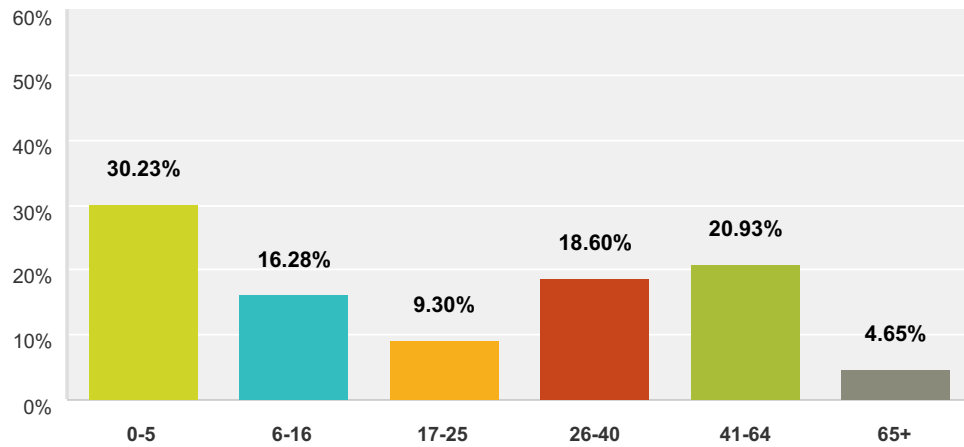


Q3 What age group is the patient? (if you are the patient please note your own age)

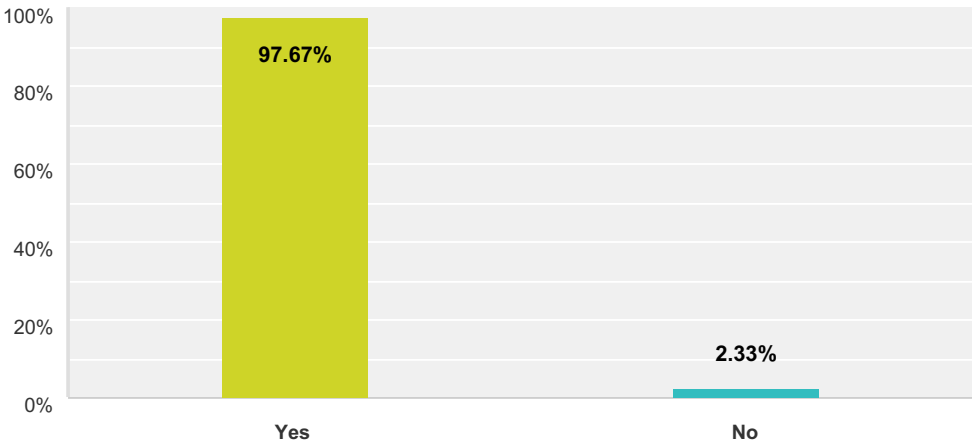
Answered: 43 Skipped: 0



Answer Choices	Responses	
0-5	30.23%	13
6-16	16.28%	7
17-25	9.30%	4
26-40	18.60%	8
41-64	20.93%	9
65+	4.65%	2
Total		43

Q5 Did you speak to NHS 111 before coming to the Primary Care Centre?

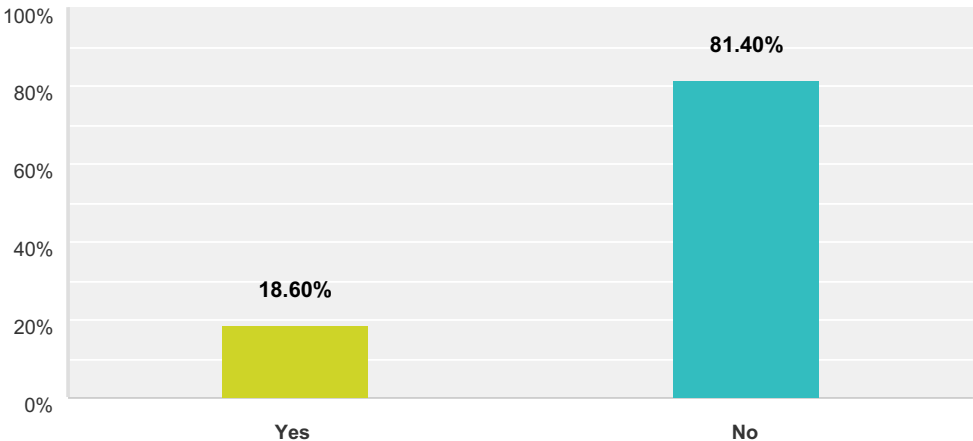
Answered: 43 Skipped: 0



Answer Choices	Responses
Yes	97.67% 42
No	2.33% 1
Total	43

Q6 Did you phone your Doctors Surgery before speaking to NHS 111?

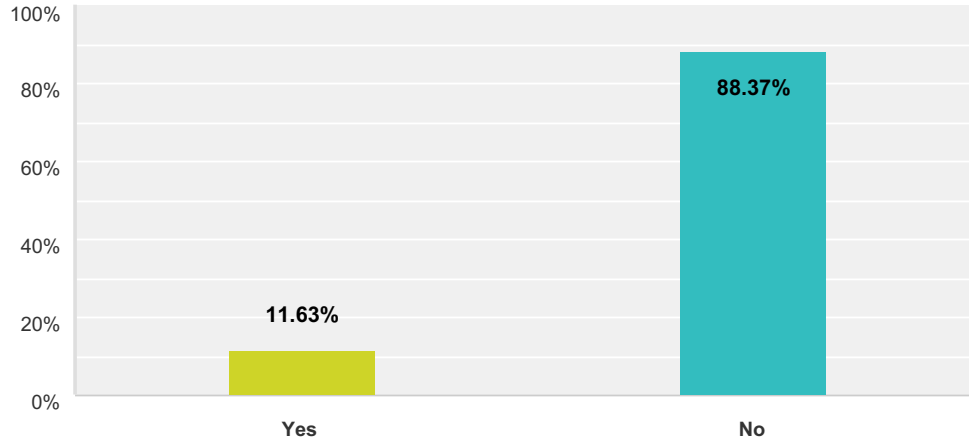
Answered: 43 Skipped: 0



Answer Choices	Responses
Yes	18.60% 8
No	81.40% 35
Total	43

Q7 Were you advised to come to the Primary Care Centre by another service which was NOT NHS 111?

Answered: 43 Skipped: 0

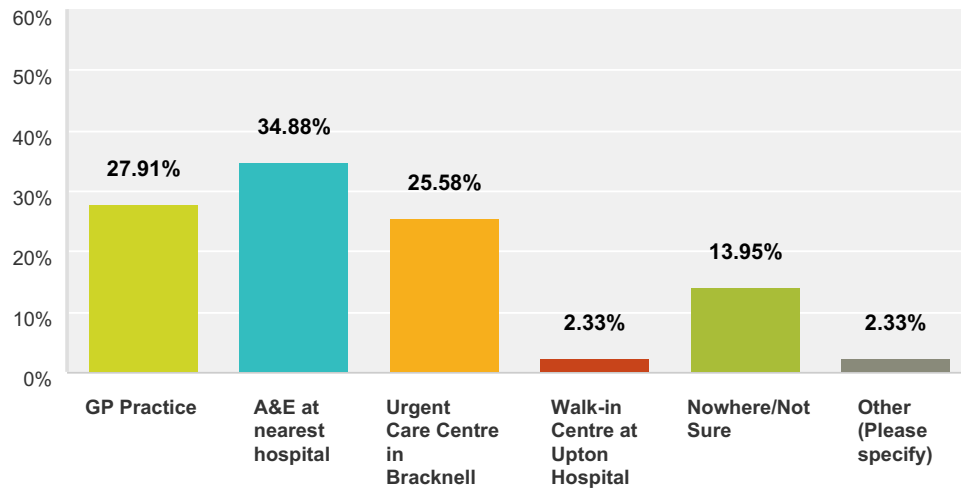


Answer Choices	Responses
Yes	11.63% 5
No	88.37% 38
Total	43

#	If Yes, please give details	Date
1	Out of hours doctor called me.	3/24/2015 11:20 AM
2	Paramedics attended first then call 111.	3/24/2015 11:05 AM

Q8 Where do you think you would have gone if there was no Primary Care Centre?

Answered: 43 Skipped: 0

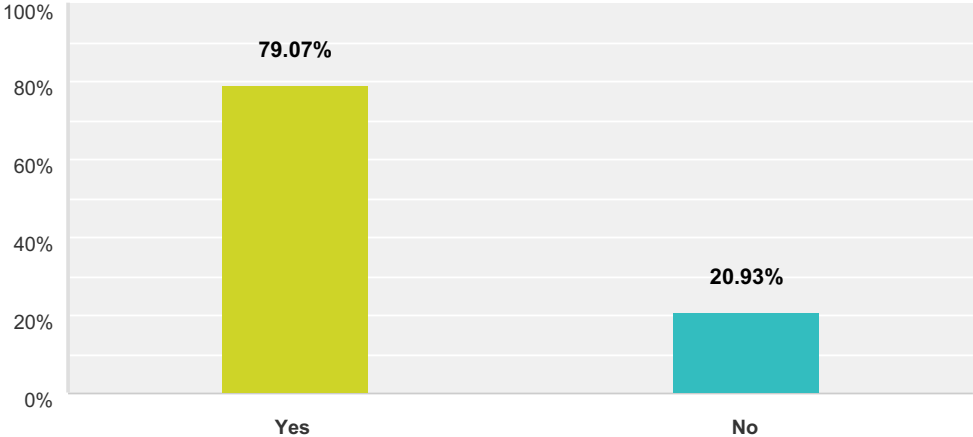


Answer Choices	Responses
GP Practice	27.91% 12
A&E at nearest hospital	34.88% 15
Urgent Care Centre in Bracknell	25.58% 11
Walk-in Centre at Upton Hospital	2.33% 1
Nowhere/Not Sure	13.95% 6
Other (Please specify)	2.33% 1
Total Respondents: 43	

#	Other (Please specify)	Date
1	Called for out of hours appointment at Heatherwood.	3/24/2015 11:20 AM

Q9 Did you already know about the Out of Hours Primary Care Centre before attending this time?

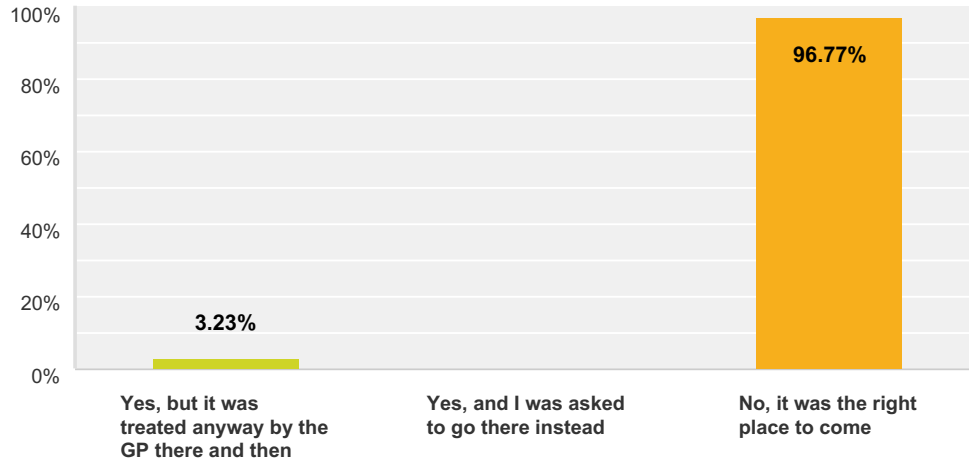
Answered: 43 Skipped: 0



Answer Choices	Responses	
Yes	79.07%	34
No	20.93%	9
Total		43

Q10 When you saw to the Doctor at the Primary Care Centre were you advised that your condition should be treated at a different location, for example, pharmacist, GP, or A&E?

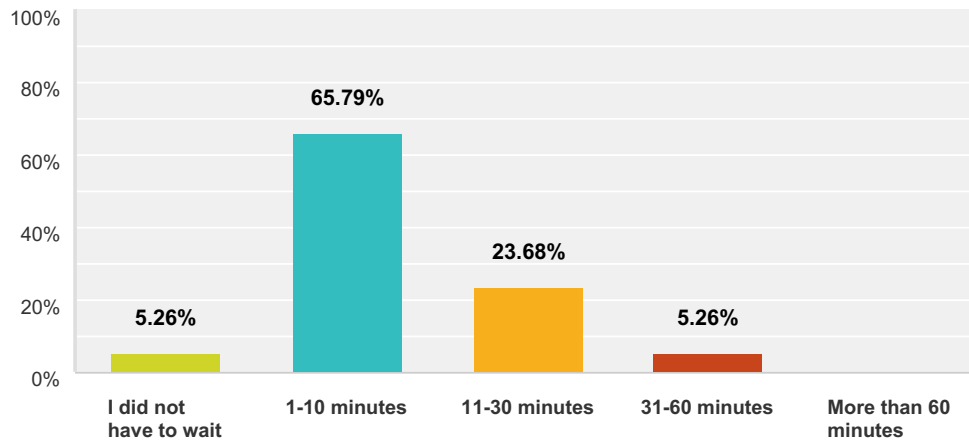
Answered: 31 Skipped: 12



Answer Choices	Responses
Yes, but it was treated anyway by the GP there and then	3.23% 1
Yes, and I was asked to go there instead	0.00% 0
No, it was the right place to come	96.77% 30
Total	31

Q11 From the time you arrived, how long did you have to wait to be examined?

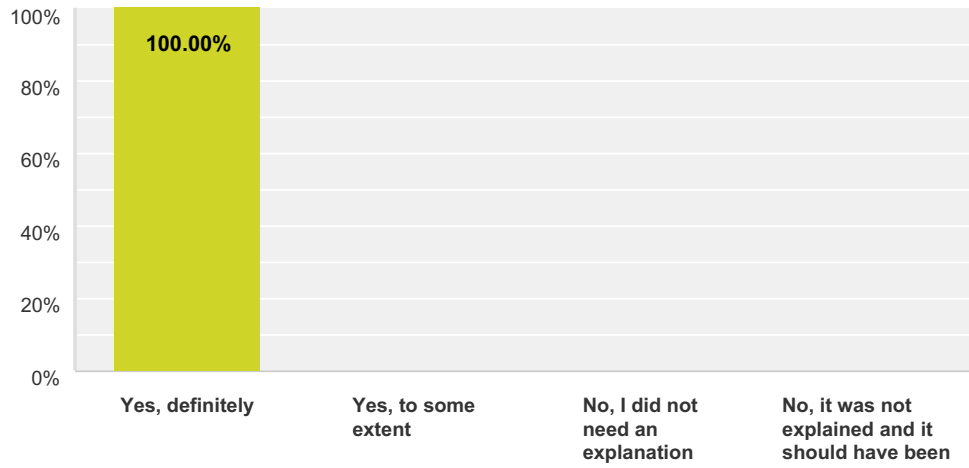
Answered: 38 Skipped: 5



Answer Choices	Responses	
I did not have to wait	5.26%	2
1-10 minutes	65.79%	25
11-30 minutes	23.68%	9
31-60 minutes	5.26%	2
More than 60 minutes	0.00%	0
Total		38

Q12 Did the Doctor explain your condition and treatment in a way you could understand?

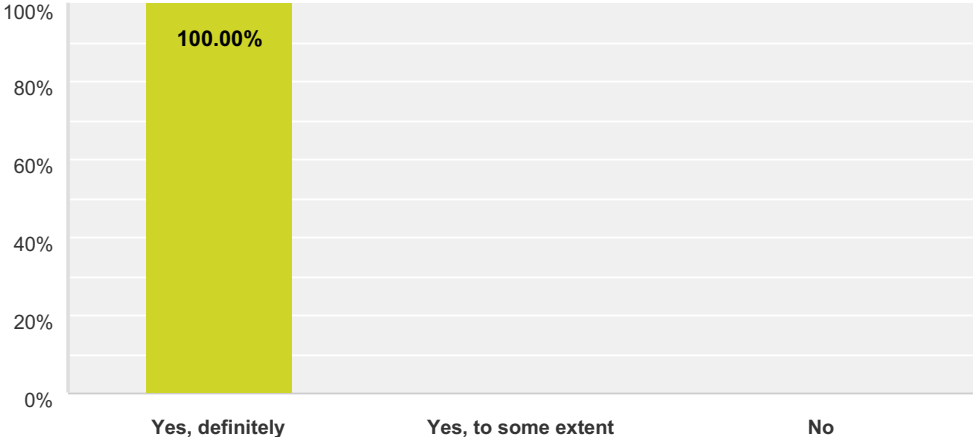
Answered: 40 Skipped: 3



Answer Choices	Responses	
Yes, definitely	100.00%	40
Yes, to some extent	0.00%	0
No, I did not need an explanation	0.00%	0
No, it was not explained and it should have been	0.00%	0
Total		40

Q13 Were you treated with courtesy and respect by the healthcare professional who attended to you?

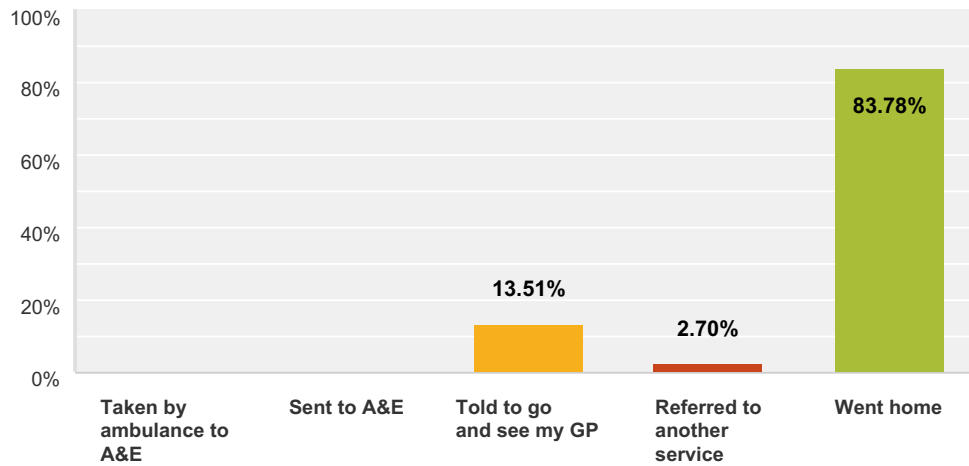
Answered: 41 Skipped: 2



Answer Choices	Responses	
Yes, definitely	100.00%	41
Yes, to some extent	0.00%	0
No	0.00%	0
Total		41

Q14 What happened at the end of your visit to the Primary Care Centre?

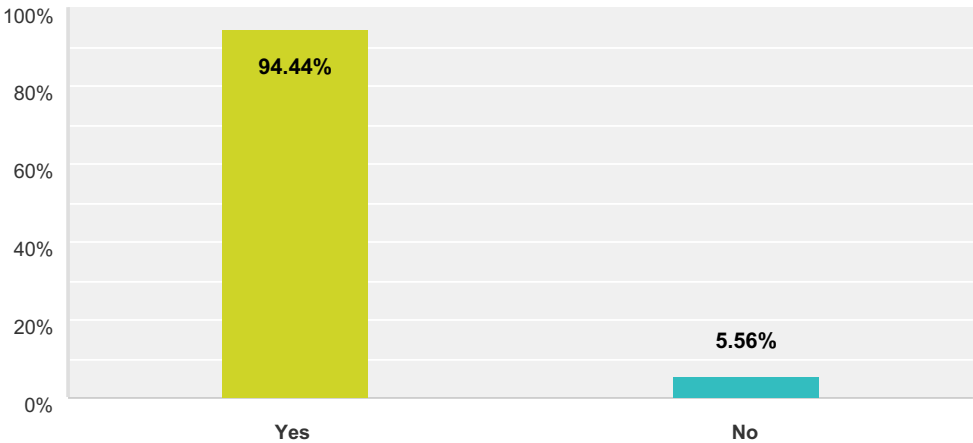
Answered: 37 Skipped: 6



Answer Choices	Responses	Count
Taken by ambulance to A&E	0.00%	0
Sent to A&E	0.00%	0
Told to go and see my GP	13.51%	5
Referred to another service	2.70%	1
Went home	83.78%	31
Total Respondents: 37		

Q15 Were you told what to expect in the next few days and what to do if necessary?

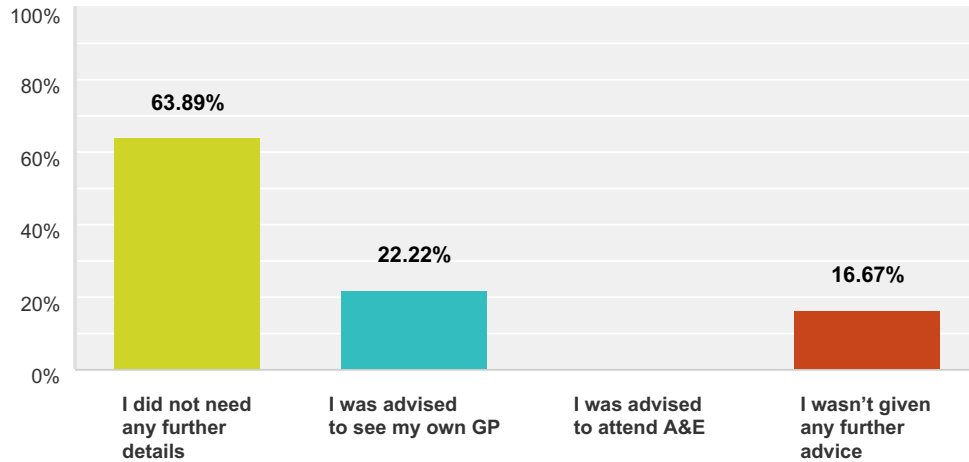
Answered: 36 Skipped: 7



Answer Choices	Responses	
Yes	94.44%	34
No	5.56%	2
Total		36

Q16 Were you given the details of someone you could contact in case you had concerns after you left the Primary Care Centre?

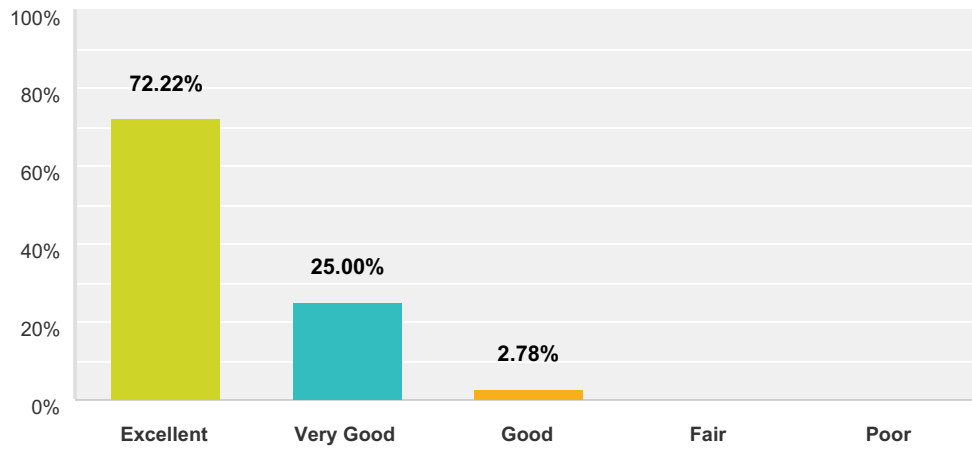
Answered: 36 Skipped: 7



Answer Choices	Responses	
I did not need any further details	63.89%	23
I was advised to see my own GP	22.22%	8
I was advised to attend A&E	0.00%	0
I wasn't given any further advice	16.67%	6
Total Respondents: 36		

Q17 How would you rate the service you received while at the Primary Care Centre?

Answered: 36 Skipped: 7



Answer Choices	Responses	
Excellent	72.22%	26
Very Good	25.00%	9
Good	2.78%	1
Fair	0.00%	0
Poor	0.00%	0
Total		36

Q18 if you needed medical attention, would you be happy to attend the Primary Care Centre again?

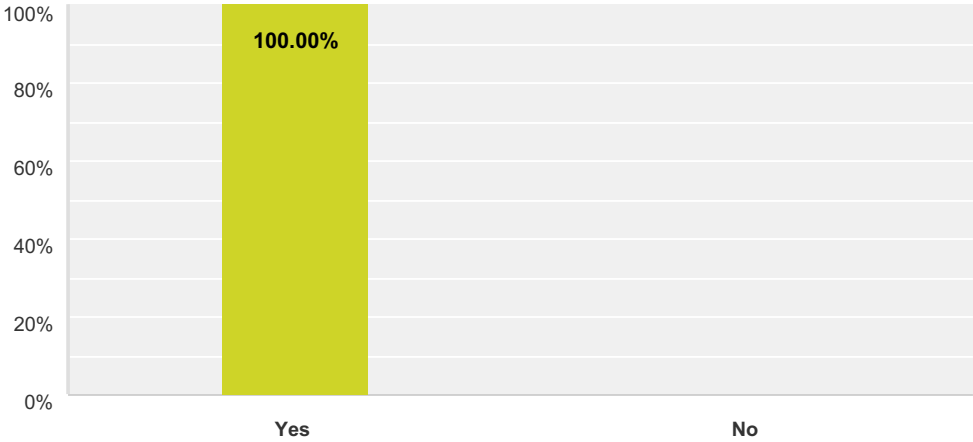
Answered: 40 Skipped: 3



Answer Choices	Responses
Yes	100.00% 40
No	0.00% 0
Total	40

Q19 If any of your friends, family or people you know needed medical attention would you be happy for them to attend this Primary Care Centre?

Answered: 40 Skipped: 3



Answer Choices	Responses
Yes	100.00% 40
No	0.00% 0
Total	40