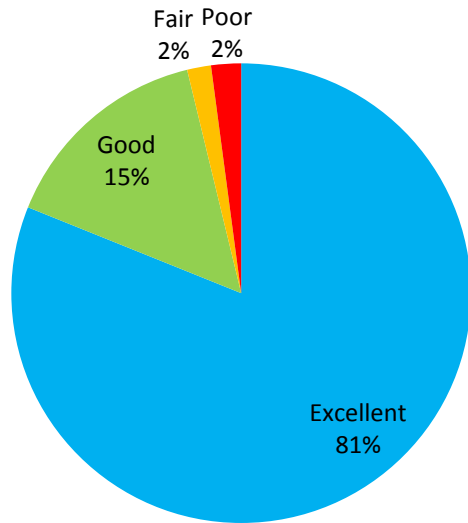
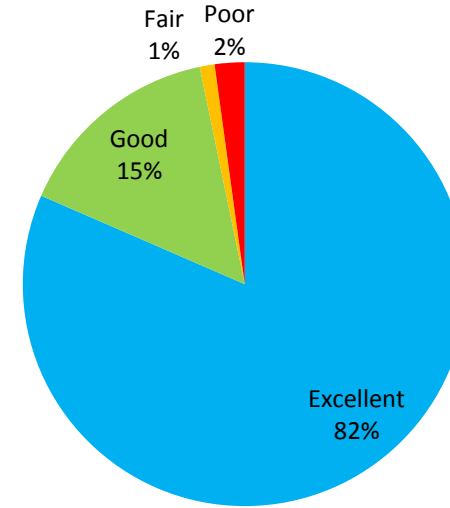


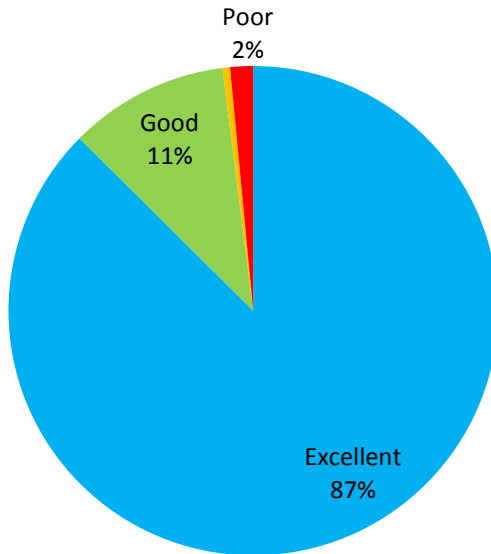
Feedback on Receptionists at South Birmingham



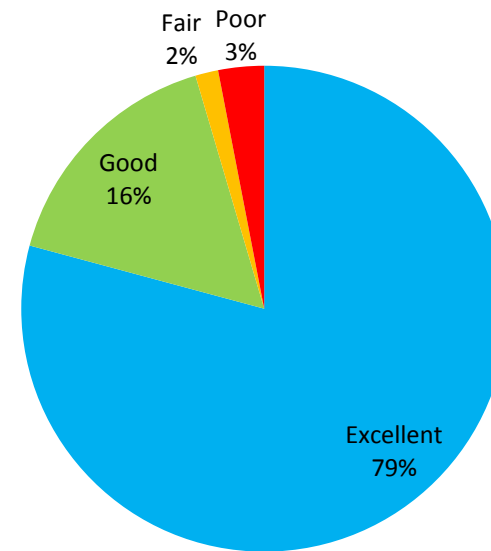
Feedback on HCSWs at South Birmingham



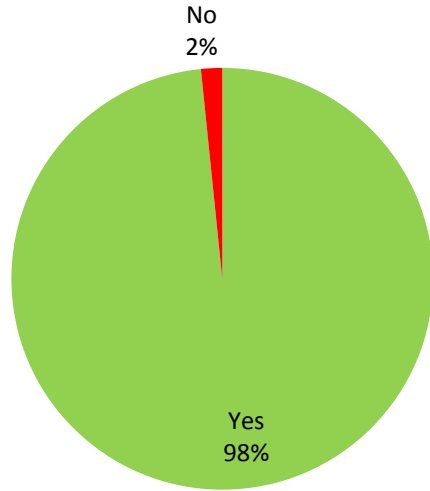
Feedback on Doctor/Nurses at South Birmingham



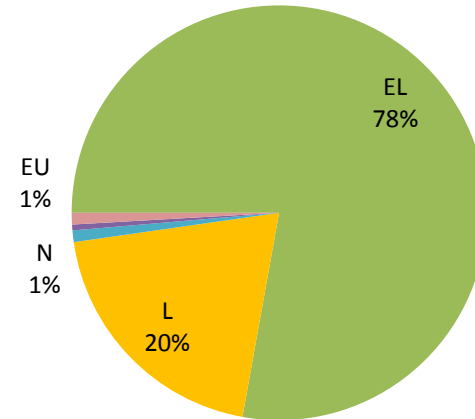
Overall Experience at South Birmingham



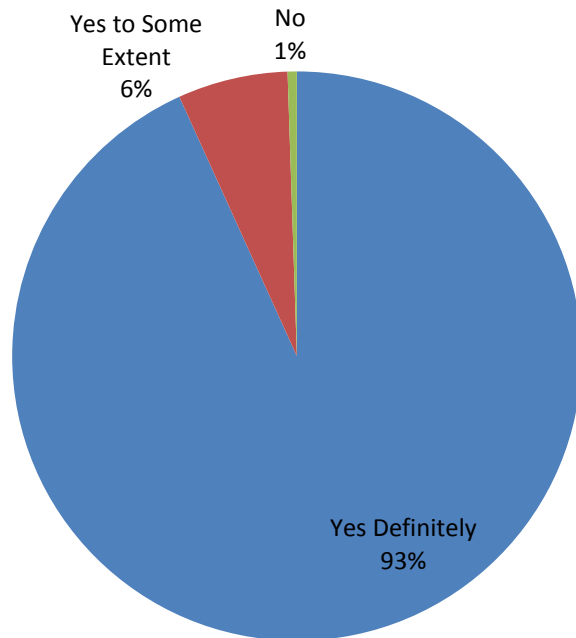
Doctor/Clinician explanation following this visit



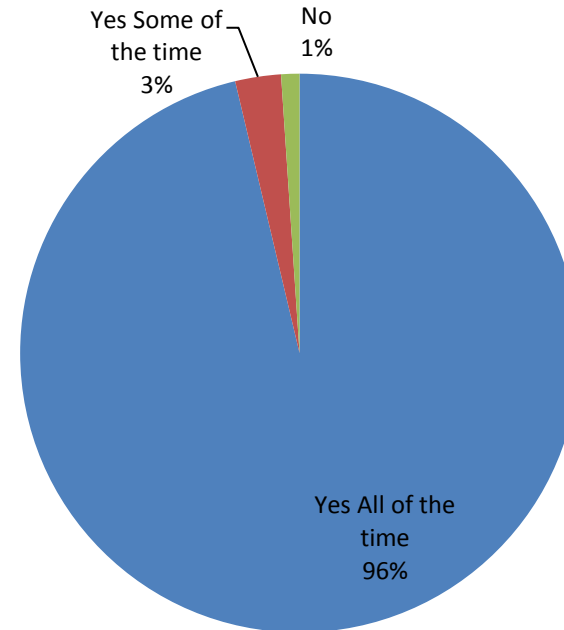
Recommendation to family/friends



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?

- Promptness & initial assessment
- Very helpful and quick
- Prompt, friendly, professional
- Fast, well looked after
- Friendly service
- Receptionist is very kind and welcoming
- It was fast
- Time keeping
- Quick and easy
- The doctors care and attention
- Clean and fast
- Very quick response from NHS111
- Prompt, nice people
- Thorough examination.
- Good
- All of the service
- Fast response
- Everything we need was the best
- Fast
- Everything
- Quick
- Ease of getting here
- Very quick, friendly, prompt and helpful
- Straight away get appointment.
- Polite, good advice, tests carried out
- Efficient
- Nurse was so friendly
- Very helpful and kind
- Prompt
- It was handy, no need to wait in A&E
- Seen my daughter straight away
- Quick appointment made
- Everyone was kind
- Quick appointment offered, short wait time
- Responsive, kind, thorough examination
- Fast & efficient

South Birmingham

- Very good
- Clean surgery, fast service
- Friendly and good
- Staff were helpful and kind
- Seen prompt - phone call to check we was coming.
- Very quick
- No long wait
- Listened, quickly seen
- Quick and efficient, very professional and courteous doctor
- Efficient and effective
- Did not have to wait at all and the nurse and doctor were very professional and helpful.
- Speed of service
- Didn't have to wait long at all was very impressed
- Quick
- Got seen quickly
- Friendly and helpful staff
- On time, clean, welcoming
- Fast, professional
- Staff and time taken to be seen.
- Quick, lovely staff & helpful service - thank you
- Fast & good advice
- The receptionist was helpful.
- Short waiting time
- Time
- On time, no waiting
- Quick service
- Friendly, kind, thorough
- Quick & thorough
- Thorough, professional and fast, many thanks
- Friendly & efficient
- Nearby my house, efficient
- Excellent
- Very professional and friendly
- You have advised and chance to see GP on weekends.
- Doctor was excellent
- Friendly, efficient
- Excellent review by doctor

South Birmingham

- 100%
- Communication, information
- Get checked on time
- Polite, cheerful
- The info I received that's how it turned out.
- The nurse was caring, understanding
- Efficient and doctor explained things to me
- Both receptionist and doctor are very warm and attentive
- Lovely staff - very quick to get in touch
- Friendliness of staff
- Fast & good advice
- Speed and ease. Thank you!
- Doctor was very helpful
- Customer care
- Seen straight away
- Doctor's service / wait time
- No wait, dealt with quickly.
- All staff very pleasant & helpful, doctor also thank you
- Everything
- Fast and effective
- Really nice and helpful, really kind staff.
- They look after the patient
- Reassurance
- Polite & quick
- Receptionist is very kind and welcoming
- The lady was very thorough, a little too thorough, my daughter wasn't well and would have appreciated a quicker appointment.
- Short wait, brilliant staff
- Fast, efficient
- Quick, pleasant, helpful, friendly.
- Speed & efficiency
- My son was given an appointment straight away.
- Friendly & helpful
- Very friendly and helpful (no wait time)
- The care and quick service and very welcoming
- Quick and efficient

South Birmingham

What would have made our service better?

- Television being on in Reception/waiting area
- More information on public transport to arrive at Surgery
- Shorter waiting time in surgery once arrived
- Possibly a home visit
- Doctor taking it seriously.
- Communication should be better.
- Water fountain
- Water
- Late hours everyday
- Communication about waiting times.
- Maybe another doctor on site.
- More advice - I had to ask a lot of questions to get answers
- Toys for kids to keep entertained
- Doctor asked questions over my answers
- Doctor is not helpful