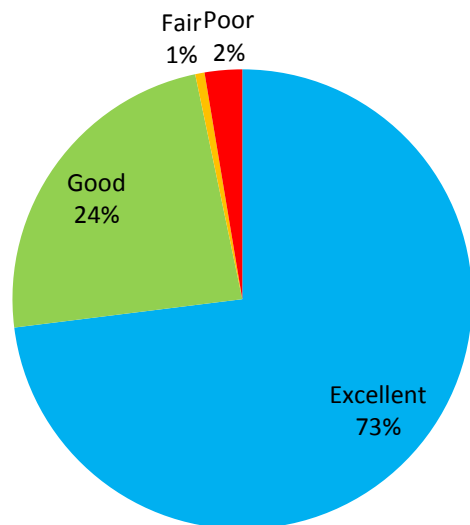
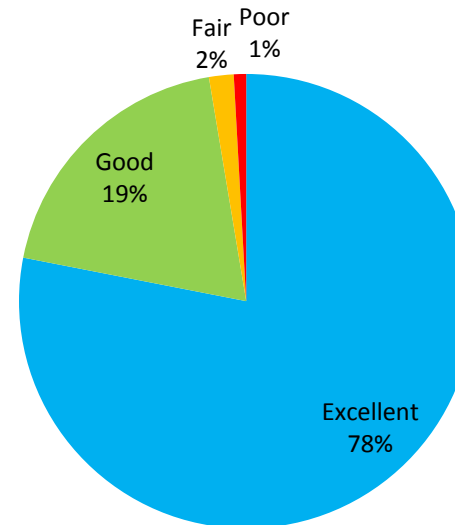


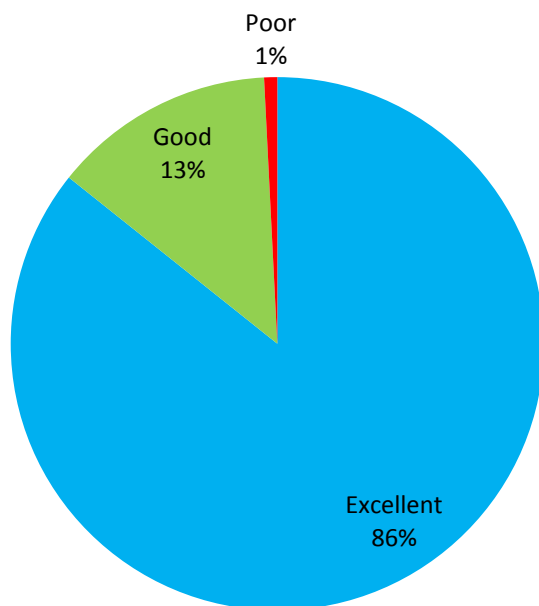
**Feedback on Receptionists at Solihull**



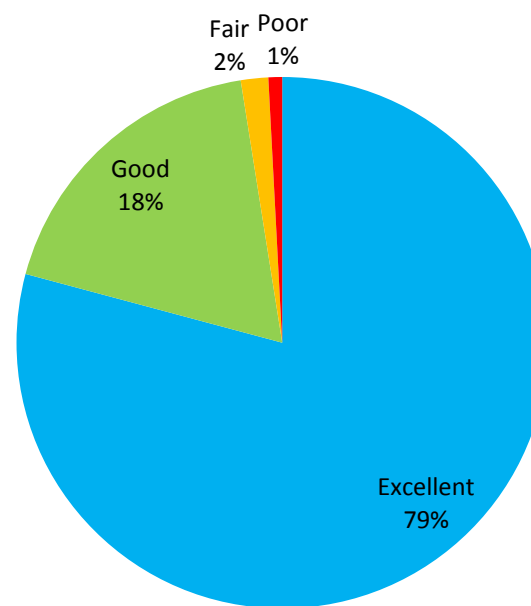
**Feedback on HCSWs at Solihull**



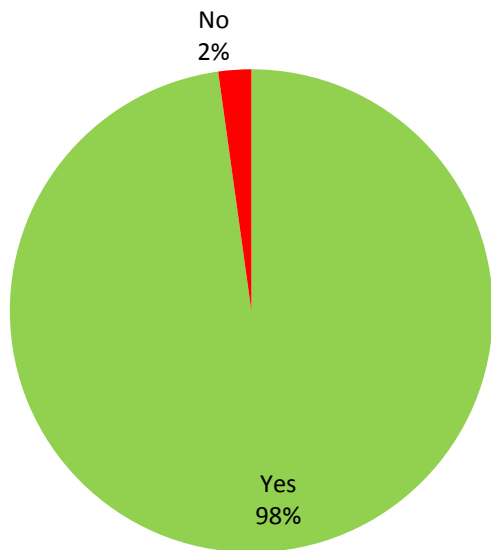
**Feedback on Doctor/Nurses at Solihull**



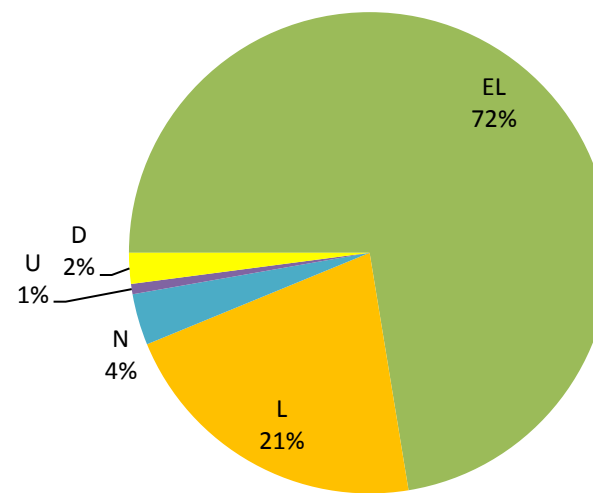
**Overall Experience at Solihull**



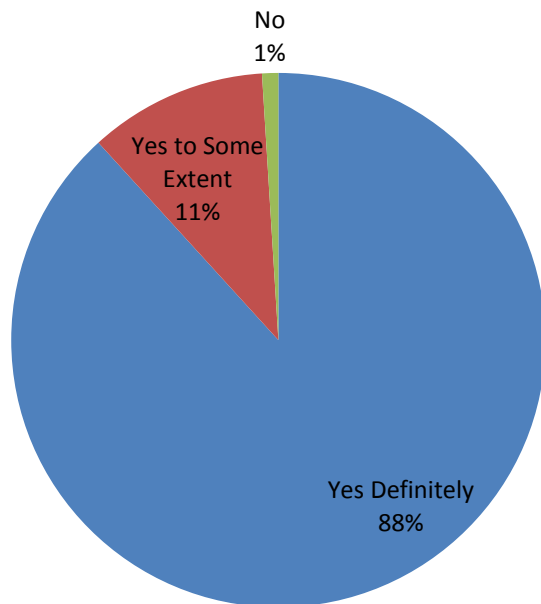
### Doctor/Clinician explanation following this visit



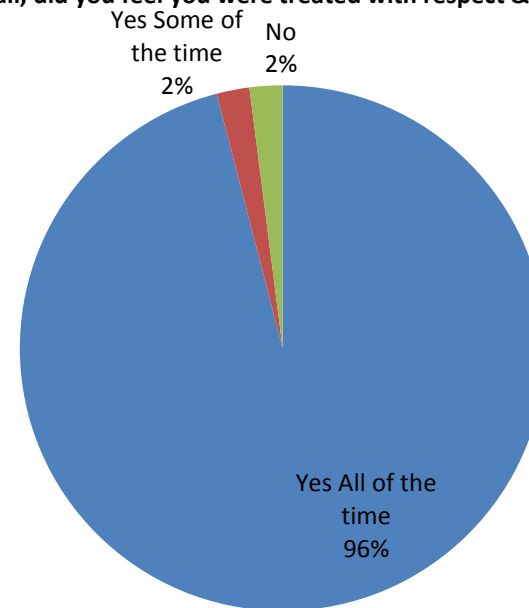
### Recommendation to family/friends



### 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?

- Professional
- Everything
- Child was seen quick.
- Speed, being able to see someone straight away when you know it can't wait two weeks but is not really serious
- Been before
- All very professional, didn't wait very long.
- Ok all round
- Learned cause of pain perhaps
- The staff on the reception where good and very professional when been constantly abused due to waiting times.
- Quick
- Quick and attentive
- Fast
- Quick
- No complaints at all. All staff extremely competent. Thank you.
- The way the nurse treated us and spoke to us was very presentative and good hospitality.
- Friendly staff, seen asap, no more could be asked.
- The service was quick
- Quick, friendly, efficient
- Seen quickly and reasons for coming here well respected.
- Timely and professional
- Quick, efficient & friendly staff
- The time
- Staff are polite and helpful.
- Gill was friendly
- Always friendly
- Friendly staff
- Everything
- Quick (8am), friendly & thorough doctor.
- Quick, friendly, efficient
- This service is local to me and to come and be seen is a service that I need without losing time off work. Also can find it hard to get appointment at doctors.
- I was told on arriving waiting time would be 3.5 hours. I waited 30 minutes. Thank you
- Everything
- All the services were excellent thank you all staff for your care of my little grandson.
- Staff are amazing

## Solihull

- Excellent
- I was seen straight away and with respect and politeness.
- Friendly
- It was there when we needed it.
- That there are good
- Excellent service
- Care
- Good treatment from start to finish
- Very professional and quick
- Receptionist
- The professional approach of all staff.
- Available
- Good staff, helpful staff
- Accessibility i.e. ease of access
- The service was very good.
- Fast
- Activity and wait time
- Quick & friendly
- All can't fault it seen a great doctor
- Everything
- Doctor fantastic. Best service
- Time taken was excellent and doctors helped a lot
- Did not have to wait
- Short wait efficient staff
- Efficient, competent, confidence inspiring. Thank you
- All of it! I felt very well looked after
- Care & advice given
- The TV
- Everything
- I received excellent attention and care from the staff.
- Friendly helpful.
- Good reception service and doctor treatment and quick service
- Everything good
- Efficient
- Yes very good
- Excellent, prompt service given, capacity, couldn't fault service

## Solihull

- Pleasant manner
- Communication and facilities
- Efficiency and politeness.
- The fact that this place exists with so little funding is a miracle. Thank you so much!
- Good in spite of numbers
- Very friendly, helpful and supportive
- Efficiency and polite
- Comprehensive advice.
- The fact it is available.
- Informative in regard to the advice given
- All staff are polite
- As efficient as can be.
- Quick, efficient
- Always good, present for patient, good service.
- Very friendly
- Friendly staff
- Local and open late and weekends.
- The receptionist was very kind
- Unlike my doctors I could actually get an appointment here without a 3 week wait.
- Quick today
- Polite & informative.
- Politeness of all staff during a busy period (and failure of computer system). Professional assessment and reassuring attitude.
- It is invaluable not able to get GP appointment, please don't close!
- Prompt and efficient.
- Fast and friendly.
- Was available to use, was seen quickly.
- Quick, friendly excellent services.
- Fast, efficient, caring
- No waiting long time and very helpful staff
- The staff were brilliant and couldn't do enough for my daughter.
- Promptly seen, considering how busy it was
- Polite, I was seen very quickly when staff took some patients round to be seen separately. Well done, great idea.

## Solihull

### What would have made our service better?

- Music
- Better signage around hospital & online info e.g. opening times.
- Subtitles on telly pointless just pictures.
- More doctors on
- If there was an ear, nose and throat clinic.
- Waiting hours
- More doctors
- Waiting less as waited nearly 4 hours!
- More doctors on / assess in turn as people was seen before after I came in
- Waiting counter for time.
- A shorter wait time, café (4 hours is too long to go without refreshments).
- Reduced waiting time
- Believe the patient
- More staff, appalling waiting time.
- By cutting the waiting time
- Ability to give doctors note when off sick from work
- Been seen quicker and have sky tv and internet
- More doctors to reduce waiting time
- Better treatment and consideration of the NHS by the Government.
- More info
- More staff!
- Less waiting time
- Waiting time
- More seating
- Hard to say, more staff but realistically difficult in present funding climate.
- Patient first point of contact is the receptionist, would help if were happy or showed some care even smiled.
- Waiting time