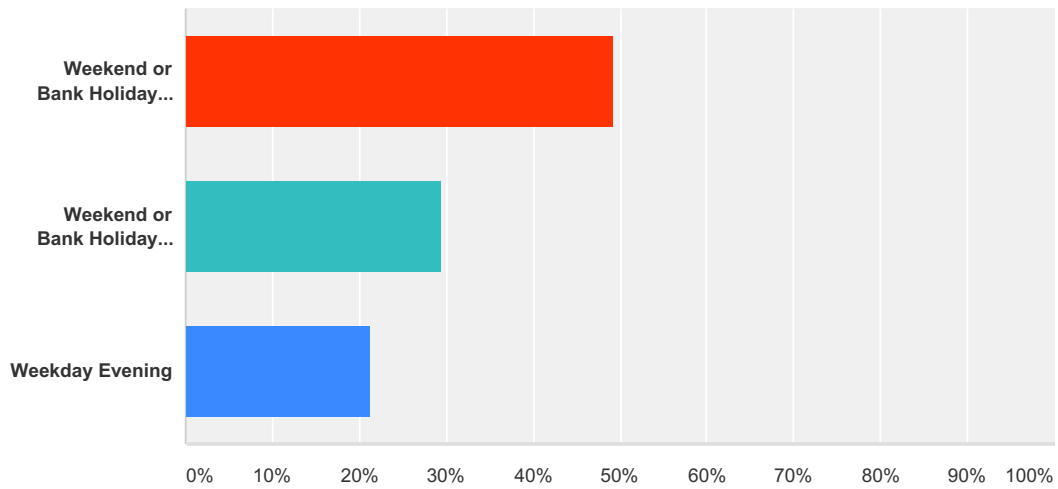


Q2 At what time of the day did you attend the Primary Care Centre?

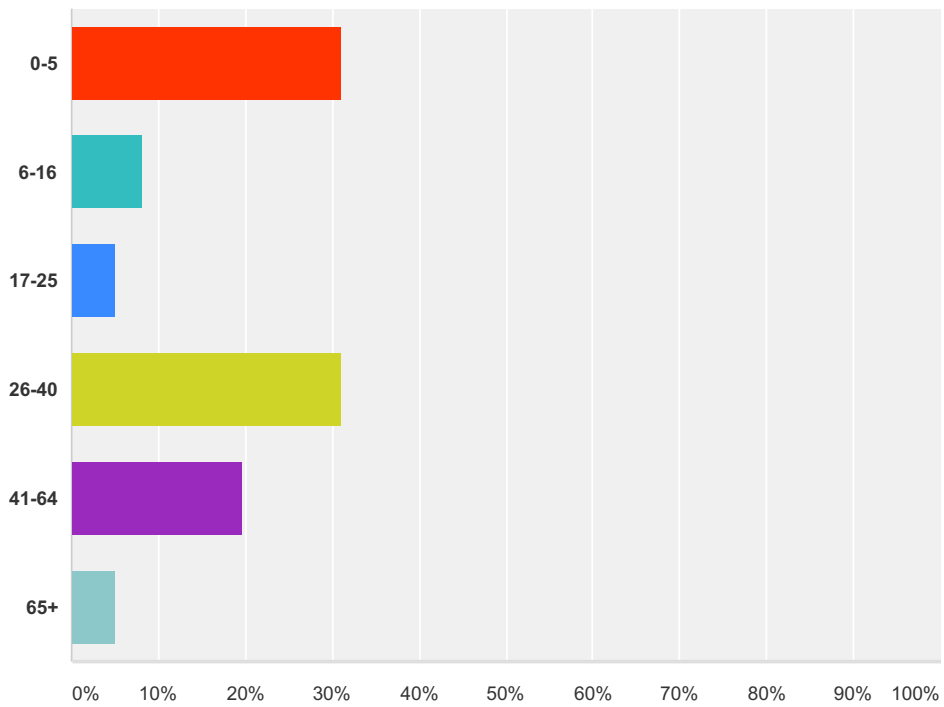
Answered: 61 Skipped: 2



Answer Choices	Responses
Weekend or Bank Holiday Daytime	49.18% 30
Weekend or Bank Holiday Evening	29.51% 18
Weekday Evening	21.31% 13
Total	61

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

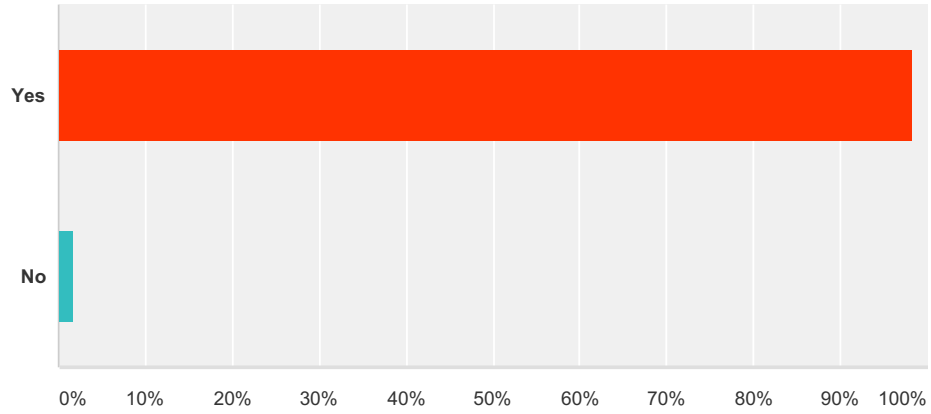
Answered: 61 Skipped: 2



Answer Choices	Responses
0-5	31.15% 19
6-16	8.20% 5
17-25	4.92% 3
26-40	31.15% 19
41-64	19.67% 12
65+	4.92% 3
Total	61

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

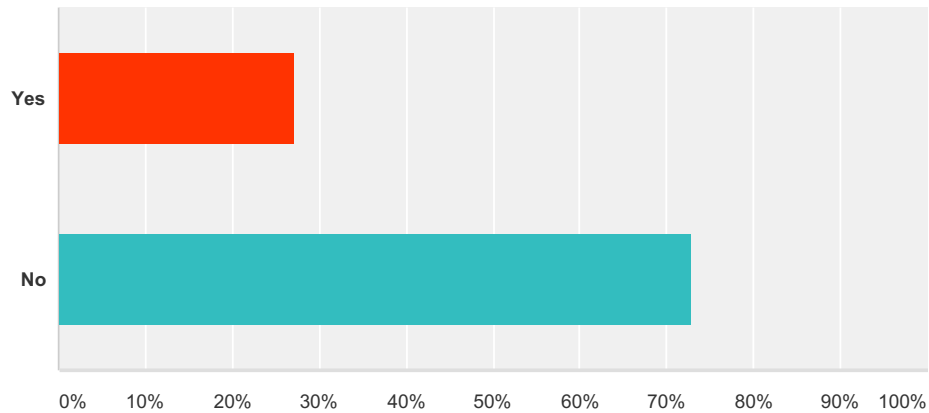
Answered: 61 Skipped: 2



Answer Choices	Responses
Yes	98.36% 60
No	1.64% 1
Total	61

Q6 Had you already visited another service directly before coming to the Primary Care Centre?

Answered: 48 Skipped: 15

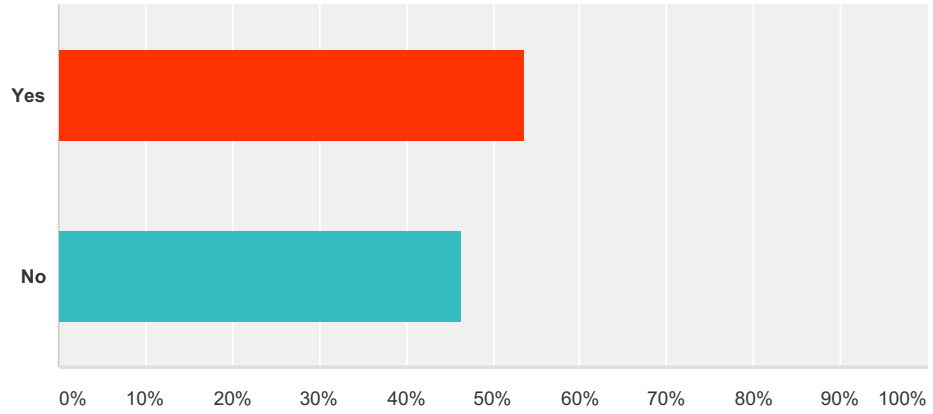


Answer Choices	Responses	
Yes	27.08%	13
No	72.92%	35
Total		48

#	If Yes, please give details	Date
1	gp	8/7/2015 2:47 PM
2	gp	8/7/2015 2:41 PM
3	gp	8/7/2015 2:36 PM
4	gp	8/7/2015 2:31 PM
5	gp	8/7/2015 2:17 PM
6	gp	8/7/2015 2:16 PM
7	gp	8/7/2015 2:13 PM
8	gp	8/7/2015 2:10 PM
9	gp	8/7/2015 1:51 PM
10	gp	8/7/2015 1:40 PM
11	gp	8/7/2015 1:35 PM
12	GP	8/7/2015 1:32 PM
13	phoned doctors surgery	7/1/2015 2:07 PM

Q7 Did you already know about the Out of Hours Primary Care Centre before attending this time?

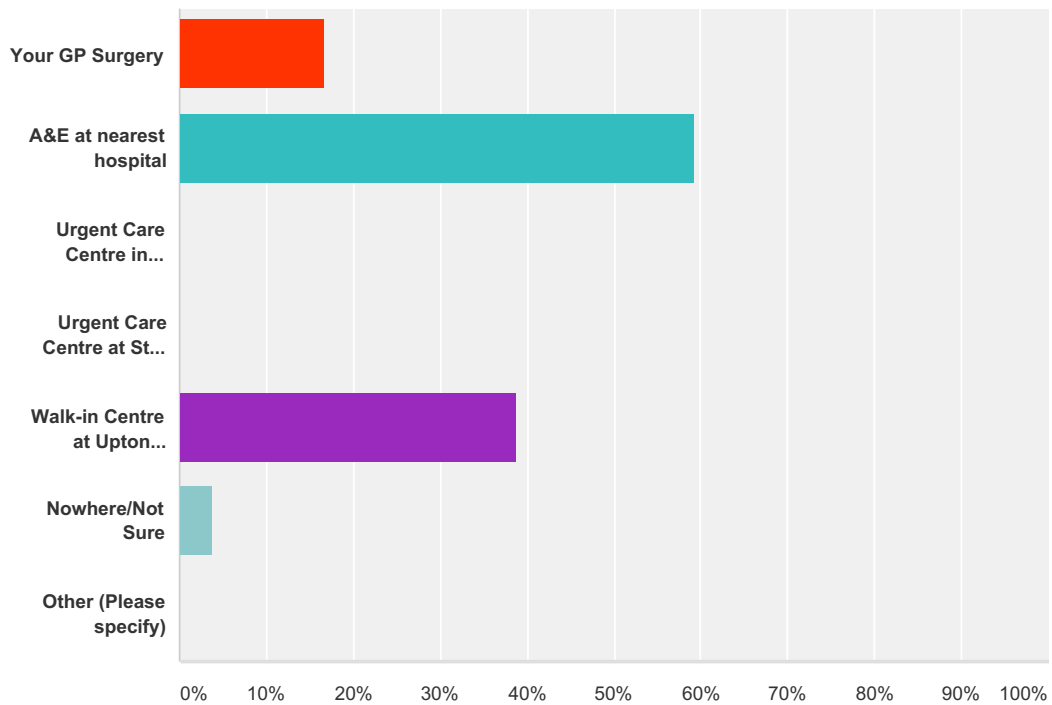
Answered: 56 Skipped: 7



Answer Choices	Responses
Yes	53.57% 30
No	46.43% 26
Total	56

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

Answered: 54 Skipped: 9

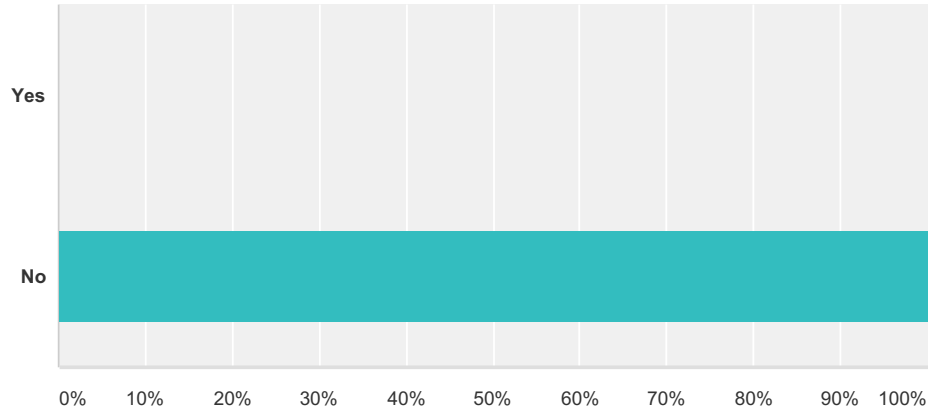


Answer Choices	Responses
Your GP Surgery	16.67% 9
A&E at nearest hospital	59.26% 32
Urgent Care Centre in Bracknell	0.00% 0
Urgent Care Centre at St Marks Hospital	0.00% 0
Walk-in Centre at Upton Hospital	38.89% 21
Nowhere/Not Sure	3.70% 2
Other (Please specify)	0.00% 0
Total Respondents: 54	

#	Other (Please specify)	Date
	There are no responses.	

Q9 Did you have a pre-booked appointment to see the GP when you arrived at the Primary Care Centre?

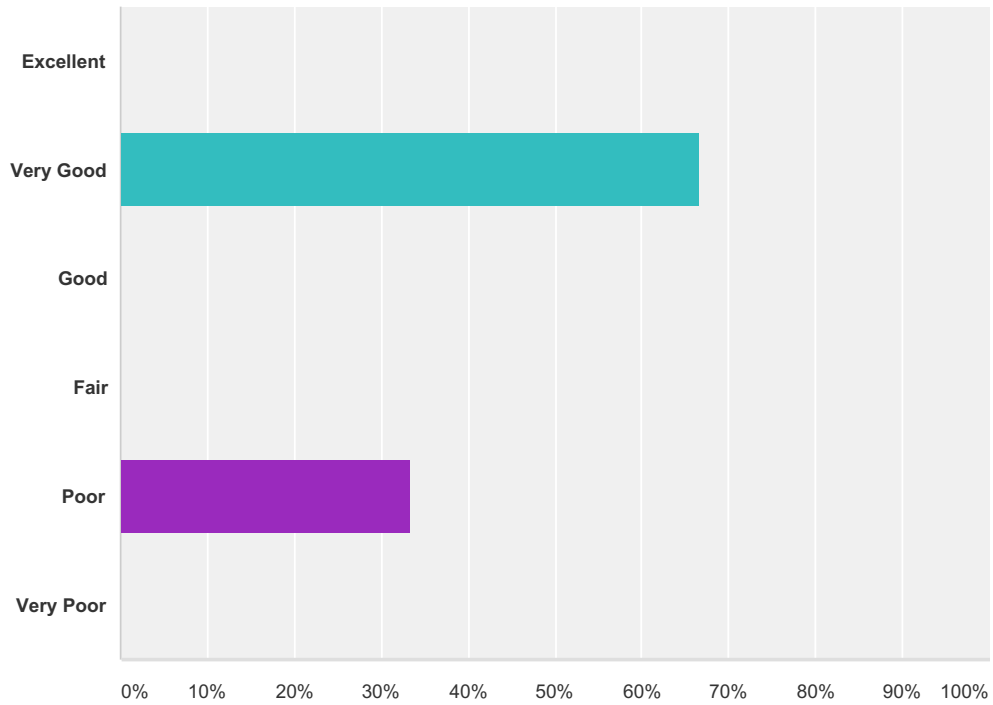
Answered: 2 Skipped: 61



Answer Choices	Responses
Yes	0.00% 0
No	100.00% 2
Total	2

Q10 How would you rate the attitude of the receptionist?

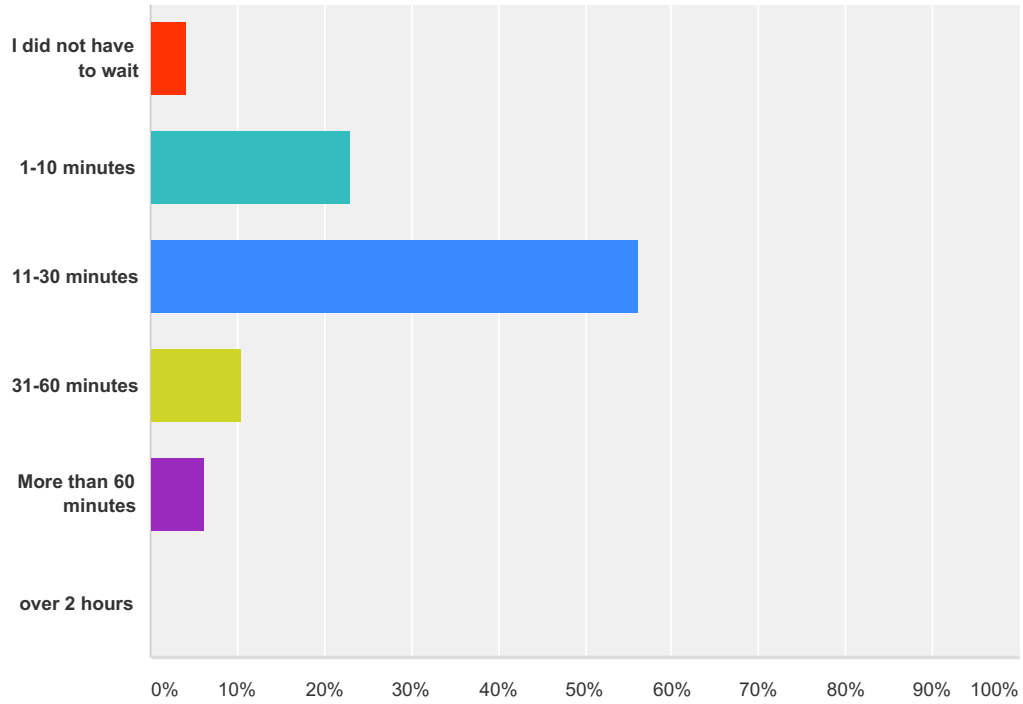
Answered: 3 Skipped: 60



Answer Choices	Responses	
Excellent	0.00%	0
Very Good	66.67%	2
Good	0.00%	0
Fair	0.00%	0
Poor	33.33%	1
Very Poor	0.00%	0
Total		3

Q11 From the time you arrived, roughly how long did you have to wait top be seen by a Doctor?

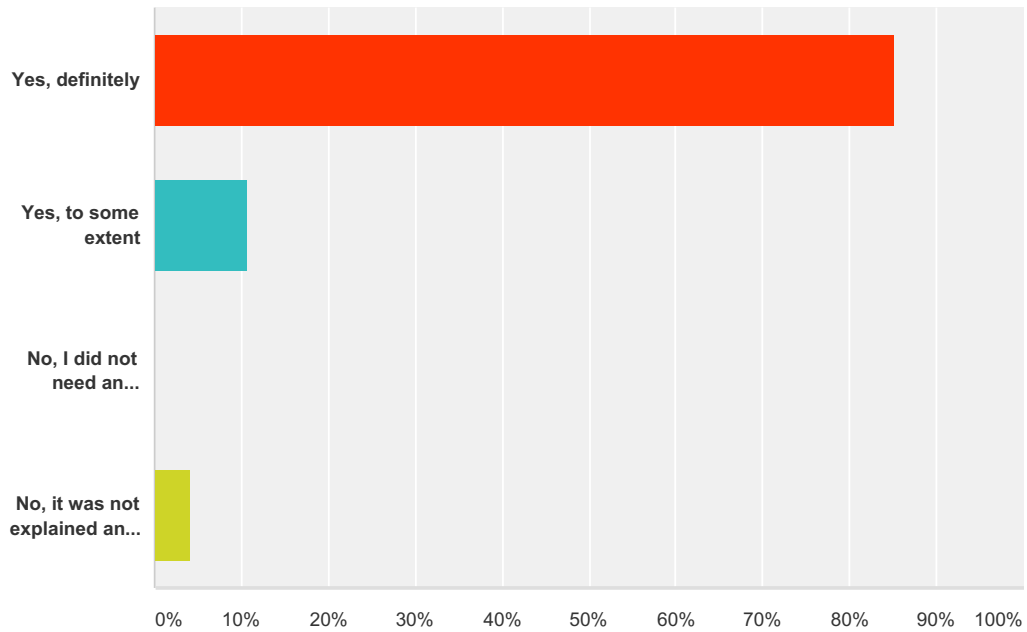
Answered: 48 Skipped: 15



Answer Choices	Responses	
I did not have to wait	4.17%	2
1-10 minutes	22.92%	11
11-30 minutes	56.25%	27
31-60 minutes	10.42%	5
More than 60 minutes	6.25%	3
over 2 hours	0.00%	0
Total		48

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

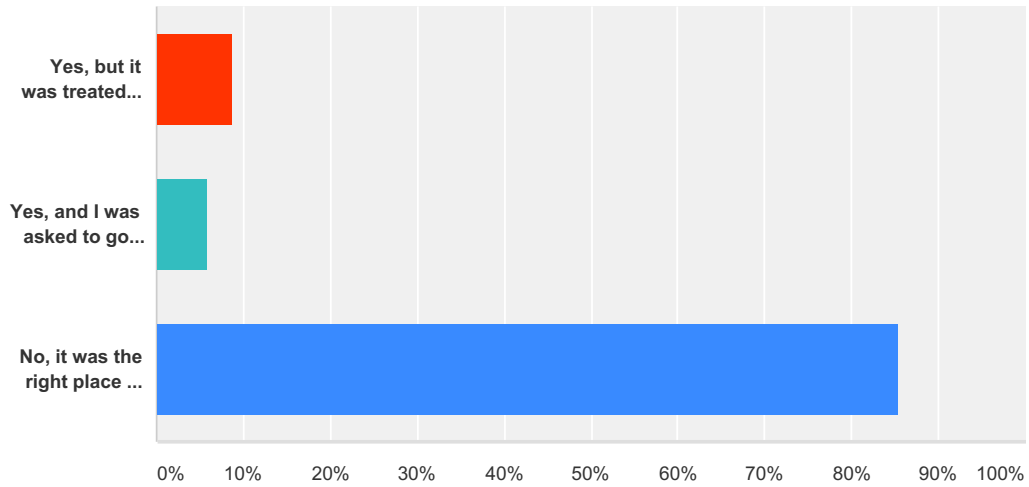
Answered: 47 Skipped: 16



Answer Choices	Responses
Yes, definitely	85.11% 40
Yes, to some extent	10.64% 5
No, I did not need an explanation	0.00% 0
No, it was not explained and it should have been	4.26% 2
Total	47

Q13 Did the Doctor at the Primary Care Centre advise you that your condition should be treated at another service e.g. A&E, Pharmacy or your own GP?

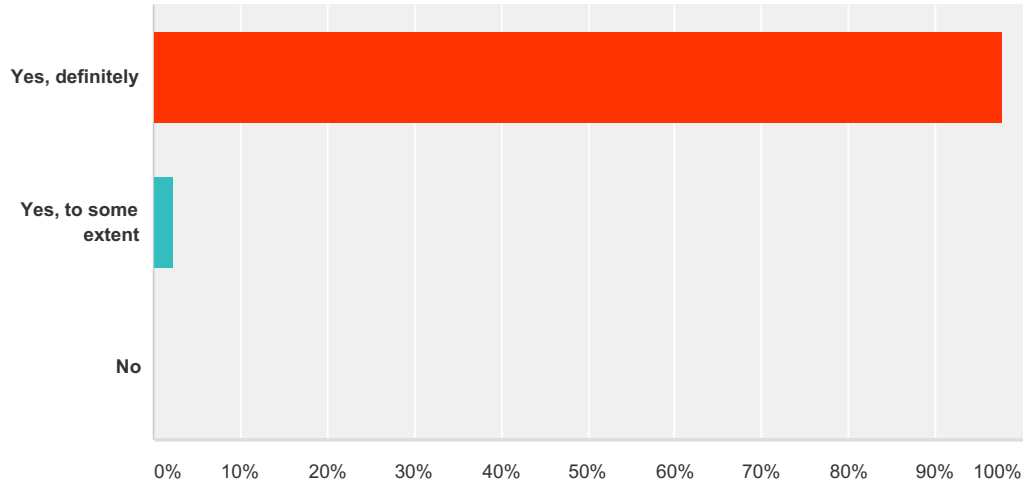
Answered: 34 Skipped: 29



Answer Choices	Responses
Yes, but it was treated anyway by the GP there and then	8.82% 3
Yes, and I was asked to go there instead	5.88% 2
No, it was the right place to come	85.29% 29
Total	34

Q14 Were you treated politely and with respect by the healthcare professional you spoke to?

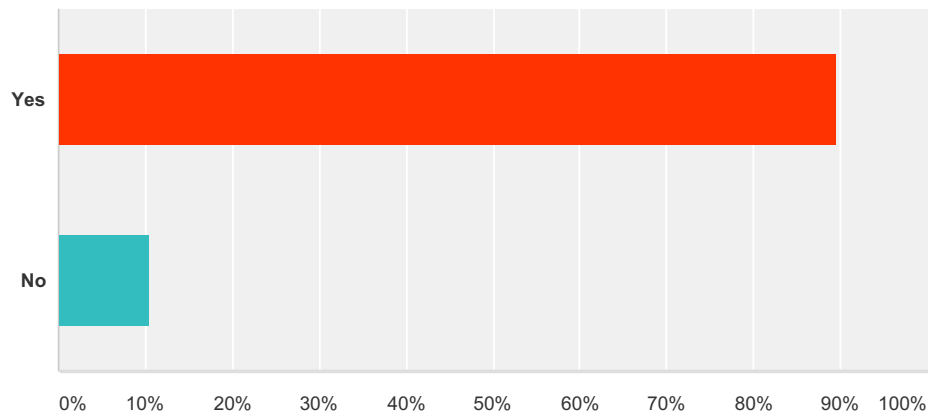
Answered: 43 Skipped: 20



Answer Choices	Responses	
Yes, definitely	97.67%	42
Yes, to some extent	2.33%	1
No	0.00%	0
Total		43

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

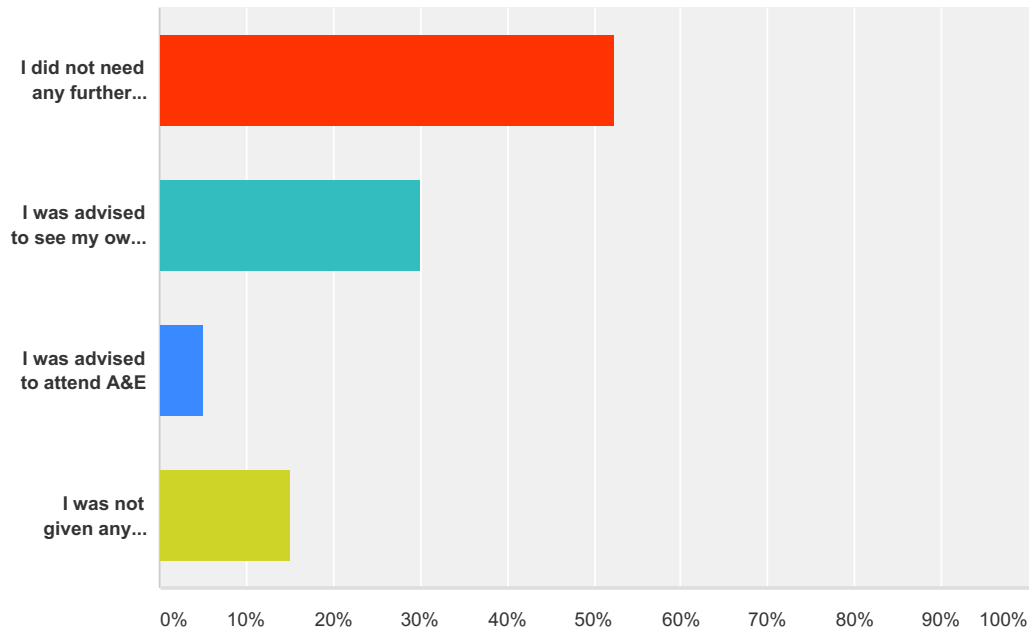
Answered: 38 Skipped: 25



Answer Choices	Responses	
Yes	89.47%	34
No	10.53%	4
Total		38

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

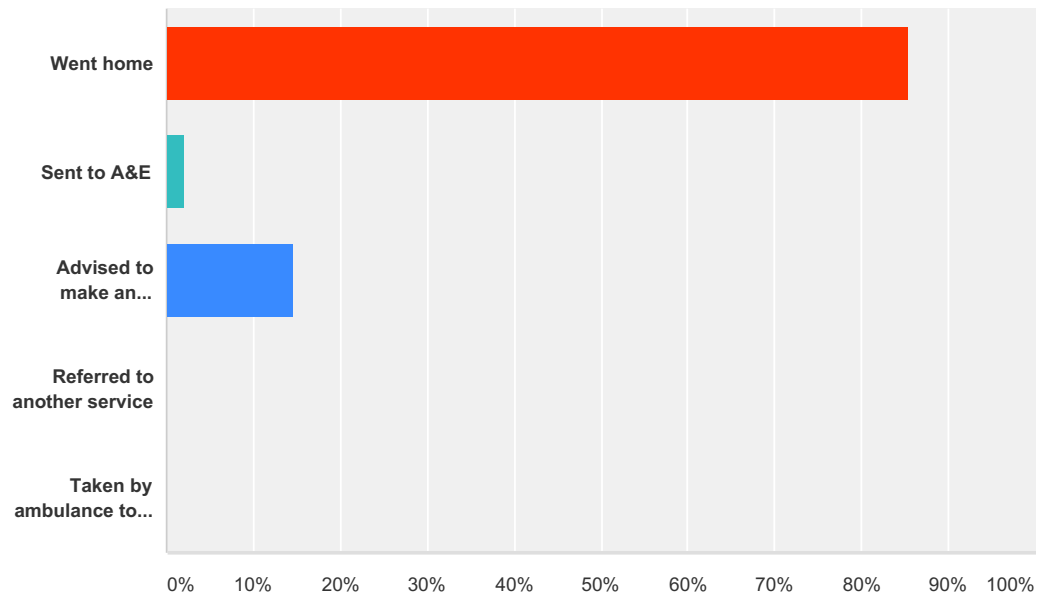
Answered: 40 Skipped: 23



Answer Choices	Responses
I did not need any further details	52.50% 21
I was advised to see my own GP	30.00% 12
I was advised to attend A&E	5.00% 2
I was not given any details of someone I could contact	15.00% 6
Total Respondents: 40	

Q17 What happened at the end of your visit to the Primary Care Centre?

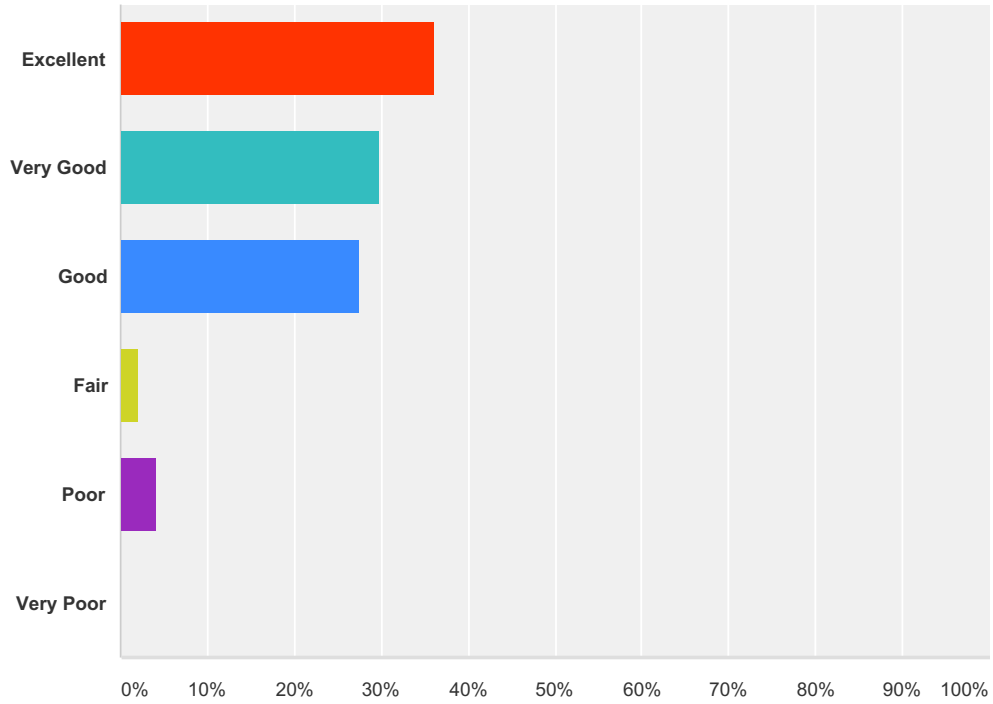
Answered: 48 Skipped: 15



Answer Choices	Responses
Went home	85.42% 41
Sent to A&E	2.08% 1
Advised to make an appointment with my GP	14.58% 7
Referred to another service	0.00% 0
Taken by ambulance to A&E	0.00% 0
Total Respondents: 48	

Q18 Overall, how would you rate the service you received while at the Primary Care Centre?

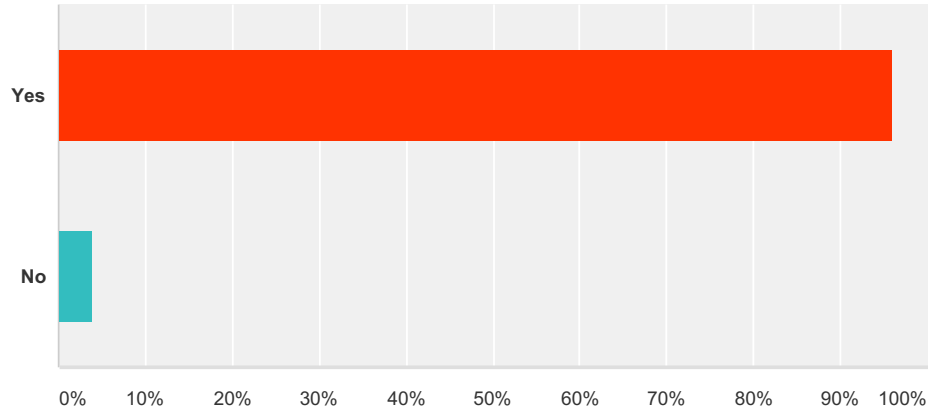
Answered: 47 Skipped: 16



Answer Choices	Responses	
Excellent	36.17%	17
Very Good	29.79%	14
Good	27.66%	13
Fair	2.13%	1
Poor	4.26%	2
Very Poor	0.00%	0
Total		47

Q19 Would you recommend this Primary Care Centre to friends, family and people you know?

Answered: 51 Skipped: 12



Answer Choices	Responses	
Yes	96.08%	49
No	3.92%	2
Total		51