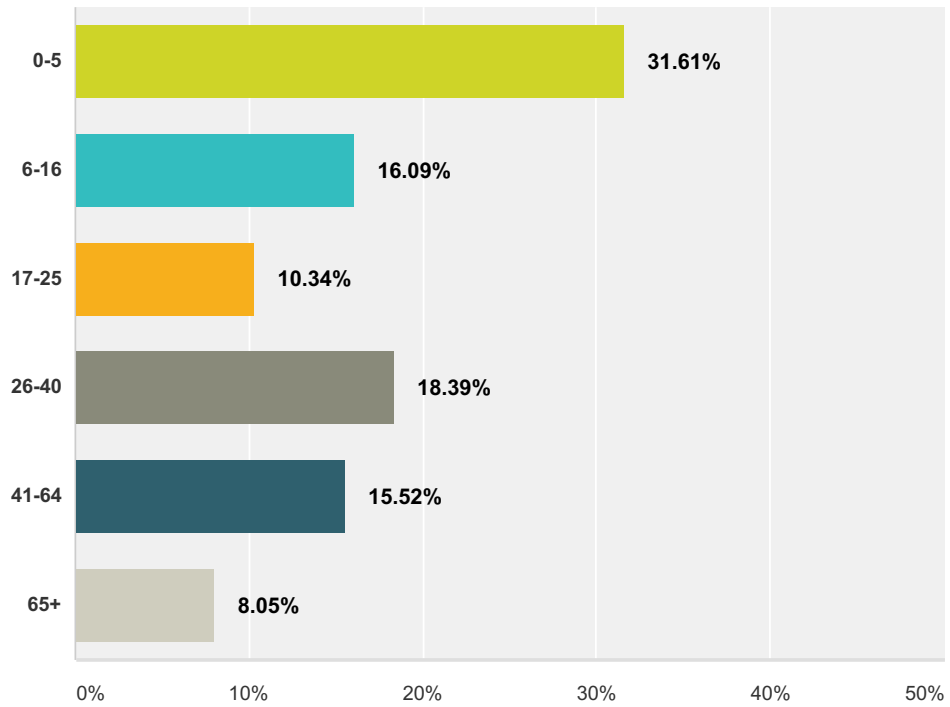


Q3 What age group is the patient? (if you are the patient please note your own age)

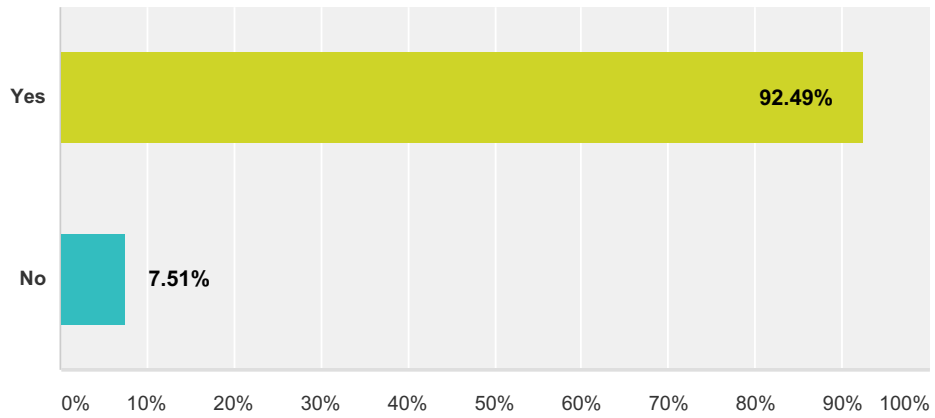
Answered: 174 Skipped: 0



Answer Choices	Responses	
0-5	31.61%	55
6-16	16.09%	28
17-25	10.34%	18
26-40	18.39%	32
41-64	15.52%	27
65+	8.05%	14
Total		174

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

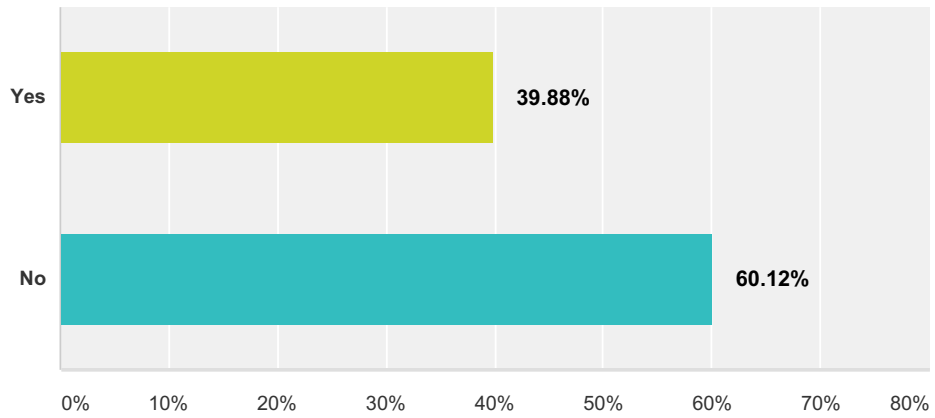
Answered: 173 Skipped: 1



Answer Choices	Responses	
Yes	92.49%	160
No	7.51%	13
Total		173

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

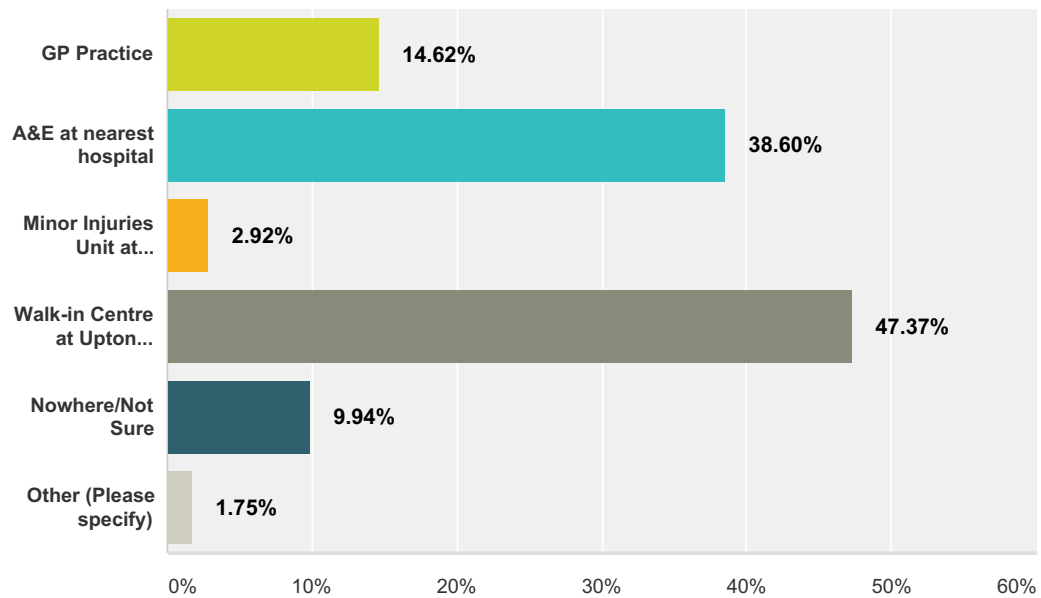
Answered: 173 Skipped: 1



Answer Choices	Responses
Yes	39.88% 69
No	60.12% 104
Total	173

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

Answered: 171 Skipped: 3

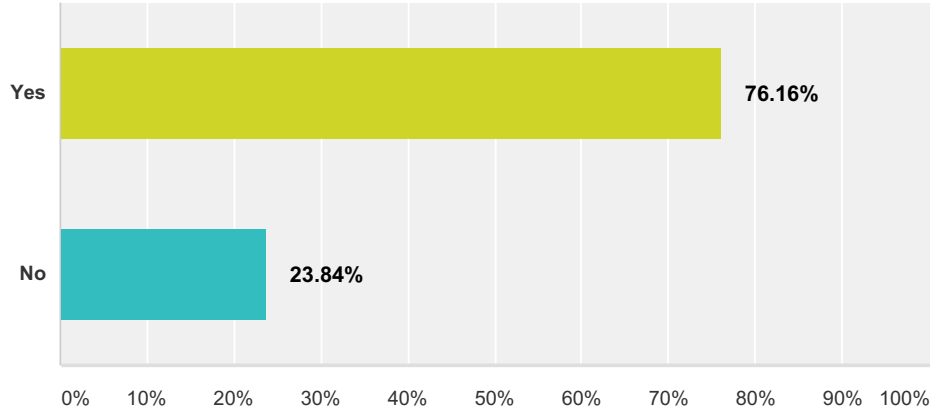


Answer Choices	Responses
GP Practice	14.62% 25
A&E at nearest hospital	38.60% 66
Minor Injuries Unit at Heatherwood Hospital	2.92% 5
Walk-in Centre at Upton Hospital	47.37% 81
Nowhere/Not Sure	9.94% 17
Other (Please specify)	1.75% 3
Total Respondents: 171	

#	Other (Please specify)	Date
1	Wexham Park Hospital Maternity Triage	5/12/2014 1:59 AM
2	Chemist	5/2/2014 8:15 AM
3	Wexham Park	4/11/2014 3:38 AM

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

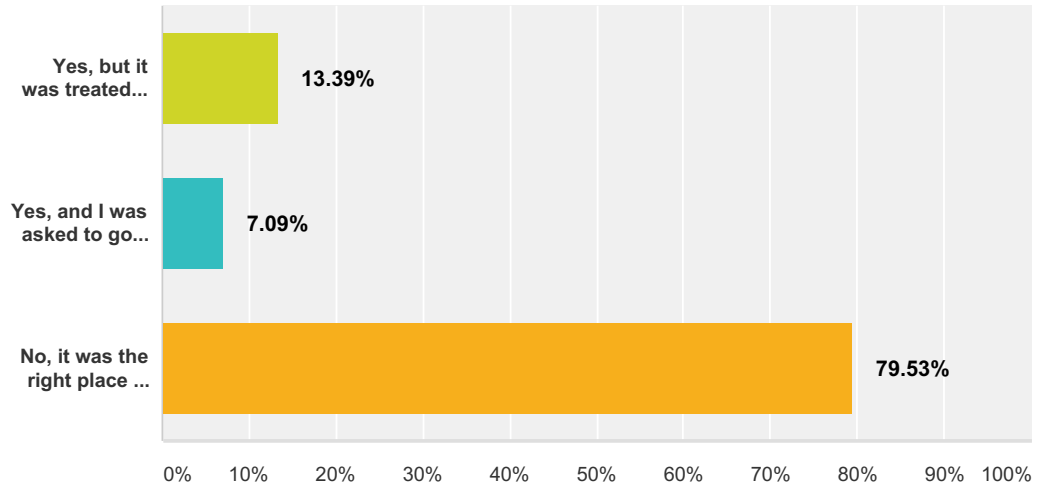
Answered: 172 Skipped: 2



Answer Choices	Responses	
Yes	76.16%	131
No	23.84%	41
Total		172

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?

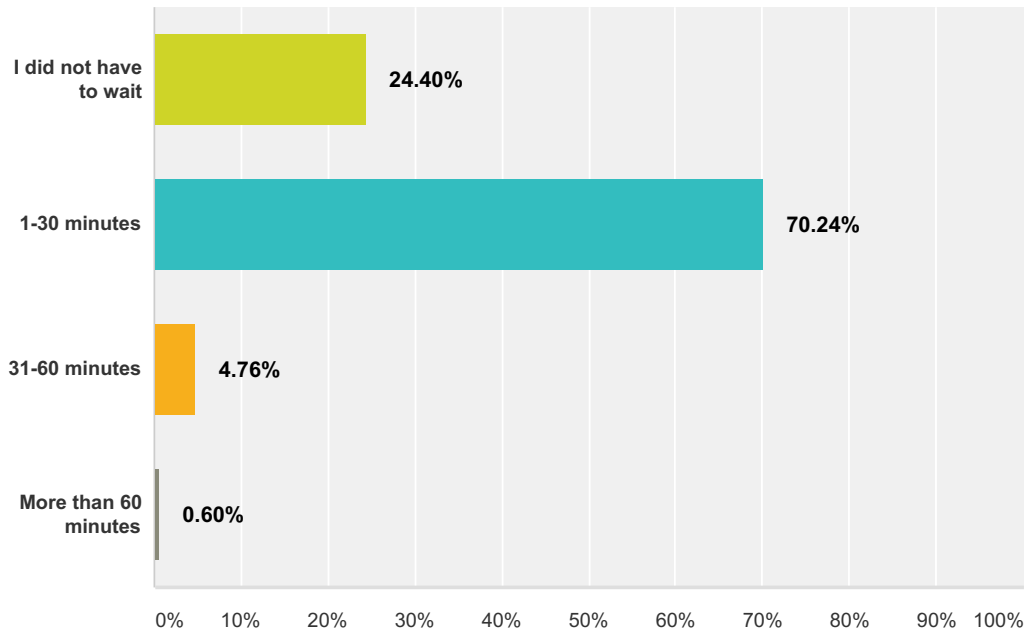
Answered: 127 Skipped: 47



Answer Choices	Responses
Yes, but it was treated anyway by the GP there and then	13.39% 17
Yes, and I was asked to go there instead	7.09% 9
No, it was the right place to come	79.53% 101
Total	127

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

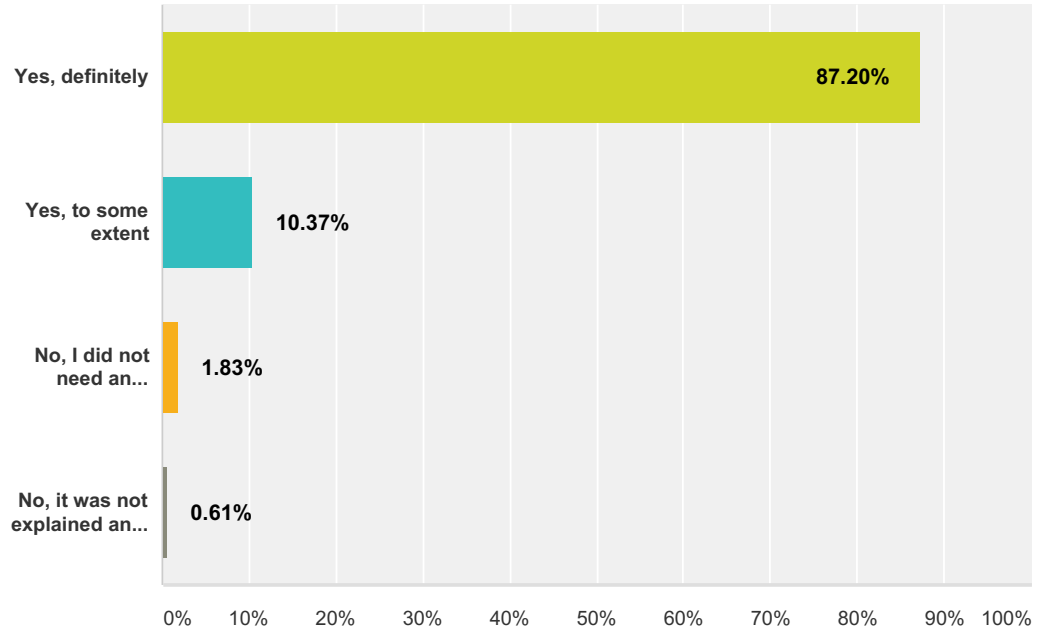
Answered: 168 Skipped: 6



Answer Choices	Responses	Count
I did not have to wait	24.40%	41
1-30 minutes	70.24%	118
31-60 minutes	4.76%	8
More than 60 minutes	0.60%	1
Total		168

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

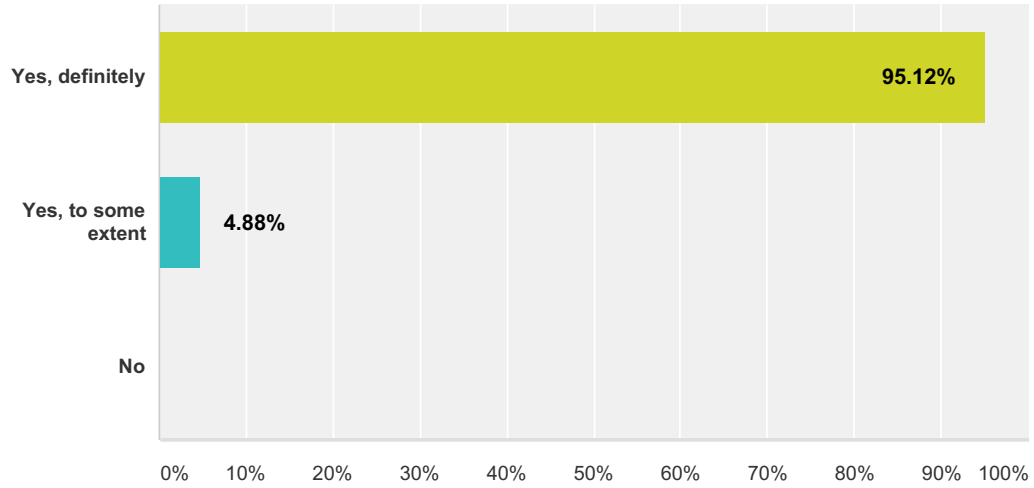
Answered: 164 Skipped: 10



Answer Choices	Responses	
Yes, definitely	87.20%	143
Yes, to some extent	10.37%	17
No, I did not need an explanation	1.83%	3
No, it was not explained and it should have been	0.61%	1
Total		164

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

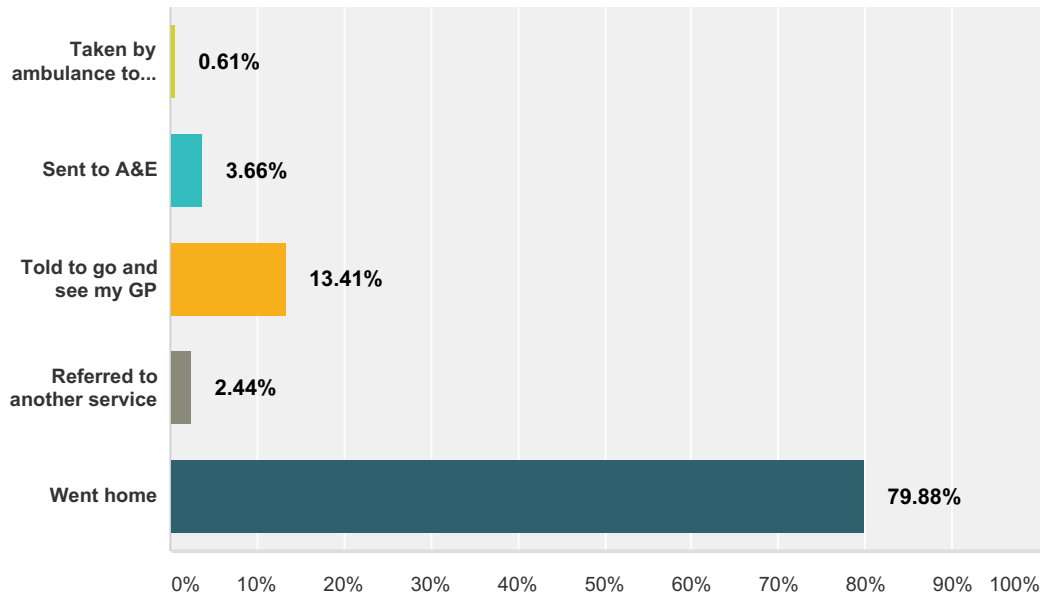
Answered: 164 Skipped: 10



Answer Choices	Responses	Count
Yes, definitely	95.12%	156
Yes, to some extent	4.88%	8
No	0.00%	0
Total		164

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

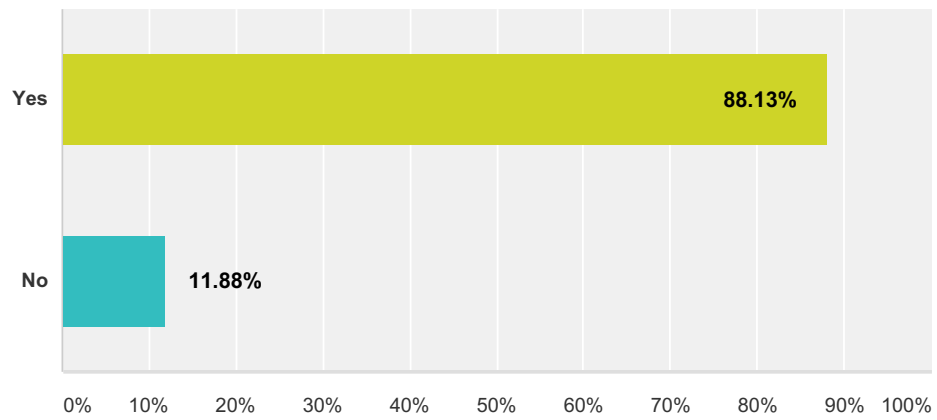
Answered: 164 Skipped: 10



Answer Choices	Responses
Taken by ambulance to A&E	0.61% 1
Sent to A&E	3.66% 6
Told to go and see my GP	13.41% 22
Referred to another service	2.44% 4
Went home	79.88% 131
Total	164

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

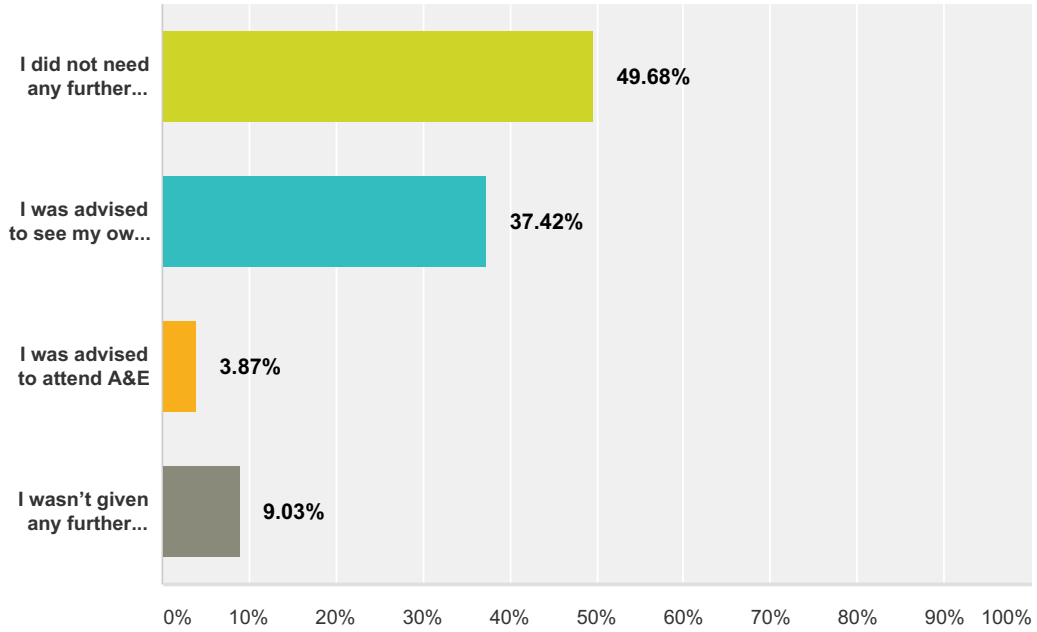
Answered: 160 Skipped: 14



Answer Choices	Responses	
Yes	88.13%	141
No	11.88%	19
Total		160

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

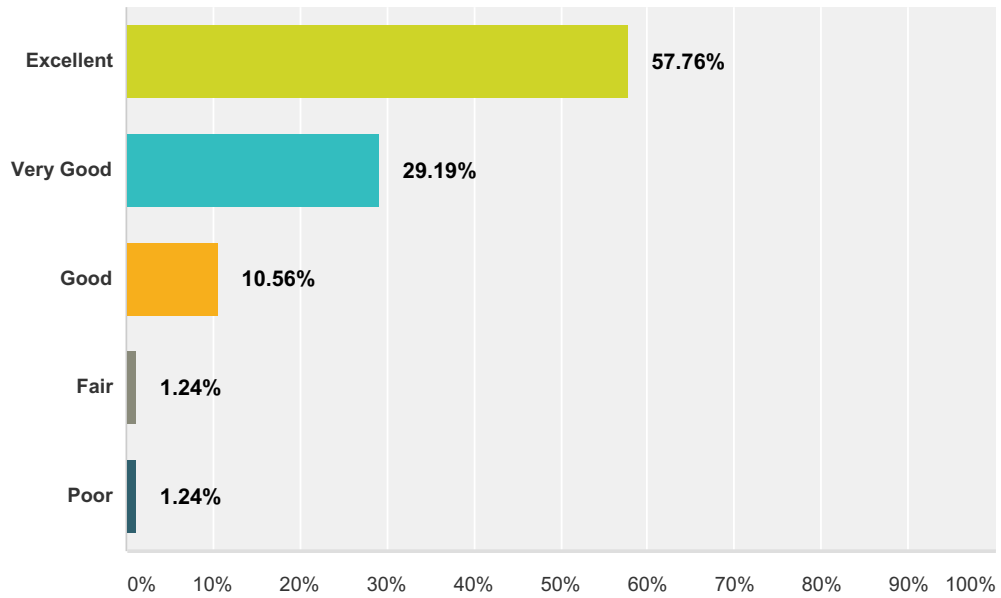
Answered: 155 Skipped: 19



Answer Choices	Responses	Count
I did not need any further details	49.68%	77
I was advised to see my own GP	37.42%	58
I was advised to attend A&E	3.87%	6
I wasn't given any further advice	9.03%	14
Total		155

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

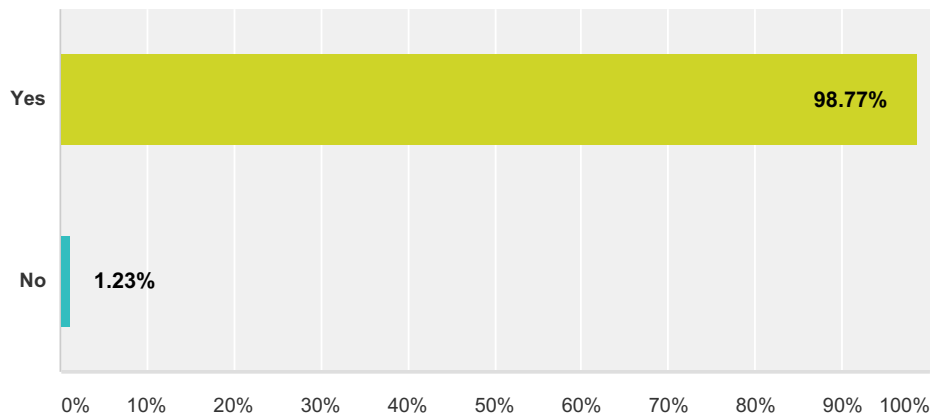
Answered: 161 Skipped: 13



Answer Choices	Responses	
Excellent	57.76%	93
Very Good	29.19%	47
Good	10.56%	17
Fair	1.24%	2
Poor	1.24%	2
Total		161

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

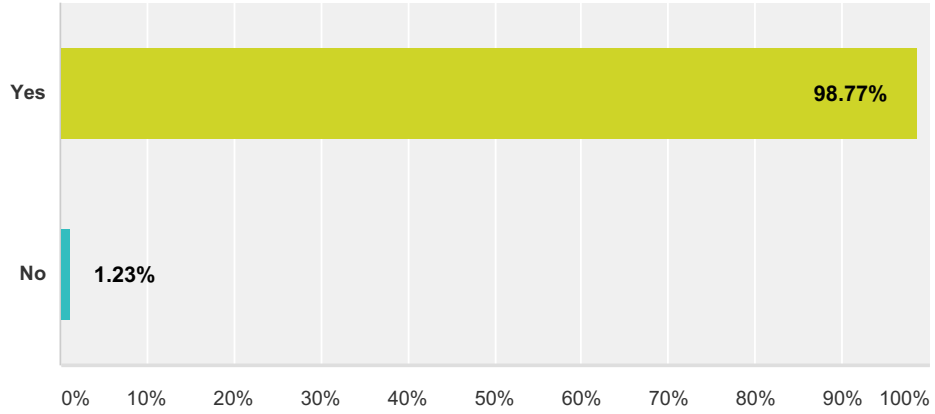
Answered: 163 Skipped: 11



Answer Choices	Responses	
Yes	98.77%	161
No	1.23%	2
Total		163

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

Answered: 162 Skipped: 12



Answer Choices	Responses	
Yes	98.77%	160
No	1.23%	2
Total		162