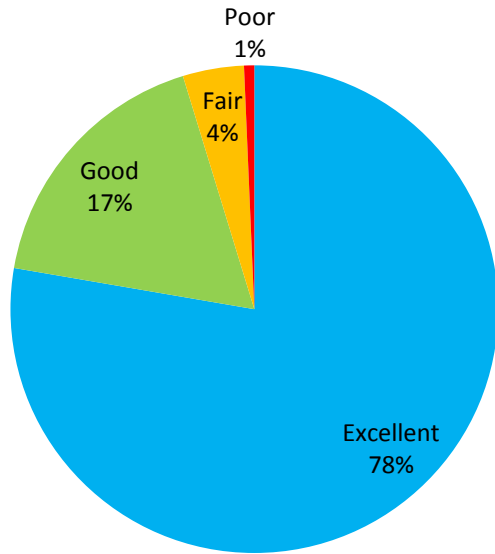
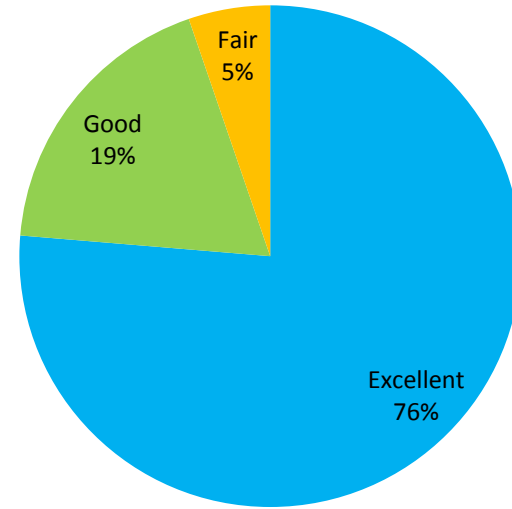


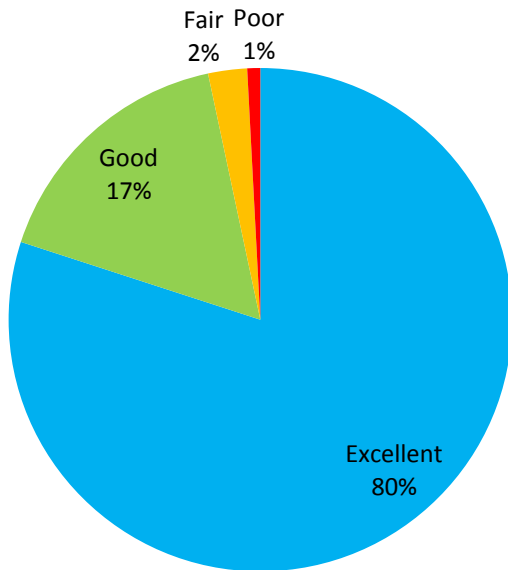
Feedback on Receptionists at South Birmingham



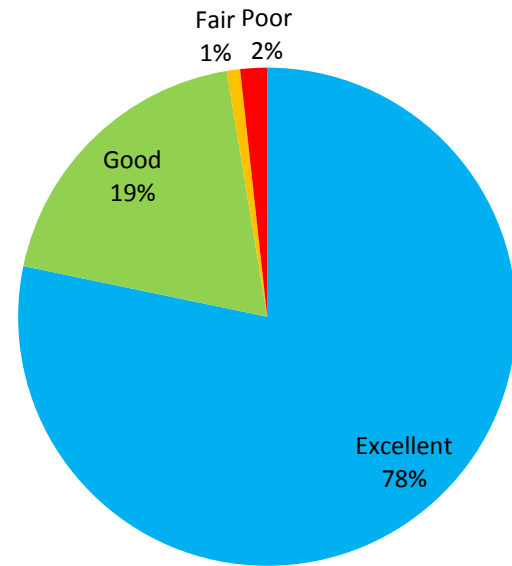
Feedback on HCSWs at South Birmingham



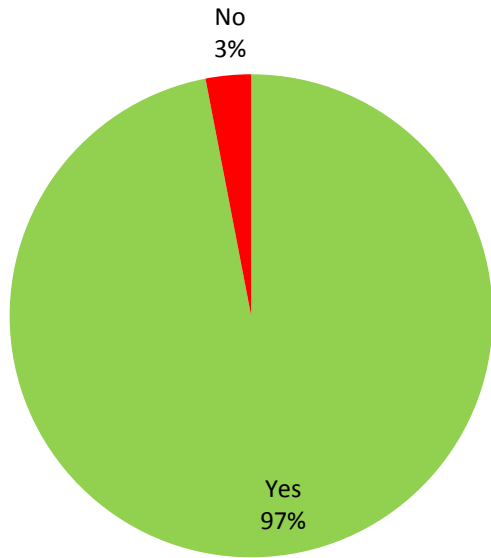
Feedback on Doctor/Nurses at South Birmingham



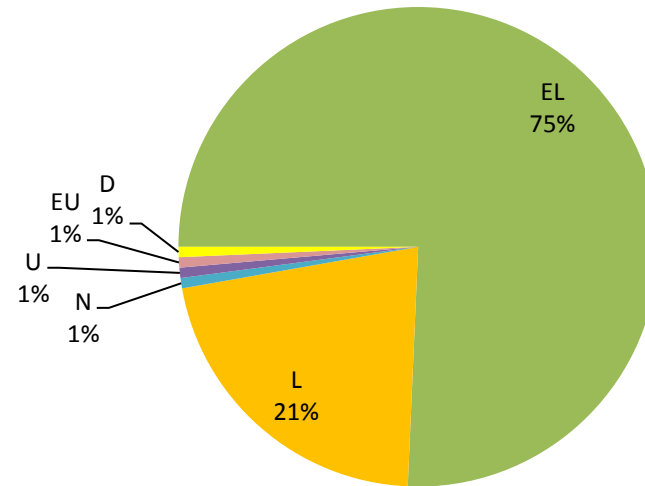
Overall Experience at South Birmingham



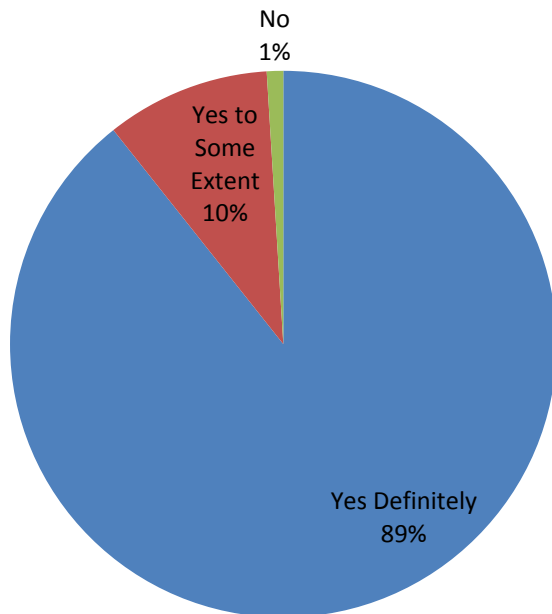
Doctor/Clinician explanation following this visit



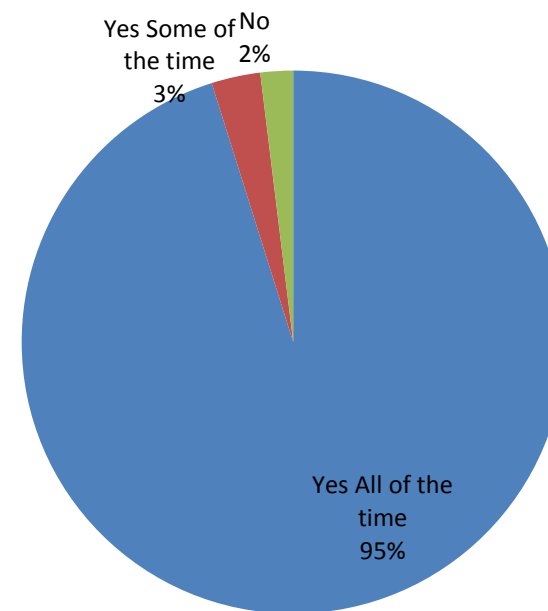
Recommendation to family/friends



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?

- Very accommodating staff, very good service - well done
- Friendly helpful staff
- Professional quick service
- Very nice staff and very helpful
- Timings
- Quick
- Very helpful and friendly staff- thank you
- Got seen very quickly. Dr was thorough and gave me a prescription
- Fantastic, very quick service and friendly
- Offered bed and separate room when felt worse
- Dealt with out of hours emergency well. Grateful it is here
- Very quick response and pleasant reception
- Friendly and helpful
- Very good and checking over properly
- No queue and fast service
- It was better than going all the way to the Children's hospital
- Fast, friendly and helpful
- Everything perfect, thank you
- NHS 111 said you'd get a call back within 2 hours and the receptionist called back within 2 mins!
- well treated, nice warm welcome, very professionally treated
- Everything
- Was very professional
- Very prompt and efficient - thank you very much
- Very quick
- All
- Friendly staff, HCA very professional
- Efficient, helpful and kind
- Very attentive
- The service was quick and good, was seen straight away
- There wasn't many waiting so my daughter was ok with the wait
- Quick service
- Quick service, caring service, would recommend
- My son has learning development needs and they did their best to keep him calm
- Fast attention
- Everything, thank you
- Very friendly staff, excellent doctor.

South Birmingham

- Fast, easy
- Quick / efficient
- Friendly & helpful
- Nurse was absolutely amazing - so caring and thorough. We are very grateful!
- Fast

What would have made our service better?

- Working self check in
- Open earlier
- Quicker phone responds
- IT Improvements
- More information
- Some music to listen to while we wait and a clock to see the time.
- Medication