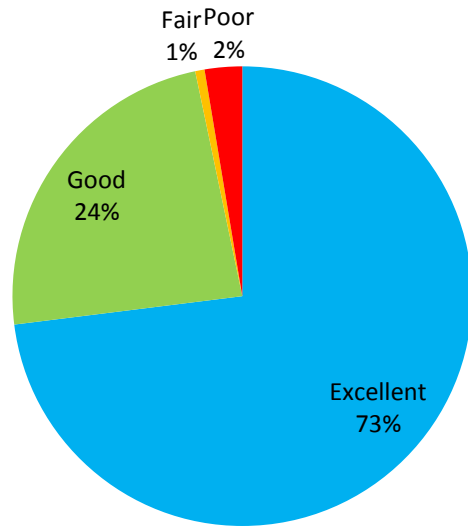
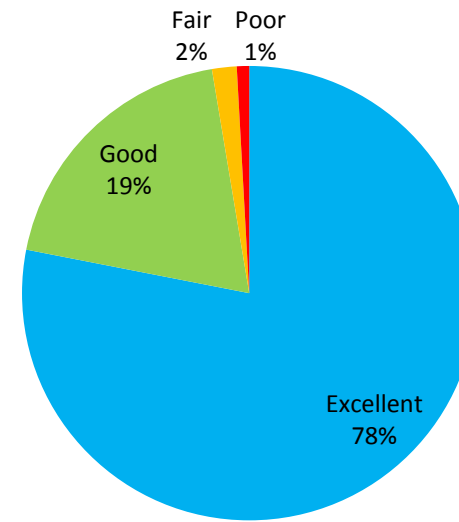


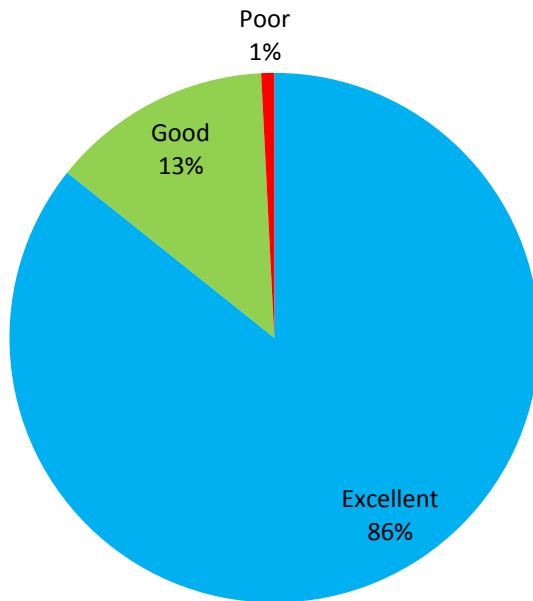
Feedback on Receptionists at South Birmingham



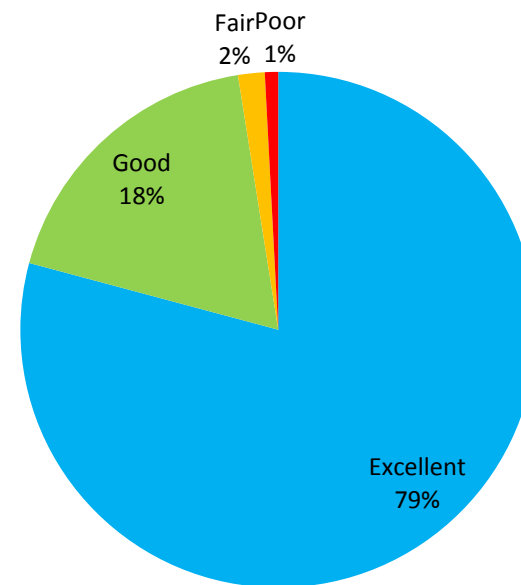
Feedback on HCSWs at South Birmingham



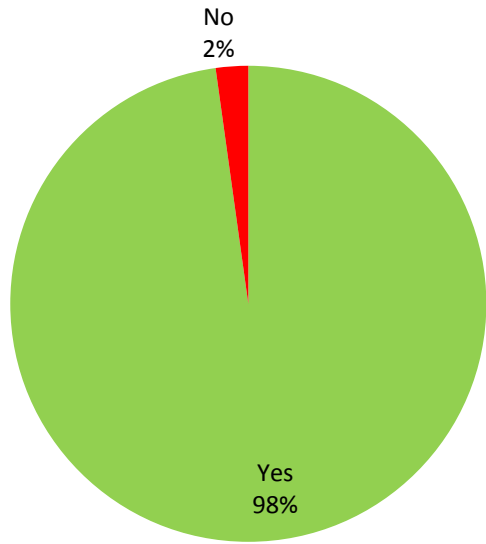
Feedback on Doctor/Nurses at South Birmingham



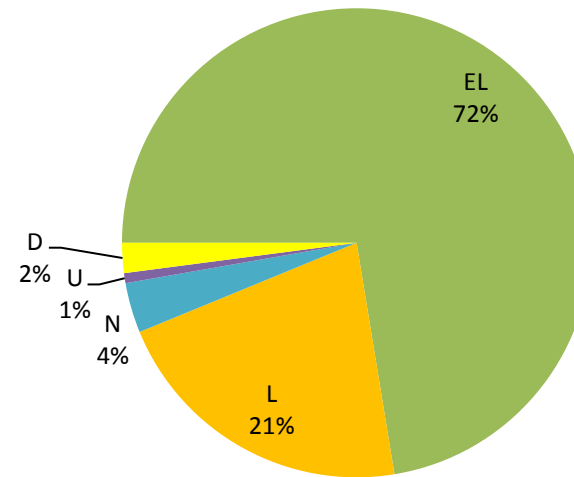
Overall Experience at South Birmingham



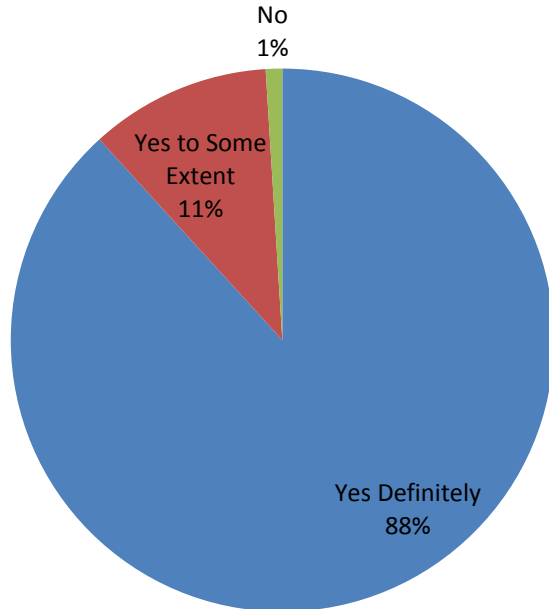
Doctor/Clinician explanation following this visit



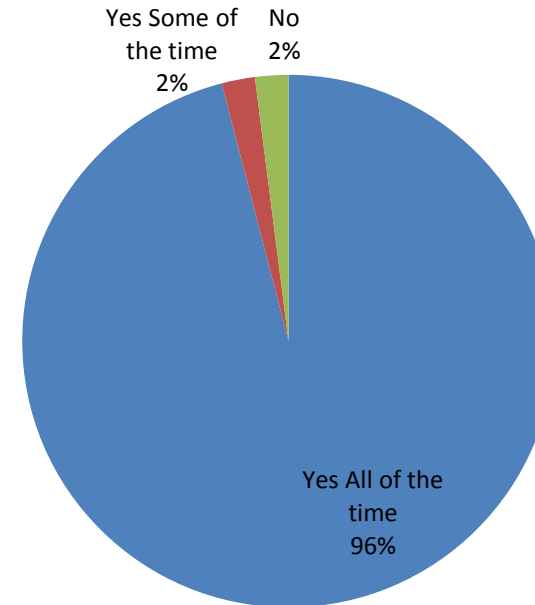
Recommendation to family/friends



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?

- Listened well and very helpful
- Quick and easy
- Wonderful
- Really quick - very happy
- Very friendly staff and helpful thank you very much for your valued hard work over Christmas.
- Everything
- Fast, friendly and professional service
- Thorough examination, seen quickly and professionally.
- Highly skilled workers
- Pleasant staff, seen within a reasonable time care was provided & referral made to children's hospital.
- Efficient and friendly.
- Near to where I live
- I was seen very quickly
- Friendly staff listen to you without rushing.
- Being seen by a doctor.
- Rang up this morning and seen quickly.
- Waiting time shorter than expected.
- All of it - thank you!
- Very friendly doctor - quick and helpful
- Excellent
- First time here - very efficient
- They were very nice and professional, as was the receptionist.
- Everything
- Doctor was clear in explaining what the plan was, excellent care.
- Efficient and thorough
- Everything
- Fast & efficient.
- Its efficient
- Staff and timing
- Everyone was very helpful and patient when I was very worried about my daughter.
- Very helpful and friendly.
- The doctor that I seen gave me a lot of reassurance.
- Helpful staff, helpful advice.
- Prompt efficient service.
- Friendly staff

South Birmingham

- Excellent service, very quickly seen and good helpful doctors. Thanks
- Everything
- Prompt service
- Very quick service from the time I made call to Badger was done in 30 minutes.
- Polite and quick, friendly receptionists.
- Really fast.
- It was quick to see the doctor
- Nice receptionist
- Friendly member of staff at Reception
- Fast efficient
- Fast, friendly, thorough
- Very friendly with my child and gave good advice
- Quick, efficient, friendly and knowledgeable
- All I like it very good.
- Friendly - welcoming
- It was quick and don't need to wait long and less people in here.
- Seeing a doctor on Saturday!
- Receptionist very friendly and healthcare assistant and nurse.
- Being seen on a Saturday
- Very quick waiting time, very friendly & helpful receptionist.

What would have made our service better?

- More doctors & nurses on duty
- Three course meal
- Being able to make contact directly and better publicised.
- Shorter wait
- If we seen doctor he went home early.
- Own surgery offering this service
- More doctors on shift - time