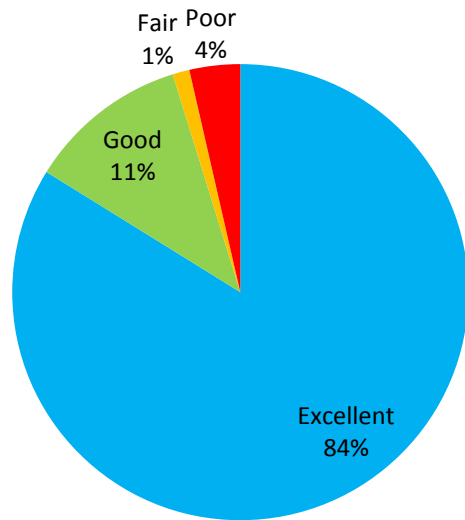
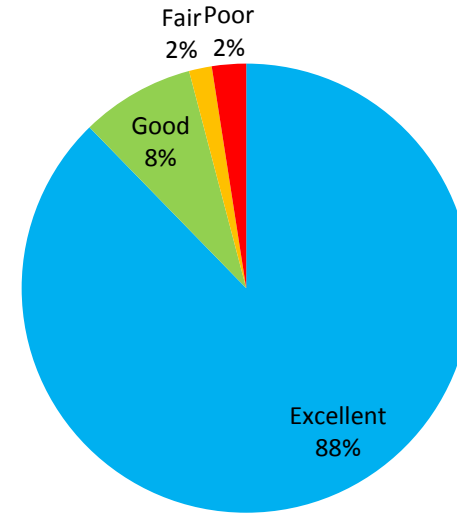


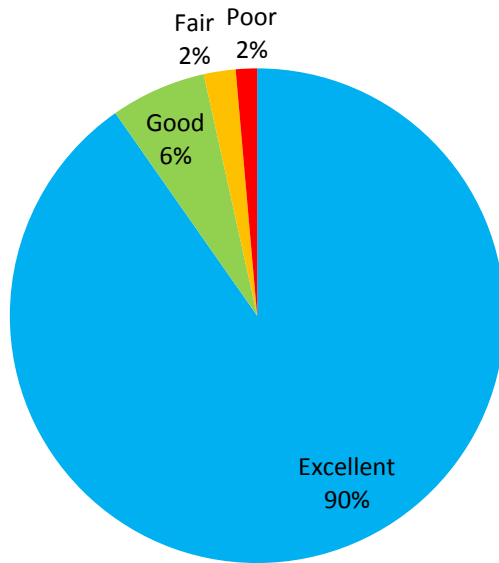
Feedback on Receptionists at Solihull



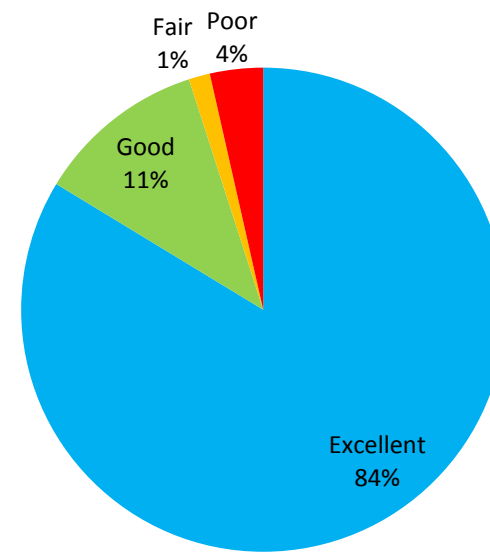
Feedback on HCSWs at Solihull



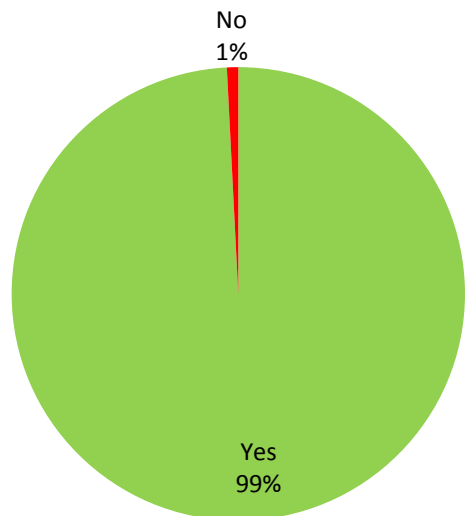
Feedback on Doctor/Nurses at Solihull



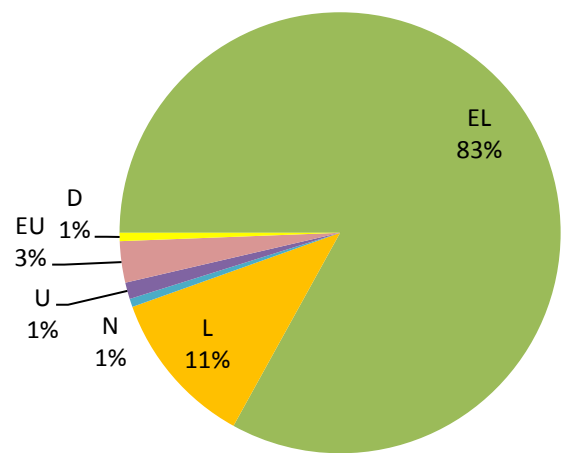
Overall Experience at Solihull



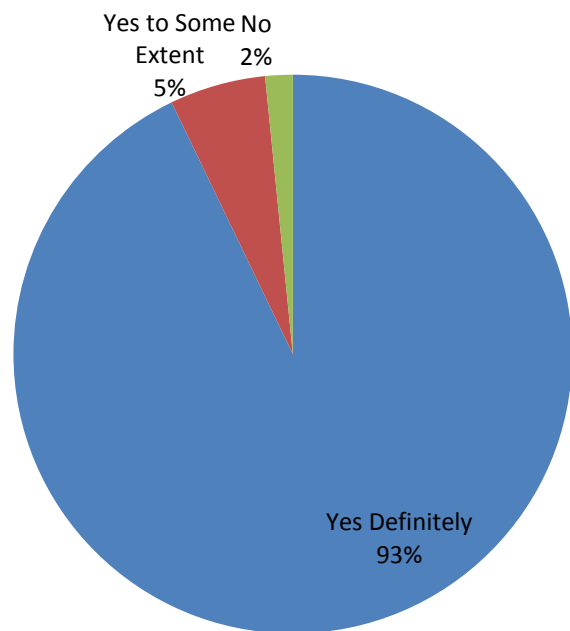
Doctor/Clinician explanation following this visit



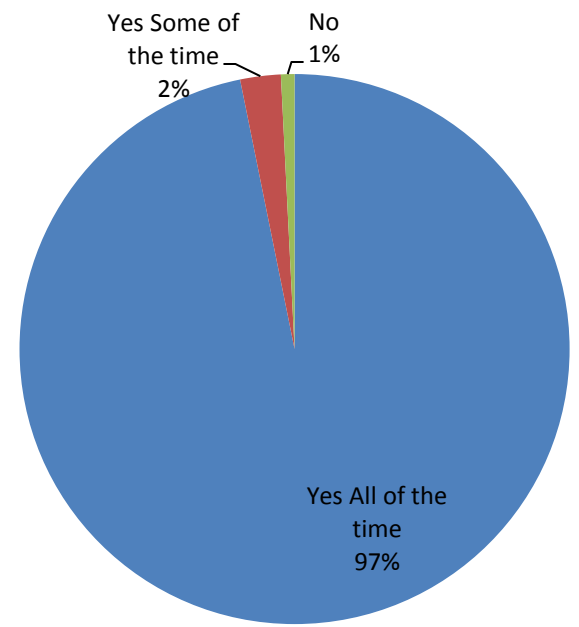
Recommendation to family/friends



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?

- It was nice and quick and really friendly and efficient.
- Thorough obs and got seen which is not always possible at GP's
- Very impressed with everything
- Very efficient, positive service, delivered in a professional manner
- Thorough and competent. Thank you.
- I was seen within half an hour
- Quick today
- Very efficient service with very prompt care
- Efficient/friendly/informative/cool waiting room
- Seen fast. Dr was caring, very thorough
- Pleasant staff waiting time was less than expected
- Quick registered. Seen within half an hour
- Speed & efficiency. Staff very pleasant helpful & kind
- Great people
- Very polite under pressure
- We were given a clear realistic explanation concerning the waiting time & our options
- Professional caring staff who responded to all patients with politeness & respect. Explanations & medication given with great clarity & not misled
- I particularly appreciated the nurse who dressed my injured fingers
- Friendly staff, reassuring. Needs a system for change prescriptions to prevent re-attendance
- Doctor was very reassuring and thorough. Not a big wait
- No waiting time, excellent service. Polite & explained everything
- Professional. Dr explained fully. Very grateful
- Very friendly staff
- The receptionist was very helpful and pleasant excellent service
- Receptionist very friendly & efficient. Excellent service. Thank you
- HCSW was fab with her dressing, incorporated by a friendly manner
- The doctors will always treat you guaranteed. Whereas, you can never get appointment at the GP
- Very efficient. Thank you
- Everything
- Overall approach, friendly & understanding
- Quick informative helpful reassuring
- Very kind & informative
- Friendly, checked immediately. Felt comfortable
- All staff were excellent

Solihull

- Simple clear/good talk/test
- We were seen very quickly by great/friendly staff 10/10
- Helpful & friendly
- Everyone excellent
- Friendly/welcome
- Doctor Homes amazing, so caring towards my daughter
- Reception staff friendly
- Friendly service and polite
- Very quick & professional
- Organised, friendly, efficient. Thank you
- We were very pleased with this service - very helpful all-round
- Such pleasantness from staff
- Fast & efficient pleasant service
- Efficient & friendly staff
- Staff listened to my problem carefully and did their best to help
- Prompt, efficient
- Very thorough & speedy. Consideration staff
- Everyone friendly, polite & helpful
- Friendly, professional
- Extremely quick & understanding. Thank you.
- Very friendly & efficient. Thank you.
- I was seen quickly & received treatment
- Everyone is friendly
- They were very good
- All of it
- Efficient & thoughtful. Good explanations given to my autistic son which made him feel at ease
- Speed & Helpfulness
- Immediate
- Fairly quick, all staff nice & polite & helpful
- Professional & pleasant attention
- Efficient, friendly
- I found time was taken to understand how my skin problem on my hands had come about and past skin allergies I have suffered.
- I was treated with extreme care, and consideration by all the staff.
- Everyone although busy and stressed, gave you the opinion that they had all the time in the world for you, very professional.
- Quick, knowledgeable doctor. Friendly receptionist.
- Polite, professional and nice!

Solihull

- Efficient and speedy
- The staff were so helpful.
- Given full information - which is very reassuring.
- Was a long wait but the result from nurse/ doctor excellent. Thank you all.
- Very polite and helpful.
- I received treatment.
- Fantastic staff and service.
- Everyone very professional and reassuring, kind, polite and excellent service.
- Dealt with quickly.
- Quick, informative, helpful.
- Very friendly staff and treated very well. It was excellent.
- Always sufficient.
- Efficient, professional, friendly.
- Excellent care 10/10
- Although busy I was seen within 20 minutes and good friendly service.
- Friendly and to the point
- The way they spoke to you, and treated you very prompt.
- Friendly - professional
- Very caring and professional
- Everyone was very helpful.
- Everyone was polite, helpful and understanding.
- Fast, efficient, caring service.
- Nurse/doctors in primary booked care were great, really supportive and came back to main reception with us to explain to receptionist and x-ray was needed.
- Open when other options weren't.
- Speed, friendly staff. Clean environment.
- Everyone was friendly and made you feel welcome which is nice when feeling unwell.
- Knowledge and understanding.
- Staff good and professional. Didn't have to wait long.
- Excellent quick service. Excellent staff.
- Excellent service, kind, friendly staff, very helpful. Thank you very much.
- Very professional, friendly and quickly resolved my issue and diagnosis.
- From the reception, nurse and doctor they were all very good and knowledgeable.
- Couldn't get GP appointment so good I could still be seen.
- The GP very helpful. I was made to feel at ease.
- Only waited 1.5 hours - efficient - treated with respected.
- Brilliant service from all staff. NHS proud

Solihull

What would have made our service better?

- Shorter wait - 2 hours
- It took quite a long time but I didn't mind because other people needed help
- Ability to change prescriptions without re-admission & waiting again
- Less waiting time is the only thing to make better
- Maintain existing
- More doctor - quickly seen
- Nurse was so rude I had no choice other than to leave in extreme pain
- Quicker
- I think it may have been a good idea to have a separate doctor to deal with urgent cases.
- Less waiting time.
- Less waiting time but that is something unavoidable.
- More staff
- At least a smile, hooray for the 'booked' area receptionist.
- Reduce waiting times, currently 3/4 hours!!
- More staff on hand
- A larger waiting area
- Better receptionist. Blonde hair elder woman working at 3.20pm on 28/08/19 was extremely moody and unhelpful.
- Shorter waiting time, cooler main waiting room.
- More staff
- Waiting times are a joke after being advised to come up. Receptionist was quite rude and not at all helpful. Would not recommend people come here.
- Coffee whilst waiting.