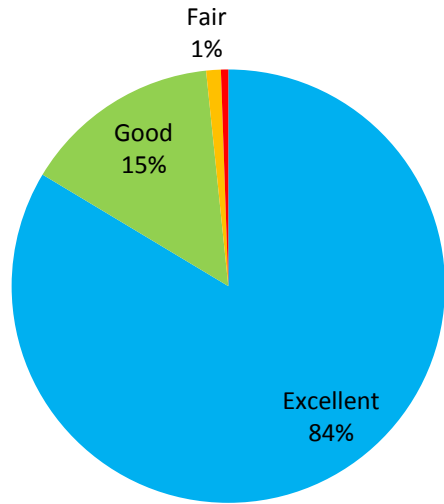
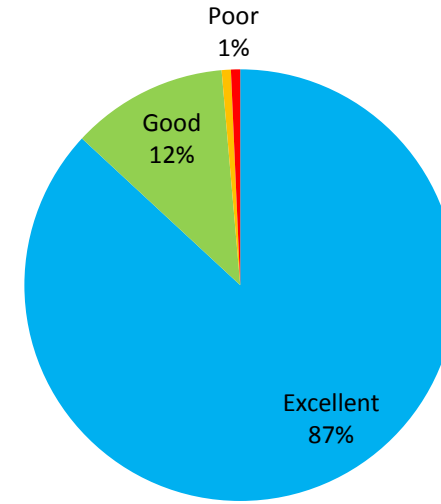


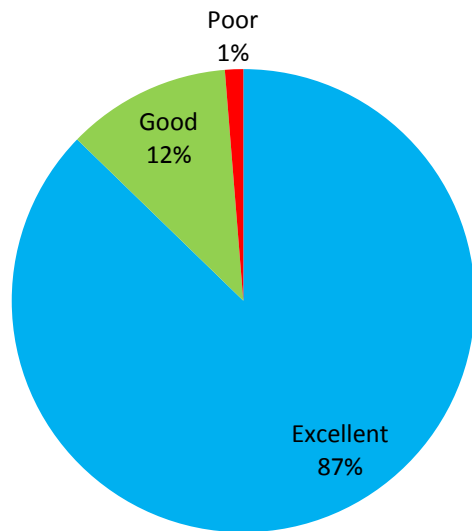
Feedback on Receptionists at Solihull



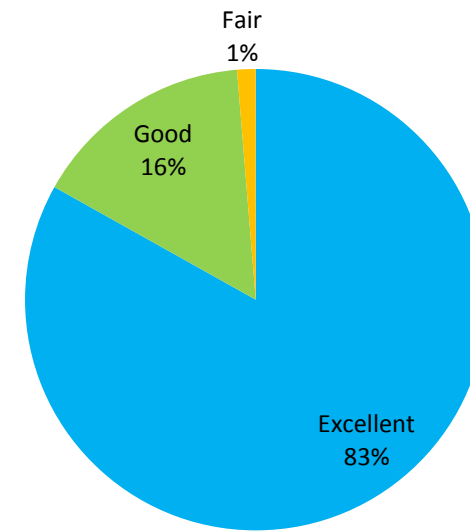
Feedback on HCSWs at Solihull



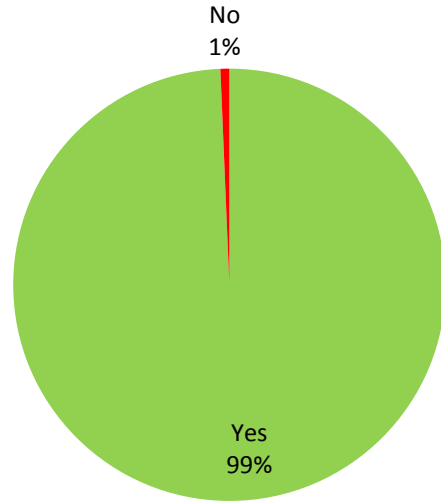
Feedback on Doctor/Nurses at Solihull



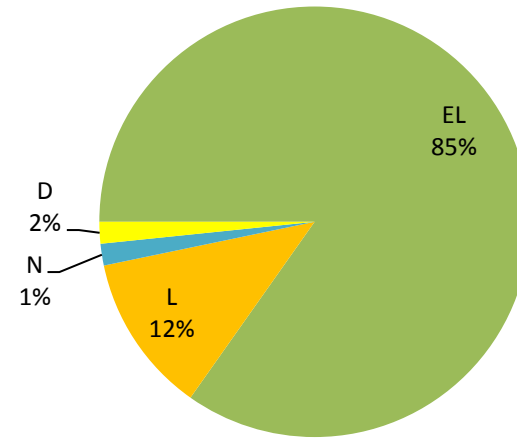
Overall Experience at Solihull



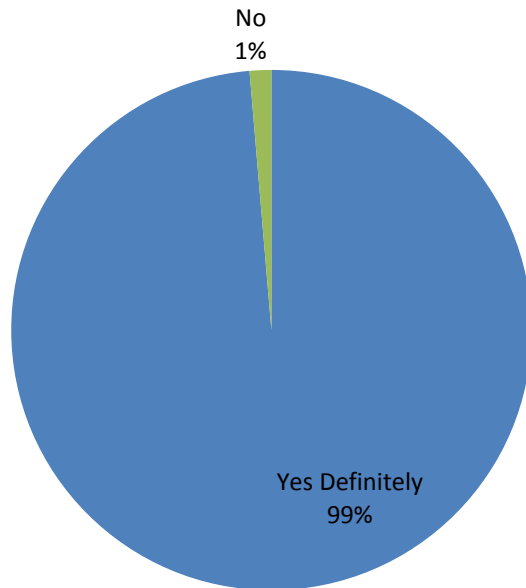
Doctor/Clinician explanation following this visit



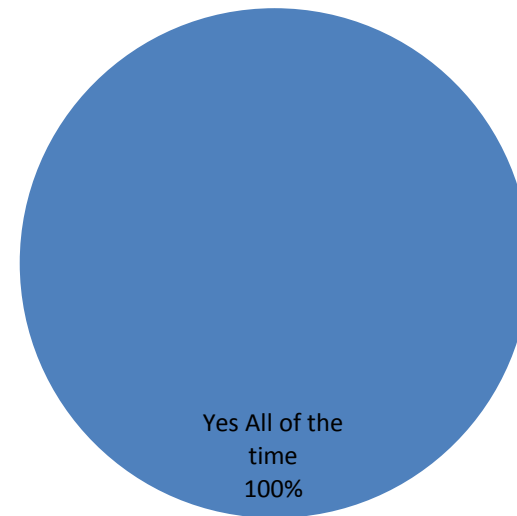
Recommendation to family/friends



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
- Very helpful
- All is good
- Straight forward
- Good attitude of staff
- Everyone made me feel at ease and were lovely.
- Rapid and very friendly.
- The nurse was an extremely kind, caring, compassionate professional who showed concern for all in the unit.
- Prompt response
- Health care worker and nurse very efficient, identified the problem immediately and were very pleasant and helpful.
- Swift response, good advice
- Better than my doctors!
- General overall very nice. Made to feel comfortable and not wasting their time.
- Today was not packed out
- Professional, caring approach. Direct clear instructions, clean environment.
- The promptness of everything.
- I had all important meeting to attend and staff went out of their way so that I could be seen quickly.
- Excellent service from start to end. The wait was short and everyone was professional and friendly.
- Receptionist was very helpful and polite.
- Very quick and efficient
- It was very quick - got in straight away.
- Very welcoming, fast and efficient service.
- Friendly staff and reviewed quickly.
- Quick, efficient, polite service.
- Everybody helpful
- Got access to a doctor when I couldn't be seen at my own surgery.
- Professional and well row department.
- Quick, efficient, diagnosis excellent, kind and not rushed at all in the consultation.
- Was seen within the hour all staff very polite.
- Organisation better than I expected.
- Quick, efficient, friendly staff.
- Great urgent care facility, I'm a nurse and super critical - treated swiftly & compassionately. Thank you.
- Seen in just over 1 hour. Staff very caring.
- Please keep the service without it would've struggled.
- Prompt service
- Everything, speed, staff, all wonderful
- They explained everything to me clearly.
- Quick & efficient
- Staff nice and friendly

Solihull

- Fast, efficient and friendly
- Very quick - 10-minute wait
- You can come here if you cannot see your doctor.
- Prompt, efficient
- Very quick, very friendly.
- Very attentive, friendly and thorough nurse.
- Polite staff and good timing.
- Very quick and effective, very nice staff.
- Didn't waste time
- Efficient, very good
- Seen quickly, lovely people.
- Speed, efficiency, politeness / friendliness.
- Very quick, efficient and caring.
- Professional, timely and efficient
- The healthcare worker
- No wait, friendly staff
- Polite, caring, very efficient.
- Consulting
- Friendly and helpful person at reception desk.
- Helpful staff - fantastic service.
- Fast, friendly helpful staff.
- The care provided by staff
- I can see that as a result of all attention my pain will go away, as a result of doctors, clear explanations.
- Prompt attention
- Helpfulness
- Quick and thorough, helpful and kind doctors.
- Friendly, very helpful
- Co-operative and friendly.
- Nice service
- Fast, compassionate and helpful
- Courteous and polite
- The nurse and doctor explained everything really well and helpful.
- Staff was very caring, and communications were very clear.
- The manner and professionalism shared by all staff.
- Friendly and efficient staff
- The understanding and compassion shown well done team. God bless your work.
- Quick and helpful.
- All of the service / staff / doctor excellent
- Was seen very quickly staff very friendly.
- Seen quickly

Solihull

- Very polite
- Could just walk in off the street.
- Very efficient
- Very thorough and treat me with respect.
- Waiting times - very quick. Ailments taken seriously and prompt action taken.
- PCN was polite, courteous and wholly professional throughout the appointment - thank you
- Prompt & efficient
- Everything was good from start to finish. Good system was wonderful.
- Very efficient
- That you can walk in and be seen by a doctor, and not having to wait too long.
- Everyone was very helpful, kind and very efficient.
- Useful when unable to see regular doctor.
- Dr Ahmed was very good and thorough
- They took time to listen and understand
- Same day service
- Quick and efficient
- Very friendly and professional. Everything explained clearly.
- Better than waiting or calling GP.
- I was warned of the long wait by the staff and appreciated the volume of patients meant a long wait.
- I was very pleased with how quickly I was seen
- Waiting time is too long
- Did not have to wait long
- Professionalism of staff
- Been seen quick, kind staff
- Quickly seen and all staff were fantastic
- Polite, pleasant and very helpful
- Helpfulness of clinical staff.
- Excellent
- The care towards my daughter was fantastic, made her feel very relaxed about the situation.
- Reasonable time and convenient
- Quick response than before
- The way they treated patient and time management
- How helpful and caring they all were
- Waiting time was excellent did not wait around long to be seen.
- Fast service, friendly staff, nurse brilliant, doctor was amazing.
- Very good service
- Waiting time was short - seen very quickly
- Friendly welcome
- Efficient, friendly and seen quickly. Thank you
- Very polite and caring excellent.

Solihull

- Always happy to help
- Very quick to see doctor.
- Good information given
- All round good service
- Was seen very quickly, and very friendly staff and doctor.
- The 2 doctors we saw were very informative and tried hard to help us find a suitable medication for my daughter.
- Fast, easy to use service, very friendly and knowledgeable staff.
- Available at the weekend.
- Everything, quick service, excellent staff
- Fast service on a Sunday when doctors closed. Lovely friendly staff
- It was very prompt and extremely efficient. Thank you

What would have made our service better?

- If the waiting times was a bit shorter.
- A smile at the main reception desk at patient urgent care unit would have been appreciated.
- Clearer signposting for what area to go to depending on reason for visiting.
- If the hospital was closer to my flat! With my goat!
- The time it takes from one patient leaving GP room until another is called. I know they have to do notes but seems a long delay.
- Temperature a little cooler in waiting area.
- Fewer people waiting.
- Free parking
- A friendlier doctor and receptionist, very efficient but abrupt.
- Classical music
- Free parking
- If the doctor saw people quicker instead of sitting and waiting around.
- The wait time can be quite long, whilst I appreciate that this is sometimes unavoidable that is the one thing that would improve the service.
- To be seen quicker
- Place water in more places.
- More doctors maybe
- The doctor was really rude
- Being seen by doctor sooner
- Waiting time was long - but can be accepted when it is a walk-in service.
- It would be difficult knowing how very busy the department became during the afternoon extra medics?
- More private reception area.
- More spacious waiting area
- When we arrived we met the nurse first who was full of attitude. She was huffing and puffing and made it obvious she did not want to be there. She said to me and my daughter 'did you even bother trying anything over the counter?' I am not at all impressed with her for the way she spoke to us. The 2 doctors we met were fantastic.