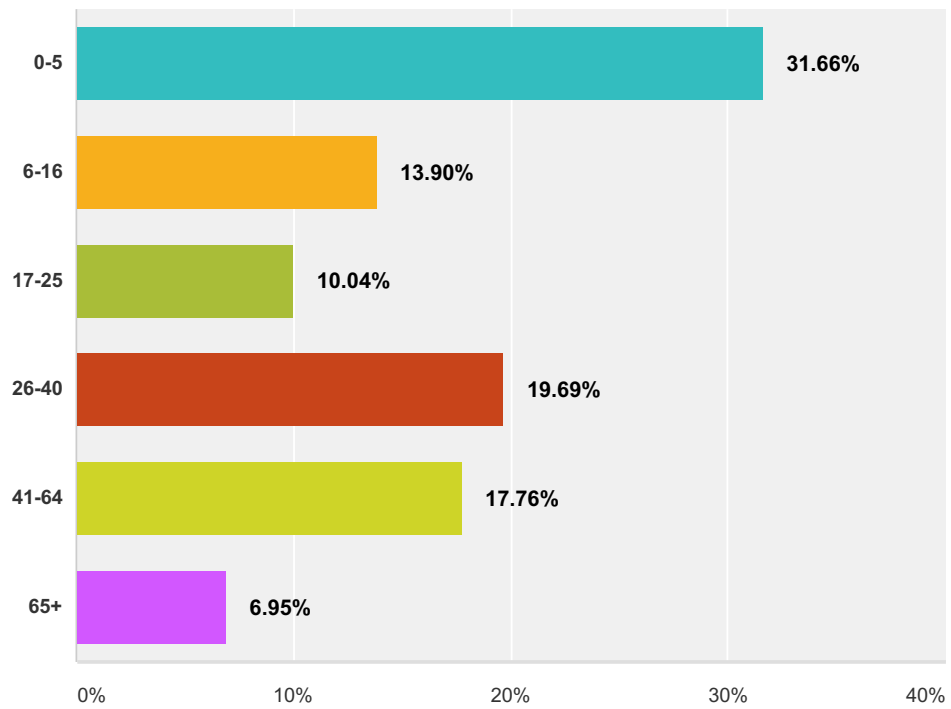


Q3 What age group is the patient? (if you are the patient please note your own age)

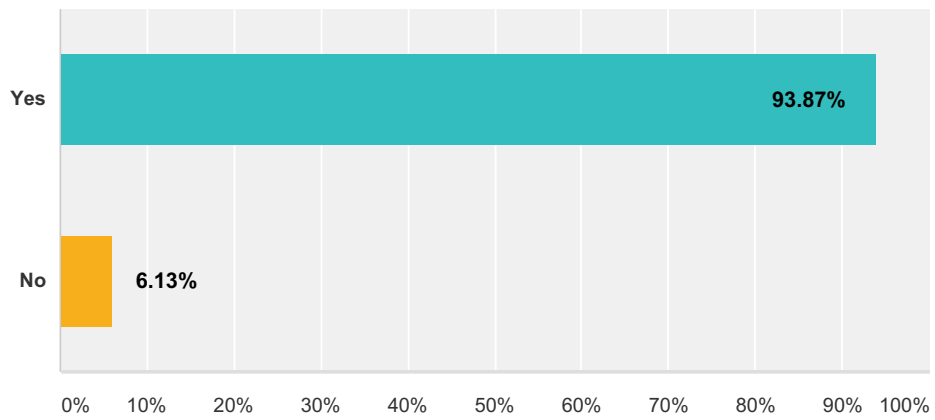
Answered: 259 Skipped: 7



Answer Choices	Responses	
0-5	31.66%	82
6-16	13.90%	36
17-25	10.04%	26
26-40	19.69%	51
41-64	17.76%	46
65+	6.95%	18
Total		259

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

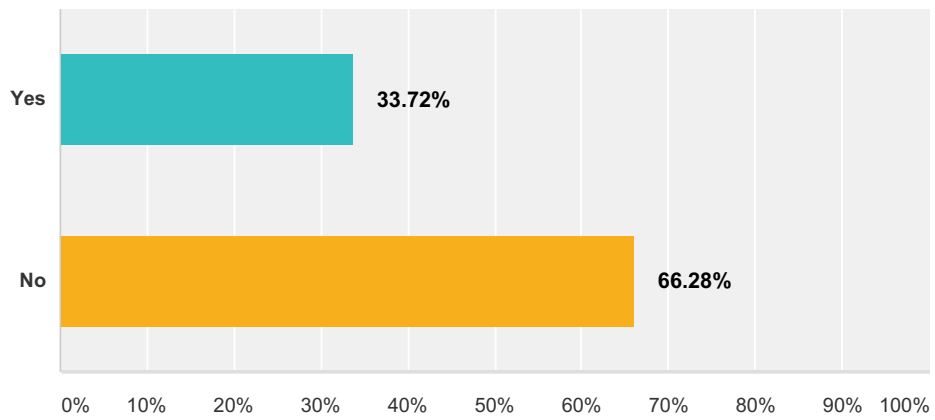
Answered: 261 Skipped: 5



Answer Choices	Responses
Yes	93.87% 245
No	6.13% 16
Total	261

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

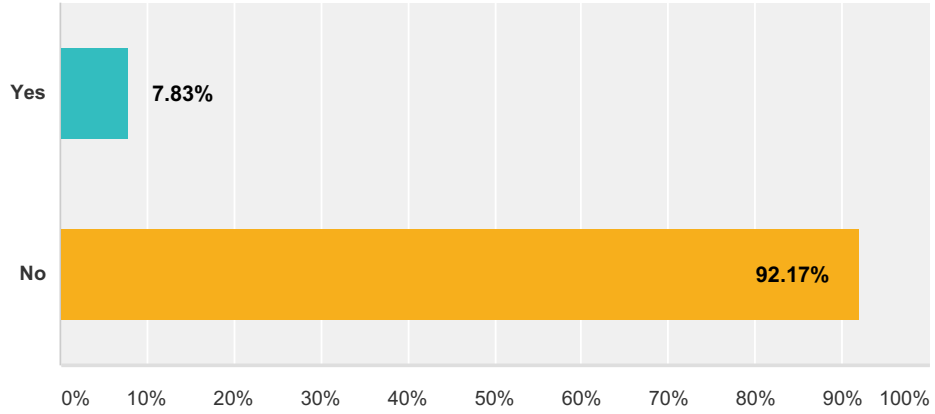
Answered: 258 Skipped: 8



Answer Choices	Responses	
Yes	33.72%	87
No	66.28%	171
Total		258

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

Answered: 166 Skipped: 100

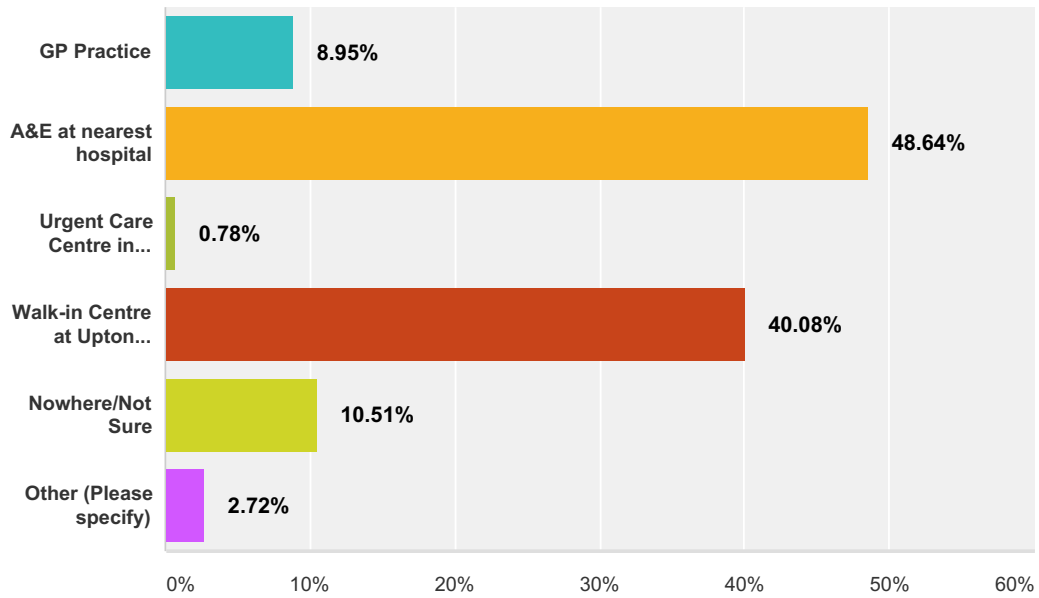


Answer Choices	Responses	
Yes	7.83%	13
No	92.17%	153
Total		166

#	If Yes, please give details	Date
1	PARAMEDIC	8/20/2014 4:12 AM
2	I know we come several times	8/5/2014 5:09 AM

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

Answered: 257 Skipped: 9

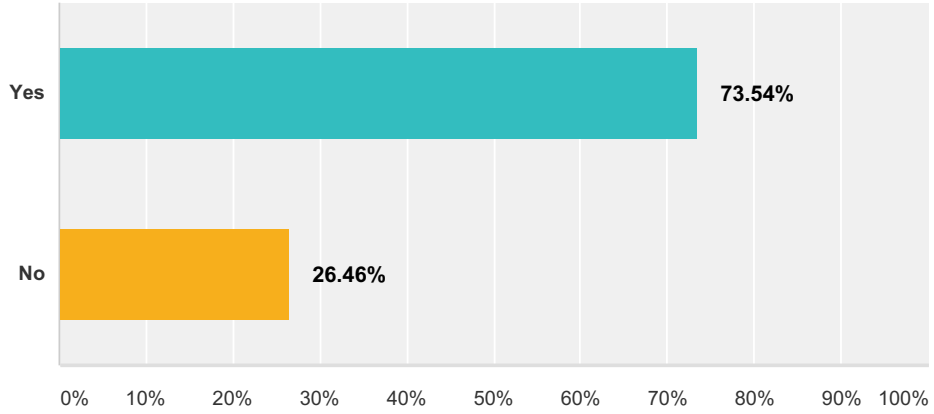


Answer Choices	Responses
GP Practice	8.95% 23
A&E at nearest hospital	48.64% 125
Urgent Care Centre in Bracknell	0.78% 2
Walk-in Centre at Upton Hospital	40.08% 103
Nowhere/Not Sure	10.51% 27
Other (Please specify)	2.72% 7
Total Respondents: 257	

#	Other (Please specify)	Date
1	Waited reluctantly until Monday morning	8/20/2014 3:47 AM
2	Pt has open access to ward 24 WPH	8/20/2014 3:28 AM
3	-	8/12/2014 2:11 AM
4	999	7/30/2014 5:59 AM
5	NO COMMENT GIVEN	7/29/2014 4:12 AM
6	MINOR INJURIES H'WOOD	7/29/2014 3:38 AM
7	Chemist	7/7/2014 2:46 AM

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

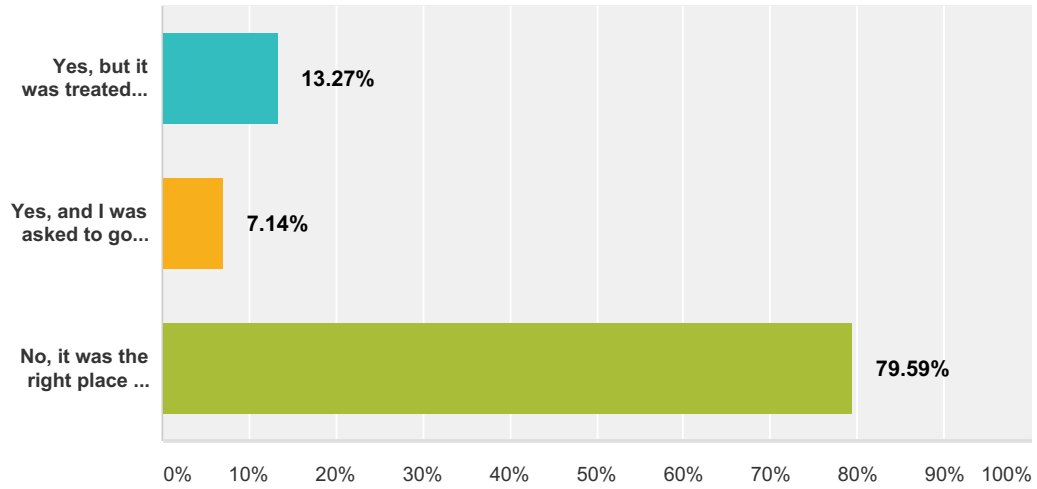
Answered: 257 Skipped: 9



Answer Choices	Responses	
Yes	73.54%	189
No	26.46%	68
Total		257

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?

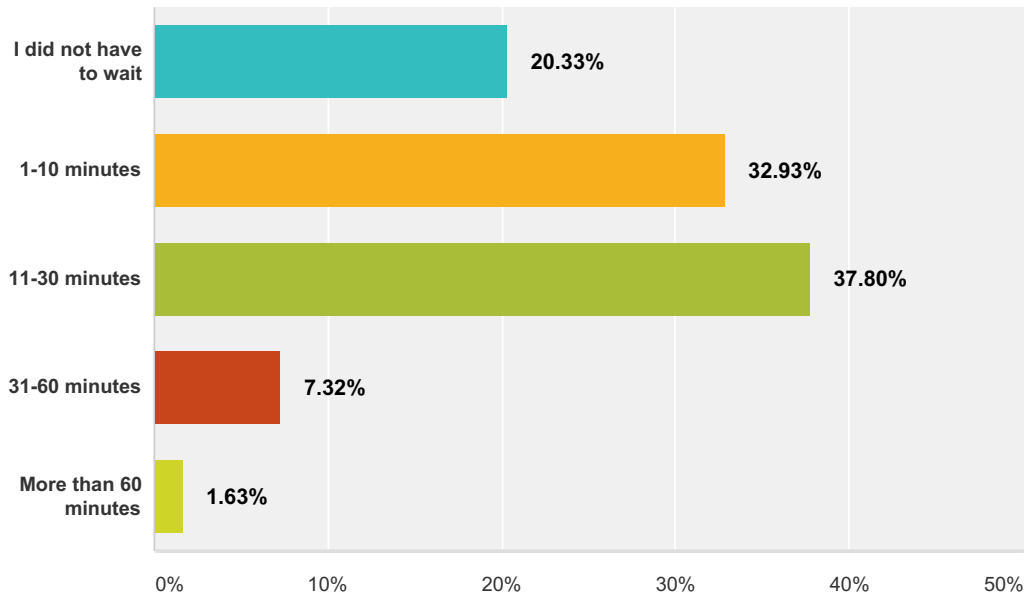
Answered: 196 Skipped: 70



Answer Choices	Responses
Yes, but it was treated anyway by the GP there and then	13.27% 26
Yes, and I was asked to go there instead	7.14% 14
No, it was the right place to come	79.59% 156
Total	196

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

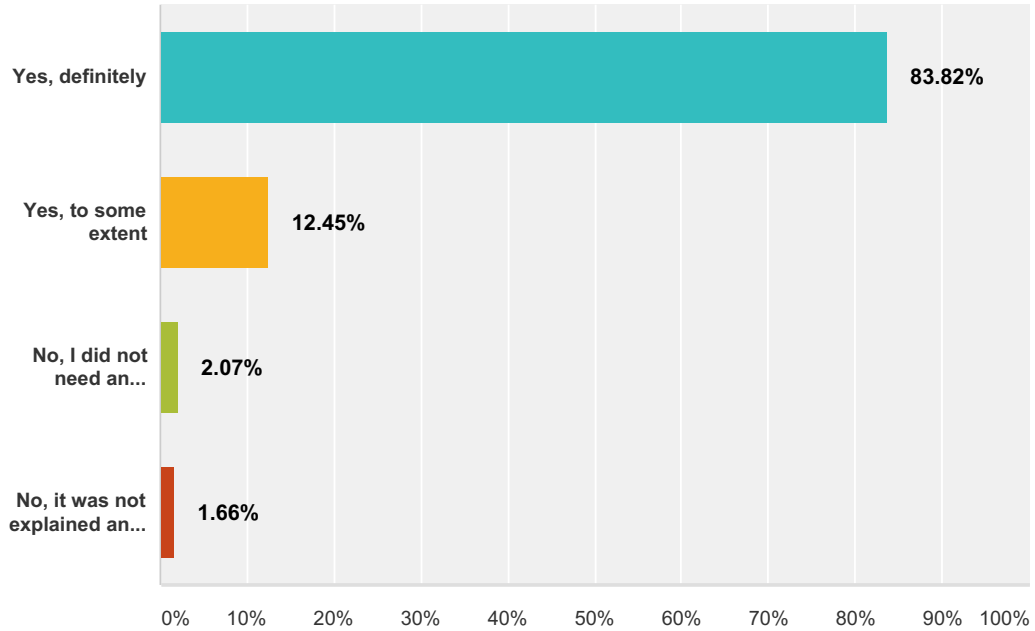
Answered: 246 Skipped: 20



Answer Choices	Responses	Count
I did not have to wait	20.33%	50
1-10 minutes	32.93%	81
11-30 minutes	37.80%	93
31-60 minutes	7.32%	18
More than 60 minutes	1.63%	4
Total		246

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

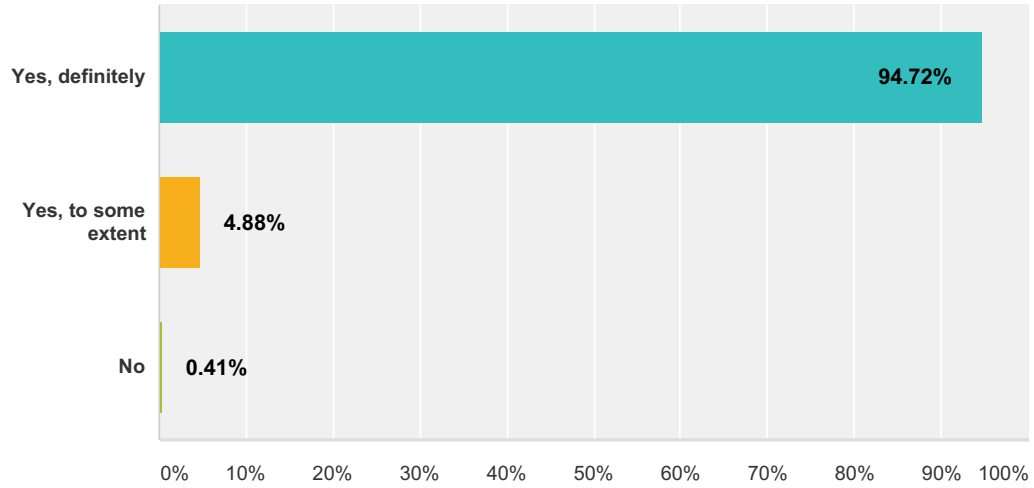
Answered: 241 Skipped: 25



Answer Choices	Responses	
Yes, definitely	83.82%	202
Yes, to some extent	12.45%	30
No, I did not need an explanation	2.07%	5
No, it was not explained and it should have been	1.66%	4
Total		241

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

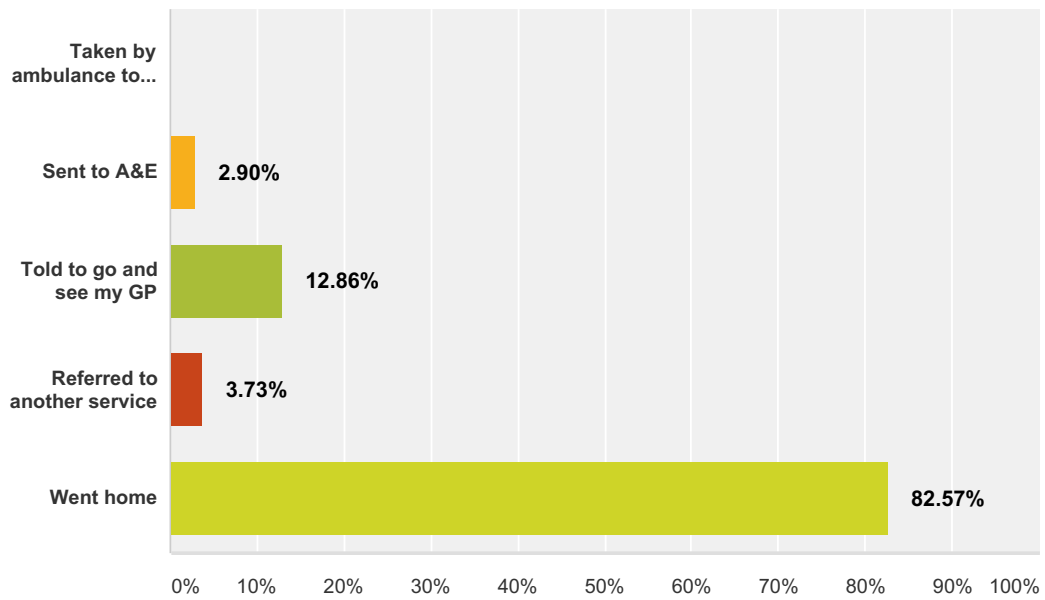
Answered: 246 Skipped: 20



Answer Choices	Responses	
Yes, definitely	94.72%	233
Yes, to some extent	4.88%	12
No	0.41%	1
Total		246

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

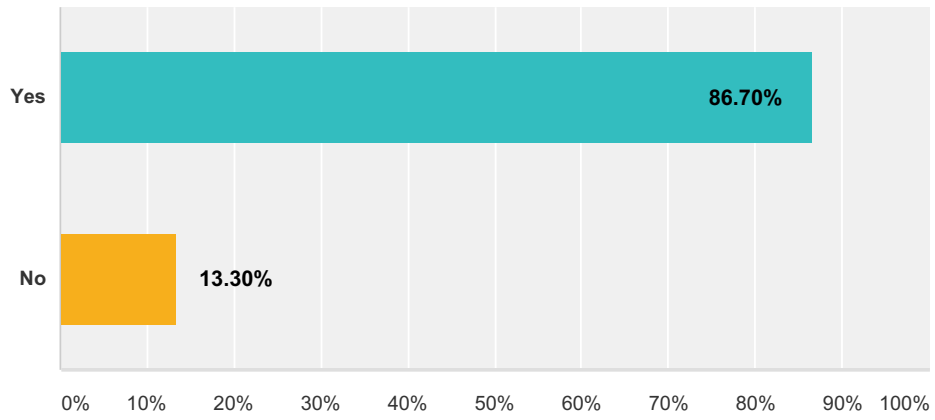
Answered: 241 Skipped: 25



Answer Choices	Responses
Taken by ambulance to A&E	0.00% 0
Sent to A&E	2.90% 7
Told to go and see my GP	12.86% 31
Referred to another service	3.73% 9
Went home	82.57% 199
Total Respondents: 241	

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

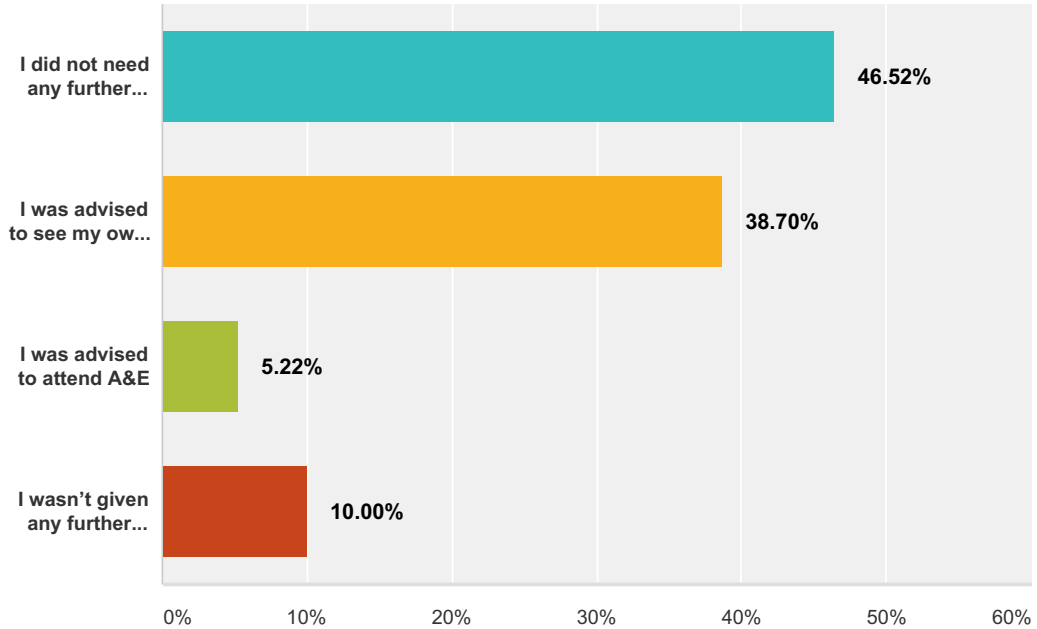
Answered: 233 Skipped: 33



Answer Choices	Responses
Yes	86.70% 202
No	13.30% 31
Total	233

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

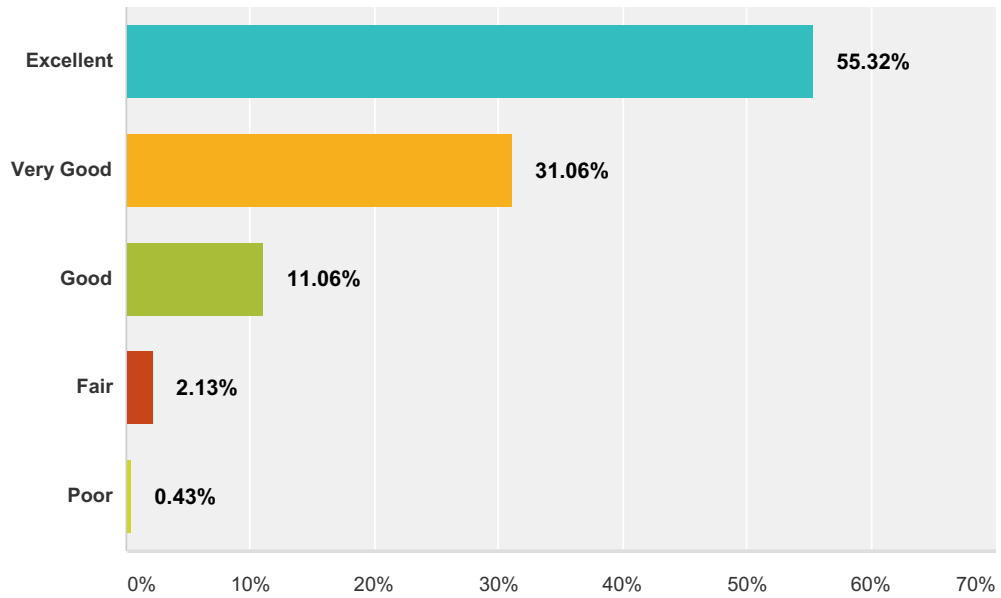
Answered: 230 Skipped: 36



Answer Choices	Responses	Count
I did not need any further details	46.52%	107
I was advised to see my own GP	38.70%	89
I was advised to attend A&E	5.22%	12
I wasn't given any further advice	10.00%	23
Total Respondents: 230		

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

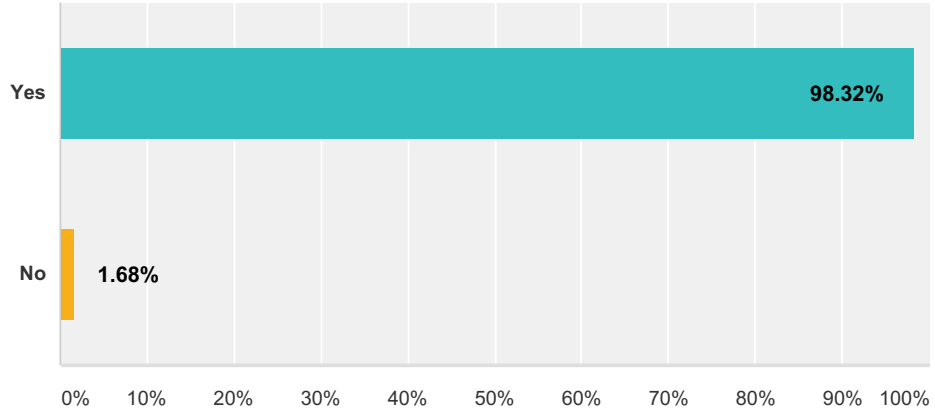
Answered: 235 Skipped: 31



Answer Choices	Responses
Excellent	55.32% 130
Very Good	31.06% 73
Good	11.06% 26
Fair	2.13% 5
Poor	0.43% 1
Total	235

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

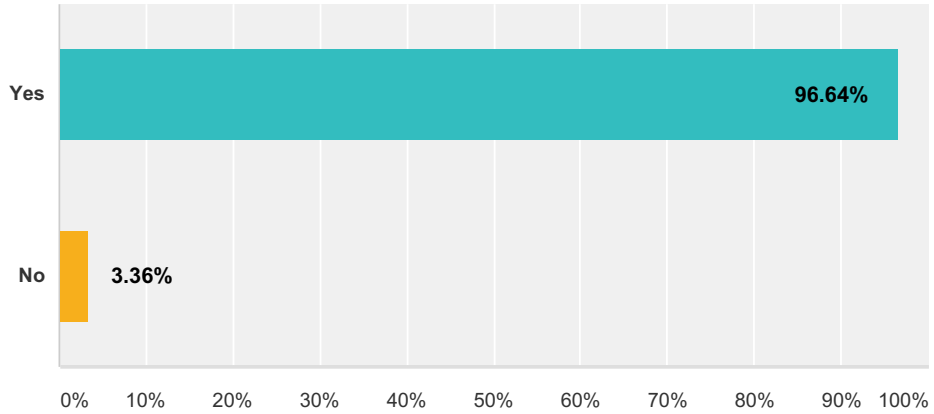
Answered: 238 Skipped: 28



Answer Choices	Responses
Yes	98.32% 234
No	1.68% 4
Total	238

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: 238 Skipped: 28



Answer Choices	Responses
Yes	96.64% 230
No	3.36% 8
Total	238