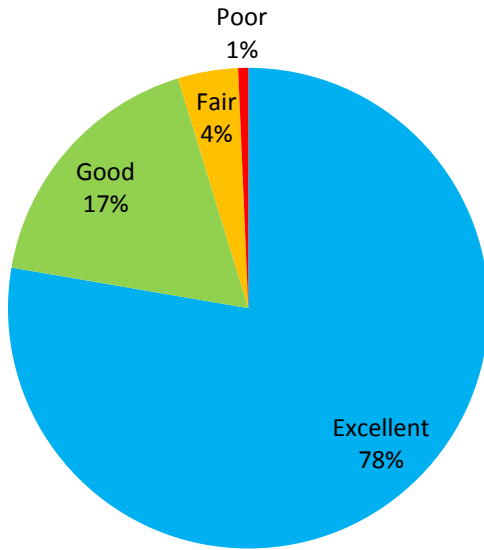
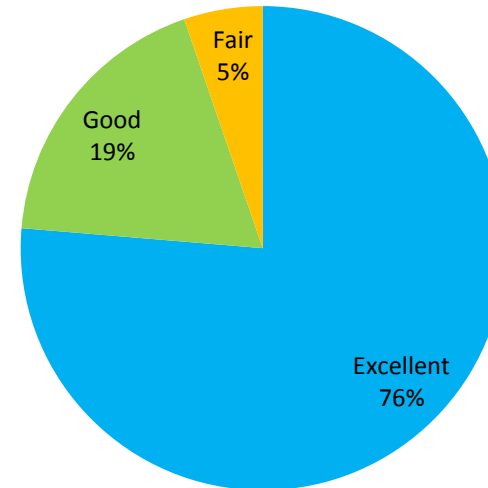


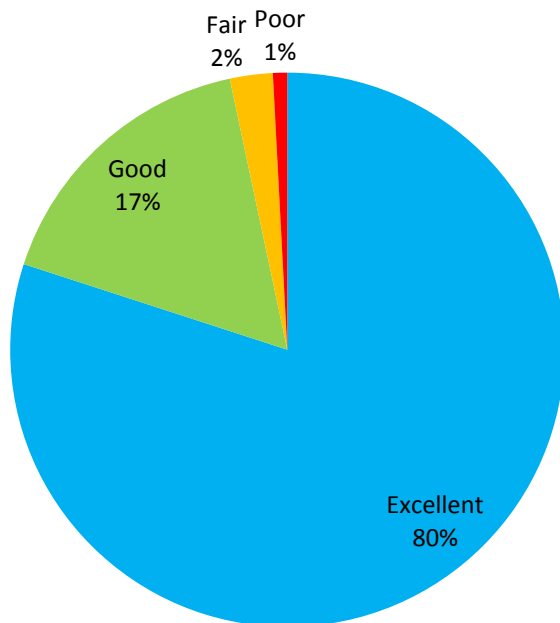
Feedback on Receptionists at Solihull



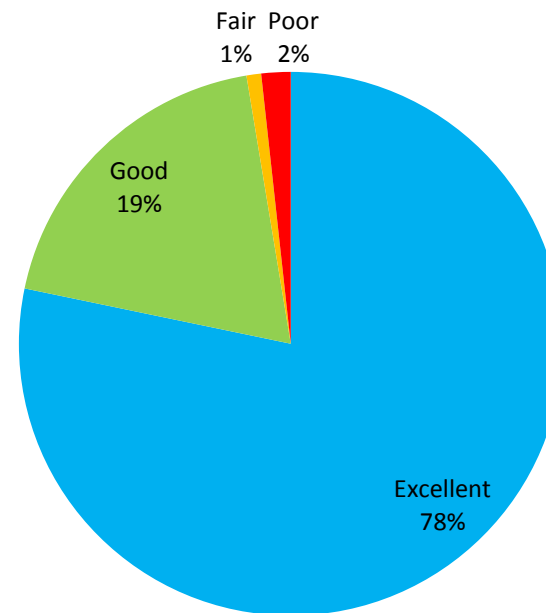
Feedback on HCSWs at Solihull



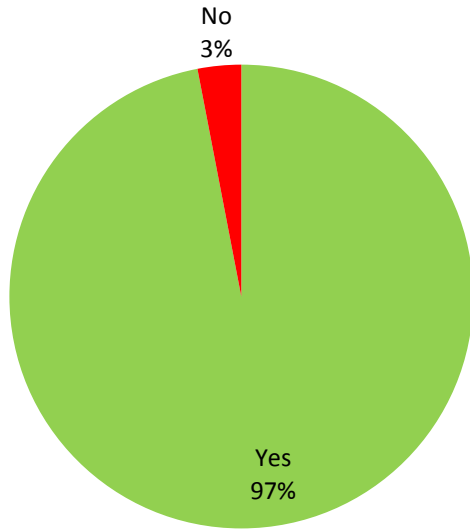
Feedback on Doctor/Nurses at Solihull



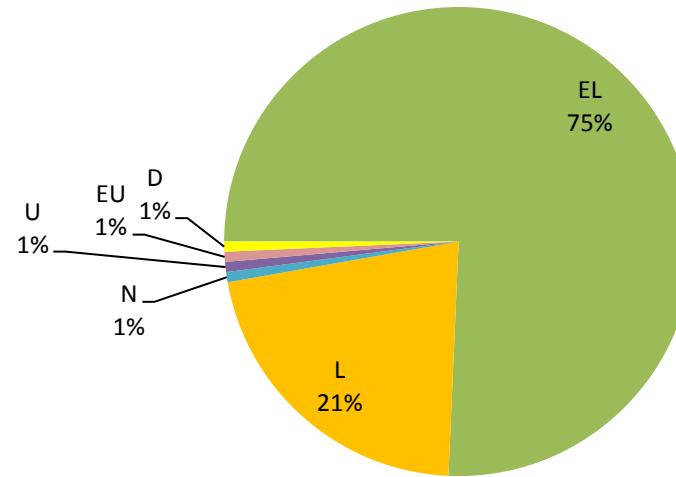
Overall Experience at Solihull



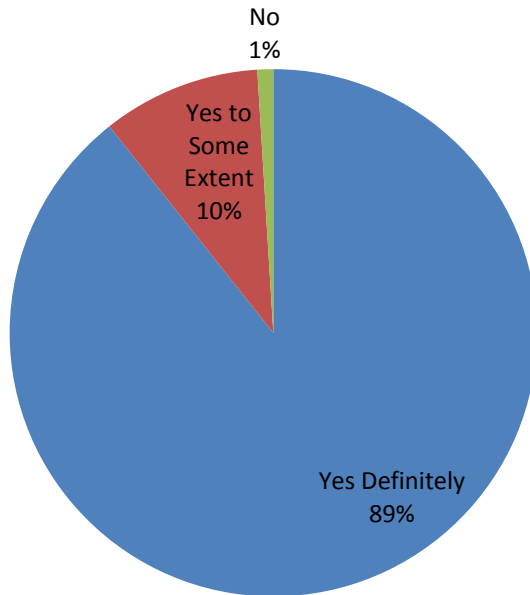
Doctor/Clinician explanation following this visit



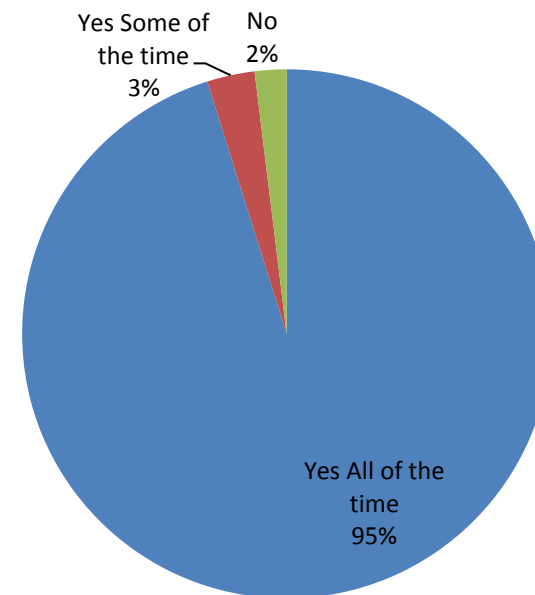
Recommendation to family/friends



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?

- Quick service
- Extremely quick service, all the staff were all helpful and polite
- Always excellent service, am grateful
- Just the final part of seeing the doctor
- Every member of staff was helpful
- You can be seen
- Quick
- Great service
- Prompt
- Excellent
- Walk in
- Speed
- Efficient, polite, informative
- Staff are friendly
- They quickly attended to without much waiting. Very friendly and responsive
- We like that the service is open weekends and staff are friendly
- You asked some questions
- Extremely good service
- Speed at which i was seen
- Didn't wait too long
- Everything
- Triage nurse was excellent and doctor explained clearly and good advice also from triage
- Phoned 111 and was told an appointment had been booked, to be told it wasn't
- Helpful, polite and good listeners
- Very quick efficient service. Polite and caring staff
- Efficient and fast
- Very helpful
- Polite and able to diagnose my problem
- Just fantastic
- The professionalism of the staff
- Efficient, prompt service and friendly staff
- Fast. Everyone was friendly
- Polite, put at ease. Doctor very good
- Fast service, got appointment straight away
- Efficient and friendly
- Good all round, excellent

Solihull

- Short waiting time, immediate attention
- Professional and quick
- Followed through and listened to.
- Efficient - really glad I came
- Very compassionate staff! Highly recommended!!
- Fast and efficient
- As I can't get a Dr's appt this is important
- Always helpful and be patient with all of the questions
- Seen quickly compared to usual
- Very friendly
- Speedy
- Quickly seen, pleasant staff, reassuring doctor, outstanding patient service!
- Lovely staff
- Seen quickly, lovely staff, explained everything and reassured me.
- It is an alternative if you cannot get to see your GP
- Good information given
- Very good customer care, very nice
- The way all staff treated and dealt with my problem thank you
- Friendly staff
- The positivity of the staff and the time it took
- Speedy, efficient and reassuring
- When doctors are closed
- Even though i am not local they said i could be seen
- Staff are friendly
- Quick, friendly staff. Good location
- Fast triage, efficient service
- You get treated on the day instead of waiting weeks at GP surgery
- I got sorted out quickly
- Fantastic receptionist and HCA
- Efficient and very quick service
- Communication
- Excellent and Efficient
- First time bringing my daughter, overwhelmed with how nice all the staff were
- Prompt service, friendly staff, thank you!
- Prompt and caring
- Identifying problem and recommended course of action
- The whole team took time to talk about the situation

Solihull

- Waiting time was quick and efficient
- Excellent, good treatment
- Everyone was polite, courteous, helpful and knowledgeable
- Excellent service
- Efficiency, informative, nice environment and people
- Very efficient and receptive. In and hour in an hour
- Able to attend at weekends
- Staff were very helpful
- Quick service
- Smiley staff
- I was extremely impressed with care i was given. I was greeted by a very pleasant receptionist. A very kind nurse assessed me and the Dr was very thorough and reassuring
- So speedy and efficient - HCSW particularly friendly and nice.
- Everything
- Efficient, not long waiting times
- They always have time
- Polite and prompt
- Been seen fast
- Straightforward
- Very good service for everyone
- Professional and caring
- Quick seen
- Very good service and helpful advice
- It is a fantastic service that you can go to if you are unwell and need to see a doctor but can't get in to your own GP
- Very efficient, quick and friendly service
- The diagnosis was well done
- Kind helpful and respect
- Was seen fairly quickly in the usual NHS waiting long waits
- Competent people
- Helpful, good, kind
- Your able to see someone who listens to you.
- Very quick & problem resolved. Thank you.
- Efficient
- Lovely caring staff - very speedy & reassuring. Thank you.

Solihull

What would have made our service better?

- To have more than one doctor attending to patients, to have current waiting board in operation
- Staff telling me that I didn't need to be seen here would've been helpful
- More doctors and nurses
- reception staff more friendly
- Better pay and conditions for staff
- to be dealt with quicker
- A person to be there, just to chat with when you go in.
- Clearer details on website
- Pay with card for car park
- Politer staff members, more personable
- Waiting time
- Clearly signposted from outside
- Shorter waiting times - unavoidable though
- Less waiting time although not bad really
- Reassuring patients more quickly
- Quicker seeing times
- reclining chairs, personal TV and hostess!!
- The Doctor wasn't very calm
- Not a lot really - Free tea and coffee???
- Free Tea
- The waiting time is a bit too long
- Some basic medical training (for the nurse)
- Increased speed
- Serve us quicker and less longer waiting.
- Softer seats