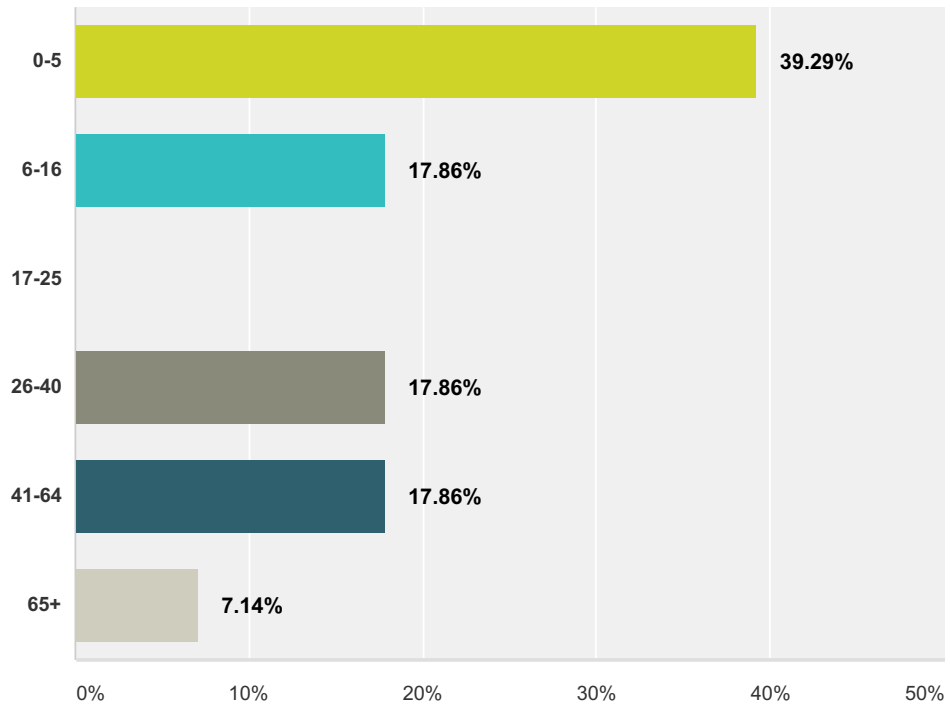


Q3 What age group is the patient? (if you are the patient please note your own age)

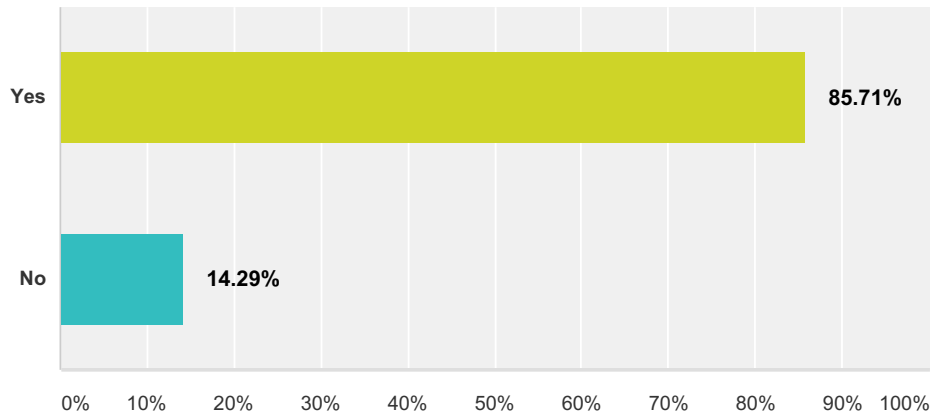
Answered: 28 Skipped: 0



Answer Choices	Responses
0-5	39.29% 11
6-16	17.86% 5
17-25	0.00% 0
26-40	17.86% 5
41-64	17.86% 5
65+	7.14% 2
Total	28

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

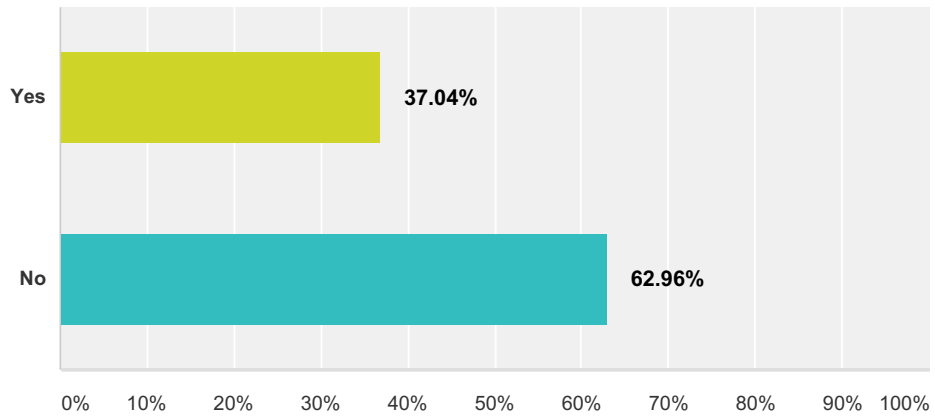
Answered: 28 Skipped: 0



Answer Choices	Responses
Yes	85.71% 24
No	14.29% 4
Total	28

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

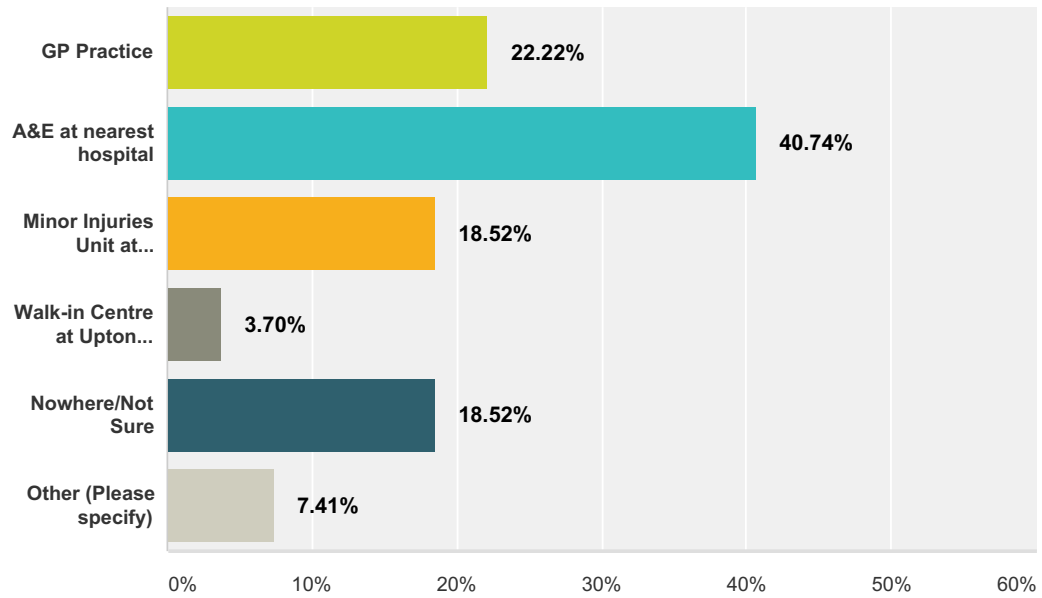
Answered: 27 Skipped: 1



Answer Choices	Responses
Yes	37.04% 10
No	62.96% 17
Total	27

Q7 Where do you think you would have gone if there was no Primary Care Centre?

Answered: 27 Skipped: 1

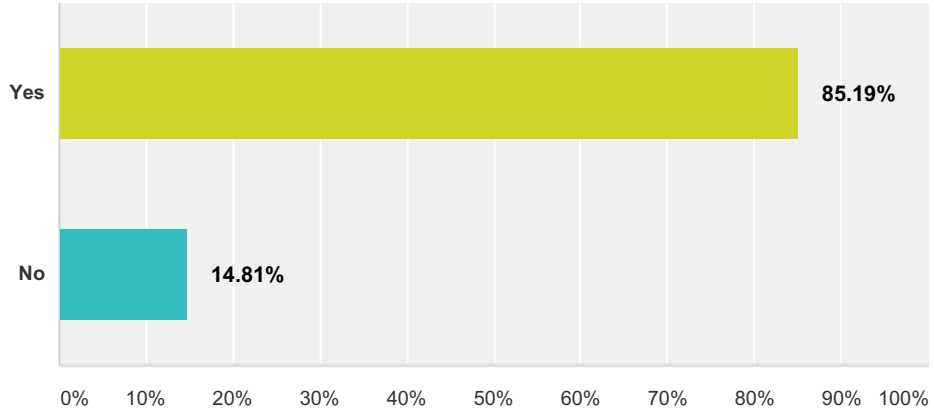


Answer Choices	Responses
GP Practice	22.22% 6
A&E at nearest hospital	40.74% 11
Minor Injuries Unit at Heatherwood Hospital	18.52% 5
Walk-in Centre at Upton Hospital	3.70% 1
Nowhere/Not Sure	18.52% 5
Other (Please specify)	7.41% 2
Total Respondents: 27	

#	Other (Please specify)	Date
1	Walk in centre - Reading	4/15/2014 12:56 AM
2	Frimley Park Hospital	4/15/2014 12:47 AM

Q8 Did you already know about the Out of Hours Primary Care Centre before attending this time?

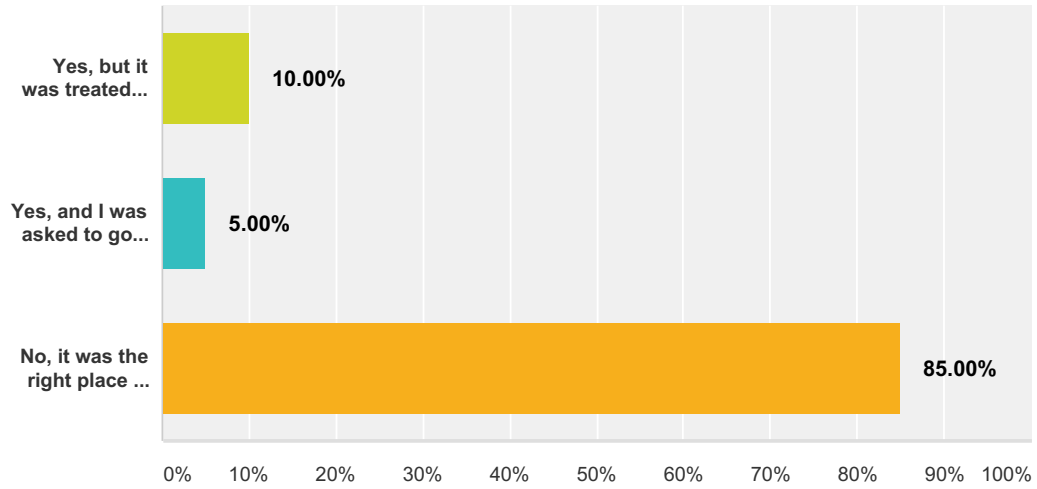
Answered: 27 Skipped: 1



Answer Choices	Responses	
Yes	85.19%	23
No	14.81%	4
Total		27

Q9 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?

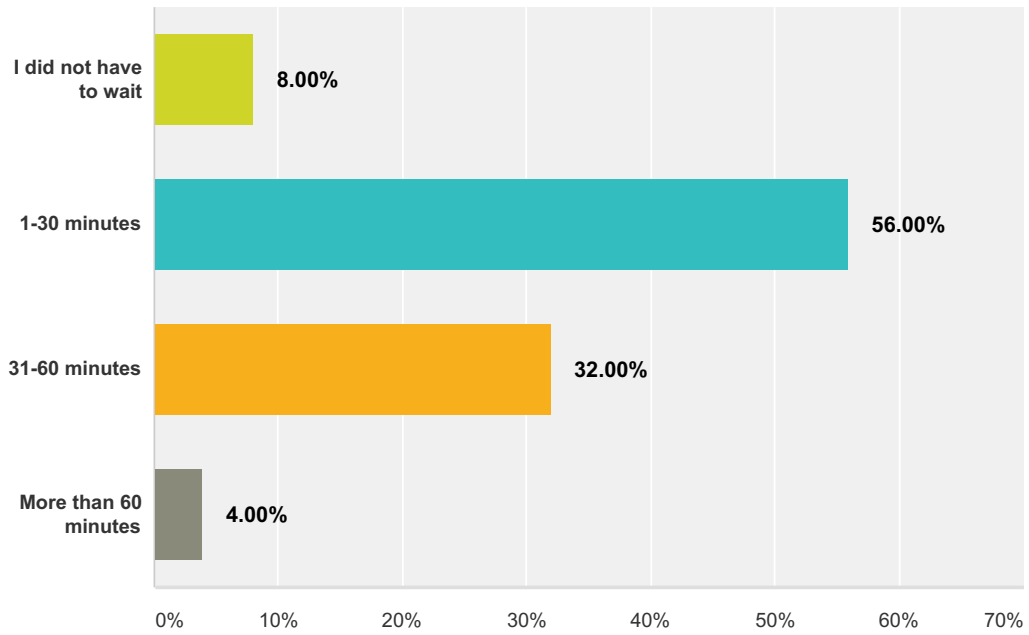
Answered: 20 Skipped: 8



Answer Choices	Responses
Yes, but it was treated anyway by the GP there and then	10.00% 2
Yes, and I was asked to go there instead	5.00% 1
No, it was the right place to come	85.00% 17
Total	20

Q10 From the time you arrived, how long did you have to wait to be examined?

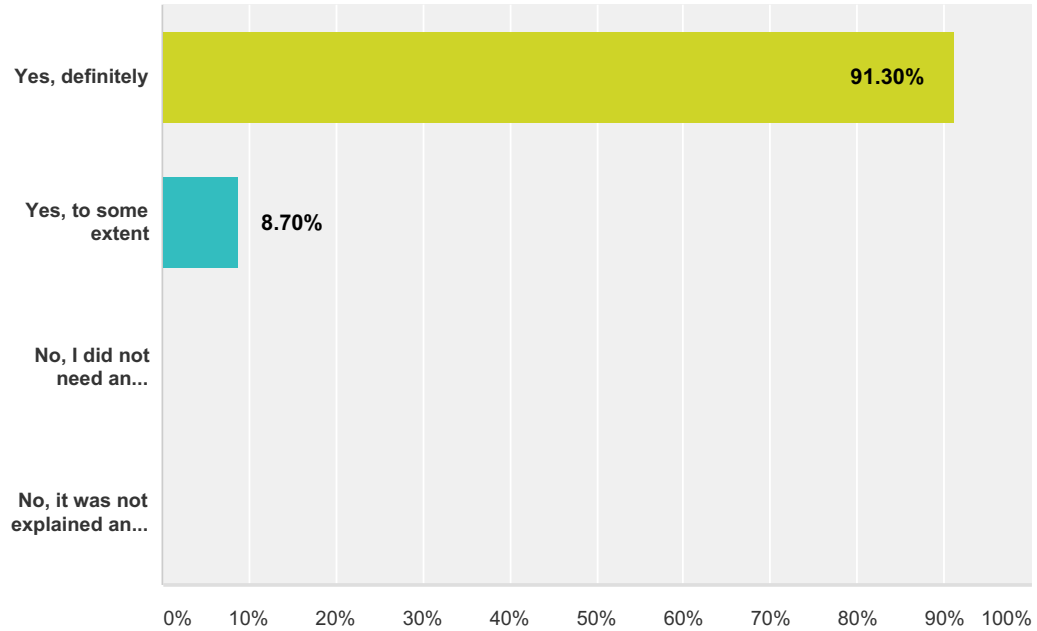
Answered: 25 Skipped: 3



Answer Choices	Responses
I did not have to wait	8.00% 2
1-30 minutes	56.00% 14
31-60 minutes	32.00% 8
More than 60 minutes	4.00% 1
Total	25

Q11 Did the Doctor explain your condition and treatment in a way you could understand?

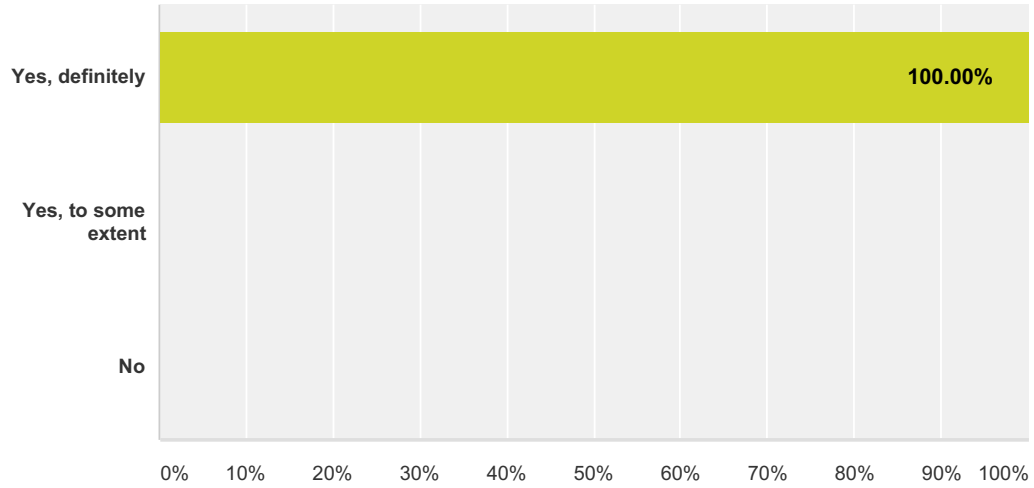
Answered: 23 Skipped: 5



Answer Choices	Responses
Yes, definitely	91.30% 21
Yes, to some extent	8.70% 2
No, I did not need an explanation	0.00% 0
No, it was not explained and it should have been	0.00% 0
Total	23

Q12 Were you treated with courtesy and respect by the healthcare professional who attended to you?

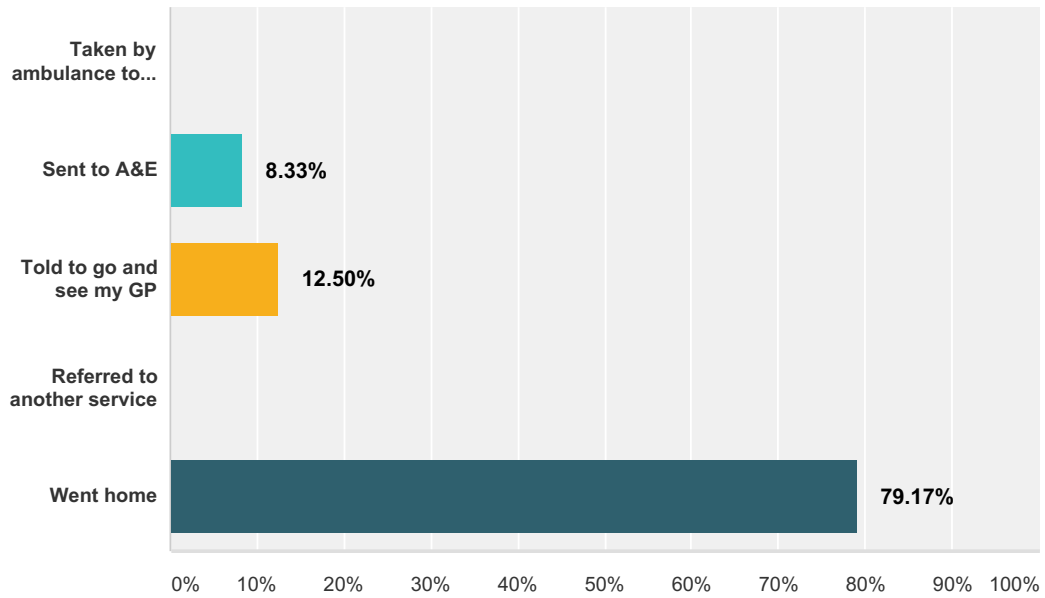
Answered: 24 Skipped: 4



Answer Choices	Responses	
Yes, definitely	100.00%	24
Yes, to some extent	0.00%	0
No	0.00%	0
Total		24

Q13 What happened at the end of your visit to the Primary Care Centre?

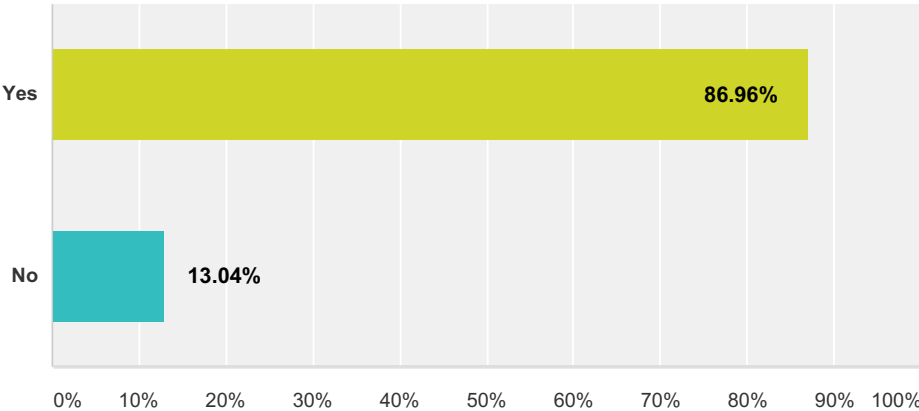
Answered: 24 Skipped: 4



Answer Choices	Responses
Taken by ambulance to A&E	0.00% 0
Sent to A&E	8.33% 2
Told to go and see my GP	12.50% 3
Referred to another service	0.00% 0
Went home	79.17% 19
Total	24

Q14 Were you told what to expect in the next few days and what to do if necessary?

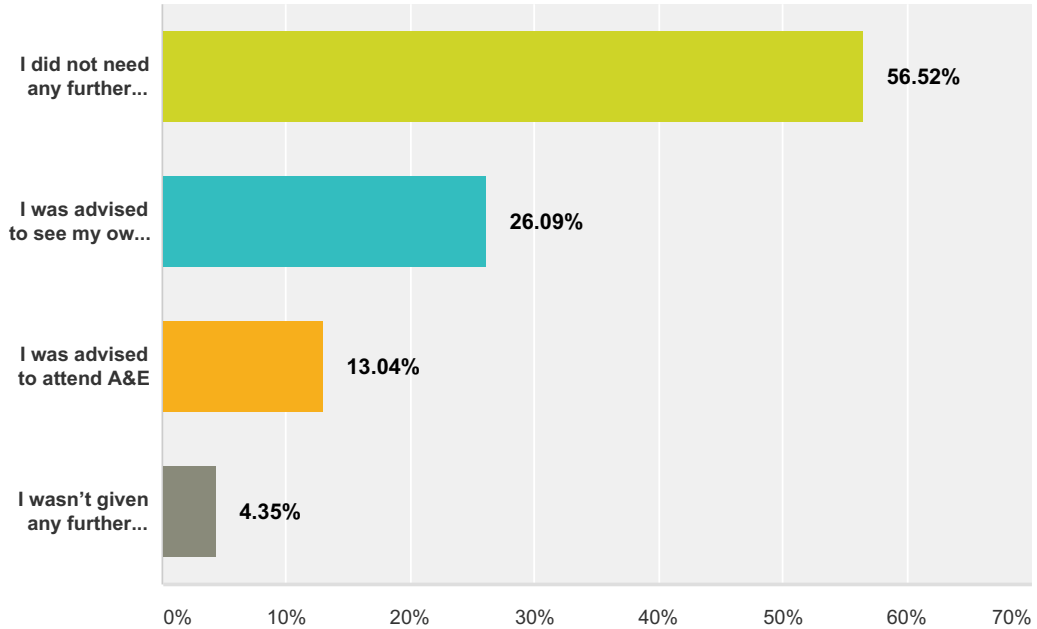
Answered: 23 Skipped: 5



Answer Choices	Responses
Yes	86.96% 20
No	13.04% 3
Total	23

Q15 Were you given the details of someone you could contact in case you had concerns after you left the Primary Care Centre?

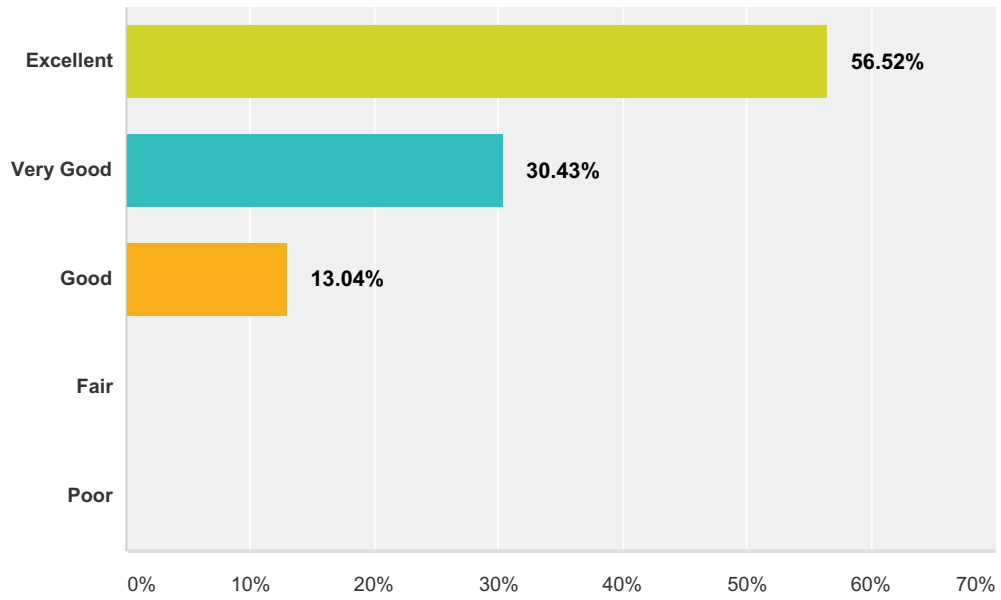
Answered: 23 Skipped: 5



Answer Choices	Responses	
I did not need any further details	56.52%	13
I was advised to see my own GP	26.09%	6
I was advised to attend A&E	13.04%	3
I wasn't given any further advice	4.35%	1
Total		23

Q16 How would you rate the service you received while at the Primary Care Centre?

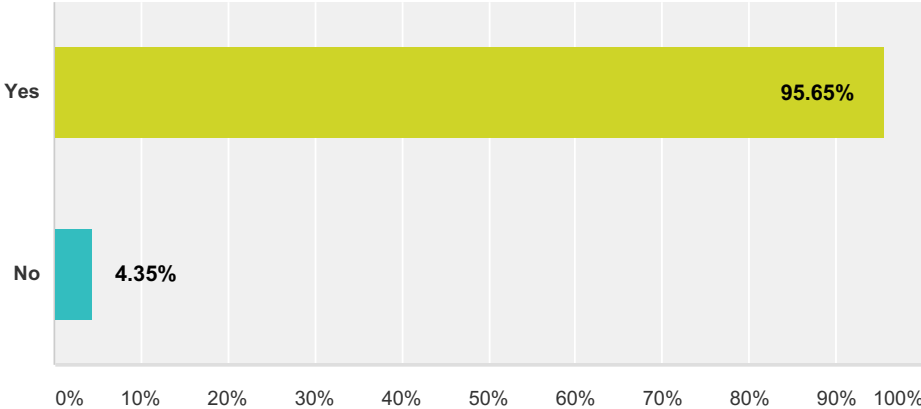
Answered: 23 Skipped: 5



Answer Choices	Responses	Count
Excellent	56.52%	13
Very Good	30.43%	7
Good	13.04%	3
Fair	0.00%	0
Poor	0.00%	0
Total		23

Q17 Would you be happy to attend the Primary Care Centre again?

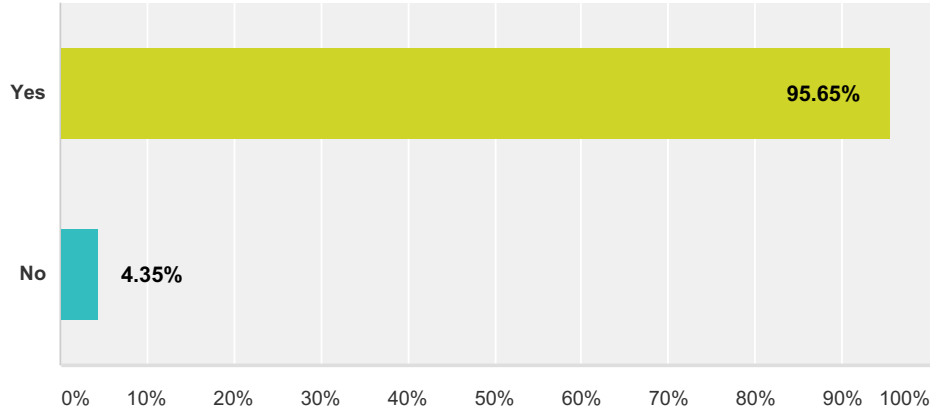
Answered: 23 Skipped: 5



Answer Choices	Responses
Yes	95.65% 22
No	4.35% 1
Total	23

Q18 Would you be happy for friends, family and people you know to attend this Primary Care Centre?

Answered: 23 Skipped: 5



Answer Choices	Responses	
Yes	95.65%	22
No	4.35%	1
Total		23