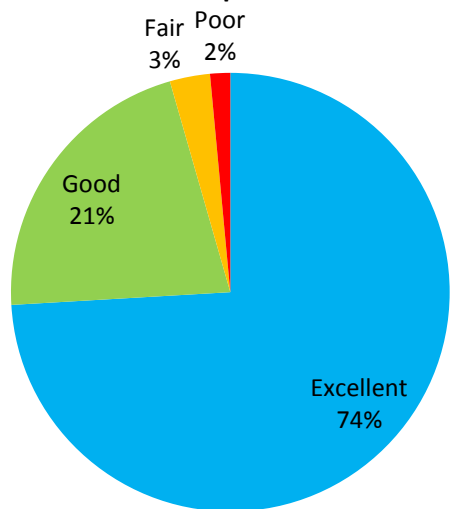
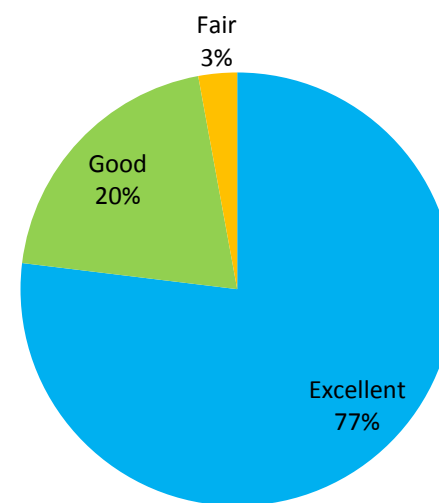


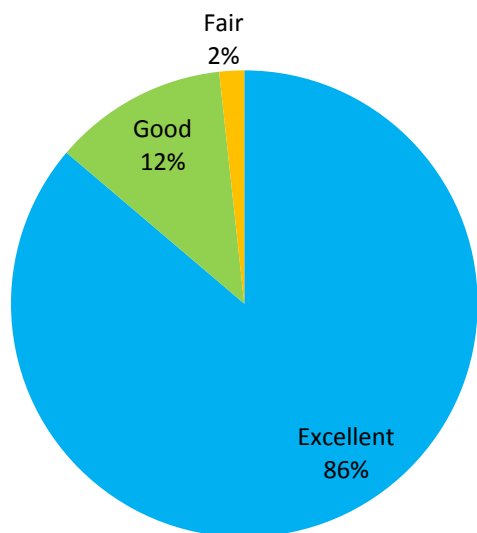
**Feedback on Receptionists at Solihull**



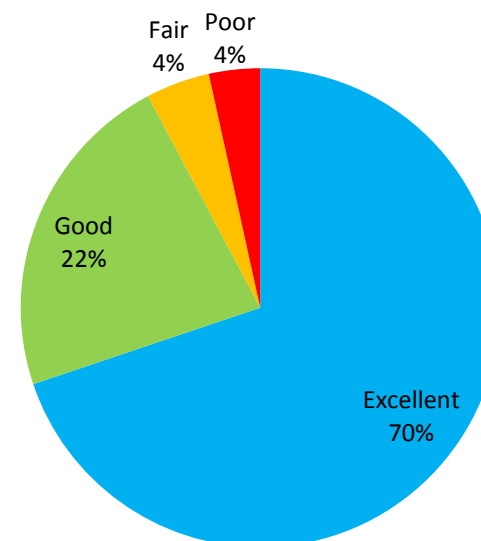
**Feedback on HCSWs at Solihull**



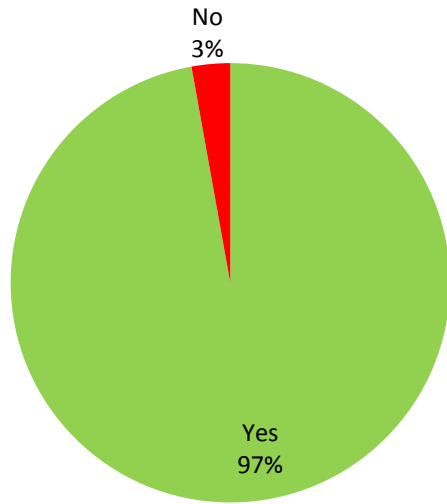
**Feedback on Doctor/Nurses at Solihull**



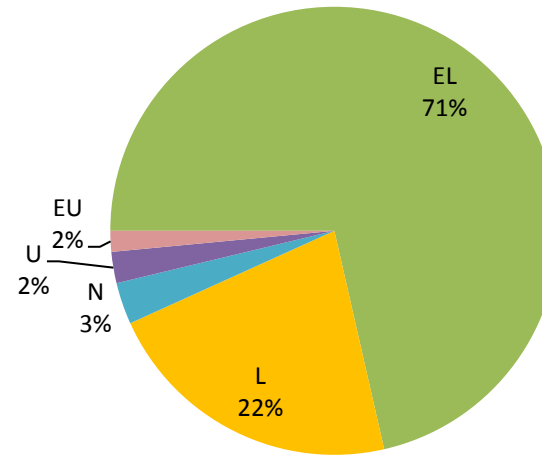
**Overall Experience at Solihull**



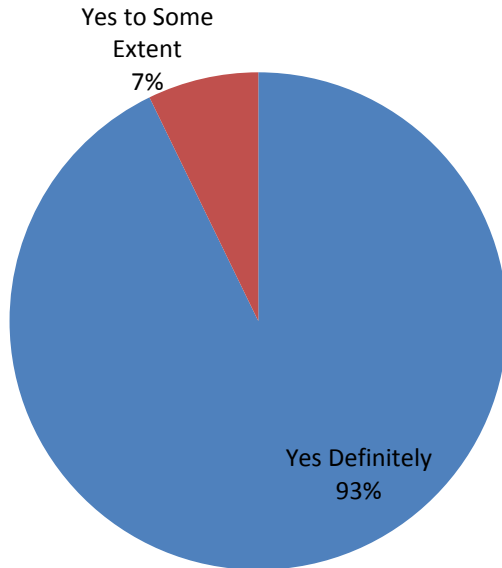
### Doctor/Clinician explanation following this visit



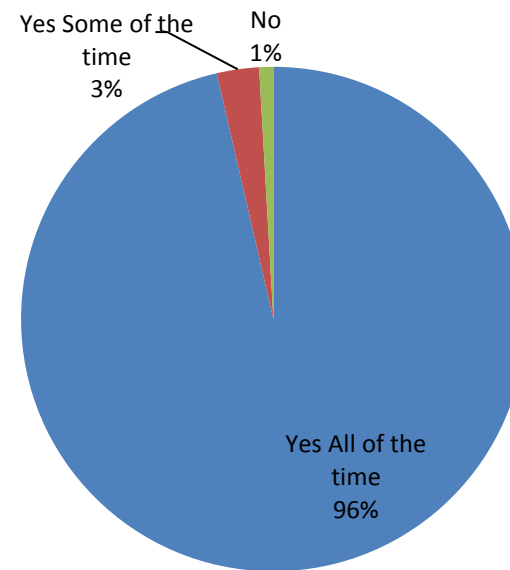
### Recommendation to family/friends



### 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?

- Service available to see someone out of hours GP
- Good duty of care shown
- Friendly and nice helped a lot.
- Speed
- Simple book-in procedure. Pleasant and helpful staff. Efficient process for treatment.
- Everything
- It was seen quickly and problem sorted. It was very difficult getting a GP appointment.
- Polite staff at Reception and other staff listened to my sons symptoms.
- A very kind and good staff.
- Reliable and fast
- Quick service
- Always a lovely service.
- The HCSW was excellent. She was considerate, kind and thorough.
- Just generally everything
- Everything
- You gave us support and information we needed
- Friendly staff
- The care for the patient
- Peace of mind that Solihull hospital is close to where I live, and you can walk in.
- Polite, efficient
- All the staff were friendly and helpful and made a stressful experience not so
- Happy and friendly
- Fast and very caring and responsible.
- Everyone I met was very professional and caring, I felt very guilty having to use the service as instructed by my GP's but was reassured throughout.
- Quick
- Professionalism
- Very friendly and informative
- The waiting time was reasonable. The triage nurse was very sympathetic and thorough and the doctor was the same.
- Staff and doctor very pleasant and friendly.
- Prompt, friendly, helpful
- All staff very professional, amazing experience.
- Friendly
- The doctor who seen to me is a credit to the NHS, makes you feel very welcome and comfortable.
- Helpful

## Solihull

- Staff respectful, helpful and calm. Almost immediate assessment. Much shorter wait than expected.
- Helpful, quicker than time stated.
- The two people I saw were great and quick to check symptoms. Excellent service.
- Fast friendly.
- Very quick, efficient and assessment.
- All staff helpful, professional, efficient and friendly.
- Experienced staff and speedy/courteous service.
- Quick response
- Speed - efficiency, everything
- Efficient and staff
- Very nice people!
- Efficient and friendly.
- Everyone was friendly and helpful.
- Very quick support.
- I was seen and treated speedily and with professionalism.
- Friendly, polite, efficient staff
- All good very professional.
- Very prompt, thank you!
- Very patient staff and very helpful.
- Helpful staff
- Prompt service, clear instructions where to find waiting area, short waiting time, polite and respectful.
- I was looked after throughout my time in the unit with compassion and care.
- Friendly and reassuring, professional
- Very fast, friendly, helpful.
- Doctor was good
- Didn't have to wait long and was 'processed' efficiently. Staff all had excellent customer care skills.
- Staff very pleasant and polite and very kind and doctor I saw was very thorough and attentive. Could not fault anything.
- Great service, kind and helpful.
- All people on this service extremely helpful, kind, polite and professional.
- Quickly seen by all.
- Seen in good time and the nurse and doctor were extremely kind and helpful.
- Very prompt.
- Great attitude of staff - many thanks for your help!
- Fast and efficient today.
- Quick, professional, calm, much appreciated.
- Always look after us.

## Solihull

- After 2 hours was told computers are down either stay or go home & come back.
- Patience with severely deaf old woman. Clear explanations & instructions.
- Quick and to the point. Thank you
- Pleasant people to assist.
- The ability to be seen by a doctor on a Saturday at short notice.
- Prompt & friendly.
- I needed to know quickly an opinion on a wart on my back.
- Thorough check, lovely helpful staff, clean facilities.
- Flexible, received the care I needed.
- People caring and polite.
- Gill was absolutely amazing, outstanding people skills. Janet on reception was also a credit to your team!
- Everything - thank you
- Treated by excellent staff thank you
- I could not fault the service, very efficient.
- All parts
- Booked in even though full, I felt listened to.
- Quick, efficient, peace of mind.
- Efficient and effective
- Fast and convenient
- Care, professional attention. Problem dealt with within a reasonable time.
- Attitude - care - personality good obliging.
- Helpful
- Told 4.5 hour wait and seen within an hour or so when busy and under pressure - Good NHS service.
- Short waiting time, good and kind behaviour of staff, easy to find.

## Solihull

### What would have made our service better?

- Seen quicker, more doctors. Long wait when in pain too long of gap between patients after seen by doctor.
- Faster service and more doctors. The time it takes to be seen impacted my work and child's school.
- Having a clock to show waiting time or take a ticket system.
- Waiting time
- Less waiting time
- More doctors
- Tea time
- Tea/coffee machine
- Too long a wait between doctor seeing patients.
- Receptionist at 11.45am has a terrible attitude. I don't think she likes her job! The receptionist does not present with a 'can do' attitude. She eventually was able to deal with my requests but needs training on customer care. Found her patronising too!
- Waiting time ridiculous. If Mondays are an issue get more staff in & less during other times. Over 3 hours people after me seen and GP long breaks between patients.
- The waiting time
- Quicker / an idea of what I'm waiting for
- Waiting time
- More funding for more staff.
- Shorter walk from reception to booked primary care area.
- Some display to know the status
- My wife waited over 1.5 hours specifically to see a doctor in the end was seen by a someone else, but told was as good as a doctor. Makes no sense.
- Shorter waiting times
- Perhaps updates on waiting times and indication of patients to be seen before you - count down.
- Offer hot drinks and biscuits, time to wait
- 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.
- Open the same centre in Sutton Coldfield so I can use your service in Sutton Coldfield where I live.
- Very poor, communication.
- Pharmacist able to prescribe antibiotics.
- Time
- Faster
- Maintain short waiting time.