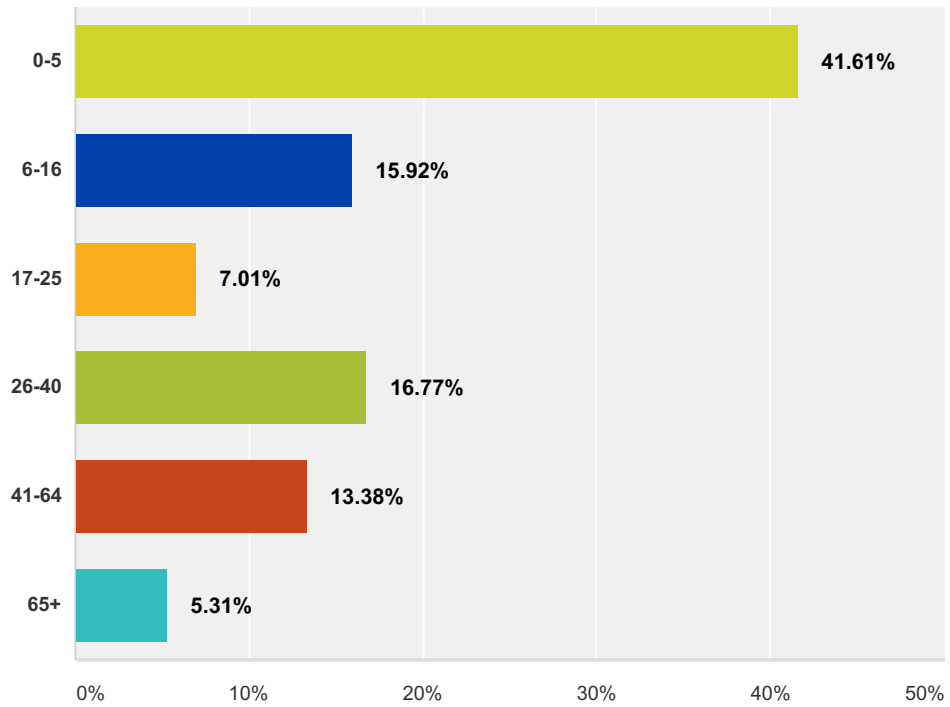


Q3 What age group is the patient? (if you are the patient please note your own age)

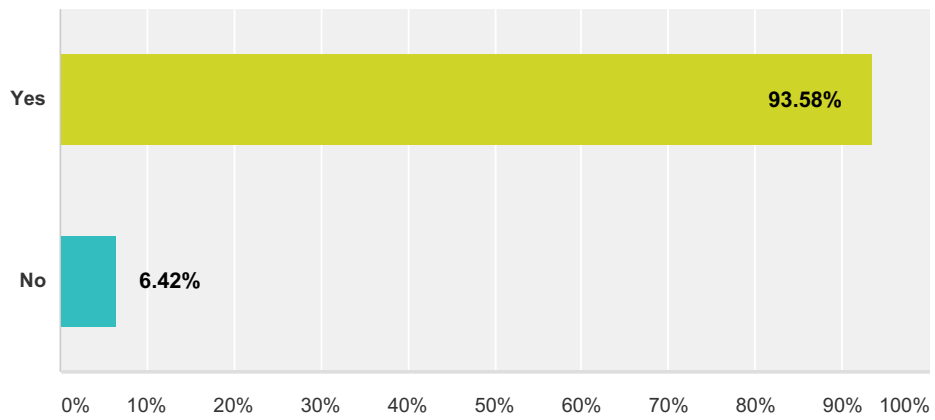
Answered: 471 Skipped: 4



Answer Choices	Responses	
0-5	41.61%	196
6-16	15.92%	75
17-25	7.01%	33
26-40	16.77%	79
41-64	13.38%	63
65+	5.31%	25
Total		471

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

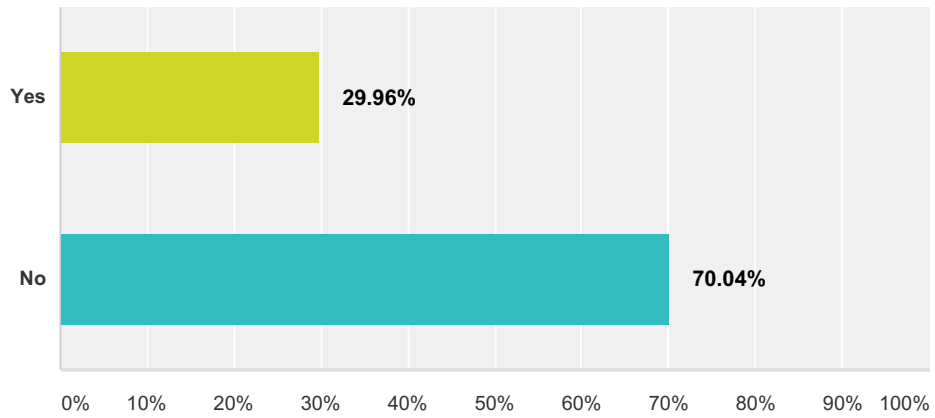
Answered: 467 Skipped: 8



Answer Choices	Responses
Yes	93.58% 437
No	6.42% 30
Total	467

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

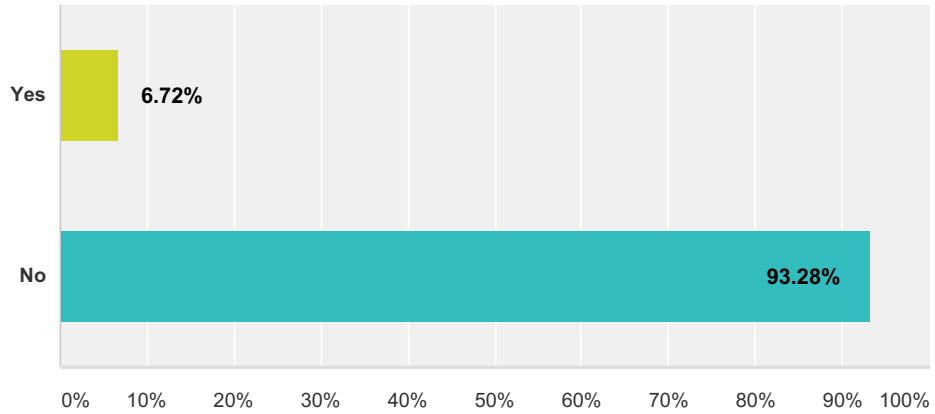
Answered: 464 Skipped: 11



Answer Choices	Responses
Yes	29.96% 139
No	70.04% 325
Total	464

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

Answered: 238 Skipped: 237

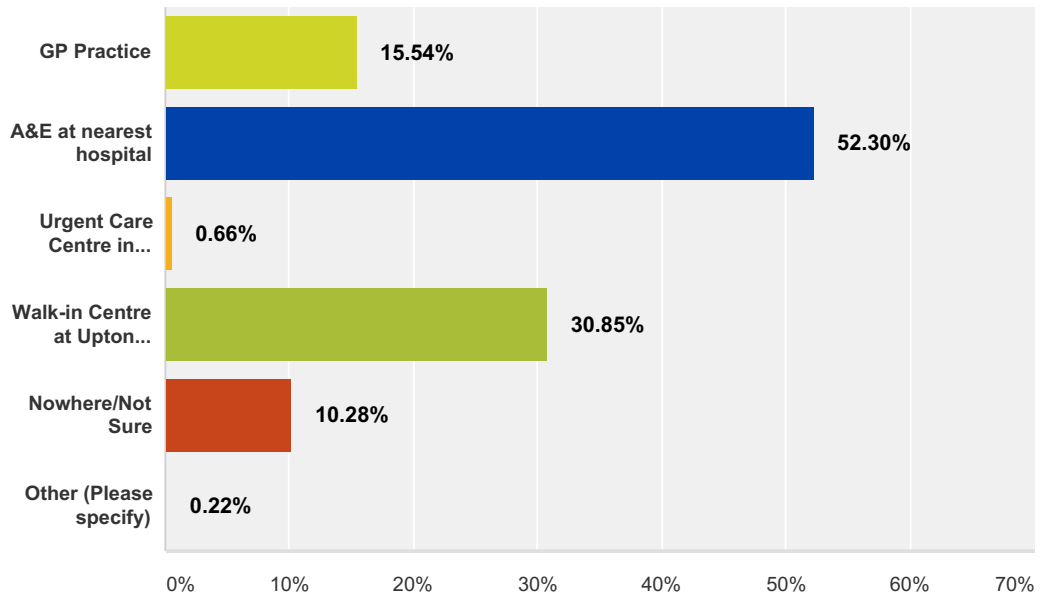


Answer Choices	Responses	
Yes	6.72%	16
No	93.28%	222
Total		238

#	If Yes, please give details	Date
1	WALK IN CENTRE ASKED ME TO RING HERE	12/8/2014 4:21 AM
2	WALK IN CENTRE SLOUGH	12/8/2014 4:17 AM
3	ON PHONE	11/24/2014 3:48 AM
4	WALK IN CENTRE AT UPTON HOSPITAL	11/24/2014 3:38 AM
5	AMBULANCE SERVICE	11/24/2014 3:22 AM
6	GP	11/24/2014 3:15 AM
7	DOCTOR	11/18/2014 3:23 AM
8	DOCTOR WHO CALLED AFTER SPEAKING TO 111	11/18/2014 2:38 AM
9	PHONED MEDICAL INSURANCE 24HR HELPLINE	11/10/2014 4:23 AM

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

Answered: 457 Skipped: 18

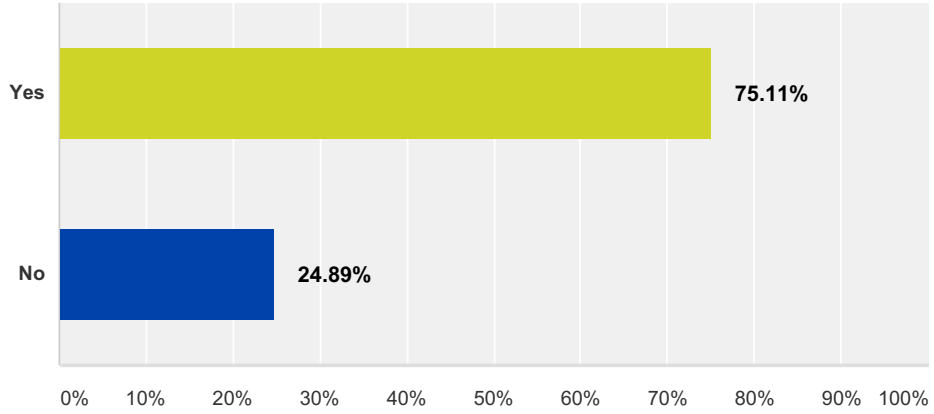


Answer Choices	Responses
GP Practice	15.54% 71
A&E at nearest hospital	52.30% 239
Urgent Care Centre in Bracknell	0.66% 3
Walk-in Centre at Upton Hospital	30.85% 141
Nowhere/Not Sure	10.28% 47
Other (Please specify)	0.22% 1
Total Respondents: 457	

#	Other (Please specify)	Date
1	rang 999	11/5/2014 7:21 AM

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

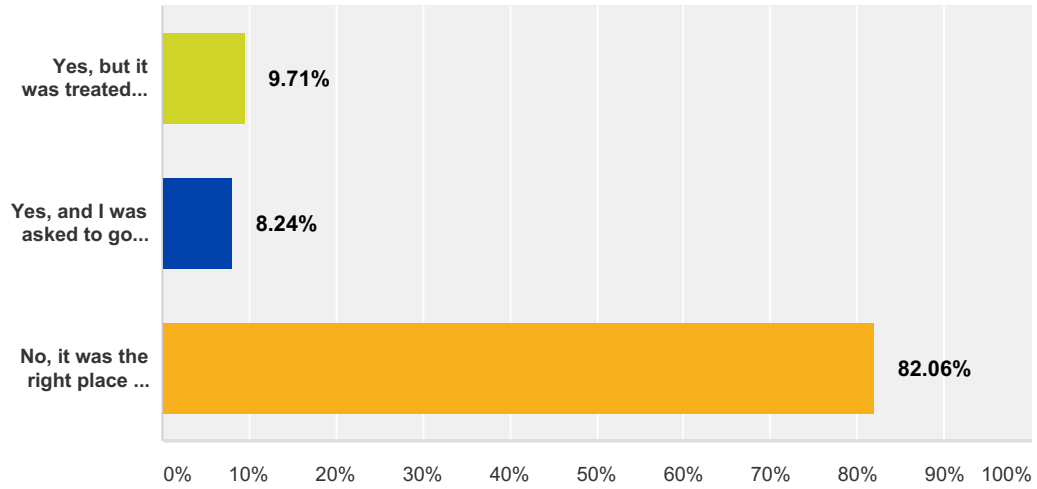
Answered: 458 Skipped: 17



Answer Choices	Responses	
Yes	75.11%	344
No	24.89%	114
Total		458

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?

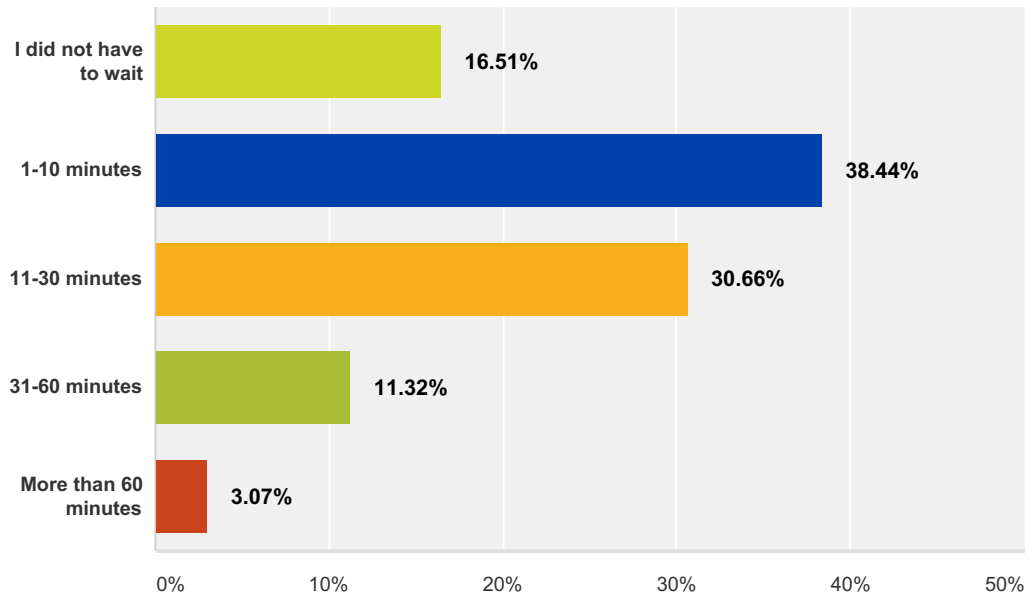
Answered: 340 Skipped: 135



Answer Choices	Responses
Yes, but it was treated anyway by the GP there and then	9.71% 33
Yes, and I was asked to go there instead	8.24% 28
No, it was the right place to come	82.06% 279
Total	340

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

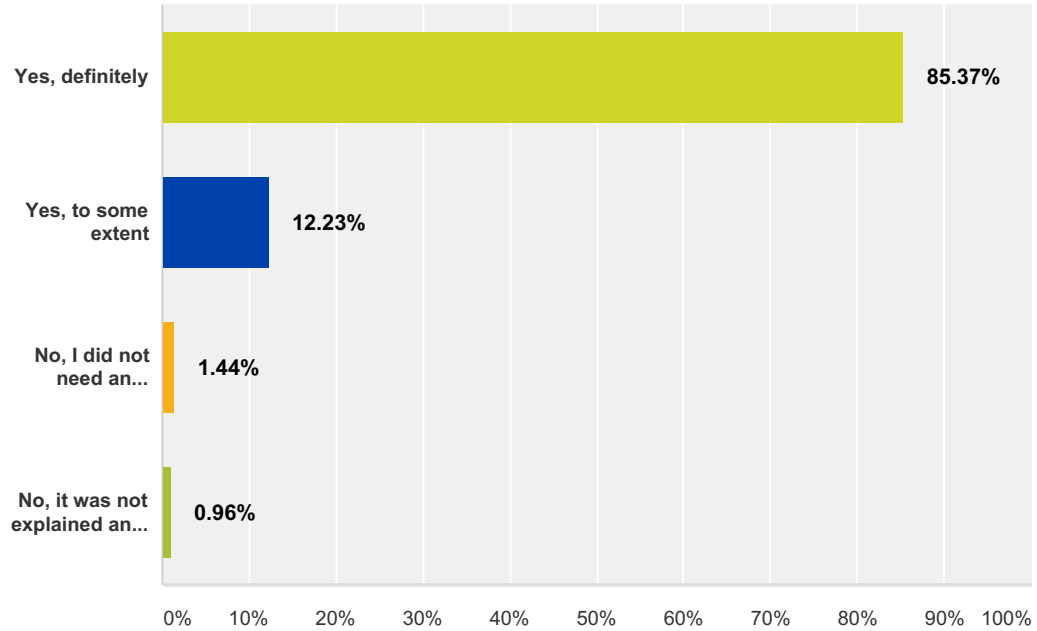
Answered: 424 Skipped: 51



Answer Choices	Responses	Count
I did not have to wait	16.51%	70
1-10 minutes	38.44%	163
11-30 minutes	30.66%	130
31-60 minutes	11.32%	48
More than 60 minutes	3.07%	13
Total		424

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

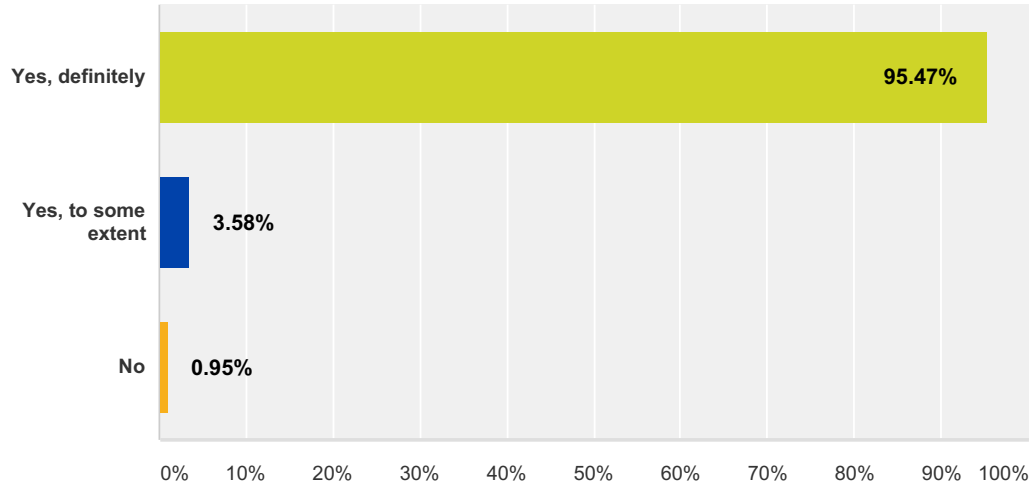
Answered: 417 Skipped: 58



Answer Choices	Responses
Yes, definitely	85.37% 356
Yes, to some extent	12.23% 51
No, I did not need an explanation	1.44% 6
No, it was not explained and it should have been	0.96% 4
Total	417

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

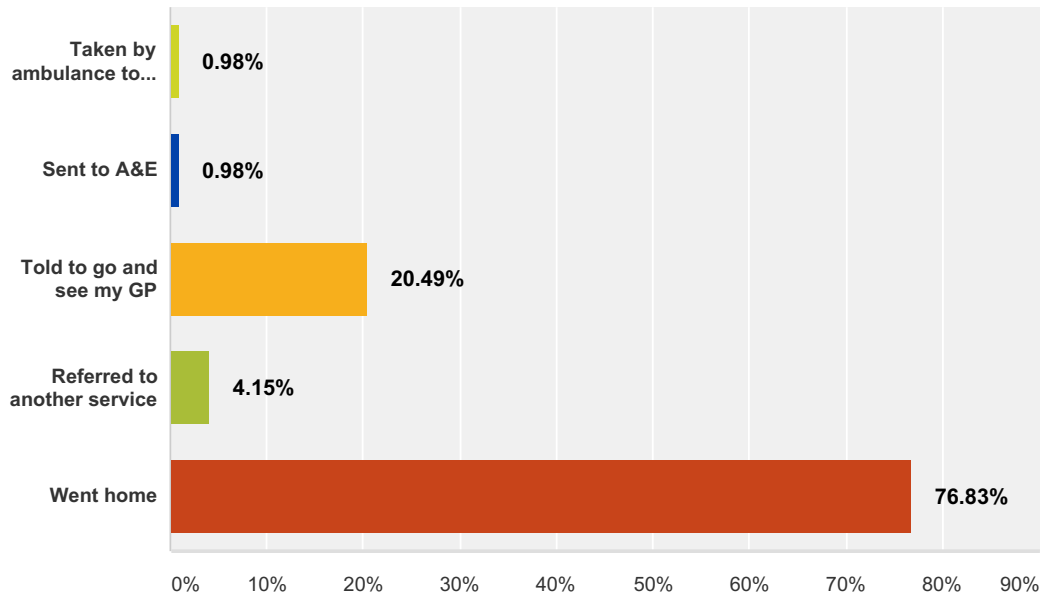
Answered: 419 Skipped: 56



Answer Choices	Responses	Count
Yes, definitely	95.47%	400
Yes, to some extent	3.58%	15
No	0.95%	4
Total		419

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

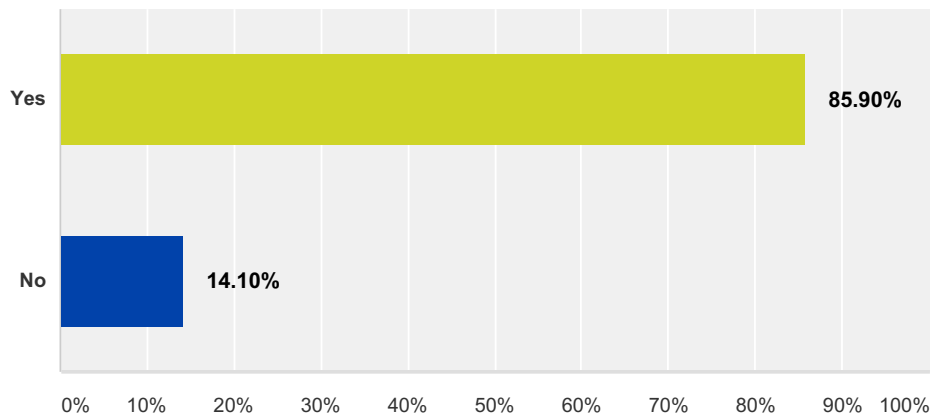
Answered: 410 Skipped: 65



Answer Choices	Responses
Taken by ambulance to A&E	0.98% 4
Sent to A&E	0.98% 4
Told to go and see my GP	20.49% 84
Referred to another service	4.15% 17
Went home	76.83% 315
Total Respondents: 410	

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

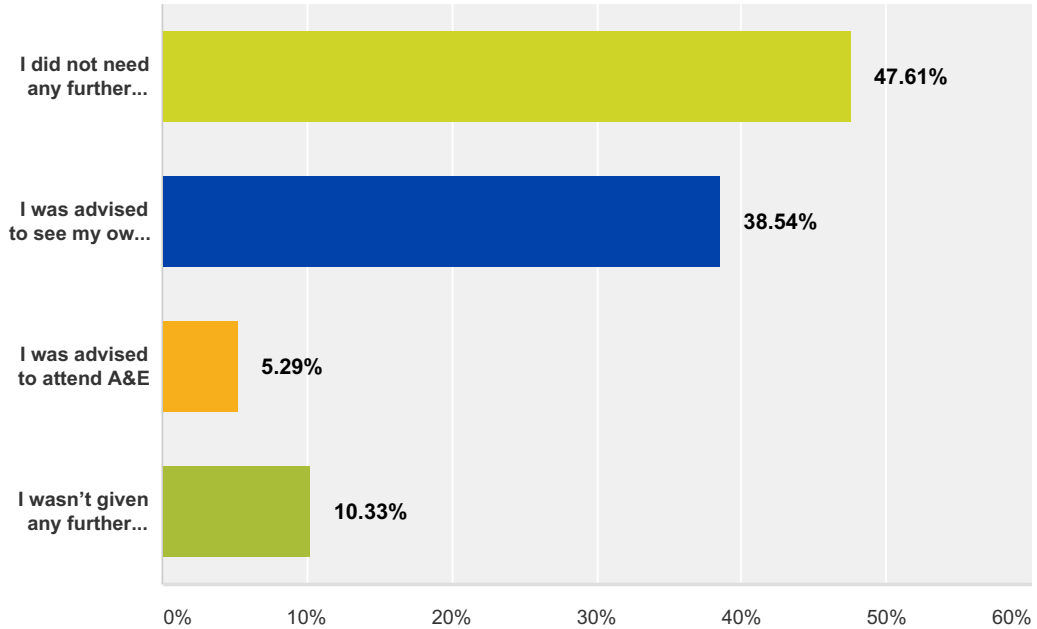
Answered: 390 Skipped: 85



Answer Choices	Responses
Yes	85.90% 335
No	14.10% 55
Total	390

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

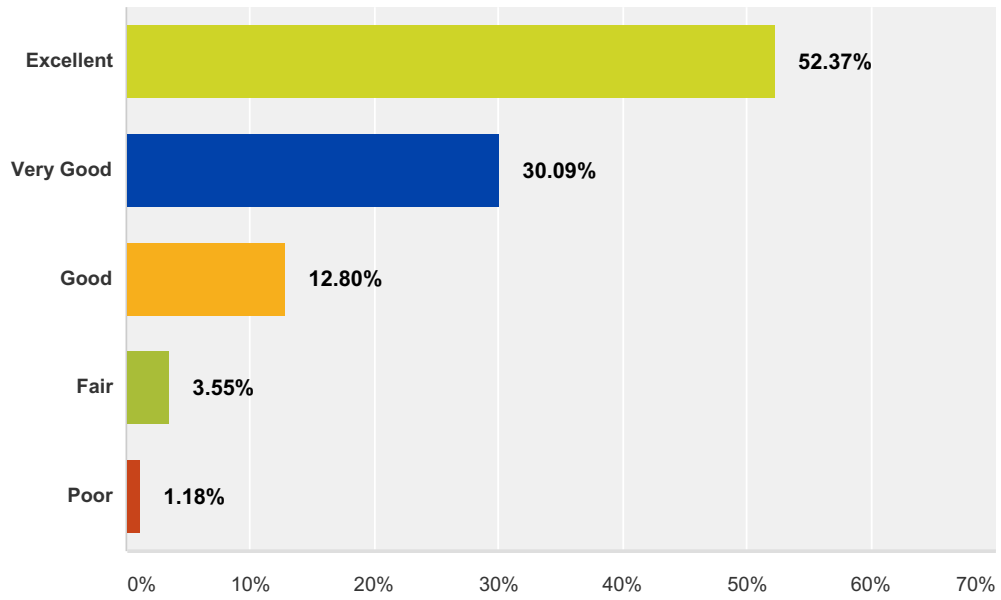
Answered: 397 Skipped: 78



Answer Choices	Responses	Count
I did not need any further details	47.61%	189
I was advised to see my own GP	38.54%	153
I was advised to attend A&E	5.29%	21
I wasn't given any further advice	10.33%	41
Total Respondents: 397		

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

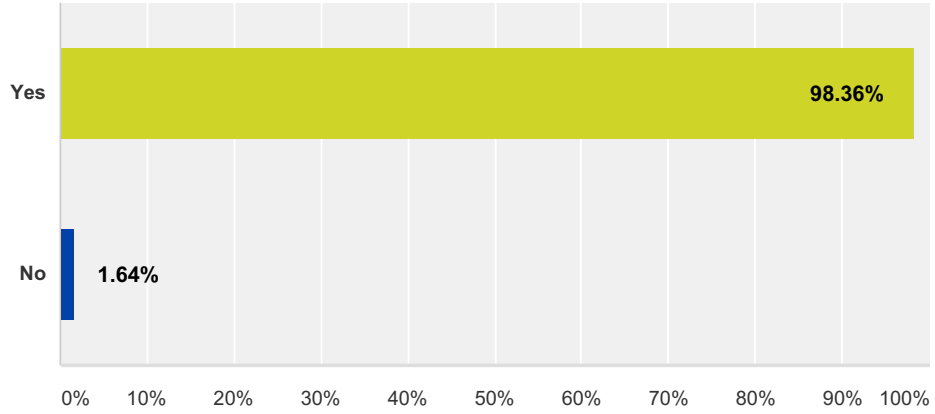
Answered: 422 Skipped: 53



Answer Choices	Responses
Excellent	52.37% 221
Very Good	30.09% 127
Good	12.80% 54
Fair	3.55% 15
Poor	1.18% 5
Total	422

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

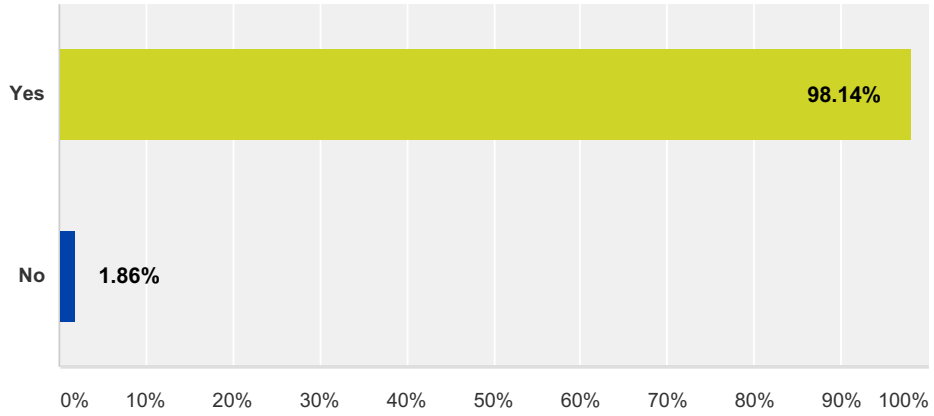
Answered: 426 Skipped: 49



Answer Choices	Responses	
Yes	98.36%	419
No	1.64%	7
Total		426

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: 429 Skipped: 46



Answer Choices	Responses	
Yes	98.14%	421
No	1.86%	8
Total		429