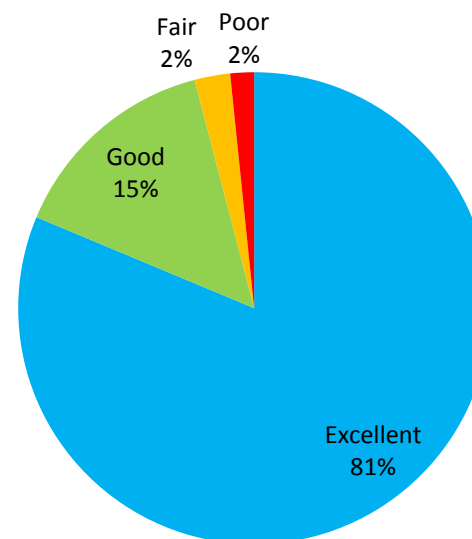


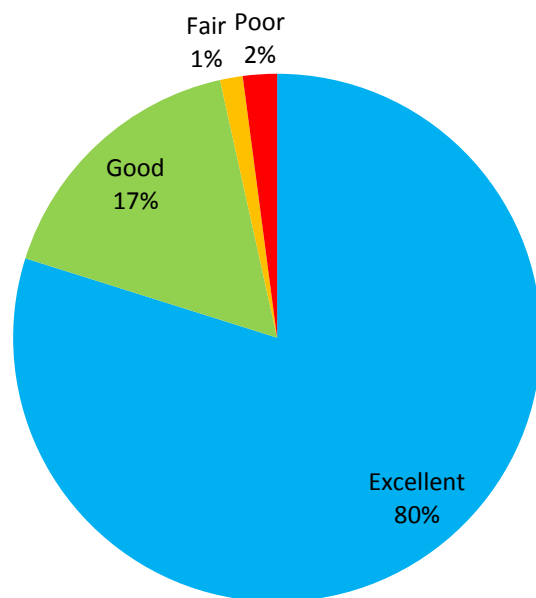
**Feedback on Receptionists at South Birmingham**



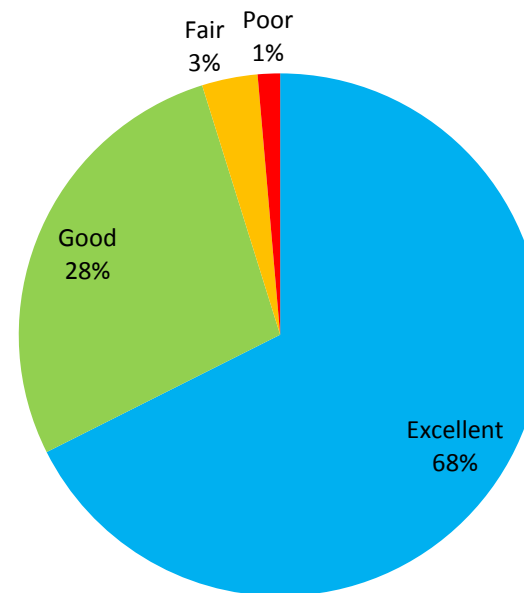
**Feedback on HCSWs at South Birmingham**



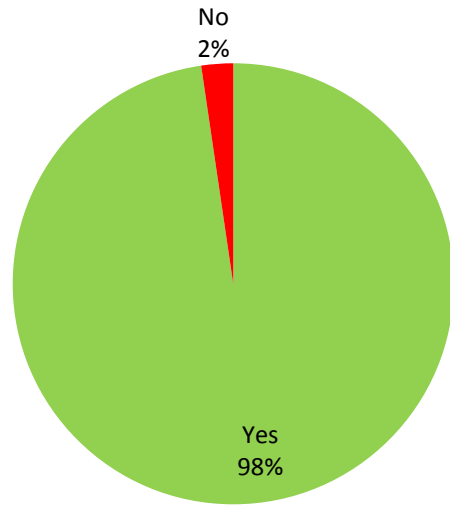
**Feedback on Doctor/Nurses at South Birmingham**



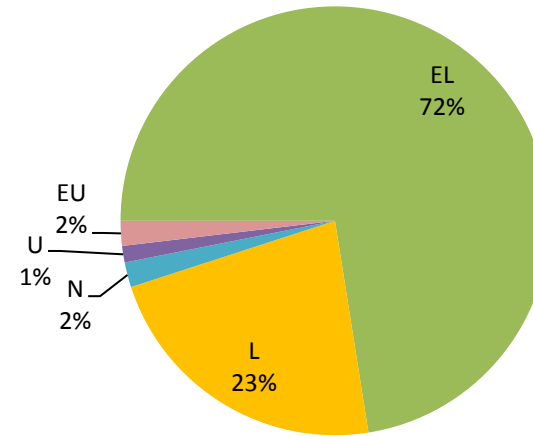
**Overall Experience at South Birmingham**



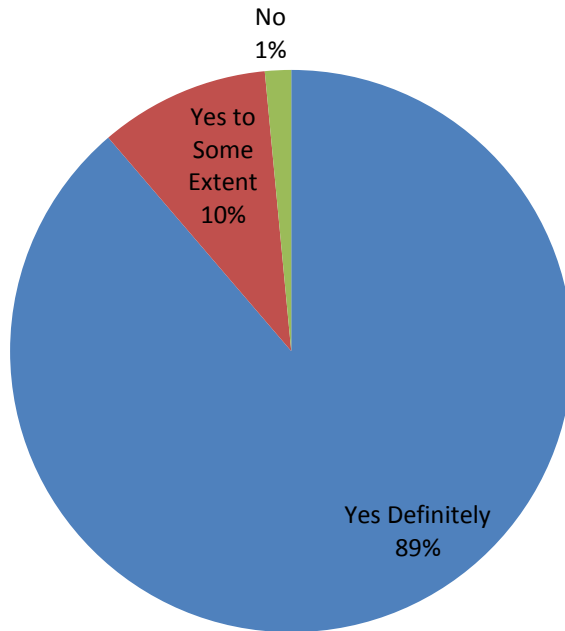
### Doctor/Clinician explanation following this visit



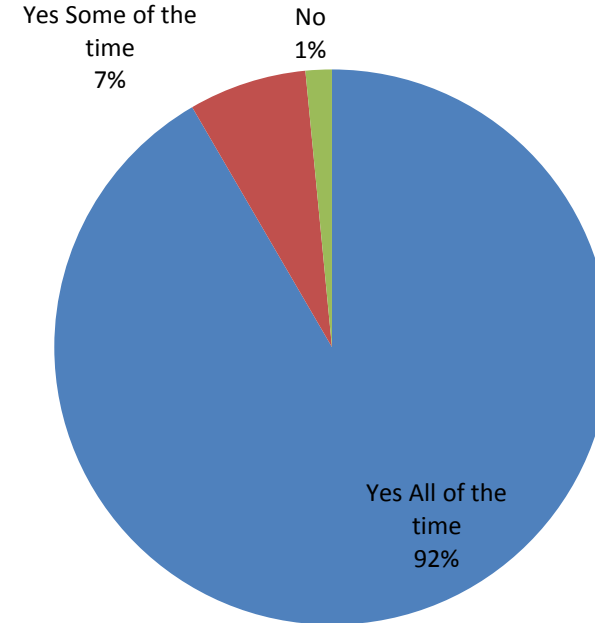
### Recommendation to family/friends



### 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?

- Very polite receptionist & all very caring too
- Prompt
- Fast and nice people
- Everything
- Doctor was very helpful and provided other alternatives to issue
- Quick Response
- Brilliant & Quick
- Polite & Respectful
- Friendly, good service & advice
- Very friendly staff
- Friendly staff
- Good
- Very kind & helpful
- Quite friendly staff, seen quickly
- We got seen very quickly
- Very professional service, informative discussion with doctor
- The receptionist \*5
- Treatment of staff
- Out of hours service
- the service received
- Explained everything
- Efficient, polite & friendly receptionist
- Efficient, kind and friendly staff made to feel welcome
- Polite
- Quick & Polite
- Very quick service
- choice of location
- Friendly & Helpful
- Very efficient - noticed symptoms quickly
- Convenience, parking and environment
- Friendly doctor
- Very good listened to me
- Efficient, quick
- Swift efficient service
- Polite & speedy
- Quickness on arrival, professional service, knowledgeable doctor
- Spoken to very well
- That it is available out of hours.
- Communication

## South Birmingham

- Prompt & understanding & very helpful.
- Fast to be seen, very helpful doctor
- Quick service & quick diagnosis
- Quick efficient
- Served all purposes
- Efficiency and support
- Good timing
- Nurses, doctors, quickness, easy to find
- Good service and staff, quick service
- Communication
- Quick & friendly
- Fair
- Got seen quickly
- Was seen very quickly. Advice given by doctor
- All ok
- The human factor
- Polite & efficient
- Efficiency, help
- You don't have to wait long for an appointment.
- Wonderful personality
- Friendly, understanding of religious views, seen quickly
- Friendly staff
- All aspects
- Fast & efficient
- Friendly / professional
- Timely no long waiting
- Quick
- Very quickly seen
- Nice staff
- You been seen asap during GP closed
- Reception
- Very efficient staff, pleasant
- Called in quicker
- Very polite and understanding
- Time
- Very quick and friendly
- Prompt and very professional
- Quick, kind, informative
- Fast and polite
- Fast & efficient

## South Birmingham

- Waiting time better than A&E
- Very polite staff and waiting
- Customer service & politeness
- Polite and kind receptionist. Welcoming on arrival.
- Doctor listened and examined me very well.
- Good receptionist service
- All staff were super
- The fact that the Selly Park centre exists much more accessible than Glover St
- Happy to help me
- Friendly and made you feel welcome
- Efficient
- Staff pleasant and efficient
- Efficient
- Quick

### What would have made our service better?

- Latte and Muffin
- A bit of heating
- I was clearly finding it hard to swallow but the doc had to think 7 times before giving me throat spray
- An indication of waiting time as we arrived.
- More than one doctor to be seen quicker. Softer chairs when problems with legs.
- The door to the rooms are broken
- Tea machine
- Maybe to have an appointment system
- Have a drink cooler installed
- Traffic
- Availability at own GP surgery
- A doctor with better communication skills, we felt he was quite abrupt and reluctant to explain himself further when asked for more info.
- Tea & coffee
- Clearer communication