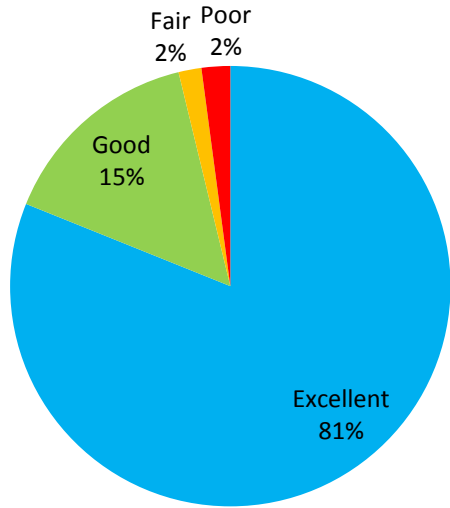
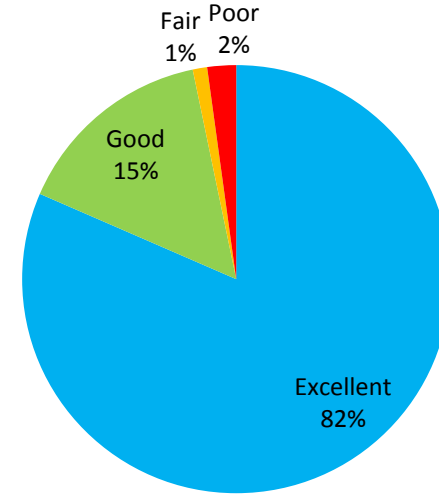


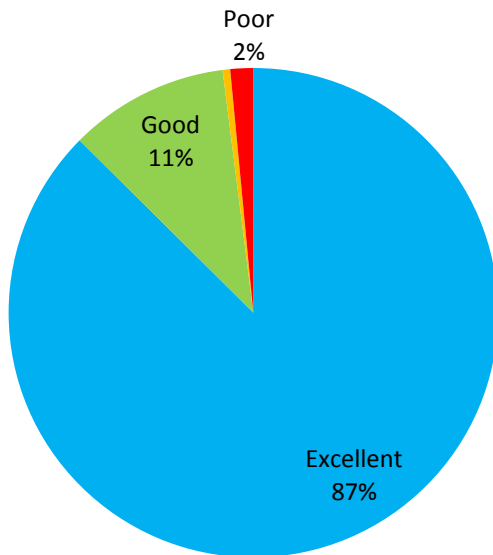
Feedback on Receptionists at Solihull



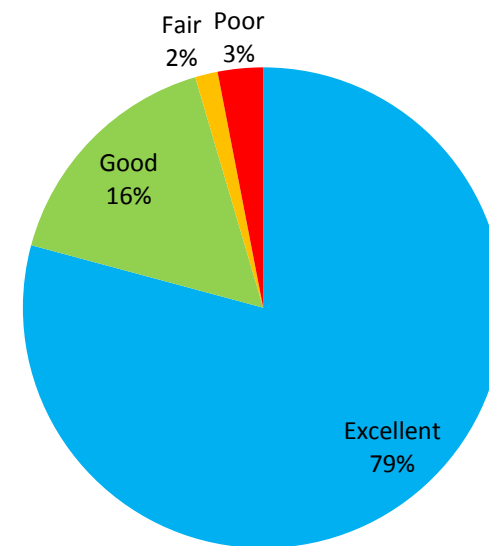
Feedback on HCSWs at Solihull



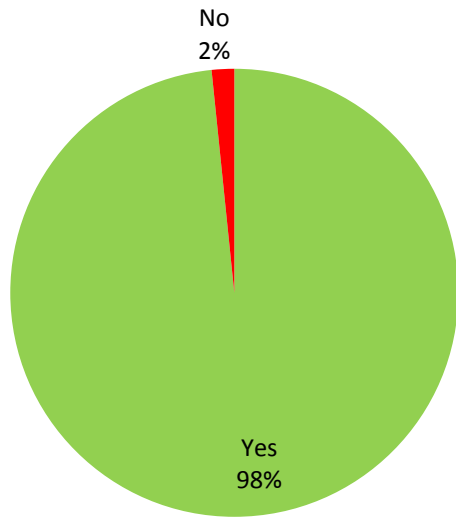
Feedback on Doctor/Nurses at Solihull



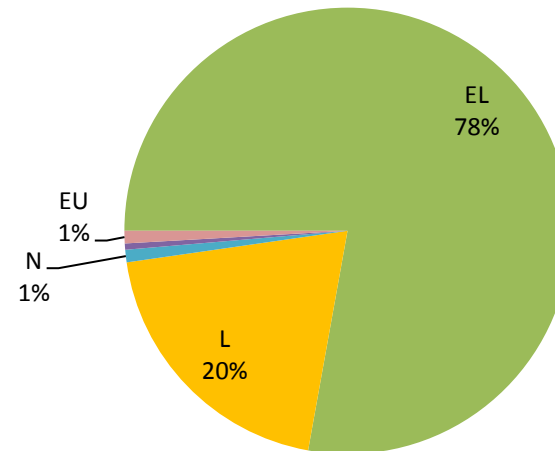
Overall Experience at Solihull



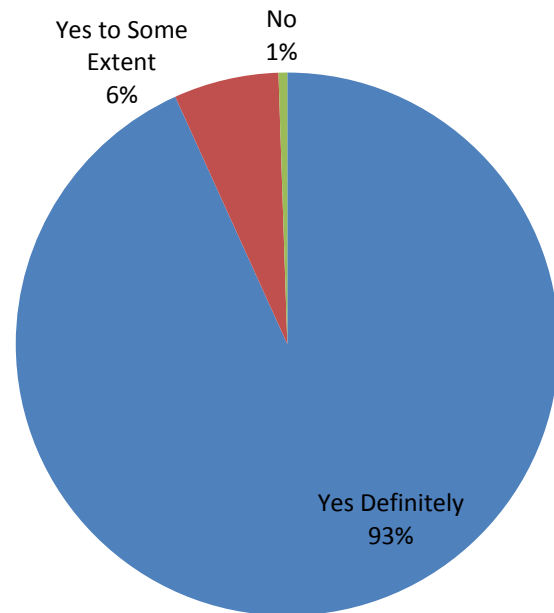
Doctor/Clinician explanation following this visit



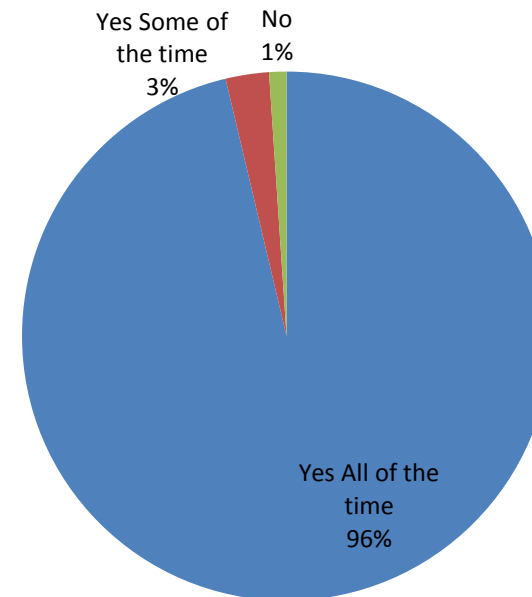
Recommendation to family/friends



Did you have confidence & trust in the clinician?



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



What was good about our service?

- Smooth operation
- Everybody was helpful & friendly
- Today was quick
- Patient manner/calming/warm waiting area
- Always reliable
- After consulting the doctor, I confidently came to the conclusion that I must see the GP again
- Fast service
- The staff are approachable despite their working conditions
- Quicker than predicted, friendly, honest, helpful, TV
- The staff were very thorough
- Very polite and efficient
- Friendly & Helpful
- Prompt professional assistance
- Every department provided very good service
- Very pleasant staff
- HCA & Doctor were good
- Very fast, efficient and helpful
- Helpful, efficient
- Seen very quickly as I was very worried, staff were fantastic
- Seen quite quickly
- Seen very quickly and offered solutions for diagnosis
- Kind professional, made me feel at ease
- Very kind and understood the problem
- Fast, friendly. Thorough check over
- Good service
- Quick & efficient especially for a weekend
- Efficiency & Availability
- Very fast
- Fast, very friendly
- Customer Care
- Everything
- Short wait & staff very kind
- Welcoming staff, good advice & analysis from doctor
- Everything - staff apologised if they kept me waiting.
- Everything was good

Solihull

- Saw a doctor within an hour
- Open on holiday
- Quick support
- Seen very quickly
- Polite staff and quick service
- Pleasant staff
- It great to get medical attention without using A&E
- Very prompt
- Kind, understanding, efficient
- Speed & efficiency
- Pleasant staff
- Did not have to wait too long & medical staff were very pleasant.
- Great
- Very helpful receptionist
- Fast turn around
- Friendly, kind, speedy
- Time it took to assess and level of help.
- Professionalism of staff, quick being seen.
- Very efficient and helpful.
- Was able to have a private conversation.
- Waiting time not too long.
- I was able to be seen on a bank holiday weekend.
- Straightforward and very professional
- How quickly I got seen by both the nurse a doctor.
- Very quick, lovely polite staff
- Everyone very helpful and polite.
- Thorough check, very clear & informative instructions.
- Quick & helpful
- Fast service and excellent service
- The fact we have this service
- Prompt, efficient & friendly
- Prompt, efficient treatment
- Speed at being seen and explanations given
- Fast & efficient
- Nurse - very understanding and very thorough
- I am down overnight from Scotland and have an infection - I was treated extremely well and professionally.
- Looked after

Solihull

- Efficiency explained things well and friendly.
- All staff were kind, caring & compassionate nurses were all absolutely wonderful / what lovely people!!
- Very friendly and quick from the nurse.
- Courtesy of staff, uncrowded seating area.
- The welcome and the advice.
- Everything was good, I had a full explanation of the issue and advice for home care. They have written to my doctor requesting a referral to a specialist for further examination/treatment.
- Nice staff
- Excellent service 5 star thank you.
- Prompt service, very pleasant staff
- Excellent service 5 star thank you.
- That I can come anytime.
- Quick, personal and efficient
- Only 30 mins waiting time.
- Getting reassured
- Friendly but professional - understanding
- Very quick!
- Prompt, professional, quick diagnosis and prescription advised.
- Efficient and very warm.
- Friendly staff
- Very informative and attentive staff, excellent attitude from all.
- Doctor was very good and kind to my poorly daughter.
- Everything was quick, efficient, helpful and friendly.
- Care shown was good and efficient.
- Staff friendly, didn't rush
- I arrived at 1.55pm and I was seen and diagnosed, given antibiotics and left at 3.05. Excellent service
- Courteous and quick
- Very polite & professional throughout
- Brilliant staff and nice and clean
- Timing
- Polite, caring and fast
- Seen quickly, friendly staff
- Friendly
- Very polite receptionist
- Efficient and very warm.
- Kind and caring
- Speed efficiency

Solihull

- There welcoming to us
- Didn't have to wait long. All very friendly.
- Good staff
- Quick
- Prompt service, very caring staff, extremely friendly.
- Very kind and caring. Excellent care by all staff
- Efficiency
- Very quick - very thorough
- Friendly, fast, reliable
- First nurse was lovely, doctor did his best to ensure attentive care.
- Quick, direct, no messing about
- Informative, friendly
- I was well informed of waiting time and the nurse and doctor showed great care
- Was seen quite quickly, bit of mix up with finding me on the computer, got the wrong name.
- Helpful, fast service and lovely doctor
- Really efficient service, excellent for getting treatment for children
- The doctor thoroughly checked out my problem and gave good advice - he was very pleasant and helpful.
- The friendly service and excellent staffing
- Was quick because it was quiet, all staff were lovely.
- Efficient, professional
- Prompt, precise, professional, friendly
- The friendliness of the staff
- Fast and friendly
- Seen within 2 hours
- Very efficient
- General Service
- Helpful & kind
- Treated with respect
- Prompt, plenty of information, put mind at ease.
- Very quick, got seen to straight away, waiting time not too long.
- Quick and good
- Patience of health worker and doctor was very good
- Very polite and caring
- Treatment
- We got seen as soon as own GP had no appointments.
- Very to the point and caring lovely people
- I was never led to feel as though I was a nuisance

Solihull

- Prompt service in the morning
- Very quick and friendly staff
- Very friendly
- Everything was explained carefully.
- Efficient
- All caring
- Very helpful and friendly
- Very helpful - informative
- Everyone was friendly and helpful.
- Seen quickly, nice talk and good service.
- Prompt, very efficient
- Communication, customer service
- Prompt, quick and professional - thanks
- No waiting around, services very good.
- Everything was good - friendly staff, good service, doctor is amazing.
- The receptionist
- Quick and easy to find.
- Everything, excellent service.
- The whole service was excellent
- Fast & efficient service
- Quickness
- Personal service, friendly.
- Really impressed - happy to have a friendly local NHS service which are fantastic!
- Very quick, lovely friendly staff
- Good communicator, appearance great, customer service delivered.
- Friendly staff and quick support
- Super quick
- Everything
- Fast, efficient, staff friendly & helpful and most importantly, very caring
- Doctor
- Pleasant & helpful manner of all staff
- Fast, friendly, helpful staff

Solihull

What would have made our service better?

- Understand process better
- Waiting time
- If the doctor's hands were not tied I could have further tests and sorted the matter instead of going to and fro
- More doctors
- Water please, and Wi Fi
- Details as where to seek further help should probably continue
- The waiting area smelt really bad & waiting time was too long
- Seen quicker
- A bit slow
- More information as to what caused problem.
- Faster waiting time
- Accurate waiting time notice.
- Had a very long wait, then in with doctor 2 mins.
- Just waiting time - but maybe down to resources - cost
- Less waiting time, liquid machine in waiting room for cash not card, more doctors, better turn around time.
- To be seen quicker
- If there was more information about the structure.
- More doctors
- Don't employ patronising healthcare assistants who think they are consultants!!
- Waiting time as always stretched NHS
- Less waiting time
- Reduced waiting time
- The Badger doctor had no clue of the services of this trust.
- Less waiting time
- Quicker waiting time
- Water in the waiting area
- Less waiting time
- The wait time was not indicated
- More doctors, less talking, more working
- Times should be reviewed and spend less time if possible.
- Quick waiting time and more doctors.
- If was quicker
- Waiting time