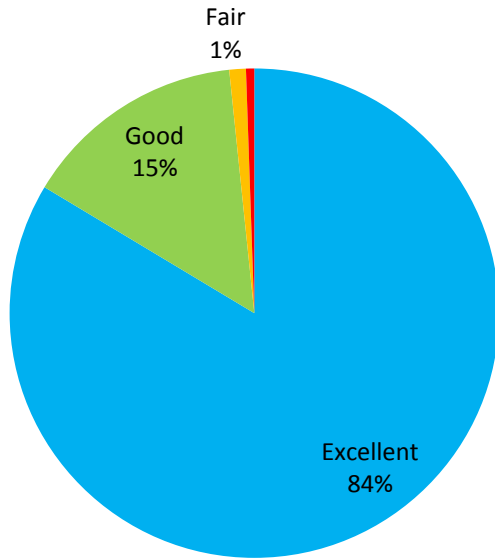
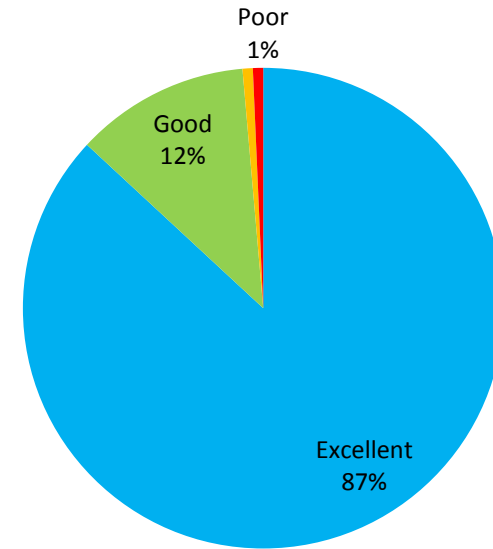


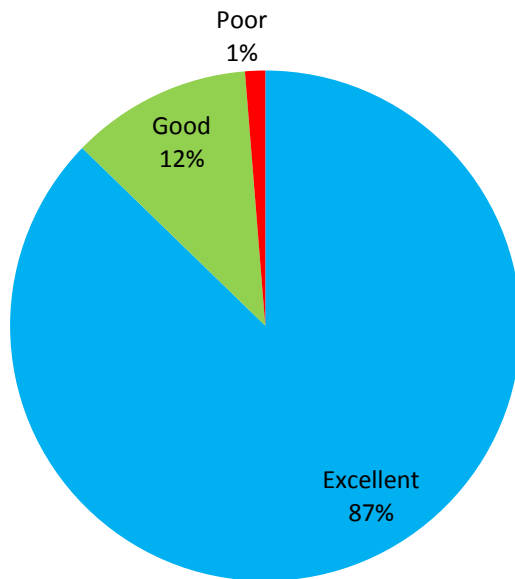
**Feedback on Receptionists at South Birmingham**



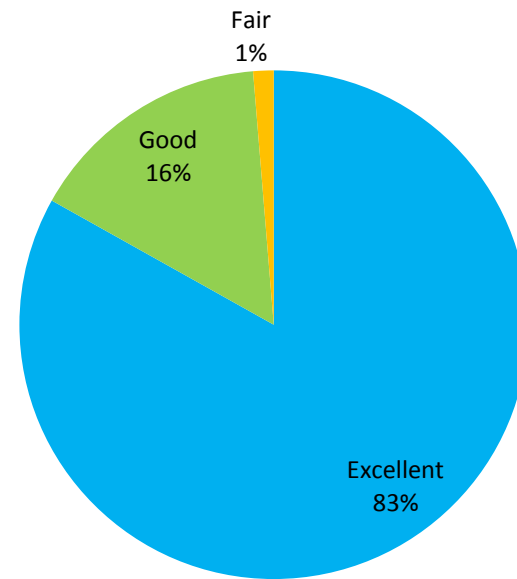
**Feedback on HCSWs at South Birmingham**



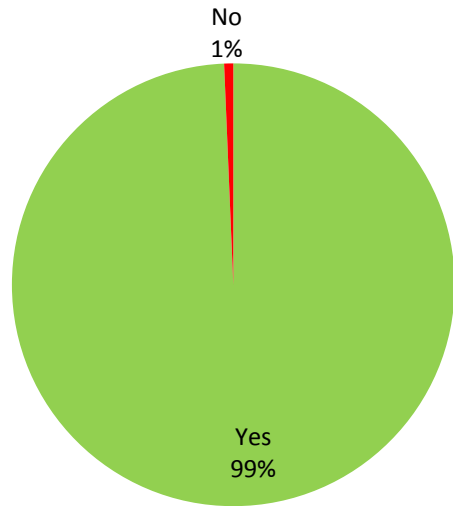
**Feedback on Doctor/Nurses at South Birmingham**



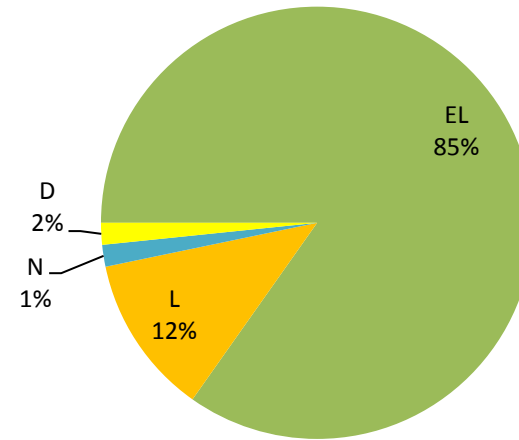
**Overall Experience at South Birmingham**



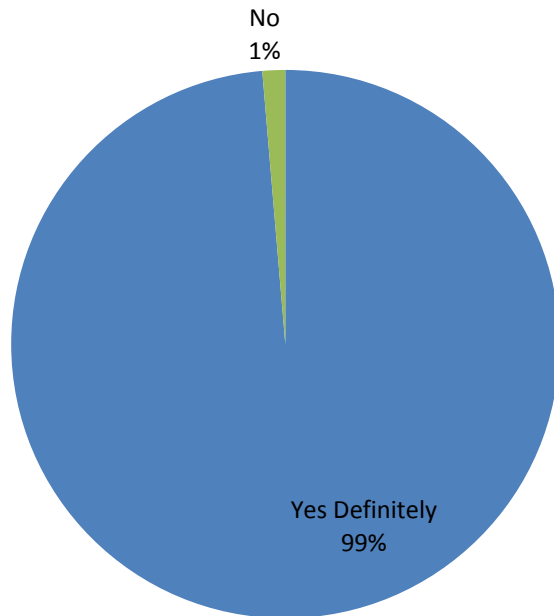
### Doctor/Clinician explanation following this visit



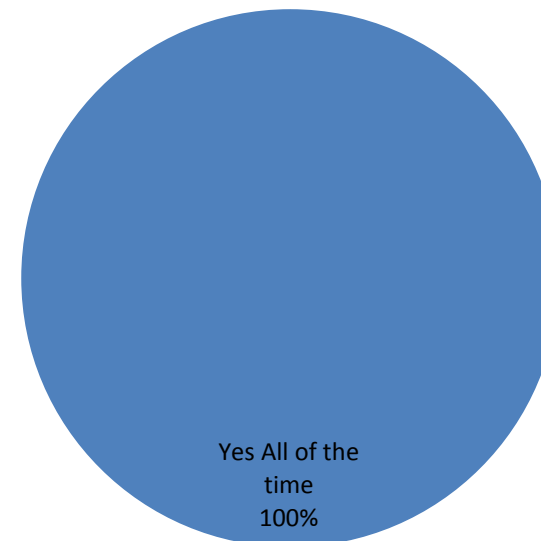
### Recommendation to family/friends



### 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?

- Good communication, easy to get to and good advice.
- Fast help in emergency
- Doctors attention
- Pleasant staff
- Doctor was kind and gentle.
- Seen very well and in detail.
- Staff friendly, helpful, clean, not overly busy
- Fast, efficient and helpful! Thought outside box for solutions.
- Friendly, professional and helpful mannerism.
- Professional conduct of staff
- Responsive when I had an issue
- The care
- Helpful and caring
- Very polite and professional
- Everything
- Called on time and explaining
- Good diagnosis
- Able to see us quickly.
- Professional efficient calm
- Quick response and been seen by a doctor.
- Doctor did a detailed exam and explained everything to me.
- Very organised and quick
- Fast service, polite staff
- Very reassuring an quick service.
- Polite and friendly
- Thorough examination, everything explained well.
- Very efficient, very helpful
- Not having to wait
- Doctor made me feel very dignified and was very helpful/reassuring
- The receptionist showed empathy to my daughter as she was in so much pain.
- Very helpful staff
- No waiting time
- Response
- Receptionist are lovely, make you feel very at ease!
- Quality of service
- Quick and friendly
- Reception staff very kind
- Quick
- Was seen quickly

## South Birmingham

- Swift, friendly
- Seen very quickly and very efficiently
- Quick response
- Excellent service
- Speed and care shown over the phone and by the nurse.
- Punctual
- Very helpful
- Seen quickly and treated quickly
- Efficient, fast and very good customer service
- Quick, impressive
- Quick, friendly, professional
- Explained good
- Fast & effective
- Immediate service
- Everything
- I didn't have to wait
- Fast
- Very helpful over the phone and extremely polite face to face
- Efficient, swift and very pleasant personnel
- Calm, polite made me comfortable
- Service & convenience
- Pharmacist told me about the service
- Service was fast
- On time
- Quick
- Fast, reliable friendly.
- Quick response
- Effective
- Quick and efficient. The doctor was reassuring and gave plenty of advice.
- Short waiting hours
- Time & information
- Gave pain killer and will email
- Seen quickly, not long
- Seen relatively quickly, thorough check up and advice
- Everything
- Fast call back
- Friendly doctor
- Fast
- Fast, friendly
- Prompt appointment and professional

## South Birmingham

- Fast and efficient
- Excellent service
- Fast and efficient
- It was very good and fast
- Quick and well informed and patient staff
- Prompt / friendly and professional
- Got seen quickly, everyone was friendly and professional
- Good service / called me straight away
- Efficient
- Polite and efficient t service
- Very professional and efficient
- Prompt and professional, was excellent
- Offered an appointment and quickly seen on arrival by the HCSW who was thorough and friendly.
- Excellent friendly staff
- Very polite warming people
- Prompt - quiet and seen on time
- Everything
- Quick, calm, helpful, informative and efficient
- Friendly, quick and efficient
- They called me in asap
- Everything
- It was there when I needed!
- Everyone friendly and helpful.
- Good

### What would have made our service better?

- Could have seen a bit earlier.
- Punctuality
- 24-hour service and WIFI
- Lower waiting time
- Faster service, less waiting time
- A slightly more thorough examination by the doctor and more forthcoming examination also.
- If I could have got my medication
- More bins
- Cooler waiting room