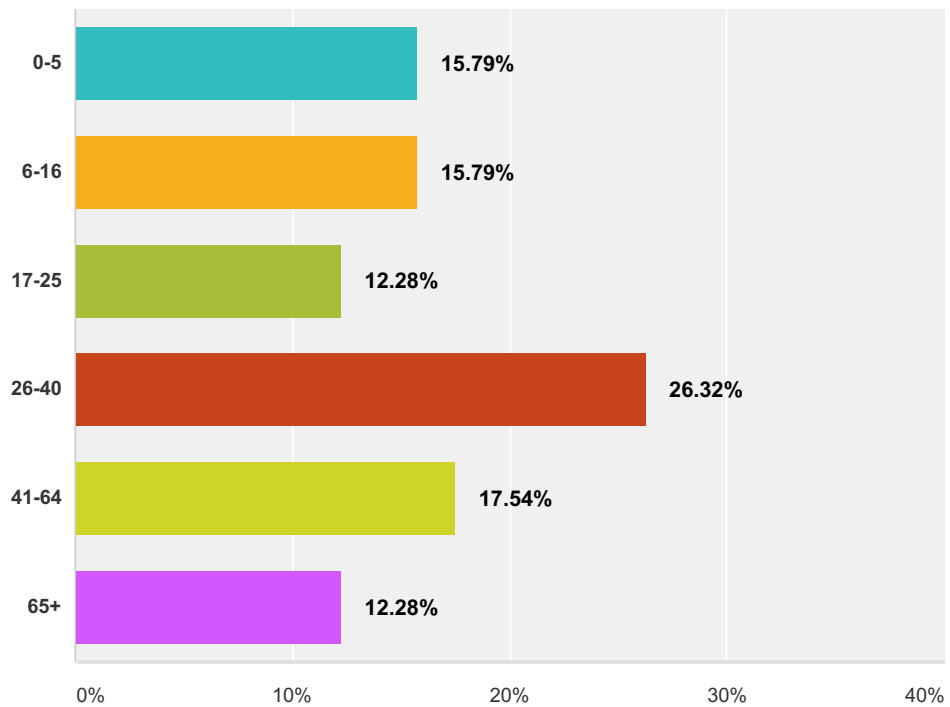


Q3 What age group is the patient? (if you are the patient please note your own age)

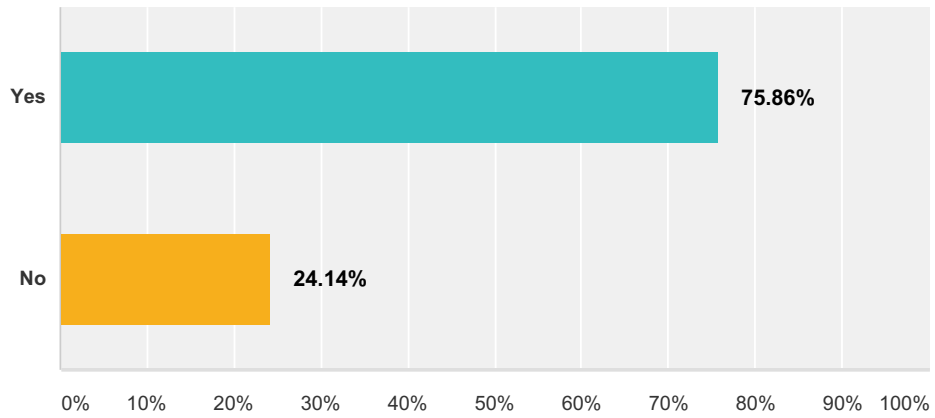
Answered: 57 Skipped: 1



Answer Choices	Responses
0-5	15.79% 9
6-16	15.79% 9
17-25	12.28% 7
26-40	26.32% 15
41-64	17.54% 10
65+	12.28% 7
Total	57

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

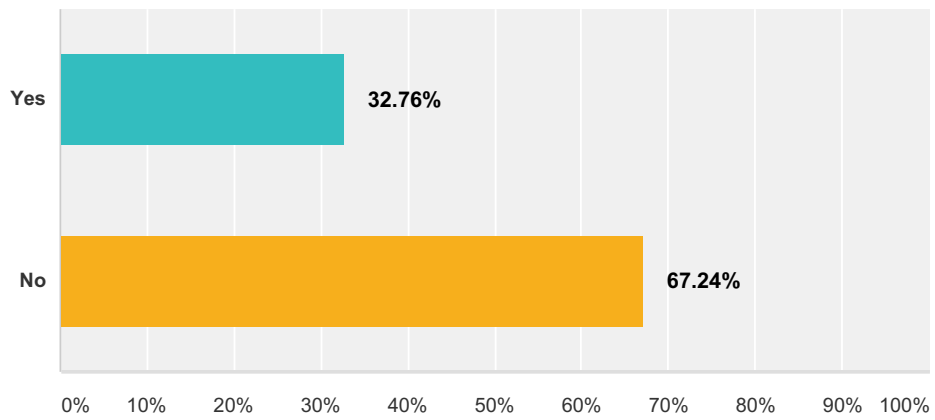
Answered: 58 Skipped: 0



Answer Choices	Responses	
Yes	75.86%	44
No	24.14%	14
Total		58

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

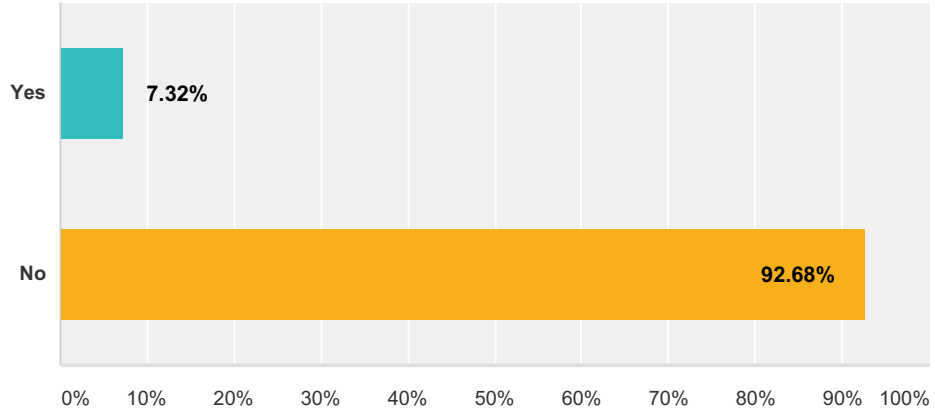
Answered: 58 Skipped: 0



Answer Choices	Responses
Yes	32.76% 19
No	67.24% 39
Total	58

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

Answered: 41 Skipped: 17

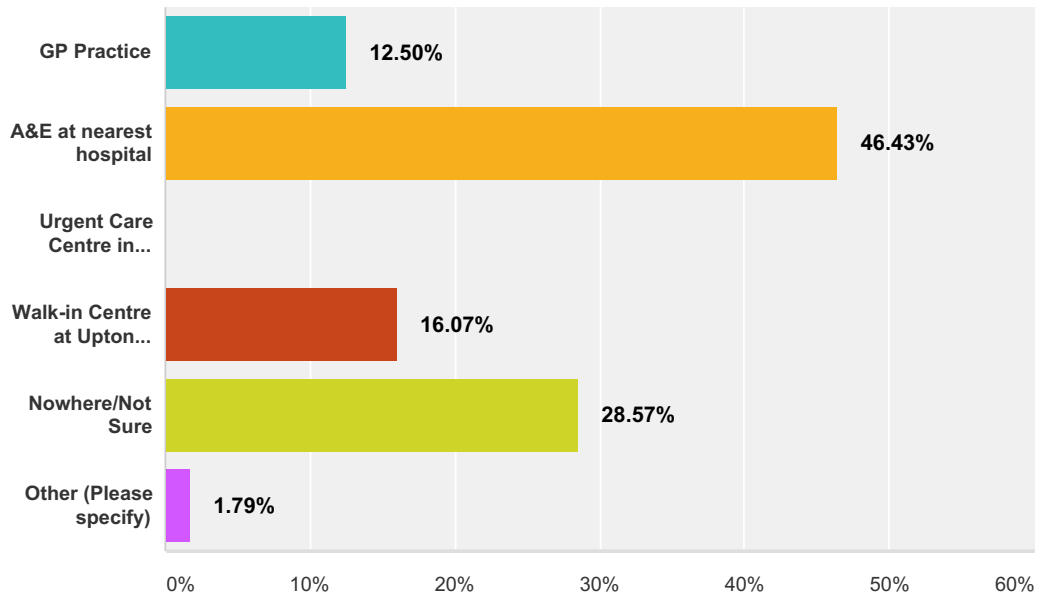


Answer Choices	Responses
Yes	7.32% 3
No	92.68% 38
Total	41

#	If Yes, please give details	Date
1	OUT OF HOURS DOCTOR	8/20/2014 1:55 AM
2	DR SURGERY	8/20/2014 1:37 AM

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

Answered: 56 Skipped: 2

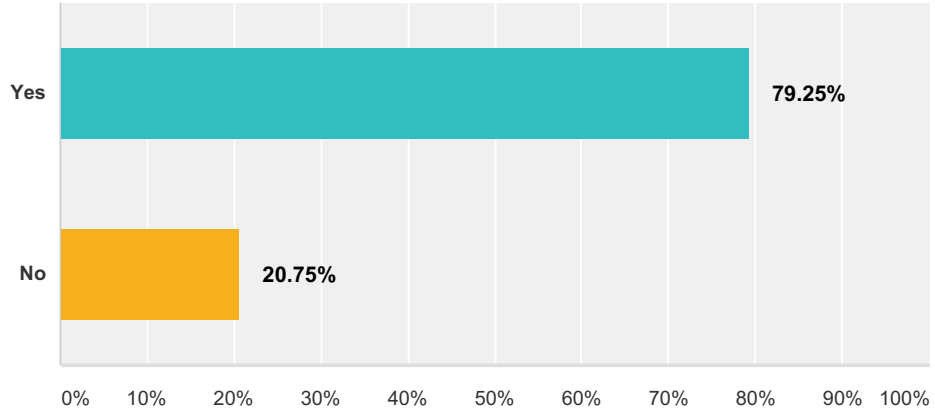


Answer Choices	Responses
GP Practice	12.50% 7
A&E at nearest hospital	46.43% 26
Urgent Care Centre in Bracknell	0.00% 0
Walk-in Centre at Upton Hospital	16.07% 9
Nowhere/Not Sure	28.57% 16
Other (Please specify)	1.79% 1
Total Respondents: 56	

#	Other (Please specify)	Date
1	CALLED 999	8/20/2014 1:46 AM

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

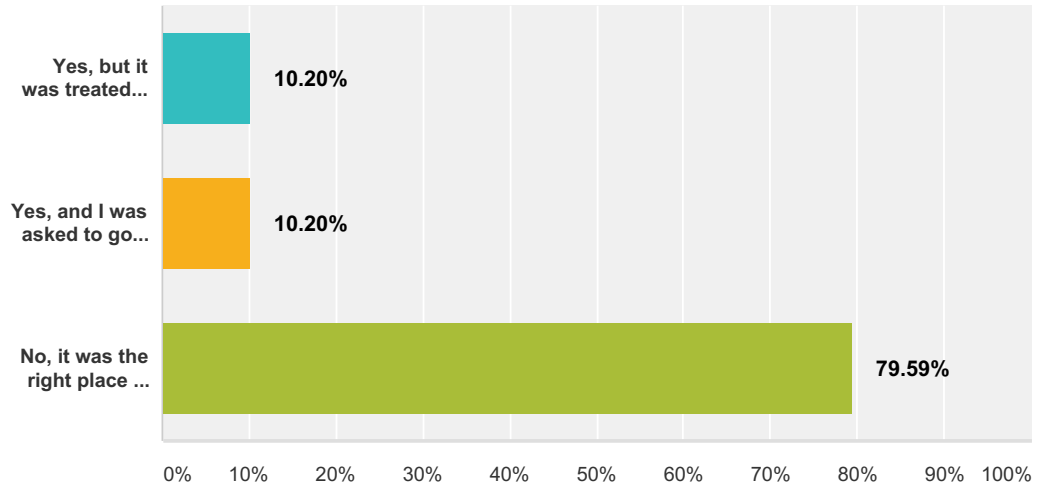
Answered: 53 Skipped: 5



Answer Choices	Responses	
Yes	79.25%	42
No	20.75%	11
Total		53

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?

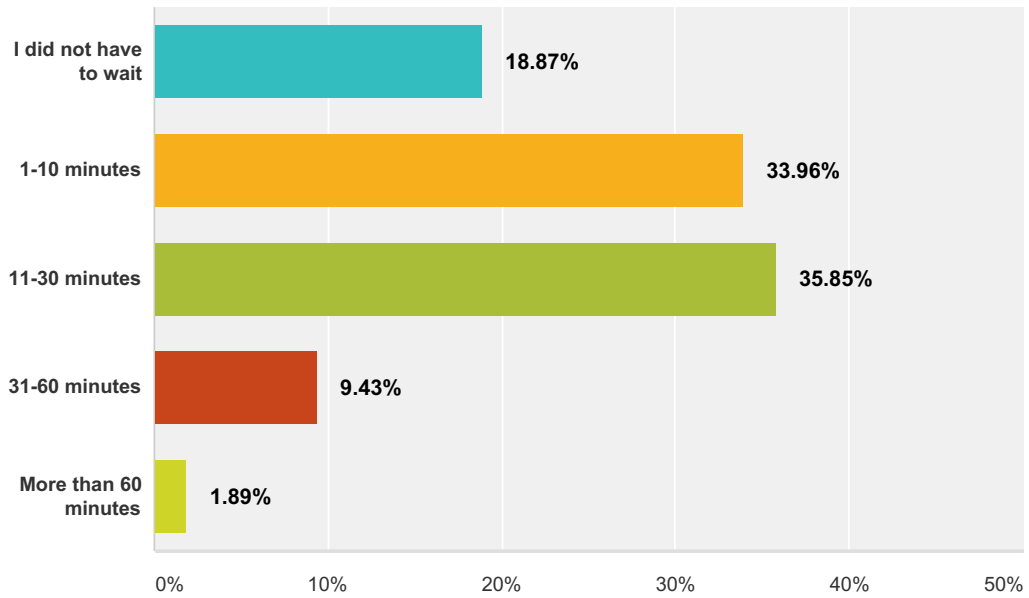
Answered: 49 Skipped: 9



Answer Choices	Responses
Yes, but it was treated anyway by the GP there and then	10.20% 5
Yes, and I was asked to go there instead	10.20% 5
No, it was the right place to come	79.59% 39
Total	49

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

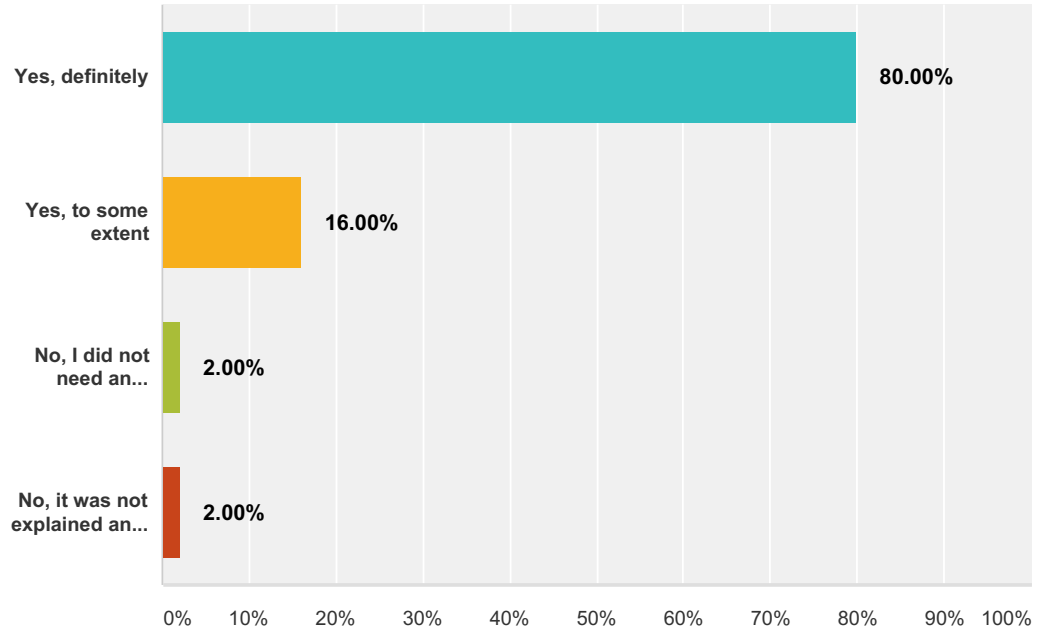
Answered: 53 Skipped: 5



Answer Choices	Responses	Count
I did not have to wait	18.87%	10
1-10 minutes	33.96%	18
11-30 minutes	35.85%	19
31-60 minutes	9.43%	5
More than 60 minutes	1.89%	1
Total		53

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

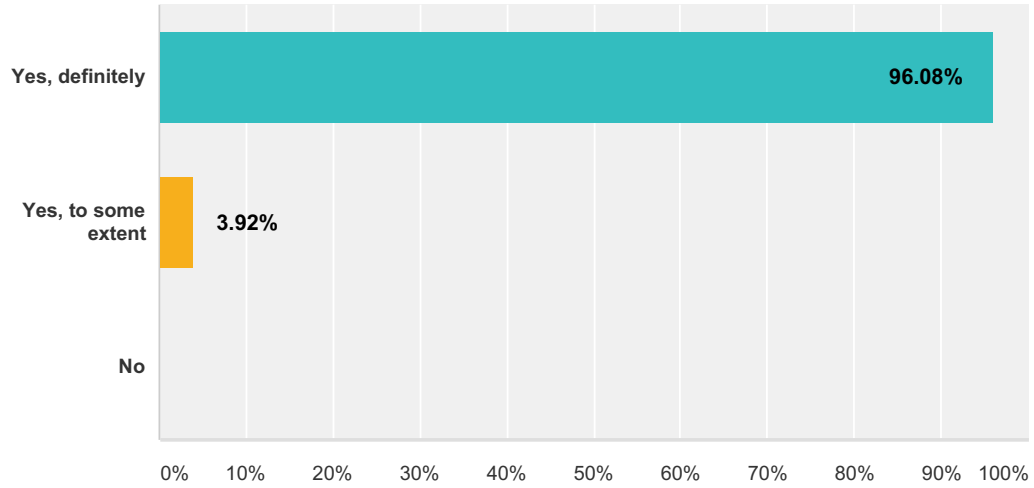
Answered: 50 Skipped: 8



Answer Choices	Responses
Yes, definitely	80.00% 40
Yes, to some extent	16.00% 8
No, I did not need an explanation	2.00% 1
No, it was not explained and it should have been	2.00% 1
Total	50

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

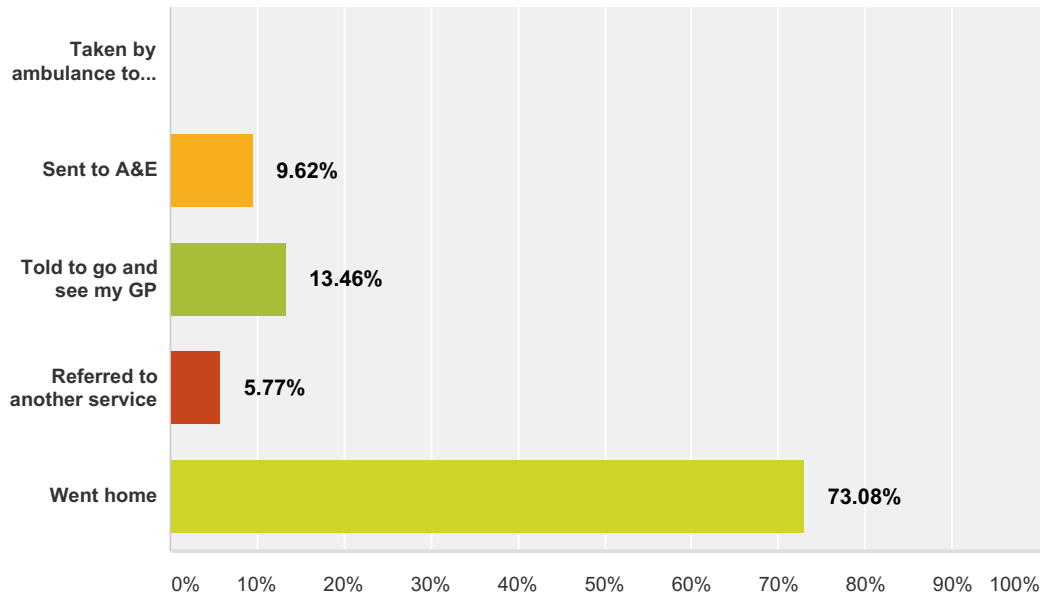
Answered: 51 Skipped: 7



Answer Choices	Responses	
Yes, definitely	96.08%	49
Yes, to some extent	3.92%	2
No	0.00%	0
Total		51

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

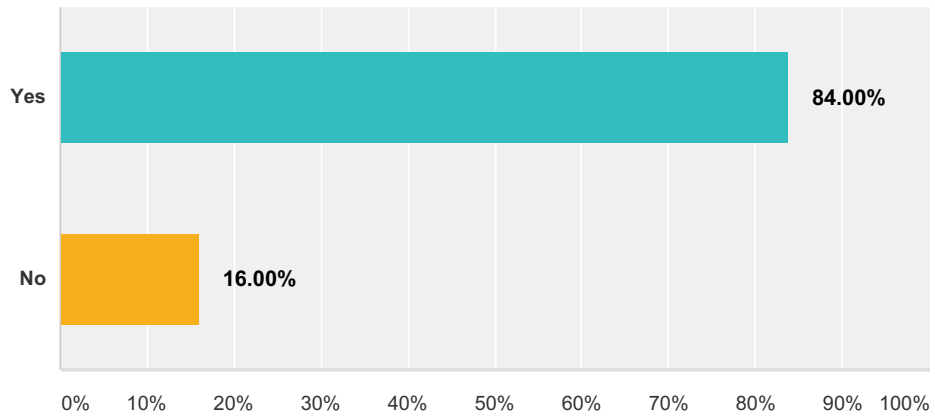
Answered: 52 Skipped: 6



Answer Choices	Responses
Taken by ambulance to A&E	0.00% 0
Sent to A&E	9.62% 5
Told to go and see my GP	13.46% 7
Referred to another service	5.77% 3
Went home	73.08% 38
Total Respondents: 52	

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

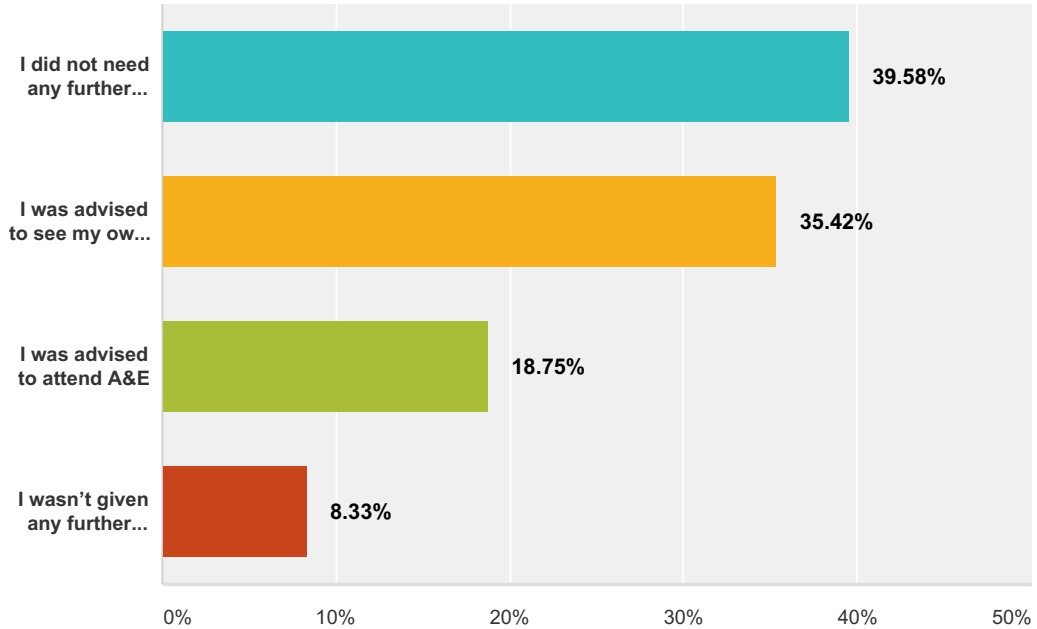
Answered: 50 Skipped: 8



Answer Choices	Responses
Yes	84.00% 42
No	16.00% 8
Total	50

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

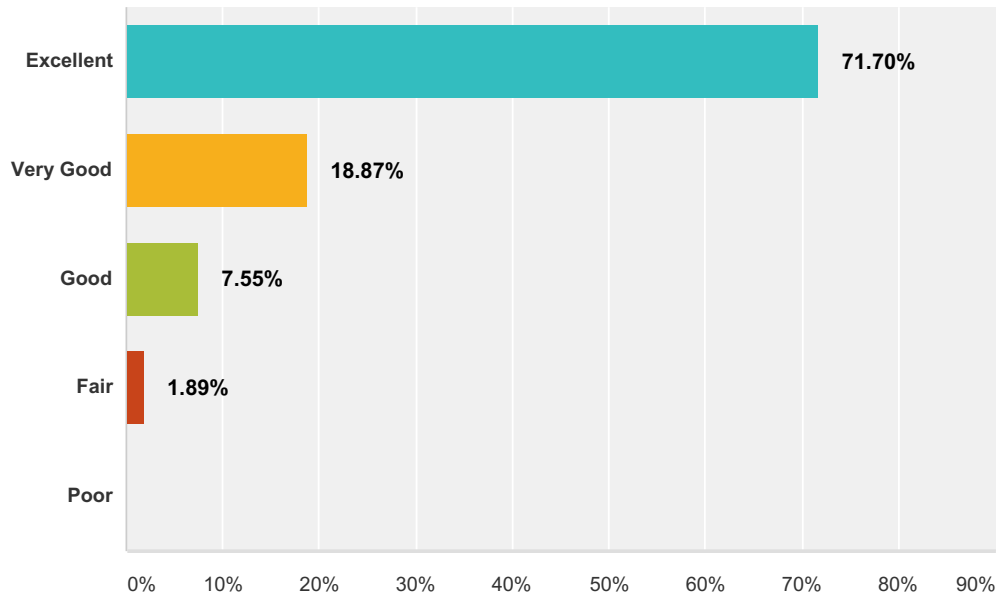
Answered: 48 Skipped: 10



Answer Choices	Responses	
I did not need any further details	39.58%	19
I was advised to see my own GP	35.42%	17
I was advised to attend A&E	18.75%	9
I wasn't given any further advice	8.33%	4
Total Respondents: 48		

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

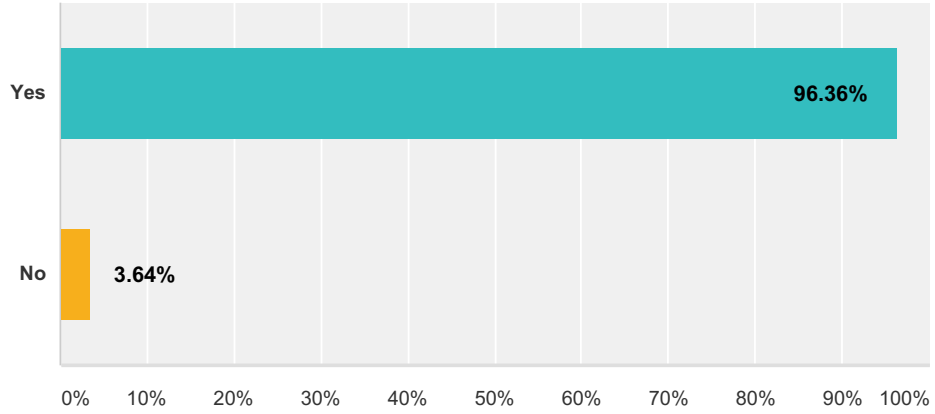
Answered: 53 Skipped: 5



Answer Choices	Responses	
Excellent	71.70%	38
Very Good	18.87%	10
Good	7.55%	4
Fair	1.89%	1
Poor	0.00%	0
Total		53

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

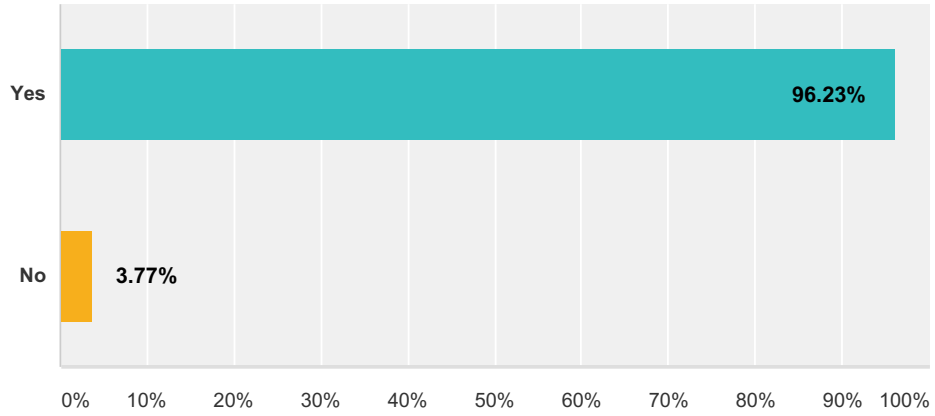
Answered: 55 Skipped: 3



Answer Choices	Responses	
Yes	96.36%	53
No	3.64%	2
Total		55

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: 53 Skipped: 5



Answer Choices	Responses	
Yes	96.23%	51
No	3.77%	2
Total		53