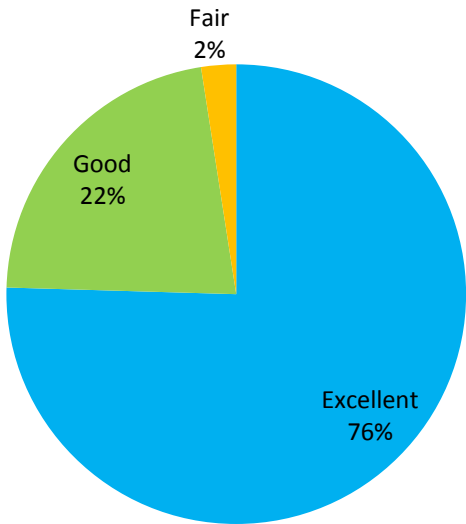
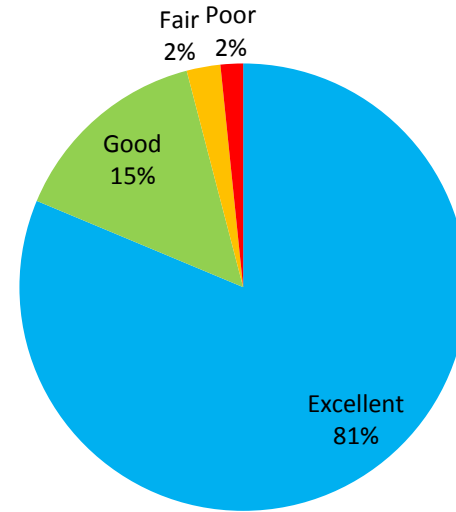


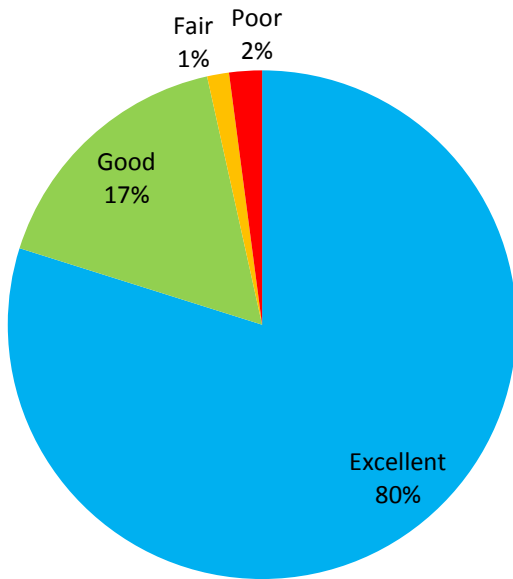
Feedback on Receptionists at Solihull



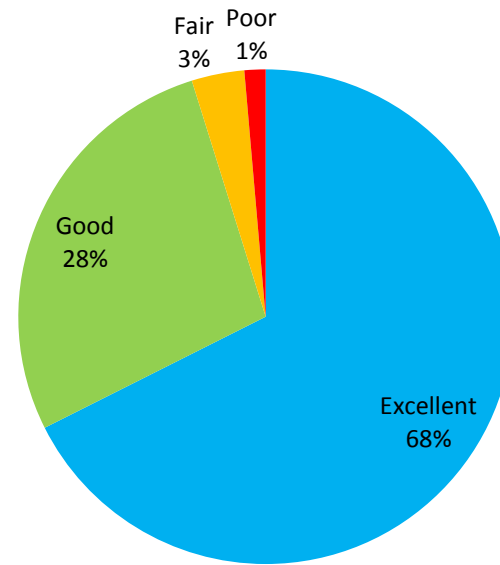
Feedback on HCSWs at Solihull



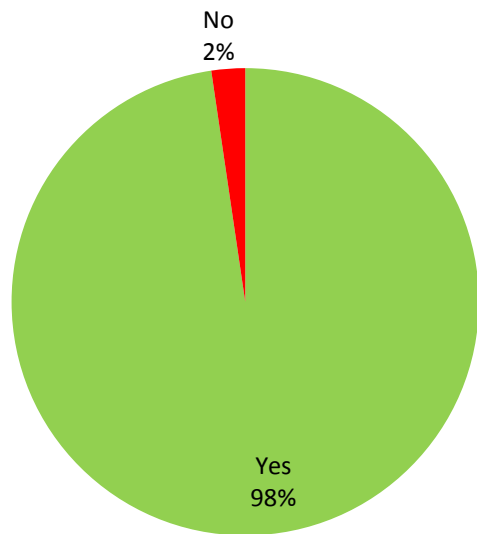
Feedback on Doctor/Nurses at Solihull



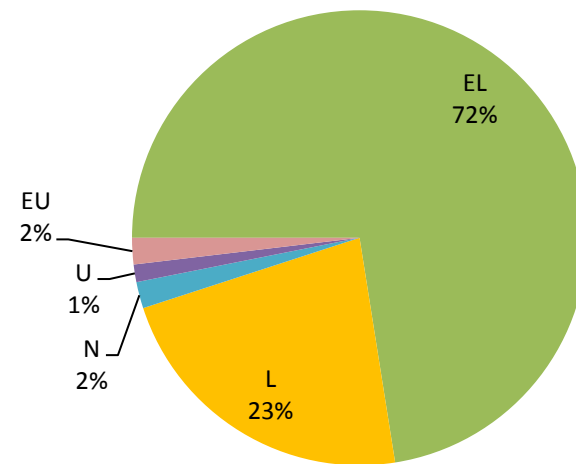
Overall Experience at Solihull



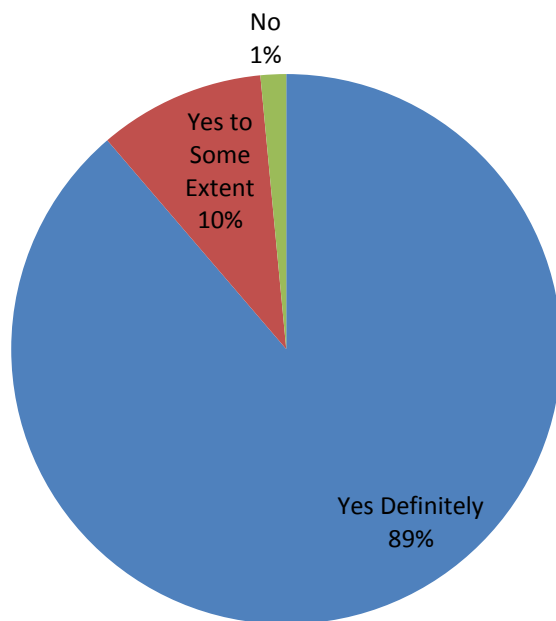
Doctor/Clinician explanation following this visit



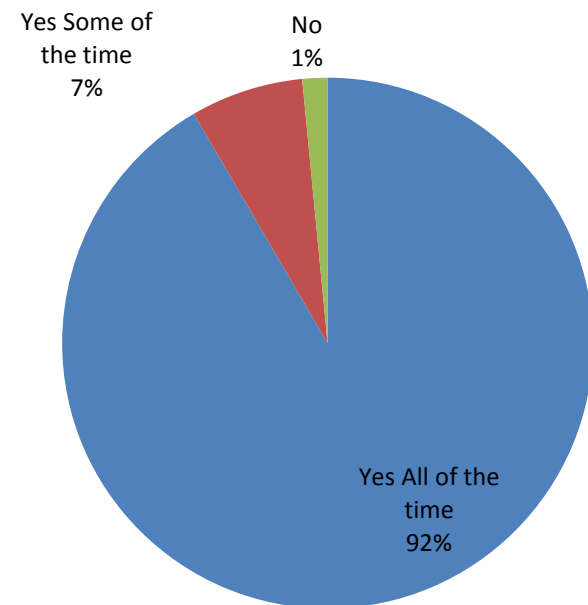
Recommendation to family/friends



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?

- I was treated with antibiotics in the end. Doctor took my blood pressure, sats and checked my chest for chest infection & cough (bad).
- speed, courtesy, results
- Everything
- Excellent service on arrival
- Compassion
- Fast, efficient
- Quick & Professional
- All staff attentive - got seen too quickly thank you
- Very kind staff
- Fast and efficient - very good thank you
- Quick
- Good Service
- All
- Excellent service
- Friendly staff, quick service
- Less waiting
- Very efficient and helpful
- Everyone very helpful
- Doctor's checks were good
- How fast I was seen
- One on system seen straight away
- Friendly staff
- Time Management
- All was good
- Brilliant - wonderful caring staff
- Fast, efficient and friendly staff and bright clean environment
- It was swift and less stressful than I thought
- Quick
- The doctor
- Their seen you straight away
- Staff very efficient, polite
- Friendly staff checked by doctor & nurse
- Gave me helpful advice
- Friendly staff checked by doctor & nurse
- All staff kind and considerate
- The staff are very helpful, smiles all round
- Nurse Kemp was friendly, patient, helpful and very nice.
- Didn't have to wait too long

Solihull

- You were very good
- Prompt efficient service went above and beyond to meet my needs.
- As efficient as possible - given numbers
- Very helpful receptionist and staff
- Quick
- Prompt & caring
- Friendly & helpful staff
- The doctor
- Quick & efficient
- Very efficient well run
- Fast and professional experience at the A&E
- The friendly service
- All of it
- Not waiting too long
- All staff appeared incredibly person centred and joyful despite significant pressure placed on them by high levels of patient demand. Staff were knowledgeable and management plan of my own injury was excellent.
- Efficient, polite
- Organised well
- Reception
- Quick, easy to talk to
- Response at reception and the process
- Waited two hours which was very good, lovely doctor and staff
- Nice helpful staff
- Accessibility
- See the doctor fast
- Professionalism of staff and speed of service
- Good communication and professional medical attention
- Fast
- Prompt attention
- Service quick
- Doctor was extremely patient giving clear advice
- Quick, friendly
- Didn't wait long
- It was an all round good experience
- Clean areas, friendly staff
- Convenience out of hours
- Once seen by medical staff
- Fast & thorough
- All staff very polite & efficient
- Pleasant staff, waiting time average

Solihull

- Quick, easy, efficient
- Very prompt
- Quick, efficient, friendly, convenient
- Seen quickly
- Quick turnaround, very thorough doctor, excellent
- Quite fast and seemed efficient.
- Staff were really nice and didn't wait that long.
- Nice and friendly staff. Clear process with regards to waiting times.
- That it's here and nice people
- Caring
- Care & attention first rate
- Lovely nurses.
- Not long to wait
- Friendly staff, felt at ease
- Doctors & staff are good
- People were welcoming and non-judgemental
- Quick & friendly
- Timely & efficient
- All staff polite, prompt & reassuring
- Listened very carefully and explained well.
- All of it very fast, very friendly.
- We could just walk-in - we saw a nurse pretty quick
- Quick & friendly
- Friendly, fast service
- Friendly staff and was seen very quickly
- Friendly staff
- Able to be seen at night
- Friendliness and explanations
- Dealt with efficiently
- Very informative & caring
- Ease of access to hospital and reception.
- Friendly & efficient
- Staff was friendly and polite
- Location, the nurse was fantastic
- Seen quickly, pleasant reassuring staff
- Friendly staff, TV
- Prompt & friendly
- Seen really promptly and with great respect and kindness
- Efficiency and friendly staff

Solihull

- Quick, efficient, caring
- Efficient & friendly
- They was helpful
- Quick treatment.
- Smooth service and polite staff
- Doctor was patient, polite, gentle and thorough. Receptionist was very polite & helpful.
- Everything
- Competence & clarity
- Neat & courteous
- Quick & efficient
- They are very helpful
- Convenient

What would have made our service better?

- No access to NHS patient notes on computer! He took a full medical history. 3 hour waiting time to see a doctor
- Waited an hour - didn't think that was too bad
- Have a bar
- Attending to elderly and children first/more doctors
- If the computer system was working
- More doctors?
- Not such a long wait
- If you had more room and nurses, less waiting time
- Blood tests
- An indication of waiting time would be good.
- Less waiting time.
- More doctors
- More staff to reduce waiting time
- The waiting time and waiting area
- Need more doctors please.
- Having more doctors available - as there was only 1 up till 4.30pm
- More doctors to help there was only 1 working when I came to Solihull and a 4 hour wait.
- Parking was slow
- Cut the waiting time
- A smile or two from receptionist.
- Reducing the waiting period
- Able to make referrals to other dept.
- Waiting area was a little confined - needed more space
- More toilets
- Waiting times - seemed to be too few doctors on to deal with all the patients

Solihull

- Hot drinks machine in better working order
- More doctors on duty
- More doctor & nurses
- More Space
- Water machine for patients
- Less waiting times
- If they had a bar!
- Better mannered doctors
- Waiting time
- More staff
- If maybe nurse can request prescriptions if she is sure what's needed?
- Faster service to see patients, more than 1 or 2 GP's
- quicker service
- More seating, television when sitting on left hand side TV is not visible due to pillar.
- You need more staff to reduce waiting time
- Change the service to an effective service
- 2 of the 3 receptionists I met weren't very welcoming and unapproachable. Felt uncomfortable.
- Need more doctor