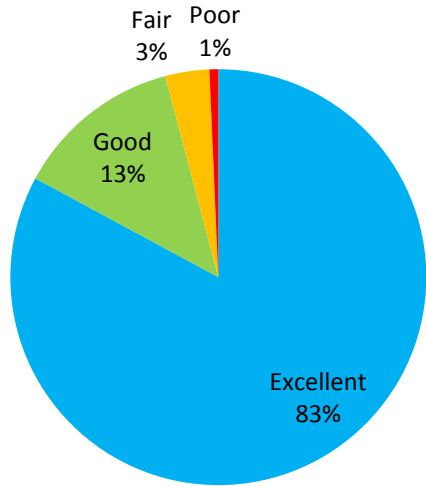
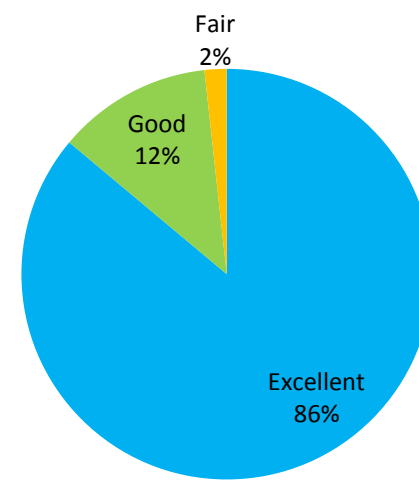


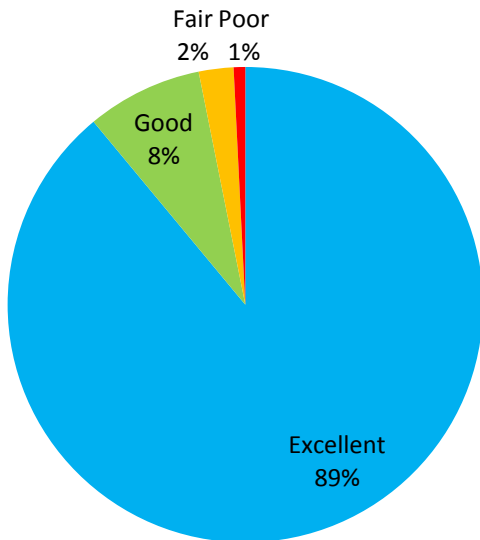
**Feedback on Receptionists at Solihull**



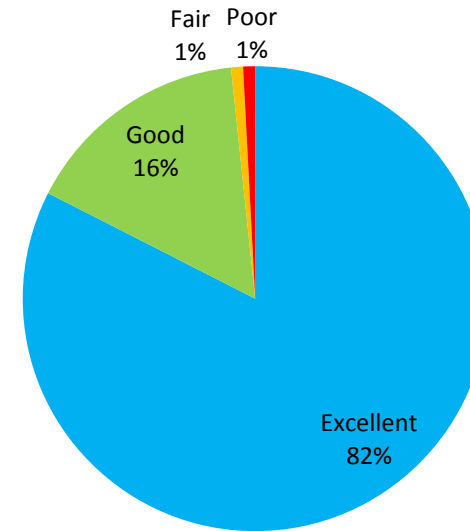
**Feedback on HCSWs at Solihull**



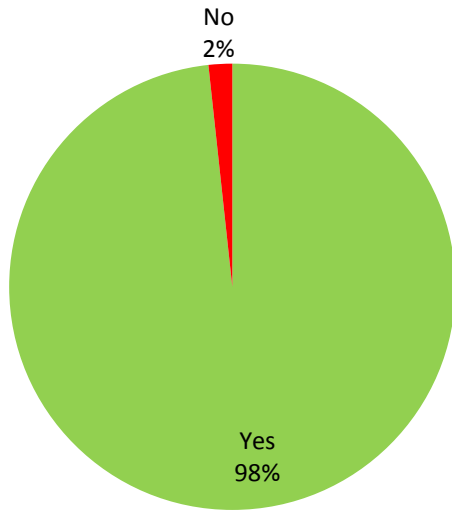
**Feedback on Doctor/Nurses at Solihull**



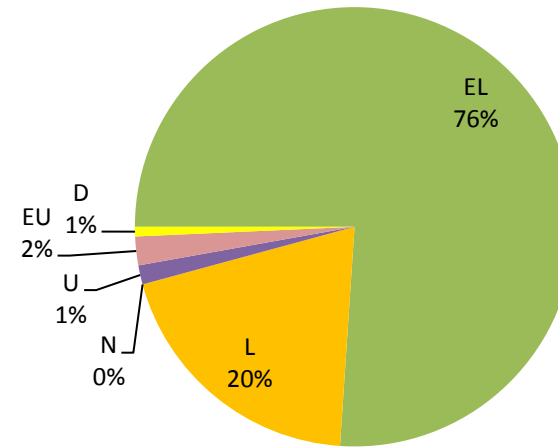
**Overall Experience at Solihull**



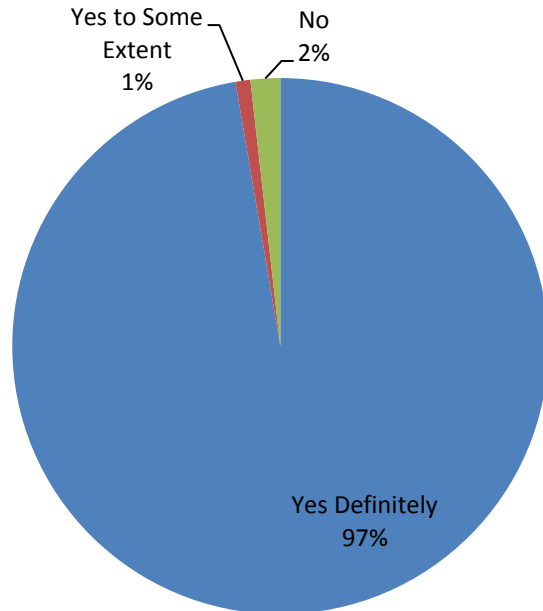
### Doctor/Clinician explanation following this visit



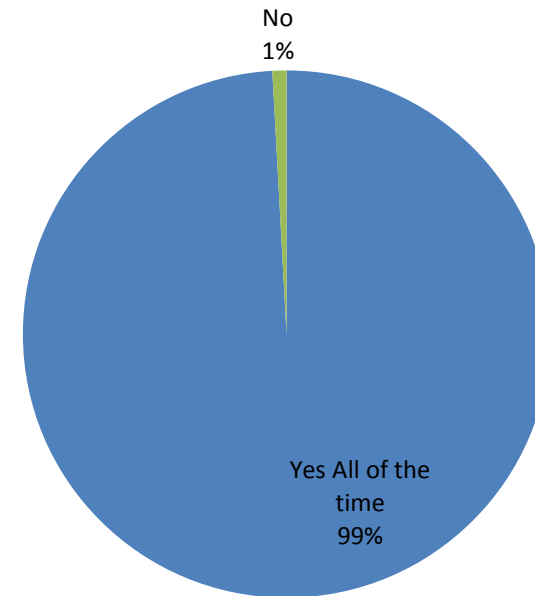
### Recommendation to family/friends



### 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?

- Everything
- It was all excellent and I was able to stop worrying and thank you all.
- Lovely staff, not a long wait.
- All staff are welcoming and good advice, no long queue.
- Efficient, quick, helpful
- Speed at which I was seen
- Speed
- Doctor & nurse excellent
- Friendly, punctual
- Thorough questioning & not a long wait.
- Receptionist is amazing, helpful. Doctor very helpful I wish she was my GP. She put my mind at rest.
- Very friendly asked questions very quick.
- Very efficient. Everything explained clearly
- Happy to help and give advice
- Very professional approach all-round
- Could see instantly that I was in need of immediate care. Admitted to AMU overnight before being transferred to a ward.
- Didn't have to wait long
- Fast, friendly, efficient
- Being seen promptly and efficiently
- As always exemplary service
- Professional and thorough
- Friendly nurse who made me feel comfortable and relaxed
- Very professional and polite, listened and explained everything fully
- The nurse was really friendly and helpful
- It was fast, efficient and professional at each stage
- That we got seen immediately by the receptionist and nurse and got seen by a competent doctor
- Excellent, pleasant staff, seen promptly
- Quicker than I expected
- Efficiency
- All I needed was reassurance from a medic and I got that in abundance. Thank you
- The waiting time was fabulous!
- Quick service.
- Staff very friendly and caring
- Everybody was friendly and didn't wait too long to be seen.
- All staff are very polite.
- Explained everything
- You were there when GP unavailable.

## Solihull

- Waiting time was fairly accurate and I was dealt with efficiently and given good advice. I think this is a good service.
- First class all the way
- Quick, efficient, friendly staff, clean toilets.
- Friendliness, details
- Polite efficient service
- People all smiling
- The service stops me from losing several hours from work if I were to visit my local GP. Staff are always attentive and friendly.
- Speedy, efficient, caring and effective.
- They checked up very quickly.
- Fast, efficient, friendly
- I was privileged to see the doctor, who actually seemed to 'care' which sadly within the constraints of the NHS is sadly lacking of late.
- Friendly staff
- Customer service
- Made things easy to understand
- Care & courtesy
- I was seen in a reasonable period of time.
- The wait time was acceptable (1 hour) to be expected. This service is efficient - from completing a form to seeing a doctor & diagnosis/treatment (antibiotics) - which is what should have happened at my GP surgery.
- Everything is excellent, the staff, the treatment.
- Was seen very quickly
- Better how they explain things.
- Only 2.5 hours to wait.
- Helpful staff
- Very professional and lovely to speak to, very helpful service provided.
- Politeness - whole atmosphere
- Carried out service with a smile, very welcoming!
- Receptionists & health care workers were friendly and very helpful
- Polite & friendly manner
- Everyone was really helpful and understanding.
- All staff & doctor
- The fact that you helped me when my GP could not offer me an appointment for 7 days.
- Good customer service, very professional. Good communication, good service to all patients.
- Quick & treated for symptoms
- Prompt services
- King, thorough staff despite it being extremely busy.
- Dealt with quickly and professionally.
- I didn't have a long wait (I appreciate that more patients might have come). I was given the advice I needed - I didn't have to wait 4 weeks to see my GP
- Very speedy, friendly efficient staff.

## Solihull

- Quick, friendly staff, organised, helpful staff
- Its easier to get seen than my GP.
- Everyone friendly
- The care and thoroughness and doctor got down on her hands and knees to see if I had some glass in my foot.
- Efficiency of doctors report.
- Fast service, very friendly and understanding.
- Super people working very hard.
- Very quick, very thorough, excellent advice. The doctor I saw is going to write to my GP re: problem.
- Seen quickly and was given medication to recover quickly.
- Everything - All great
- To have a chat about my problem and to get a good advice with the nurse and doctor.
- Speed, clarity of staff (I'm hard of hearing). Doctor thorough and patient - thank you.
- Seen to quickly, explained everything, calmed you down.
- Fast
- Today it was quick - very informative.
- Friendly
- Very fast
- Short waiting plus excellent attention. Thank you!
- Very helpful and caring
- Doctor was extremely polite and explained everything in detail.
- Dr was very informative
- It was quick and I had it sorted in no time.
- Prompt efficient
- Good that I was seen the same day.
- Quick and explicit
- Effective service see you quickly & give you the effective medication required.
- Excellent all round
- Amazingly quick, and efficient.
- Fast quick service.
- Excellent and professional nurse and doctor, explained what my problem was, seen very quickly.

## Solihull

### What would have made our service better?

- Bit more info on process as new service.
- Car park was £5.10p may a fixed rate of £3 would be good.
- Better signposting to walk in service
- Being able to do scans /looks in more detail.
- Waiting area and treatment centre
- More doctors
- Both the receptionist & healthcare support worker seemed completely uninterested on being rude, they weren't even busy.
- Waiting time
- 0.5 hours wait
- Saw the doctor who seemed more interested about an existing condition rather than about what I had visited for.
- Had to wait over 2 hours to be seen, only one doctor on and they seem to take a long time with each person.
- Your signposting to treatment places is excellent, but some places need more way-out notices in the maze - a minor niggle.
- Shorter wait
- Nothing good at all. Very unsympathetic, not really bothered, making me feel like I am asking for too much. Frankly, really honestly? Get rid of all those who don't know the word empathy / nobody even smiles, all miserable sad people.
- Water to be available.
- If the blood pressure thing with the nurse - if it wasn't held on for so long, as it really hurt.
- More doctor on call.
- Fresh air in the waiting room, babies and children having a separate waiting. Increase the number of consultants.
- More staff
- It was empty, but I'm sure it would need more doctors etc when its busy.