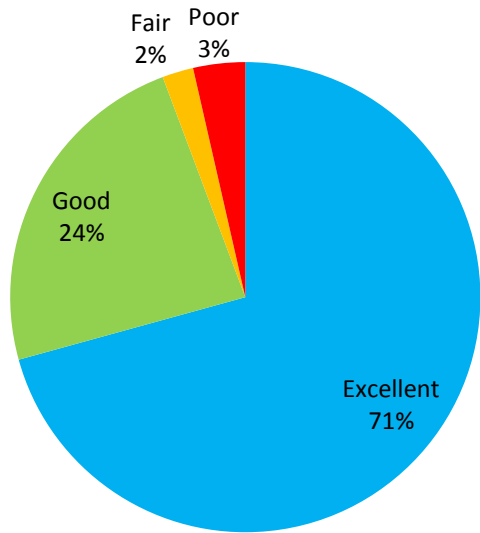
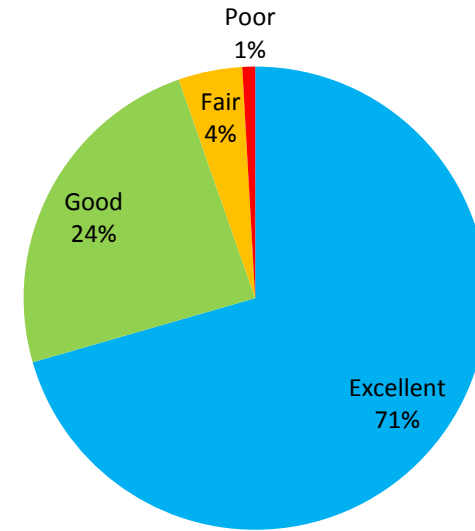


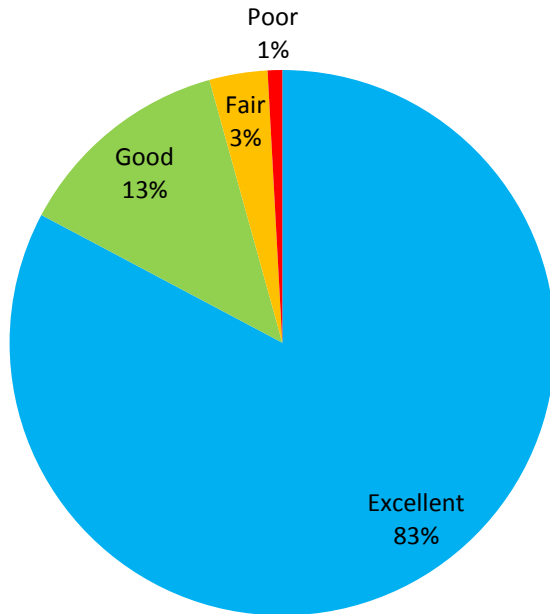
**Feedback on Receptionists at Solihull**



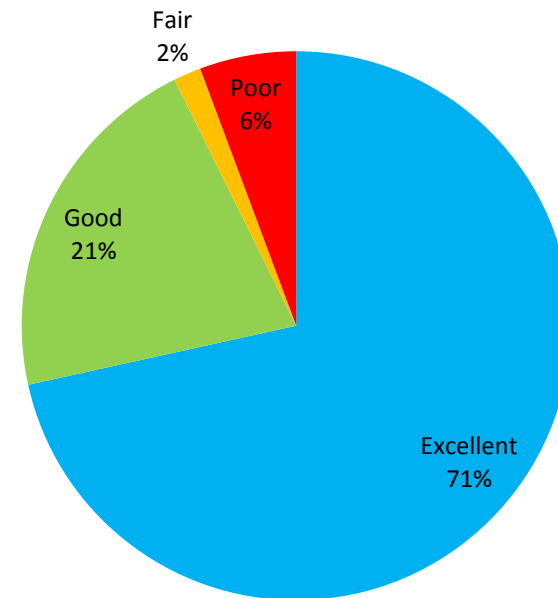
**Feedback on HCSWs at Solihull**



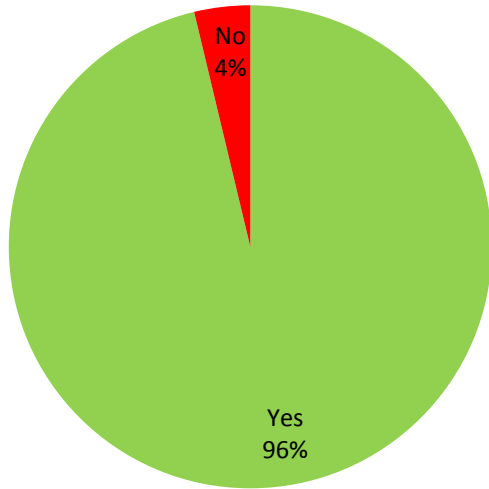
**Feedback on Doctor/Nurses at Solihull**



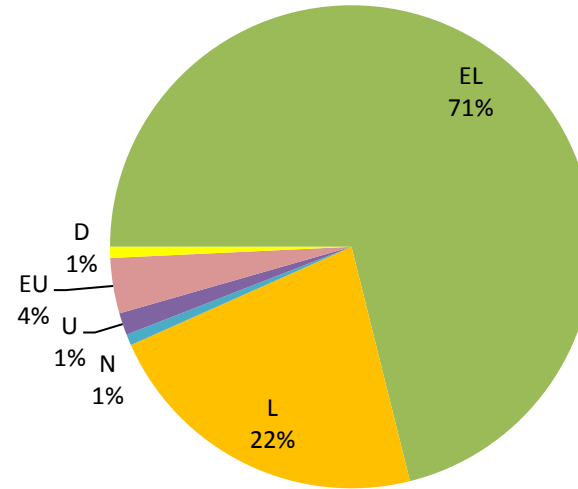
**Overall Experience at Solihull**



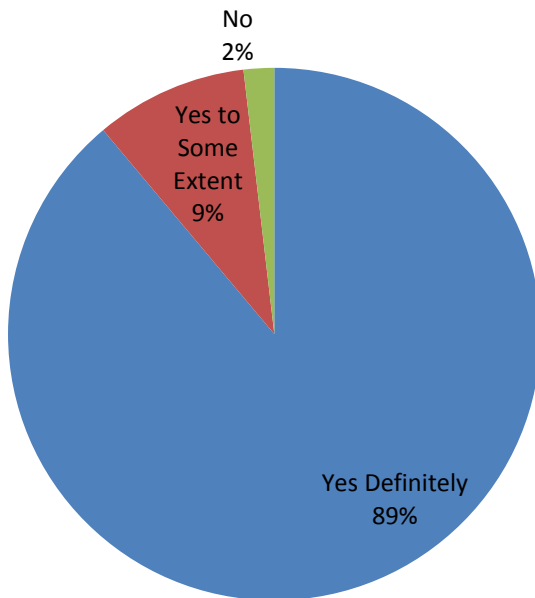
### Doctor/Clinician explanation following this visit



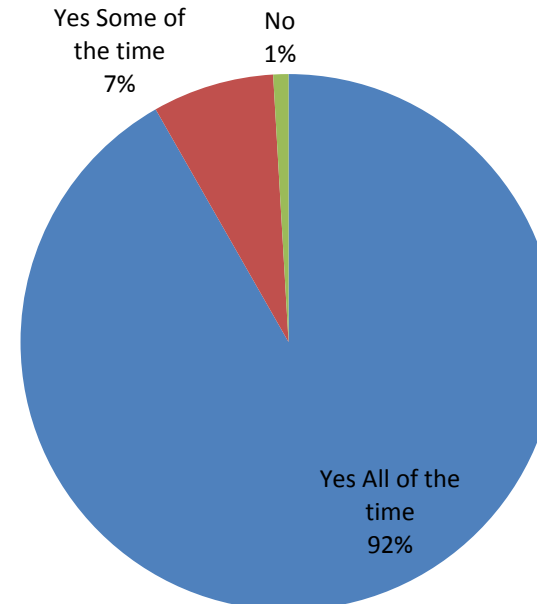
### Recommendation to family/friends



### 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, polite, efficient.
- Knowledgeable staff came in about 1 problem and left with info about 2.
- Prompt and explains everything
- Very good
- Very friendly and polite.
- Quick service
- Everything
- Seen promptly, pleasant staff and doctor.
- The nurse was very helpful, the doctor was helpful.
- Very professional.
- Great service!
- Diagnosed by nurse practitioner saving GP time excellent.
- Professional and thorough.
- Kind, caring and fast. Thank you
- Excellent service and treatment.
- Speed we were seen to.
- Very helpful when you need help. Thank you
- It better than going to your GP having wait days all weeks to get seen
- Quick
- Speed, doctor coming in straight after assessment
- Easy for me to get to as it's close to home.
- Polite, triage, less than 2 hour wait.
- That it existed as seeing a GP at our practice is impossible.
- Fast, friendly, really helpful.
- It was good to be able to see a doctor instead of waiting 2 weeks at the GP surgery.
- Caring & efficient and all the staff were friendly and helpful.
- Very friendly assessment to settle my daughter.
- Friendly staff, very helpful, strongly recommend this excellent service.
- Healthcare worker was brilliant! Blonde hair wears glasses
- Access and availability, often long waits to get in with doctor.
- Reliable
- Well informative, polite and friendly.
- How quickly I get seen.
- Staff excellent with my 6 year old
- The best GP I have ever met in my life he was amazing with my son.

## Solihull

- Receptionist, nurse, doctor were very kind!
- Extremely friendly and professional.
- Very good excellent service
- The complete experience was very smooth
- Clear and very thorough with questions and diagnosis
- Excellent
- Listening and thorough
- The nurse was really friendly.
- Clear info, very nice staff.
- Quick & thorough
- Quick, efficient, very good
- Efficient.
- Very lovely doctor, helpful and kind.
- No need to advance book.
- Seen straight away & friendly services.
- Helpfulness of reception staff.
- Very caring, very nice people, can't fault them.
- Doctor was very nice, explained everything and took her time during the consultation.
- The staff is good
- Seen very quickly, dealt with professionally.
- Caring and professional staff.
- Everyone very friendly and helpful.
- The fact you can get treatment outside normal surgery hours.
- Very good service
- Nice
- Seen quickly and very polite staff.
- All aspects were very good, the staff were top class.
- Everyone was so kind and professional. Seen very quickly.
- This hospital is recommended to everyone, best service and understanding, caring doctors and nurses.
- Very quick
- You always get seen to and get an appointment.
- Good
- The waiting area is not overly crowded.
- Fantastic & quick service.
- All
- Fast service
- Informative, helpful

## Solihull

- Very quick, seen promptly and flowed well between departments.
- Exemplary service provided by nurse practitioner & nurse.
- Great staff
- Helpful to find Badger, that's about it really.
- Even though a long wait staff were lovely.
- All members of staff were lovely even though they were under a lot of pressure.
- The place was clean and friendly but primary care part not clean.
- Service with smile and kind.
- The doctor was friendly. I was impressed with how the receptionist handled an obnoxious patient.
- The doctor was very good and diagnosed 2 infections I was suffering from.
- Everybody took time to listen to what you had to say and were very polite. Excellent treatment.
- Fast, efficient services. Thank you
- All staff shown care and was able to help and find out what was wrong with me. Also helped with other things I was struggling with.
- Everything & quick.
- Doctor was very helpful & pleasant
- I was reassured by the doctor of my condition not being serious.
- Being taken seriously as soon as I came to hospital.
- Excellent apart from the waiting time
- Very professional, friendly staff ensuring that I was in the correct place, was fully informed and contacted as a patient not a nuisance!
- Seen very fast
- Reception ok
- Service was very good over all.
- You helped me when my finger was infected.
- Prompt attention to my needs
- Healthcare worker was excellent with dad.
- Fast, efficient service, knowledgeable staff.
- Fast, doctor very good, listening and sympathetic.
- Very good service
- Very good
- Friendly staff, quick service

## Solihull

### What would have made our service better?

- 3 hour wait and no doctor to see. Someone else 1 hour wait to see a doctor.
- More staff, bigger waiting room, more organised, communicate with 111 better.
- More staff to patients - great job but very busy service
- Not having to wait so long from seeing the nurse to seeing a doctor.
- Trainee - explain other medical person's attendance.
- More seats
- More friendly
- Reduce waiting time and something to keep kids busy.
- Nando's
- The government should pay the NHS staff better wages in respect of their hard work and commitment.
- It would be better if I was offered pain relievers when waiting.
- Could have better signage & clearer directions.
- Shorter waiting time
- More doctors here so people one seen quicker; doctors are not quick enough about 30 minutes wait between each patient.
- More doctors saves much time. Need to pay more attention.
- More doctors - more money for the NHS. Labour will not provide this.
- There was a long wait.
- I was sent to another part primary care it was very hot in there and not very germ friendly.
- Extremely slow. Had childcare pick up so arrived at 2pm and not seen for 2 hours and still waiting. Would have thought that would deal with patients in general priority where nothing urgent. People with cold seen before me. Very poor levels of information, doctors not very quick. Patients seem to be on a rewind cycle. No one really gets dealt with. Lots of frustrated patients. Too few doctors and too many health care workers.
- An update on waiting time every so often.
- A shorter wait.
- Waiting time, not enough staff
- There was only one doctor and one ACP. Waited over 3hr 20mins to be seen . However, the clinicians were taking over 15-20 mins per patient and the same amount of time once the patient left which meant the consulting room was empty for over 10 -20 mins between patients. NHS clinics do not and cannot run like this just because you are paying staff per hour doesn't mean they can take their time and not be accountable
- More money for the NHS!!!
- Move the UTC back to the front, useless moving reception there, I have a chronic illness made to walk back & forward.
- Staff could be friendlier and not so abrupt. By having more medical staff working a 4 hours wait when you are ill is ridiculous.
- More lighting in waiting area.
- More seating