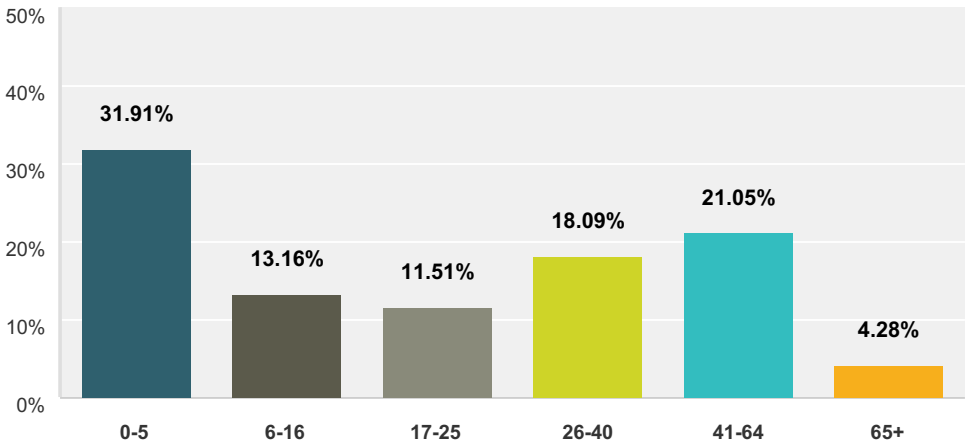


Q3 What age group is the patient? (if you are the patient please note your own age)

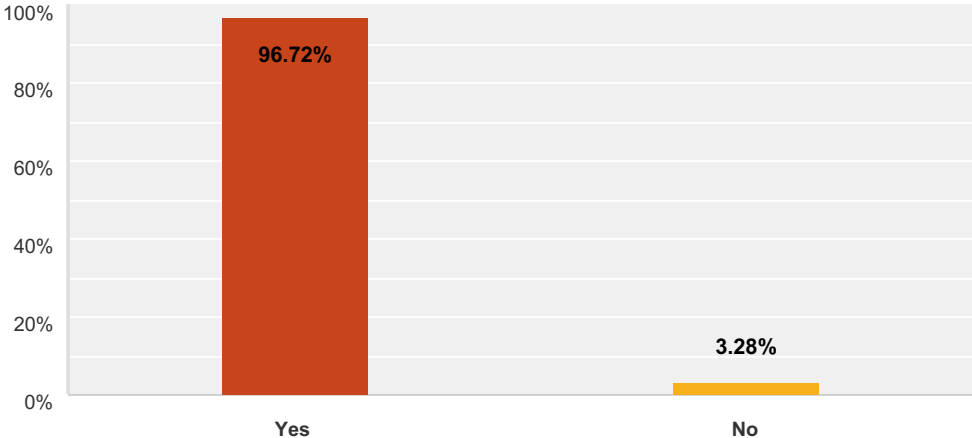
Answered: 304 Skipped: 5



Answer Choices	Responses	
0-5	31.91%	97
6-16	13.16%	40
17-25	11.51%	35
26-40	18.09%	55
41-64	21.05%	64
65+	4.28%	13
Total		304

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

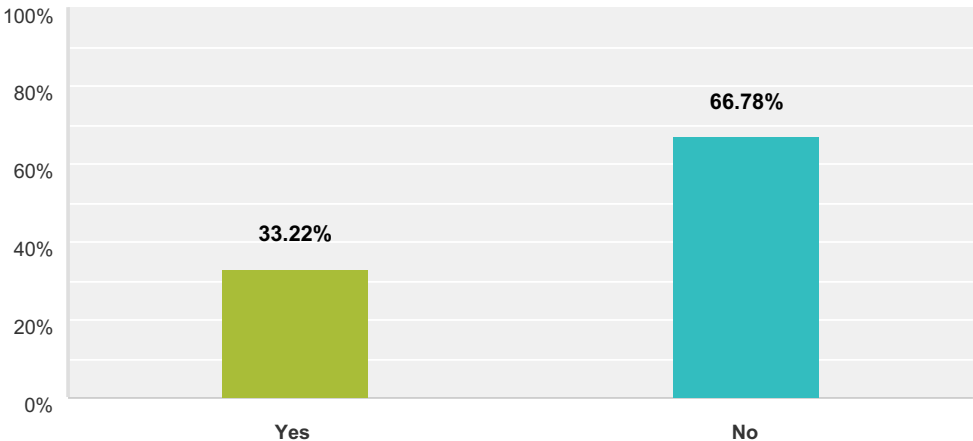
Answered: 305 Skipped: 4



Answer Choices	Responses
Yes	96.72% 295
No	3.28% 10
Total	305

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

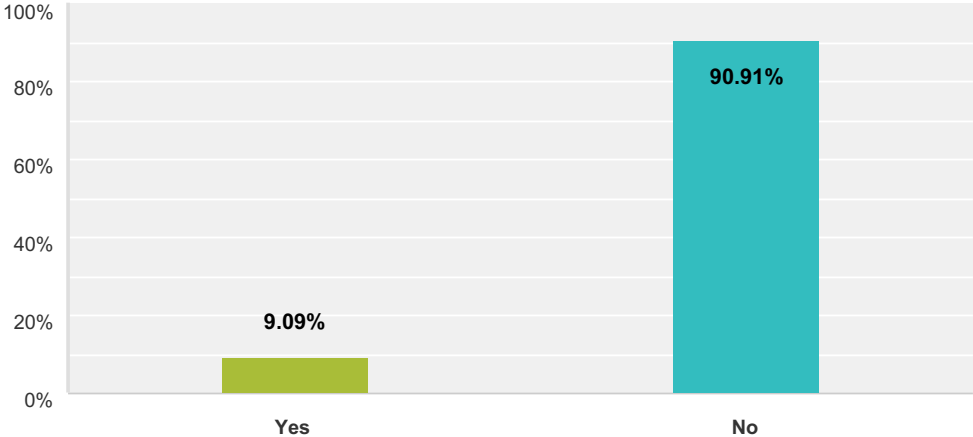
Answered: 301 Skipped: 8



Answer Choices	Responses	
Yes	33.22%	100
No	66.78%	201
Total		301

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

Answered: 55 Skipped: 254

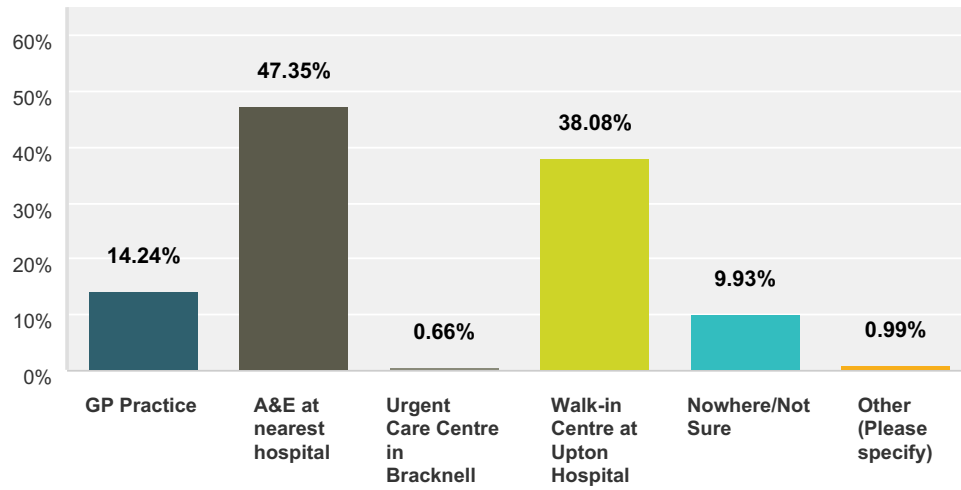


Answer Choices	Responses
Yes	9.09% 5
No	90.91% 50
Total	55

#	If Yes, please give details	Date
1	Got the number from the surgery.	3/30/2015 12:38 PM

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

Answered: 302 Skipped: 7

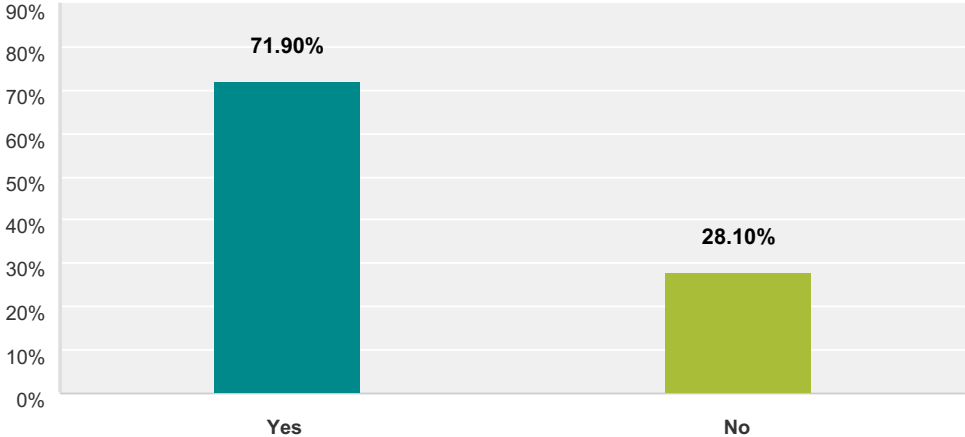


Answer Choices	Responses
GP Practice	14.24% 43
A&E at nearest hospital	47.35% 143
Urgent Care Centre in Bracknell	0.66% 2
Walk-in Centre at Upton Hospital	38.08% 115
Nowhere/Not Sure	9.93% 30
Other (Please specify)	0.99% 3
Total Respondents: 302	

#	Other (Please specify)	Date
1	Maidenhead, St John Hospital	3/30/2015 12:17 PM
2	Called out of hours number	3/30/2015 12:15 PM
3	Paramedics were attending my mother who was unwell with UTI/chest infection/fall and they checked my dad and advised visit GP required.	3/4/2015 11:43 AM

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

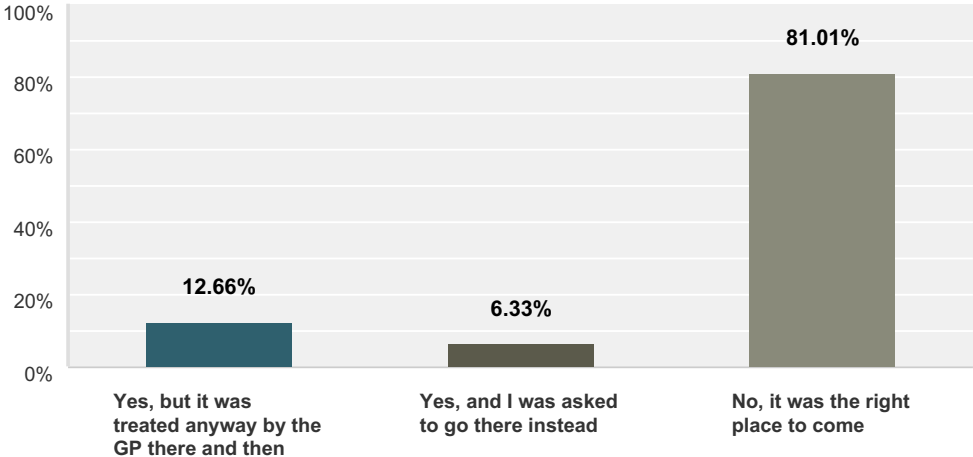
Answered: 306 Skipped: 3



Answer Choices	Responses	
Yes	71.90%	220
No	28.10%	86
Total		306

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?

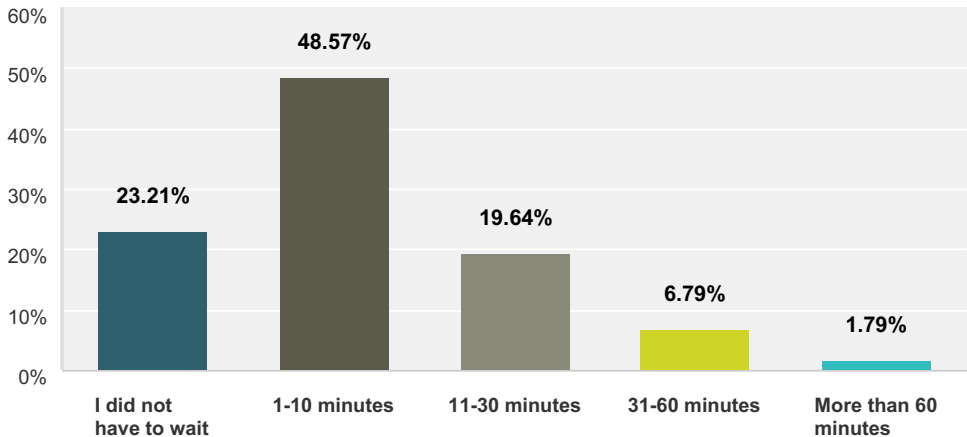
Answered: 237 Skipped: 72



Answer Choices	Responses
Yes, but it was treated anyway by the GP there and then	12.66% 30
Yes, and I was asked to go there instead	6.33% 15
No, it was the right place to come	81.01% 192
Total	237

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

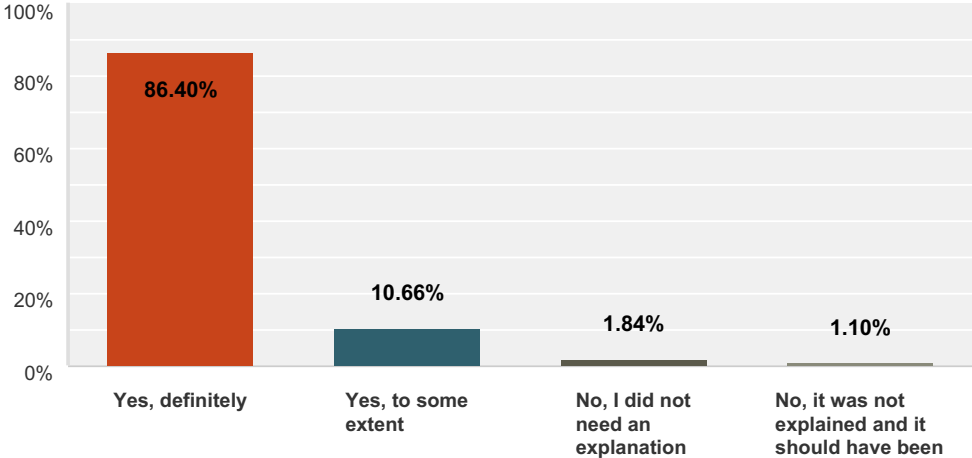
Answered: 280 Skipped: 29



Answer Choices	Responses	
I did not have to wait	23.21%	65
1-10 minutes	48.57%	136
11-30 minutes	19.64%	55
31-60 minutes	6.79%	19
More than 60 minutes	1.79%	5
Total		280

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

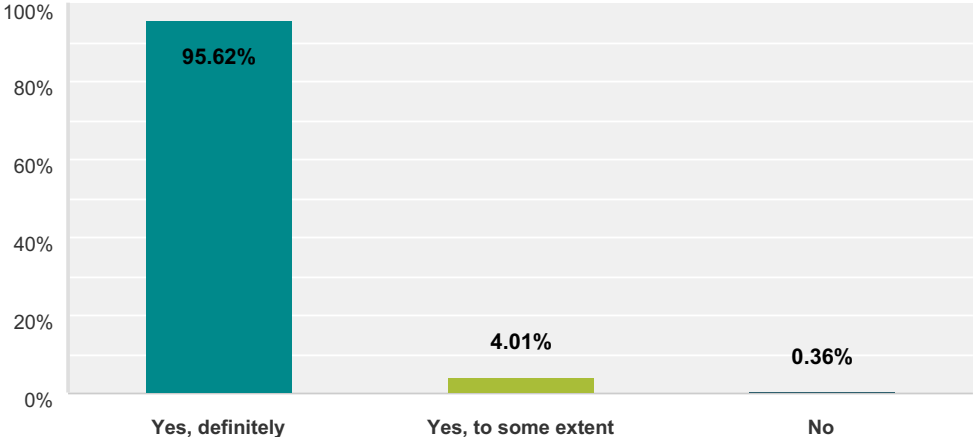
Answered: 272 Skipped: 37



Answer Choices	Responses	
Yes, definitely	86.40%	235
Yes, to some extent	10.66%	29
No, I did not need an explanation	1.84%	5
No, it was not explained and it should have been	1.10%	3
Total		272

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

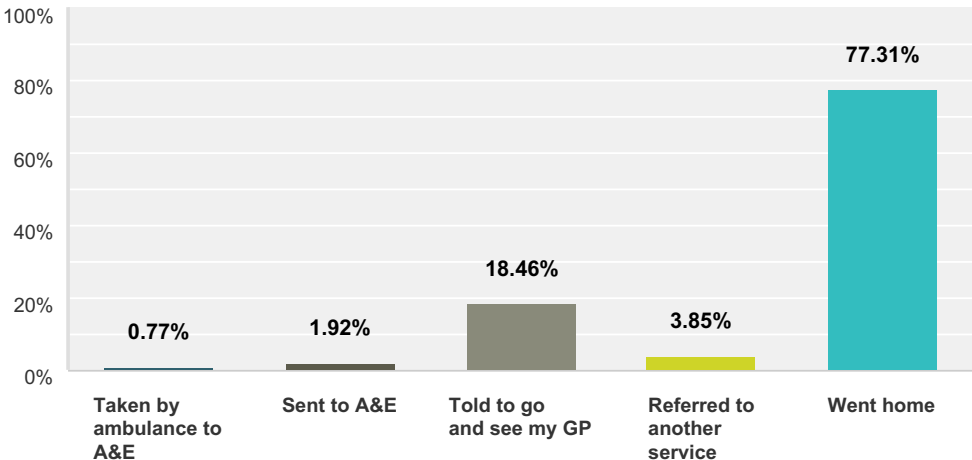
Answered: 274 Skipped: 35



Answer Choices	Responses	
Yes, definitely	95.62%	262
Yes, to some extent	4.01%	11
No	0.36%	1
Total		274

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

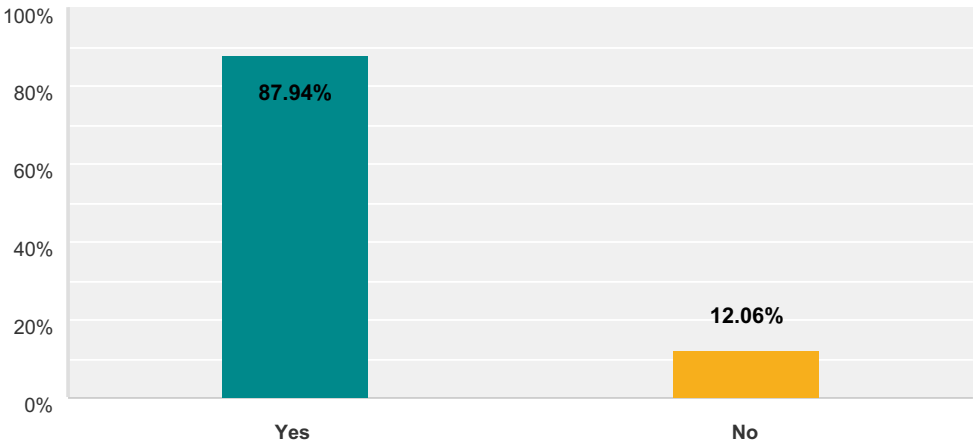
Answered: 260 Skipped: 49



Answer Choices	Responses	
Taken by ambulance to A&E	0.77%	2
Sent to A&E	1.92%	5
Told to go and see my GP	18.46%	48
Referred to another service	3.85%	10
Went home	77.31%	201
Total Respondents: 260		

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

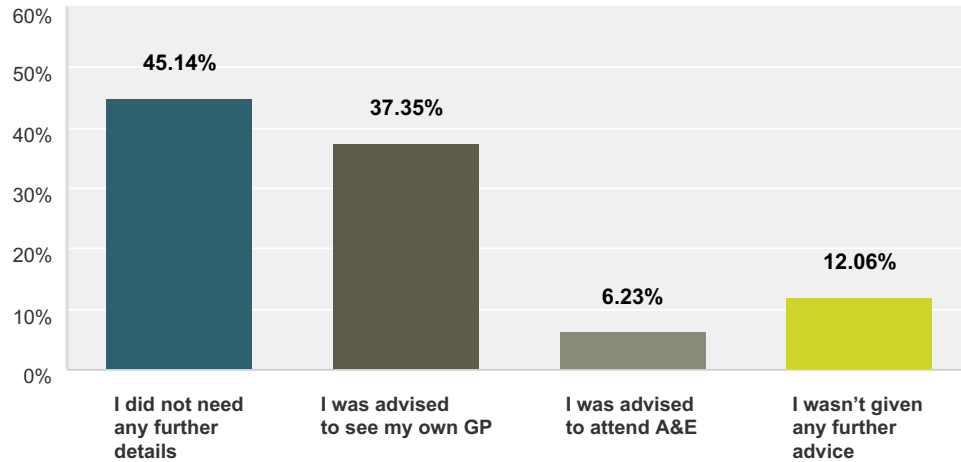
Answered: 257 Skipped: 52



Answer Choices	Responses	
Yes	87.94%	226
No	12.06%	31
Total		257

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

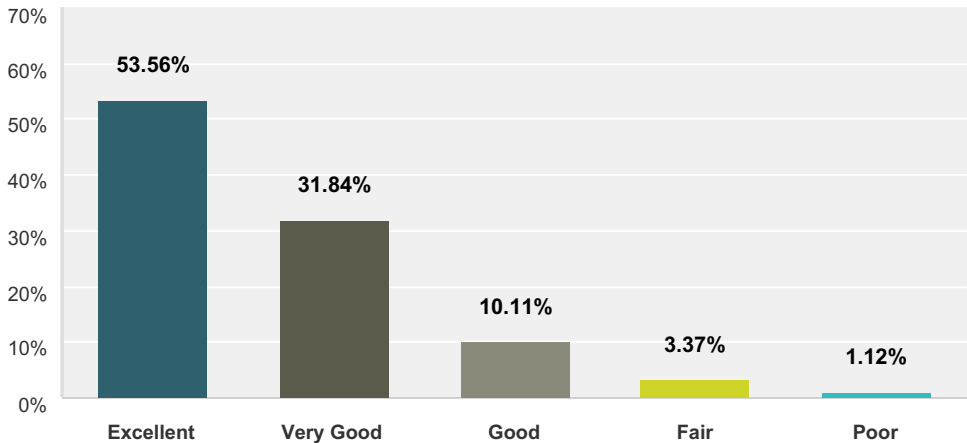
Answered: 257 Skipped: 52



Answer Choices	Responses	
I did not need any further details	45.14%	116
I was advised to see my own GP	37.35%	96
I was advised to attend A&E	6.23%	16
I wasn't given any further advice	12.06%	31
Total Respondents: 257		

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

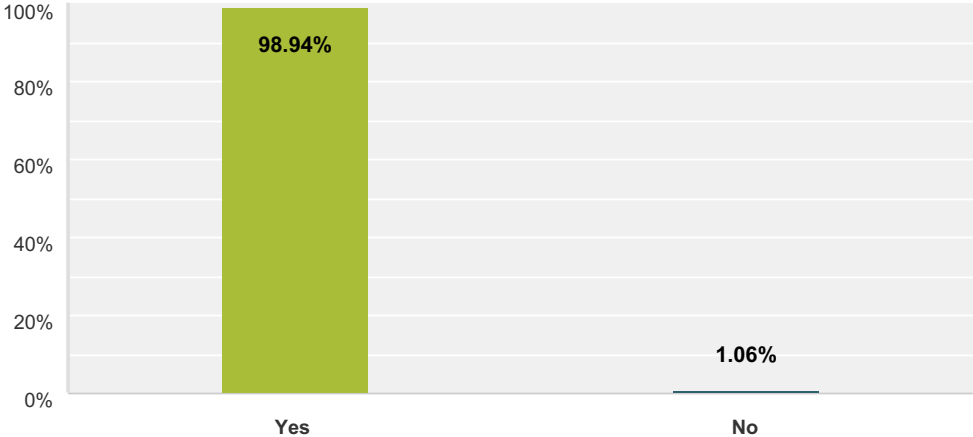
Answered: 267 Skipped: 42



Answer Choices	Responses	Count
Excellent	53.56%	143
Very Good	31.84%	85
Good	10.11%	27
Fair	3.37%	9
Poor	1.12%	3
Total		267

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

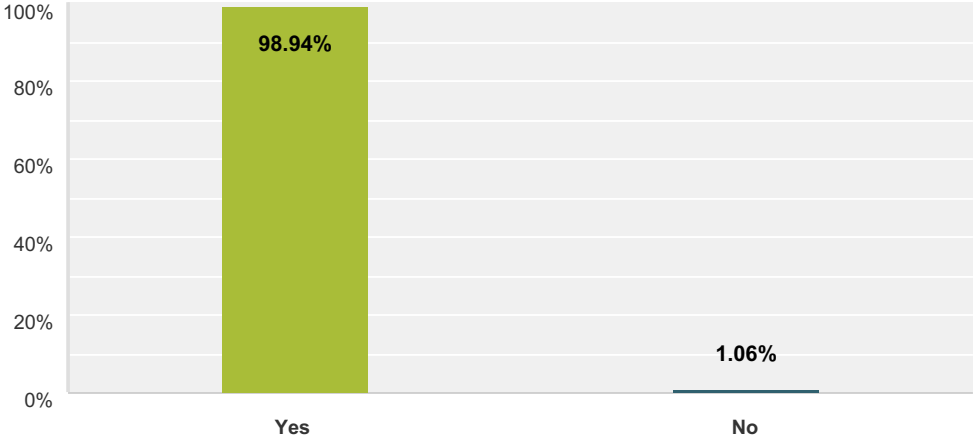
Answered: 283 Skipped: 26



Answer Choices	Responses
Yes	98.94% 280
No	1.06% 3
Total	283

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: 283 Skipped: 26



Answer Choices	Responses
Yes	98.94% 280
No	1.06% 3
Total	283