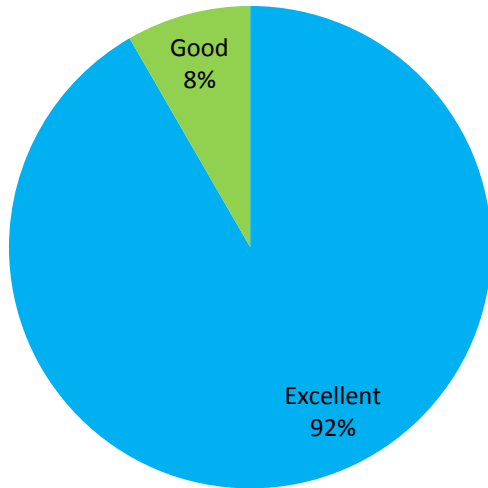
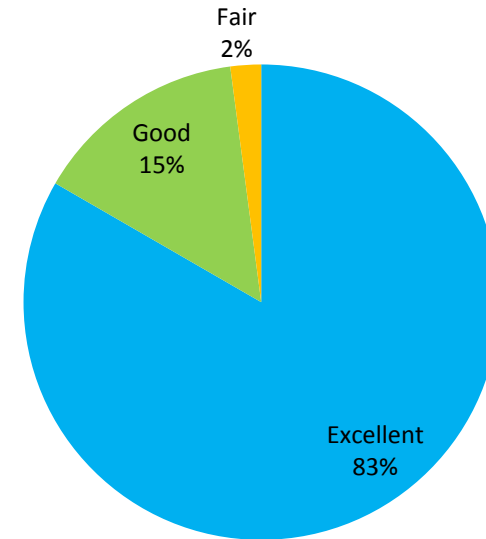


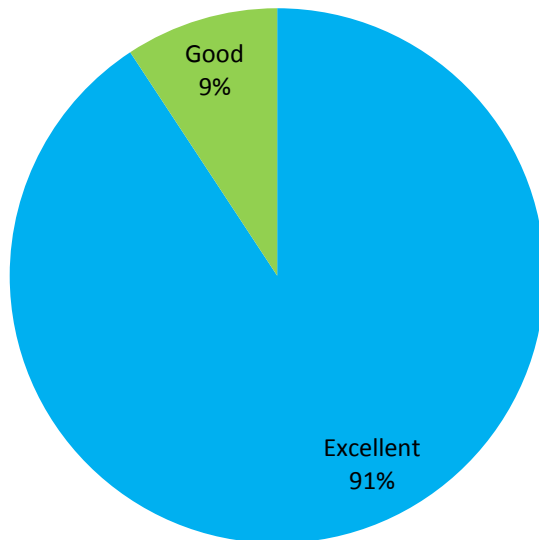
Feedback on Receptionists at Solihull



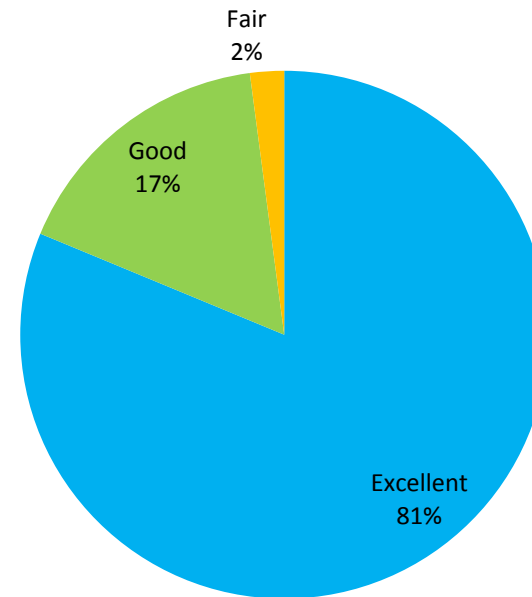
Feedback on HCSWs at Solihull



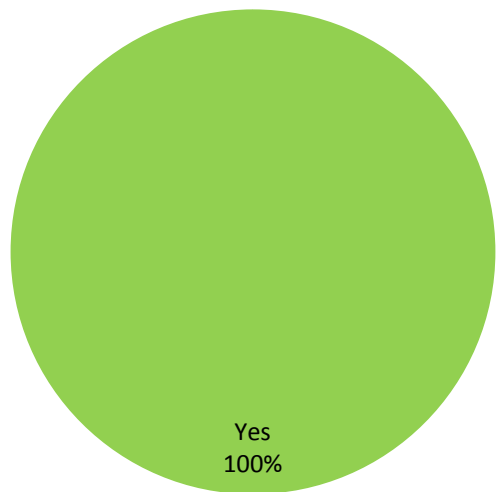
Feedback on Doctor/Nurses at Solihull



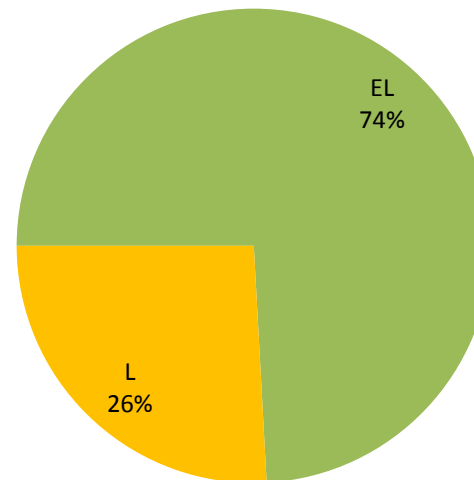
Overall Experience at Solihull



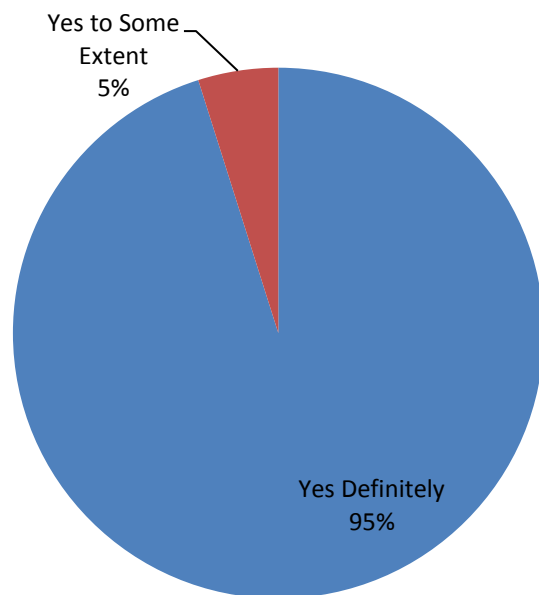
Doctor/Clinician explanation following this visit



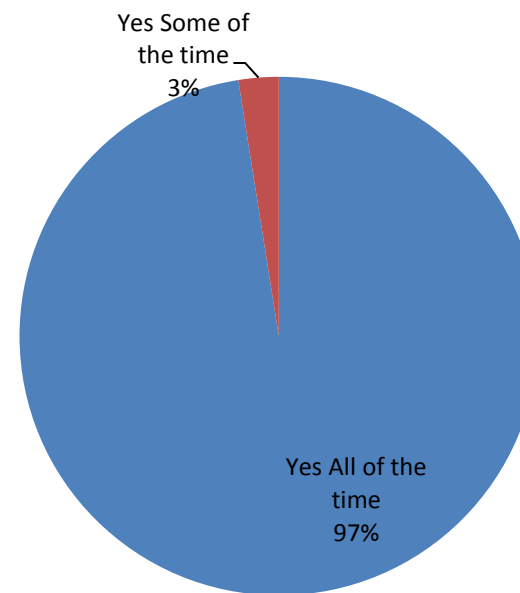
Recommendation to family/friends



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?

- Well looked after
- Swift & good advice given
- The receptionist & healthcare was both really friendly & smooth quick process.
- Quick! Thank you
- Quick service
- Simple but quite effective in treating people.
- The staff were friendly and helpful. Nurse was excellent.
- Very reassuring friendly staff. Many thanks x
- Quick service as I was seen by doctor with 1/2 hour.
- Very quick today.
- Time
- Attentive, prompt and helpful.
- Very clean friendly environment.
- Everyone was kind and friendly and helpful.
- Very polite, friendly & helpful
- Clean, friendly
- You get treatment
- Speedy
- All of it
- Available when no doctors' appointments until a week
- Fast, really nice nurses & doctors.
- Everyone was polite and friendly.
- Very helpful.
- Being out of hours from GP
- Everything
- Everybody was very pleasant & professional which is what you need when you are feeling poorly.
- Quick & thorough - polite & put us at ease.
- Waiting time was as shown on notice.
- Well organised.
- They are professional.
- not a 3.5 hour wait.
- Efficient, courteous service.
- Gave proper attention and kind.
- The level of care received and the attention and kindness of the staff
- Everything

Solihull

- Friendly staff, short waiting time.
- Good explanation given by doctor.
- Great friendly & quick service, very welcoming.
- Relatively quick - lovely staff - super with my 5 year old son. Thank you.
- Always there to help no matter about situation.
- Punctual service, caring, really helpful.
- We arrived at a quiet time, so was in and out within 30-40 minutes, but realise that at a busy period it would take longer.

What would have made our service better?

- Reduced waiting time or separate waiting area to reduce anxieties for patients with additional needs. The wait to see a doctor is terrible.
- Waiting time reduced.
- More doctors
- Find ways to reduce waiting times.
- Maybe less waiting time I waited over 2 hours.
- First come first basis.
- Not having to wait quite so long
- Nurse who checked us in - more time spent on computer than making patient feel at ease.