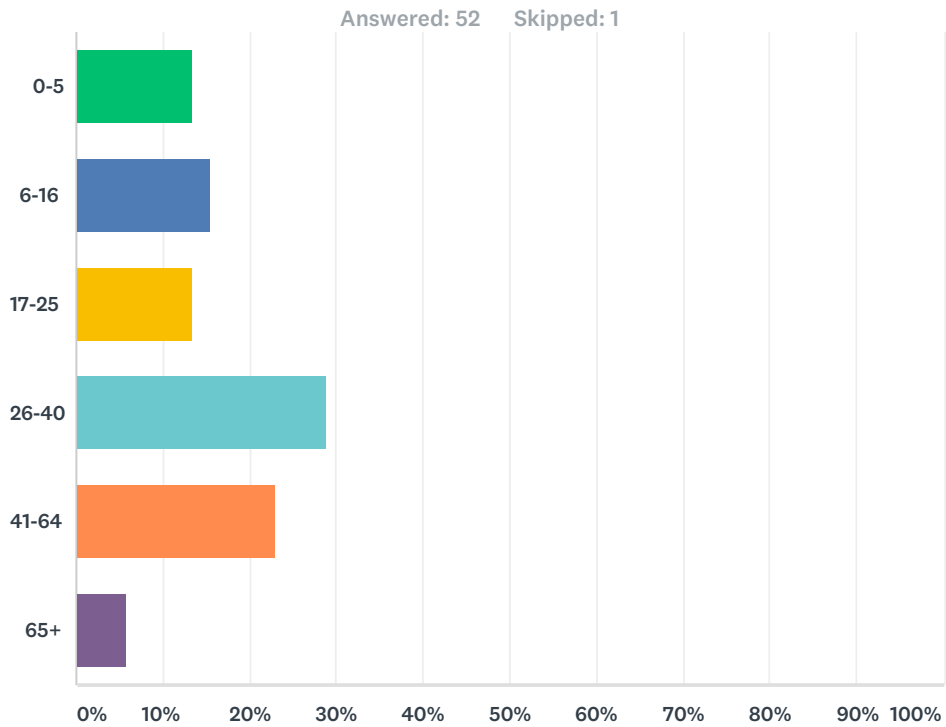
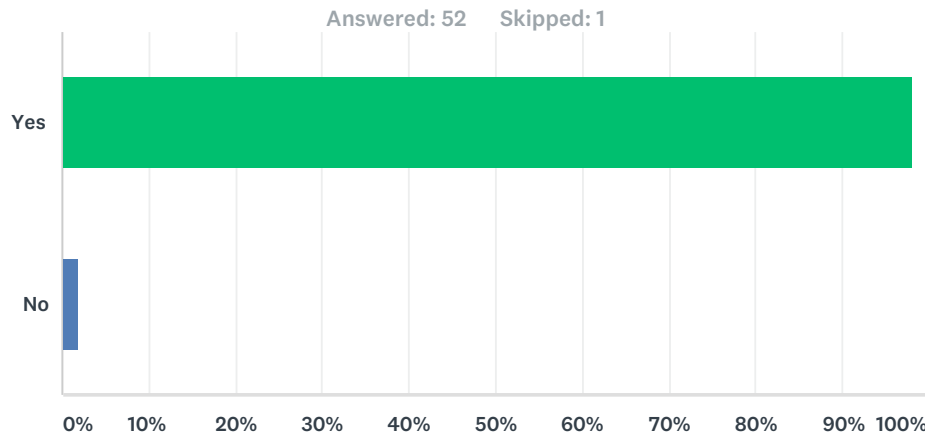


### Q3 What age group is the patient? (if you are the patient please note your own age)



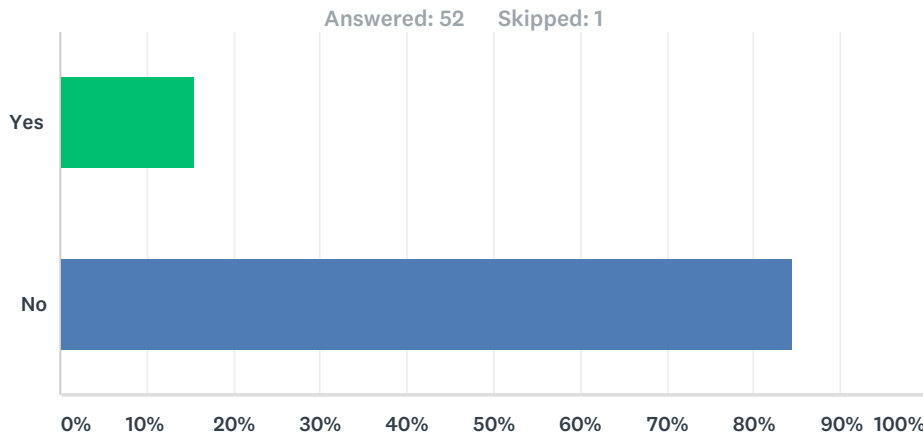
Answer Choices	Responses	
0-5	13.46%	7
6-16	15.38%	8
17-25	13.46%	7
26-40	28.85%	15
41-64	23.08%	12
65+	5.77%	3
<b>Total</b>		<b>52</b>

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



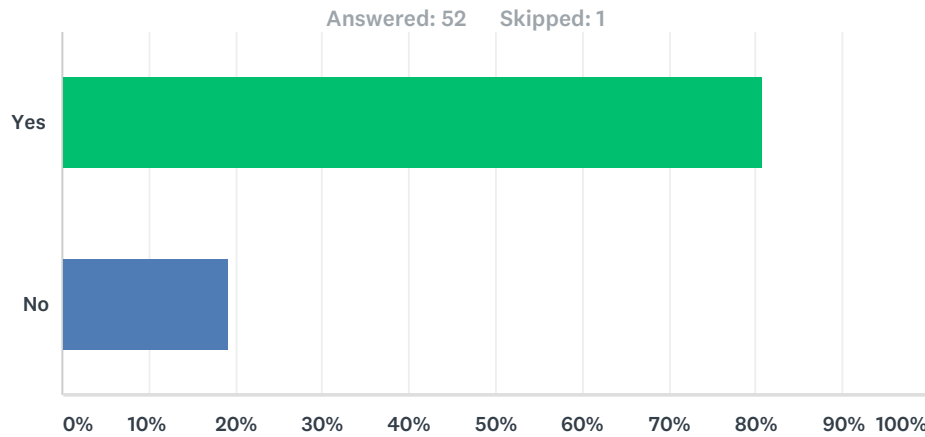
Answer Choices	Responses
Yes	98.08% 51
No	1.92% 1
Total	52

## Q6 Had you already visited another service directly before coming to the Primary Care Centre?



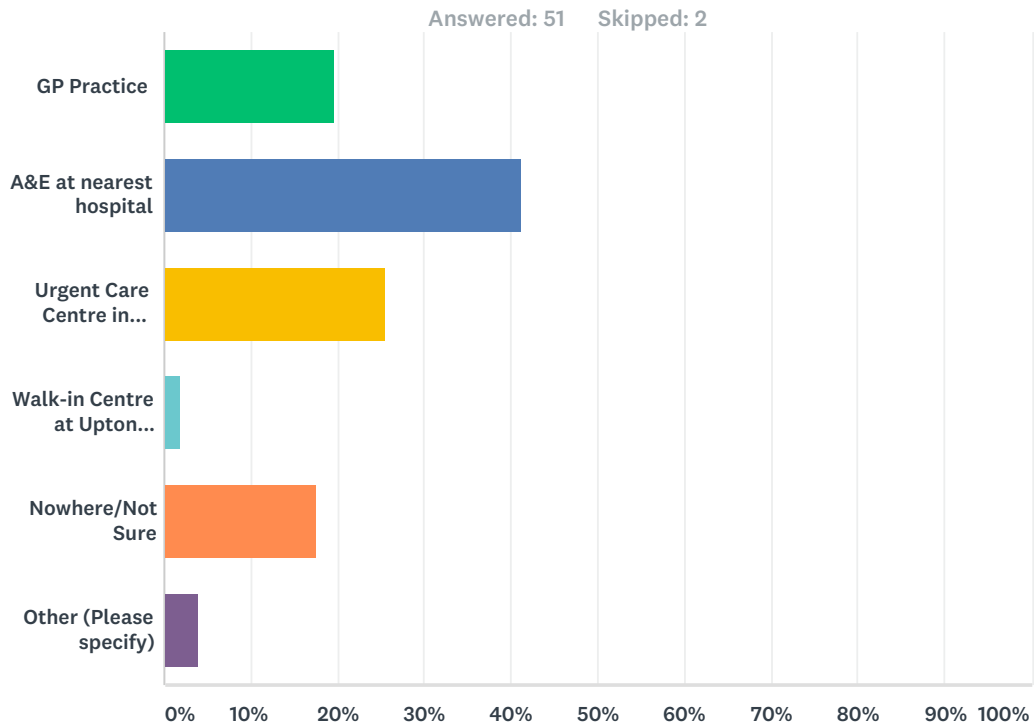
Answer Choices	Responses
Yes	15.38% 8
No	84.62% 44
Total	52

## Q7 Did you already know about the Out of Hours Primary Care Centre before attending this time?



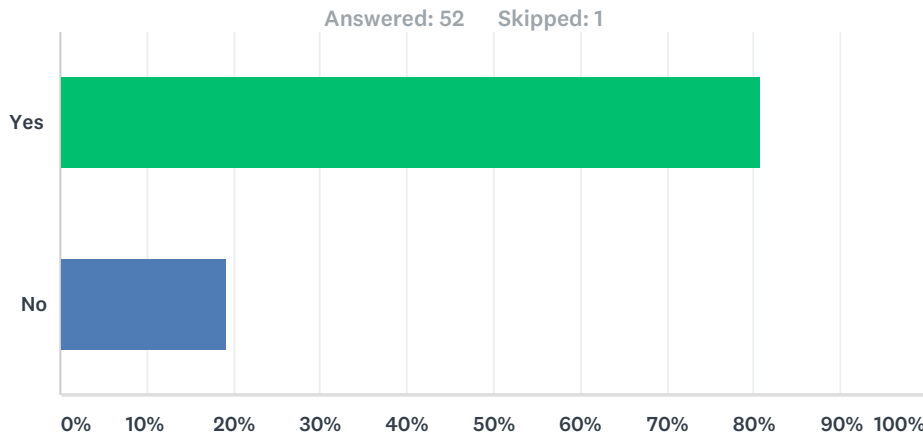
Answer Choices	Responses	
Yes	<b>80.77%</b>	<b>42</b>
No	<b>19.23%</b>	<b>10</b>
<b>Total</b>		<b>52</b>

## Q9 Where do you think you would have gone if there was no Primary Care Centre?



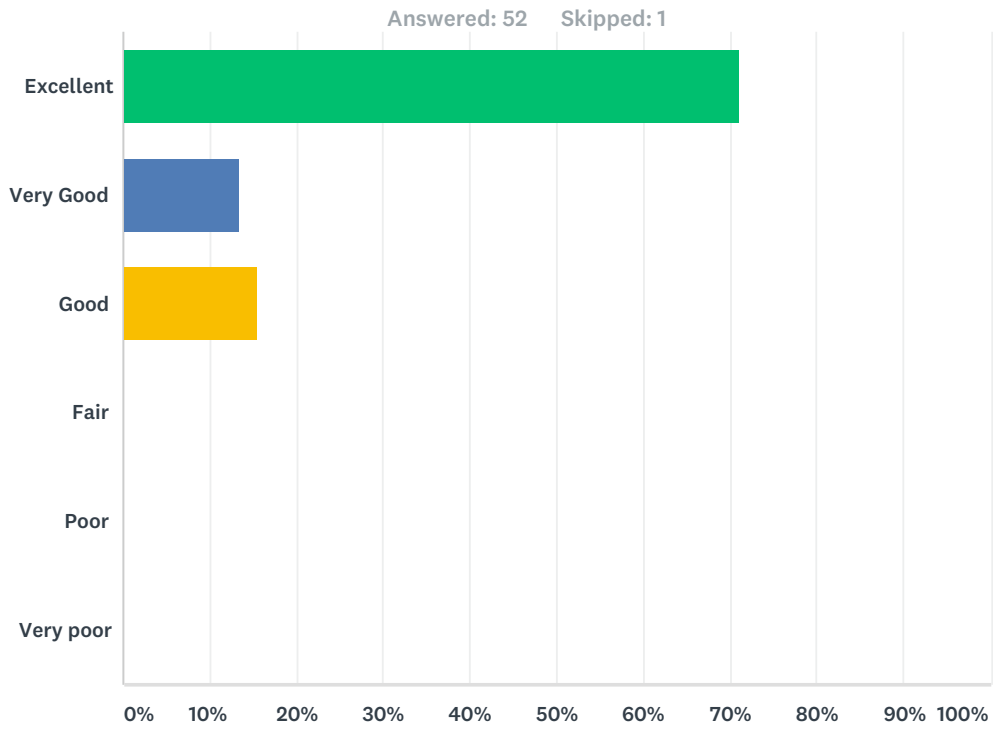
Answer Choices	Responses
GP Practice	19.61% 10
A&E at nearest hospital	41.18% 21
Urgent Care Centre in Bracknell	25.49% 13
Walk-in Centre at Upton Hospital	1.96% 1
Nowhere/Not Sure	17.65% 9
Other (Please specify)	3.92% 2
<b>Total Respondents: 51</b>	

## Q10 Did you have a pre-booked appointment to see the GP when you arrived at the Primary Care Centre?



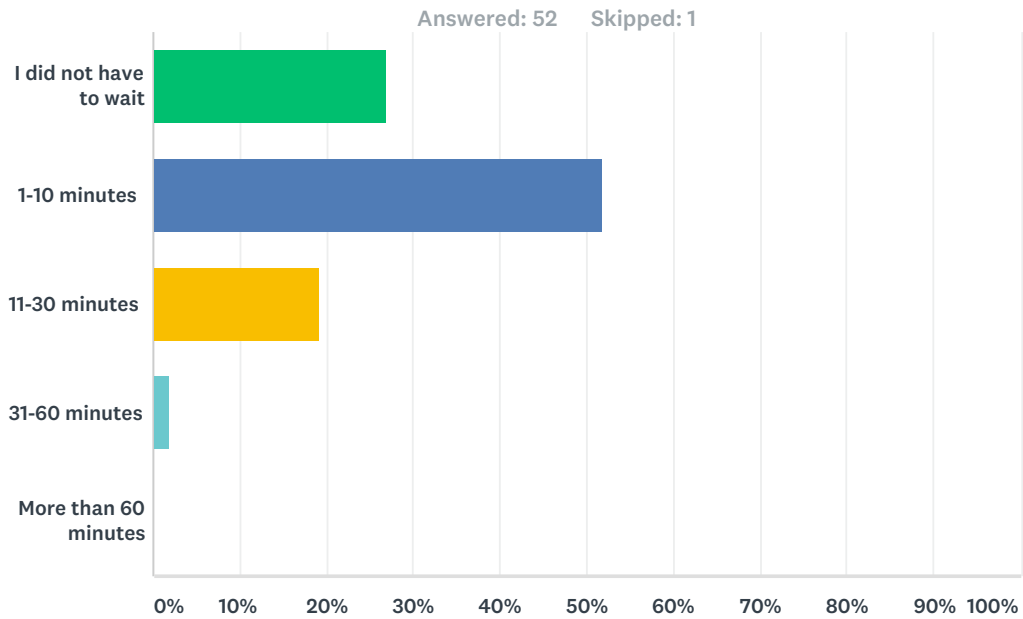
Answer Choices	Responses	
Yes	<b>80.77%</b>	<b>42</b>
No	<b>19.23%</b>	<b>10</b>
<b>Total</b>		<b>52</b>

## Q11 How would you rate the attitude of the receptionist?



Answer Choices	Responses	Count
Excellent	71.15%	37
Very Good	13.46%	7
Good	15.38%	8
Fair	0.00%	0
Poor	0.00%	0
Very poor	0.00%	0
<b>Total</b>		<b>52</b>

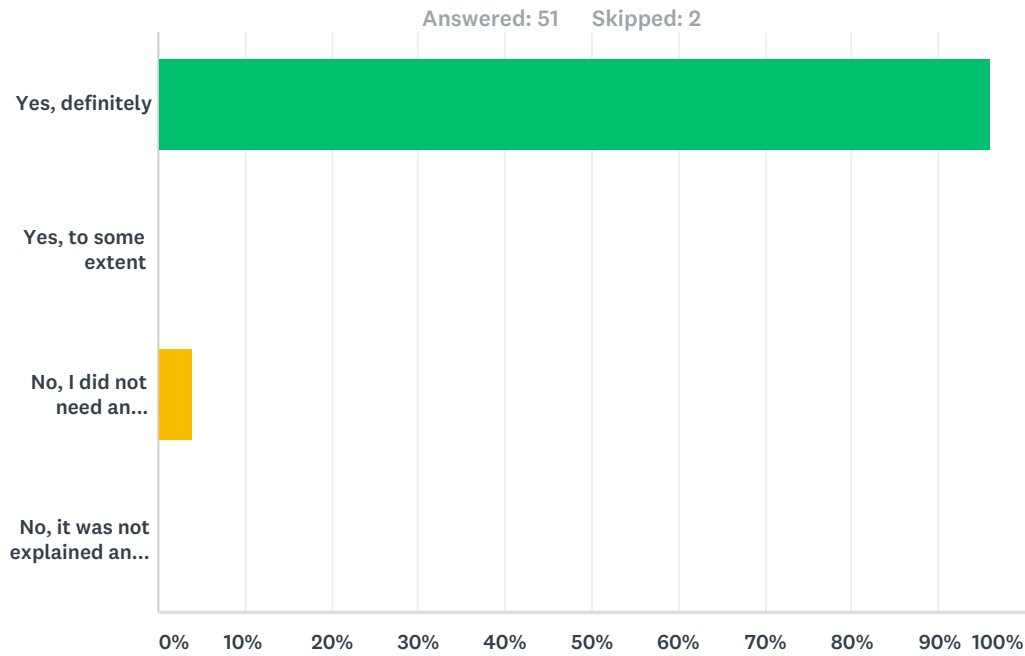
## Q12 From the time you arrived, how long did you have to wait to be examined?



Answer Choices	Responses	
I did not have to wait	26.92%	14
1-10 minutes	51.92%	27
11-30 minutes	19.23%	10
31-60 minutes	1.92%	1
More than 60 minutes	0.00%	0
<b>Total</b>		<b>52</b>

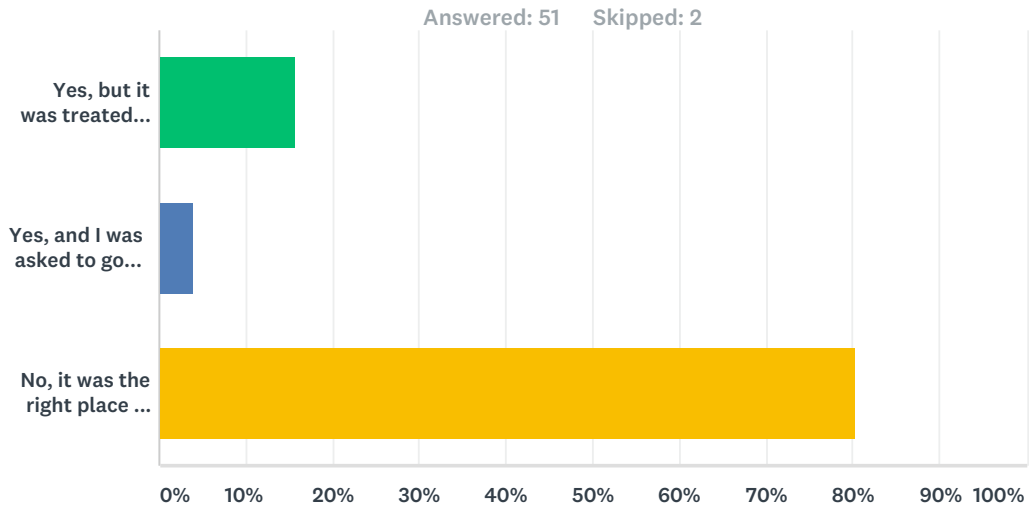


## Q13 Did the Doctor explain your condition and treatment in a way you could understand?



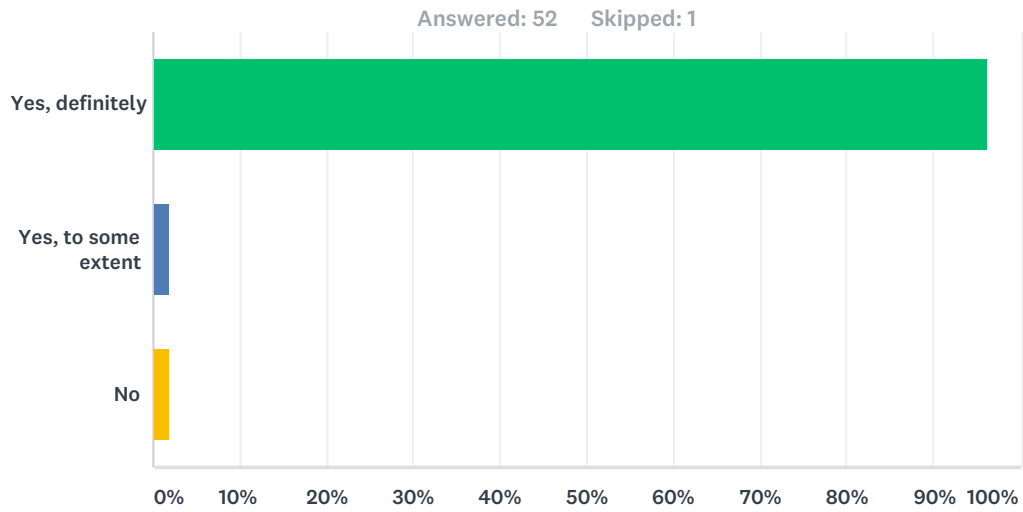
Answer Choices	Responses	
Yes, definitely	96.08%	49
Yes, to some extent	0.00%	0
No, I did not need an explanation	3.92%	2
No, it was not explained and it should have been	0.00%	0
<b>Total</b>		<b>51</b>

## Q14 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?



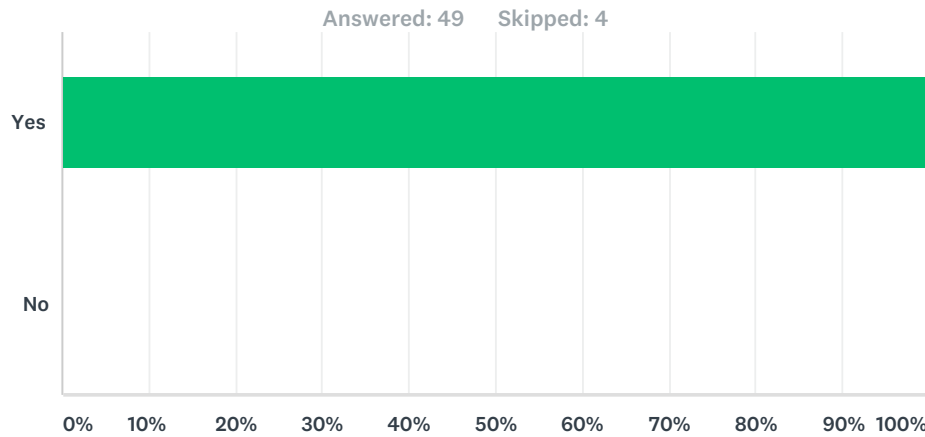
Answer Choices	Responses
Yes, but it was treated anyway by the GP there and then	15.69% 8
Yes, and I was asked to go there instead	3.92% 2
No, it was the right place to come	80.39% 41
<b>Total</b>	<b>51</b>

## Q15 Were you treated with courtesy and respect by the healthcare professional who attended to you?



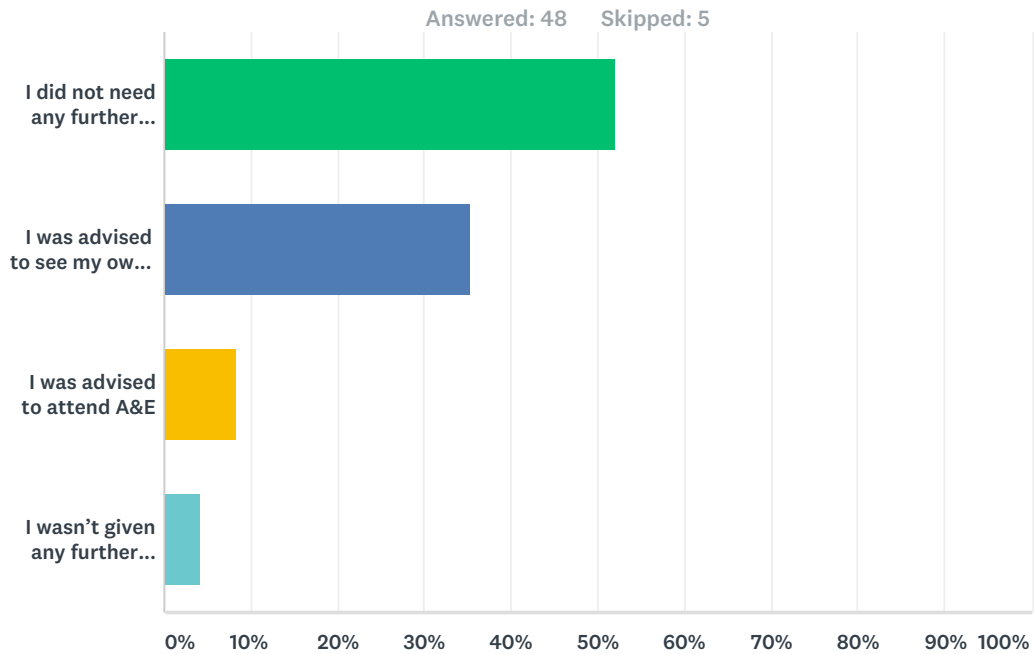
Answer Choices	Responses	
Yes, definitely	96.15%	50
Yes, to some extent	1.92%	1
No	1.92%	1
Total		52

## Q16 Were you told what to expect in the next few days and what to do if necessary?



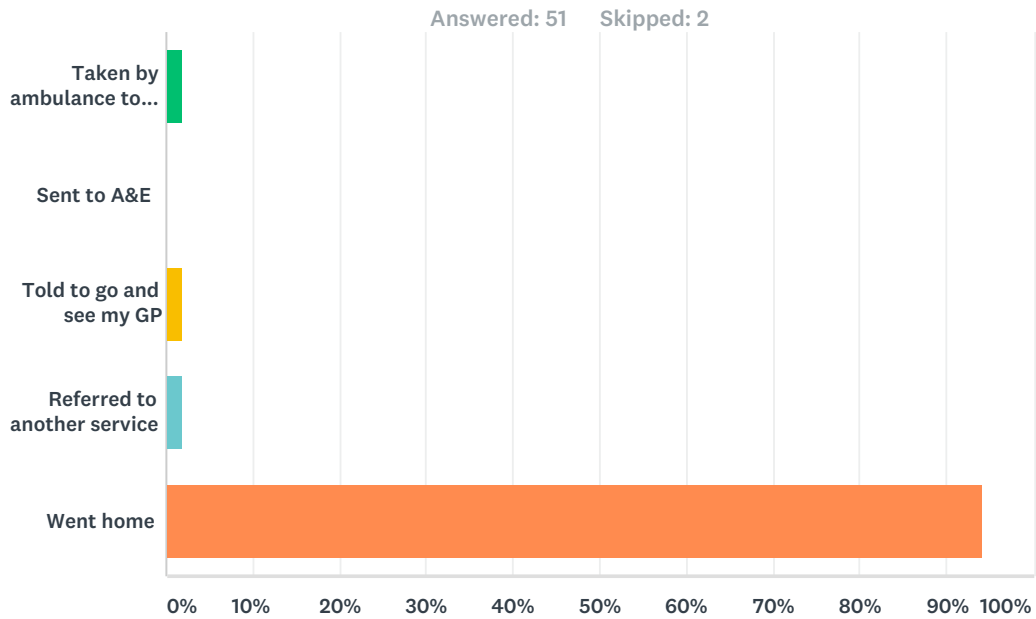
Answer Choices	Responses
Yes	100.00% 49
No	0.00% 0
Total	49

## Q17 Were you given the details of someone you could contact in case you had concerns after you left the Primary Care Centre?



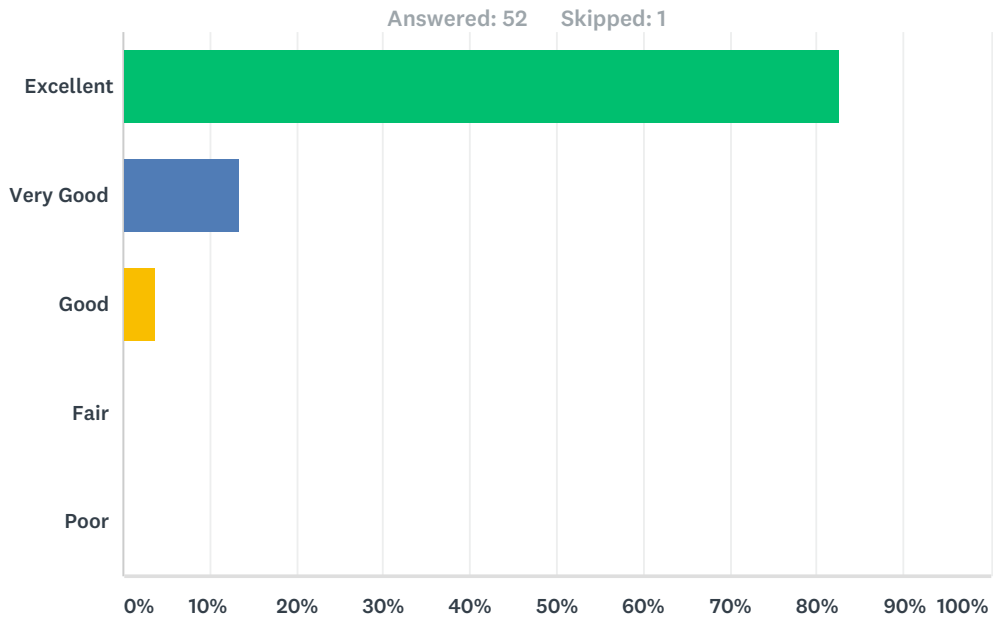
Answer Choices	Responses
I did not need any further details	52.08% 25
I was advised to see my own GP	35.42% 17
I was advised to attend A&E	8.33% 4
I wasn't given any further advice	4.17% 2
<b>Total Respondents: 48</b>	

## Q18 What happened at the end of your visit to the Primary Care Centre?



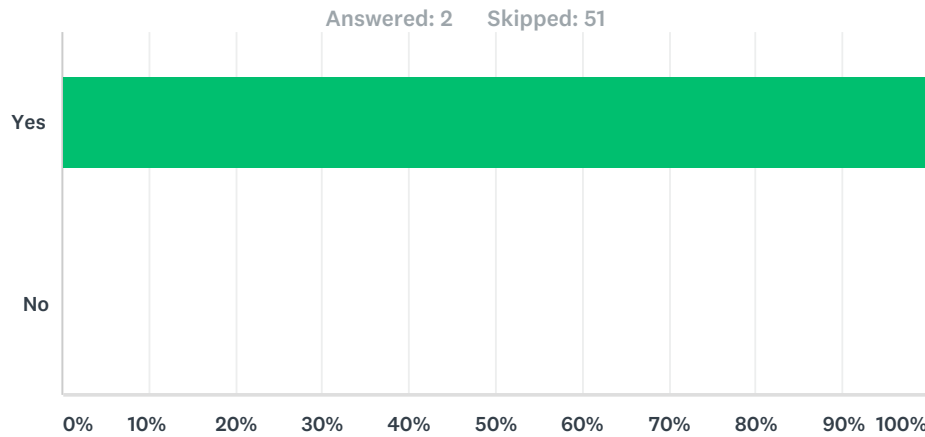
Answer Choices	Responses
Taken by ambulance to A&E	1.96% 1
Sent to A&E	0.00% 0
Told to go and see my GP	1.96% 1
Referred to another service	1.96% 1
Went home	94.12% 48
<b>Total Respondents: 51</b>	

## Q19 How would you rate the service you received while at the Primary Care Centre?



Answer Choices	Responses
Excellent	82.69% 43
Very Good	13.46% 7
Good	3.85% 2
Fair	0.00% 0
Poor	0.00% 0
<b>Total</b>	<b>52</b>

## Q20 if you needed medical attention, would you be happy to attend the Primary Care Centre again?



Answer Choices	Responses
Yes	100.00% 2
No	0.00% 0
Total	2