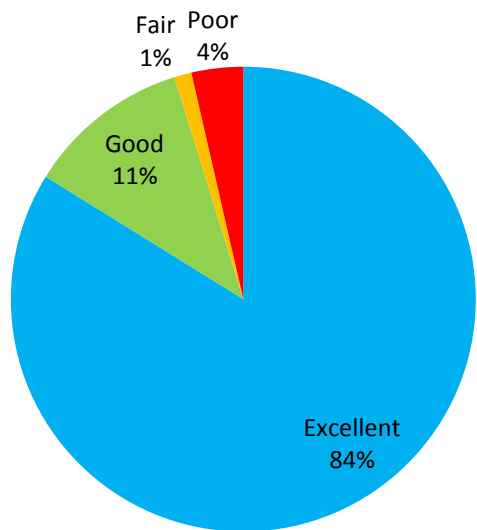
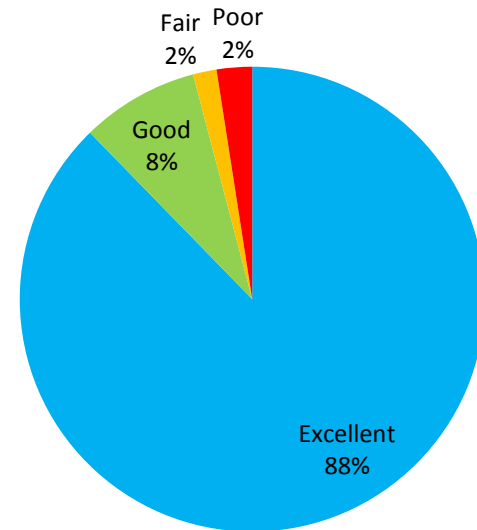


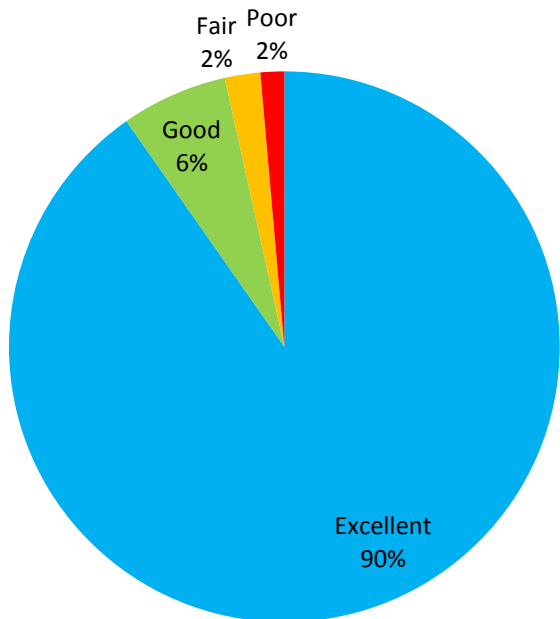
**Feedback on Receptionists at South Birmingham**



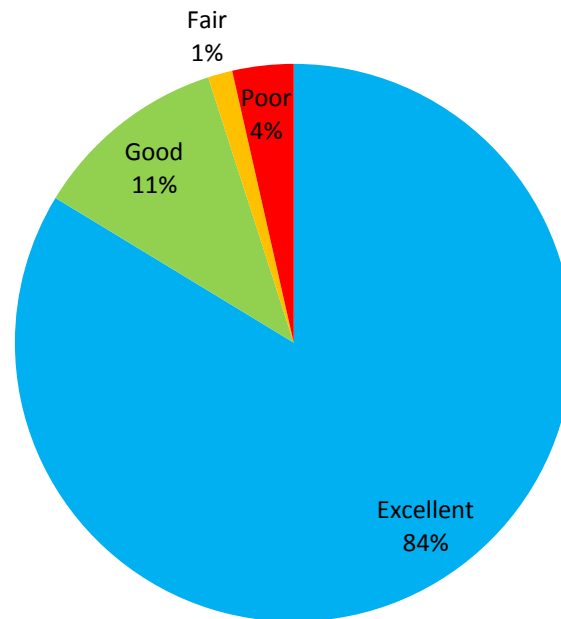
**Feedback on HCSWs at South Birmingham**



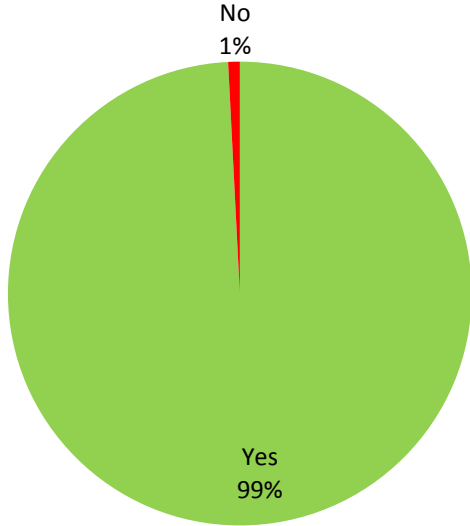
**Feedback on Doctor/Nurses at South Birmingham**



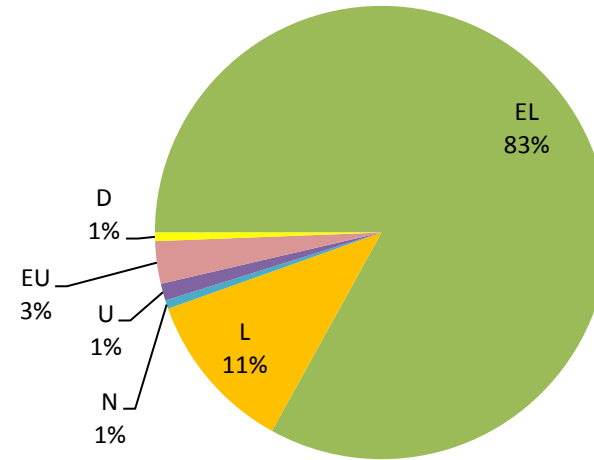
**Overall Experience at South Birmingham**



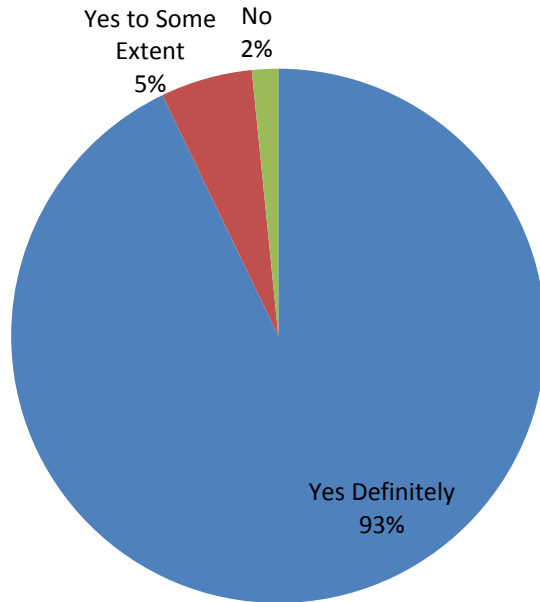
### Doctor/Clinician explanation following this visit



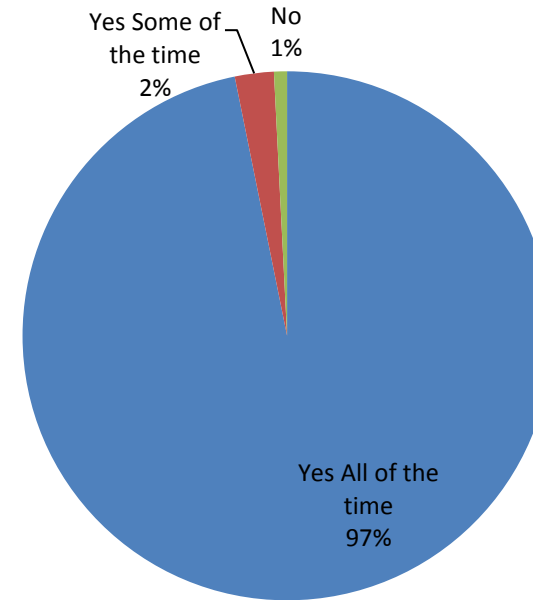
### Recommendation to family/friends



### 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?

- Quick service
- Friendly
- Doctor very good & reassuring
- Very friendly staff
- Was seen at the timing I was told I'd be seen and everyone was very friendly/helpful
- It is available & helpful
- Quick, friendly & calm staff
- Its open till late so great for emergencies
- Speed & nice receptionist
- Very quick receptionist very helpful
- They welcomed us
- Was able to see a doctor as it is very difficult to get an appointment with my own GP
- Friendly staff on desk & great doctor
- Polite helpful
- Receptionist was very welcoming
- Quick service from the telephone to the surgery
- Friendly & efficient
- Kind, polite and well explained. Gave re-assurance
- Not a long wait
- Quick, efficient
- Excellent service
- Very good
- Wonderful polite staff
- Clean organised & quick to be seen. Friendly receptionist & medical staff. Much better than previous experiences at Katie Road.
- Very courteous & professional
- Everything
- Prompt service, friendly informative staff
- The doctor was very thorough in his examination as well as explanation
- Everything was perfect
- Excellent service. Thank you.

### What would have made our service better?

- More seats. Fresh air.
- Could have done with being seen at Solihull Badger - local to home address especially as patient is 5, bit far to travel, but I am grateful of seeing a dr out of hours