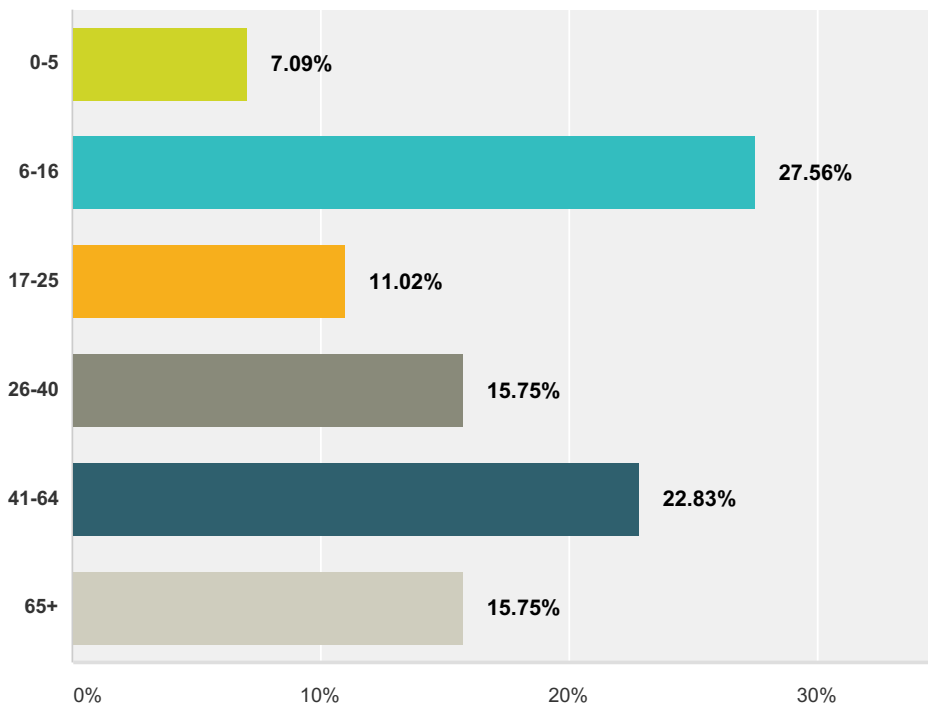


Q3 What age group is the patient?

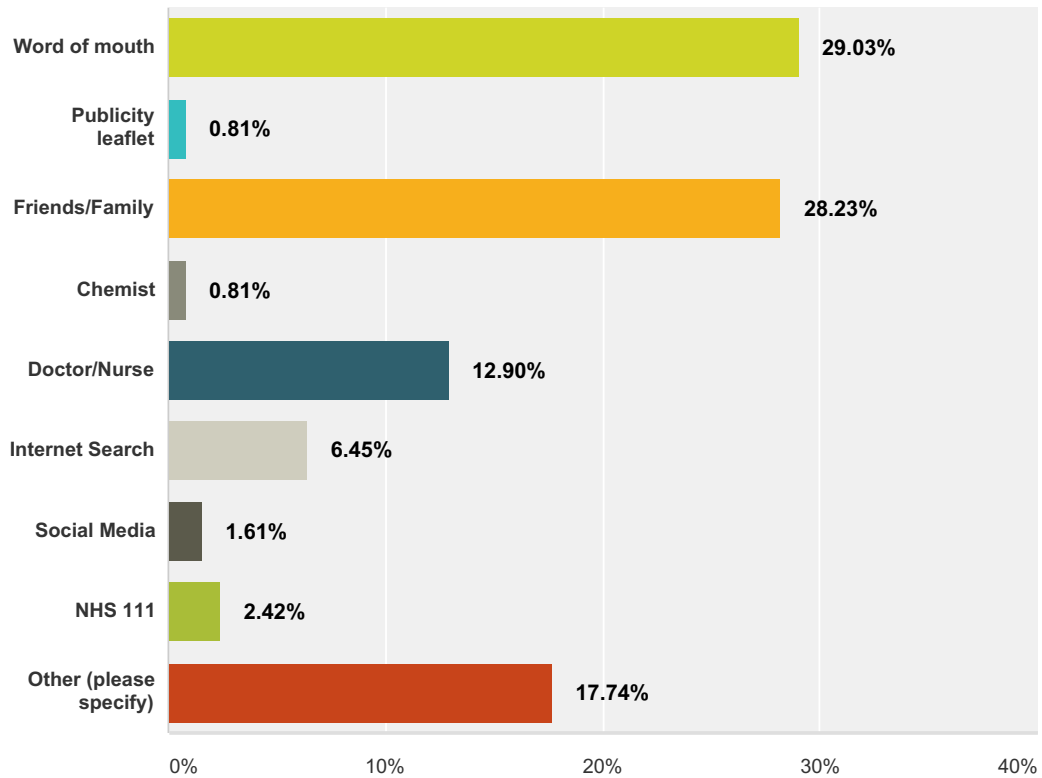
Answered: 127 Skipped: 0



Answer Choices	Responses
0-5	7.09% 9
6-16	27.56% 35
17-25	11.02% 14
26-40	15.75% 20
41-64	22.83% 29
65+	15.75% 20
Total	127

Q5 How did you hear about the UCC?

Answered: 124 Skipped: 3



Answer Choices	Responses	
Word of mouth	29.03%	36
Publicity leaflet	0.81%	1
Friends/Family	28.23%	35
Chemist	0.81%	1
Doctor/Nurse	12.90%	16
Internet Search	6.45%	8
Social Media	1.61%	2
NHS 111	2.42%	3
Other (please specify)	17.74%	22
Total		124

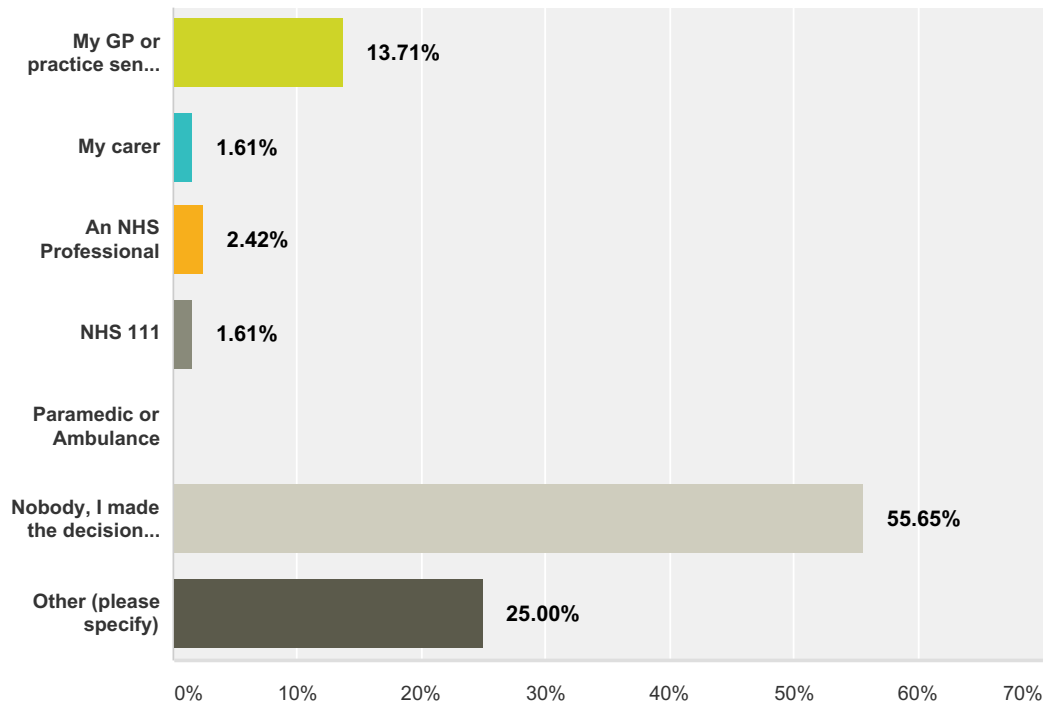
#	Other (please specify)	Date
1	live close by	2/27/2015 1:46 AM
2	used it before	2/26/2015 6:24 AM
3	Live in Maidenhead	2/26/2015 4:44 AM

St Marks Urgent Care Centre Patient Survey February 2015

4	Been before	2/26/2015 4:32 AM
5	altwood school	2/26/2015 1:19 AM
6	used previously	2/25/2015 7:52 AM
7	Receptionist	2/25/2015 3:14 AM
8	mum	2/25/2015 2:15 AM
9	USED BEFORE	2/24/2015 8:17 AM
10	Local Hospital	2/24/2015 7:24 AM
11	Know the hospital/local press	2/24/2015 1:35 AM
12	sign post at the top of the road	2/18/2015 4:54 AM
13	Repeat	2/18/2015 1:30 AM
14	Visiting the hospital for bloods	2/18/2015 1:28 AM
15	local	2/17/2015 3:47 AM
16	live locally	2/17/2015 2:37 AM
17	USED SERVICE BEFORE	2/16/2015 3:41 AM
18	used before	2/13/2015 8:50 AM
19	live local	2/13/2015 8:19 AM
20	local area	2/12/2015 8:36 AM
21	previously used	2/12/2015 3:07 AM
22	live locally	2/12/2015 3:03 AM

Q6 Who suggested you visit the UCC?

Answered: 124 Skipped: 3



Answer Choices	Responses	
My GP or practice sent me	13.71%	17
My carer	1.61%	2
An NHS Professional	2.42%	3
NHS 111	1.61%	2
Paramedic or Ambulance	0.00%	0
Nobody, I made the decision by myself	55.65%	69
Other (please specify)	25.00%	31
Total		124

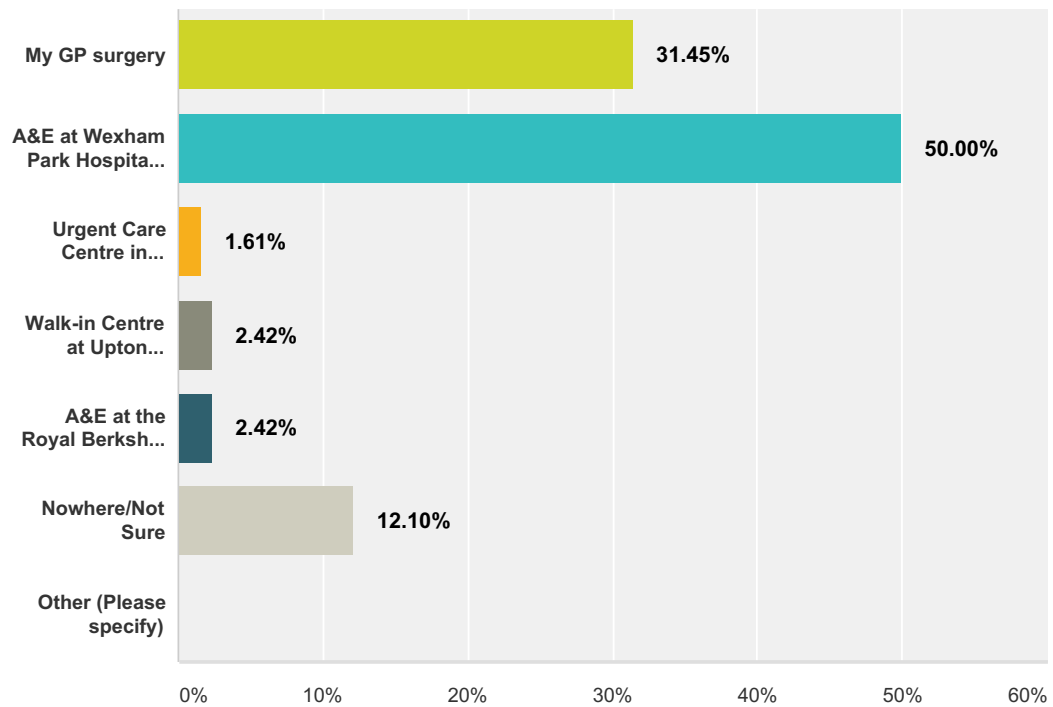
#	Other (please specify)	Date
1	physio	2/27/2015 2:17 AM
2	Doctor at work	2/26/2015 2:23 AM
3	school	2/26/2015 1:22 AM
4	altwood school	2/26/2015 1:19 AM
5	My boss	2/26/2015 12:57 AM
6	school	2/25/2015 7:44 AM
7	rECOMMENDED	2/25/2015 3:57 AM

St Marks Urgent Care Centre Patient Survey February 2015

8	School Nurse	2/24/2015 7:24 AM
9	childs teacher	2/24/2015 6:21 AM
10	SCHOOL	2/24/2015 5:31 AM
11	school	2/24/2015 4:12 AM
12	wife	2/24/2015 3:26 AM
13	Parent	2/24/2015 3:00 AM
14	wife	2/24/2015 1:37 AM
15	School	2/24/2015 1:35 AM
16	Daughter	2/24/2015 1:22 AM
17	Police	2/24/2015 1:16 AM
18	Police	2/19/2015 6:22 AM
19	wife	2/19/2015 5:09 AM
20	Friend	2/19/2015 1:32 AM
21	Grandmother	2/18/2015 4:27 AM
22	pharmacist	2/18/2015 1:50 AM
23	Manager	2/16/2015 3:27 AM
24	school	2/13/2015 8:19 AM
25	Friend	2/13/2015 6:42 AM
26	Manager at Magnet Leisure Centre	2/13/2015 6:18 AM
27	Work - Employer	2/13/2015 2:35 AM
28	school	2/12/2015 8:19 AM
29	school nurse	2/12/2015 7:33 AM
30	School	2/12/2015 3:37 AM
31	boss	2/12/2015 2:56 AM

Q7 Where would you have gone if there was no UCC?

Answered: 124 Skipped: 3

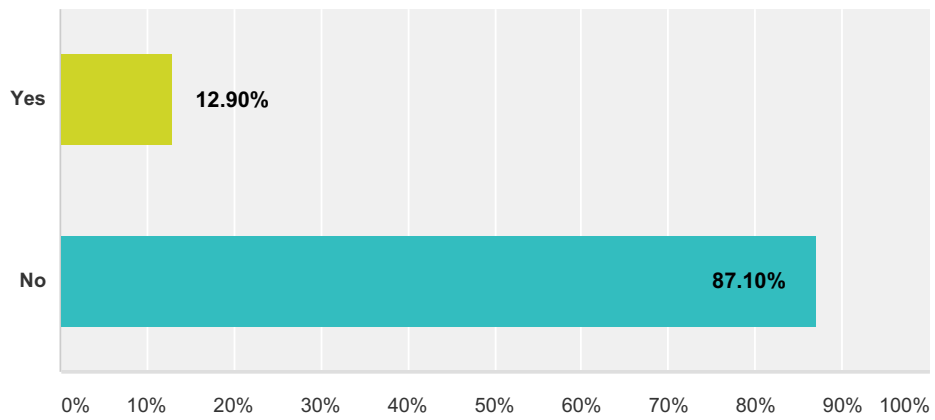


Answer Choices	Responses
My GP surgery	31.45% 39
A&E at Wexham Park Hospital in Slough	50.00% 62
Urgent Care Centre in Bracknell	1.61% 2
Walk-in Centre at Upton Hospital in Slough	2.42% 3
A&E at the Royal Berkshire Hospital in Reading	2.42% 3
Nowhere/Not Sure	12.10% 15
Other (Please specify)	0.00% 0
Total	124

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

Q8 Did you phone the UCC before you came today?

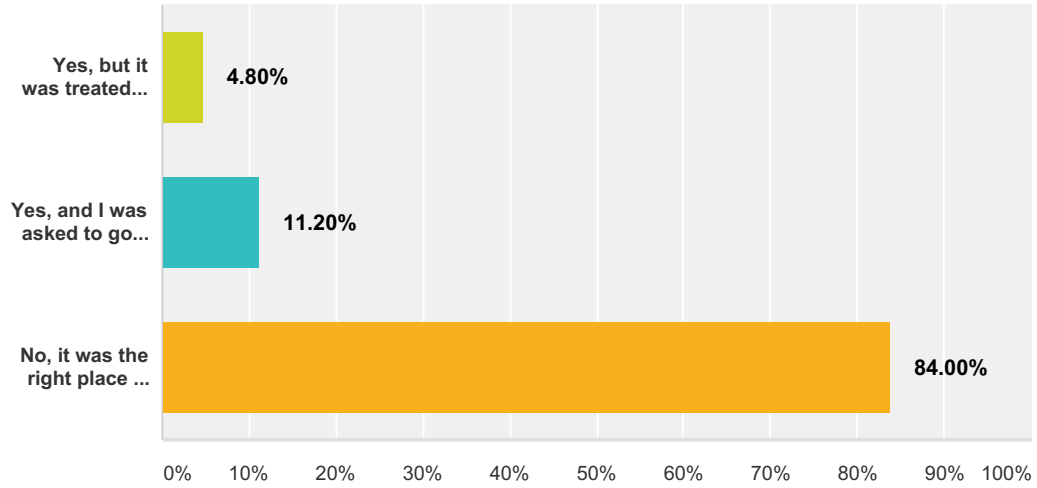
Answered: 124 Skipped: 3



Answer Choices	Responses	
Yes	12.90%	16
No	87.10%	108
Total		124

Q9 Were you advised that your condition should be treated at a different location, for example, pharmacist, GP, or A&E.

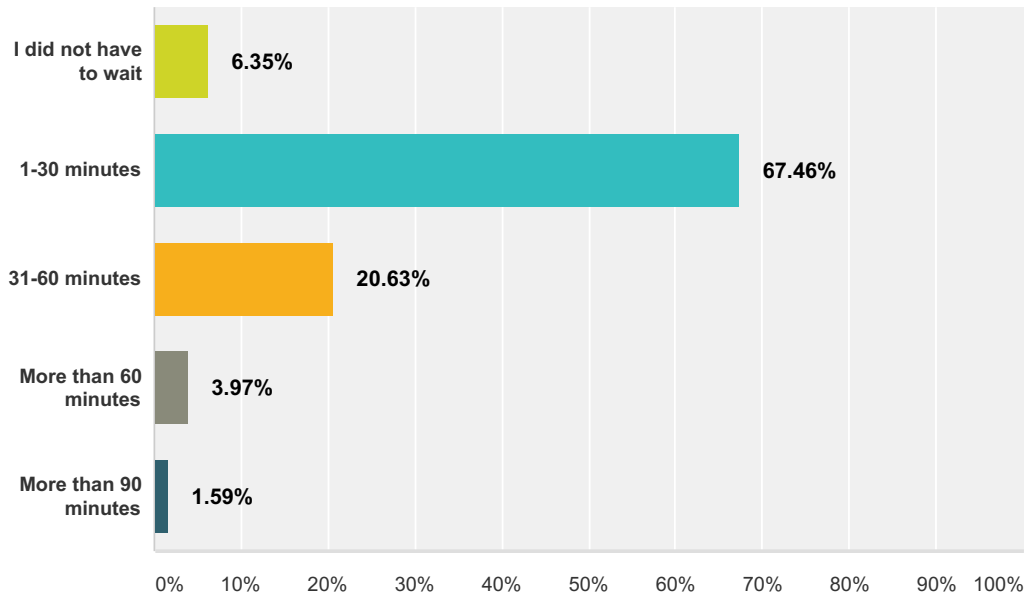
Answered: 125 Skipped: 2



Answer Choices	Responses	Count
Yes, but it was treated anyway	4.80%	6
Yes, and I was asked to go there instead	11.20%	14
No, it was the right place to come	84.00%	105
Total		125

Q10 From the time you arrived, how long did you have to wait to be examined?

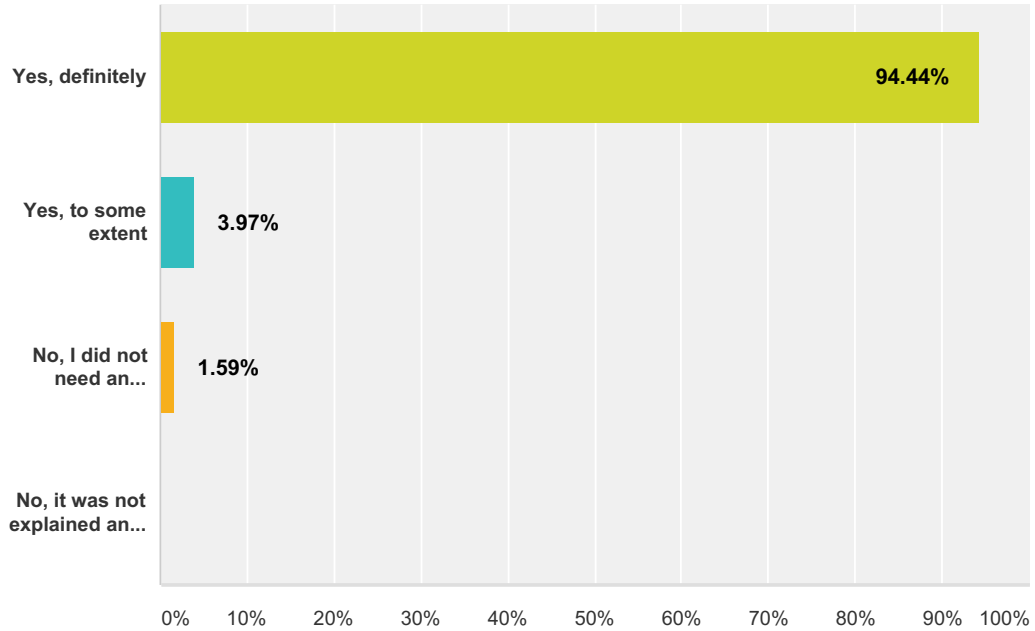
Answered: 126 Skipped: 1



Answer Choices	Responses	Count
I did not have to wait	6.35%	8
1-30 minutes	67.46%	85
31-60 minutes	20.63%	26
More than 60 minutes	3.97%	5
More than 90 minutes	1.59%	2
Total		126

Q11 Did the nurse explain your condition and treatment in a way you could understand?

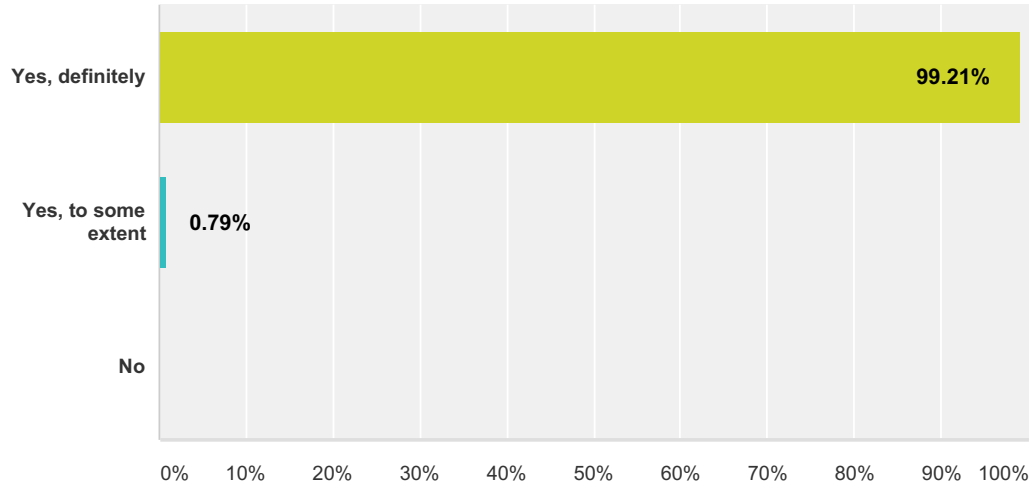
Answered: 126 Skipped: 1



Answer Choices	Responses	
Yes, definitely	94.44%	119
Yes, to some extent	3.97%	5
No, I did not need an explanation	1.59%	2
No, it was not explained and it should have been	0.00%	0
Total		126

Q12 Were you treated with courtesy and respect by the healthcare professional who attended to you?

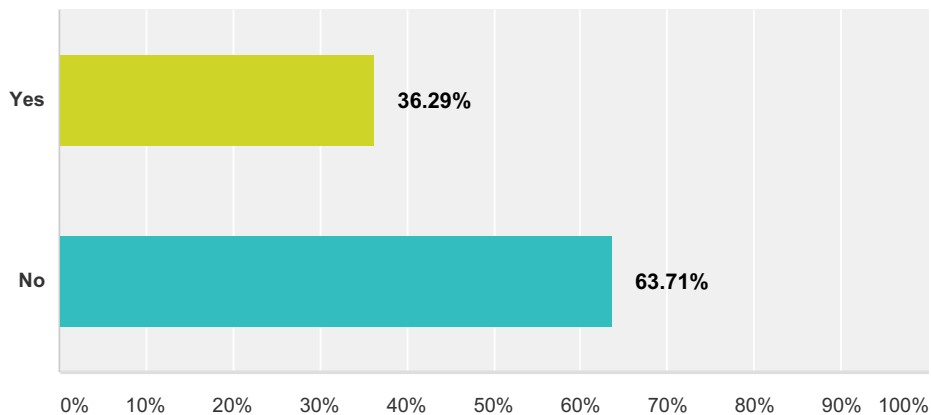
Answered: 126 Skipped: 1



Answer Choices	Responses	Count
Yes, definitely	99.21%	125
Yes, to some extent	0.79%	1
No	0.00%	0
Total		126

Q13 Did you have an x-ray?

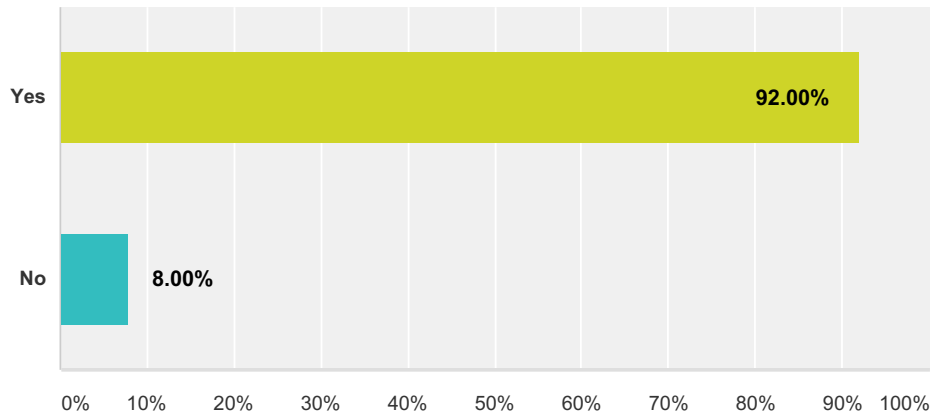
Answered: 124 Skipped: 3



Answer Choices	Responses	
Yes	36.29%	45
No	63.71%	79
Total		124

Q14 Are the current opening hours convenient for your needs?

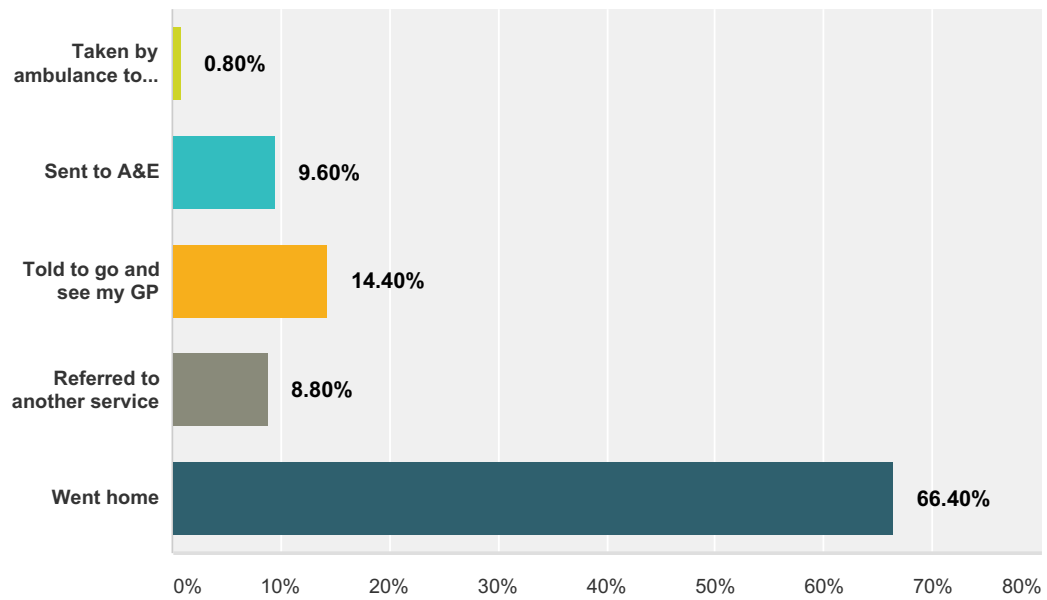
Answered: 125 Skipped: 2



Answer Choices	Responses	
Yes	92.00%	115
No	8.00%	10
Total		125

Q15 What happened at the end of your visit to the UCC?

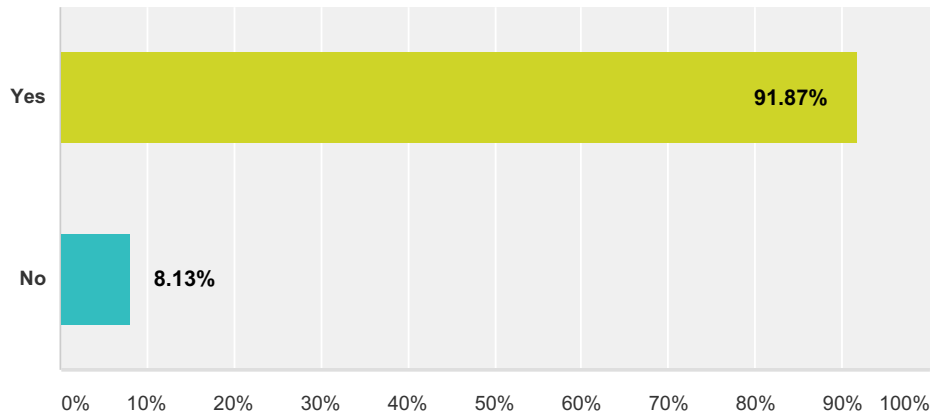
Answered: 125 Skipped: 2



Answer Choices	Responses	
Taken by ambulance to A&E	0.80%	1
Sent to A&E	9.60%	12
Told to go and see my GP	14.40%	18
Referred to another service	8.80%	11
Went home	66.40%	83
Total		125

Q16 Were you told what to expect in the next few days and what to do if necessary?

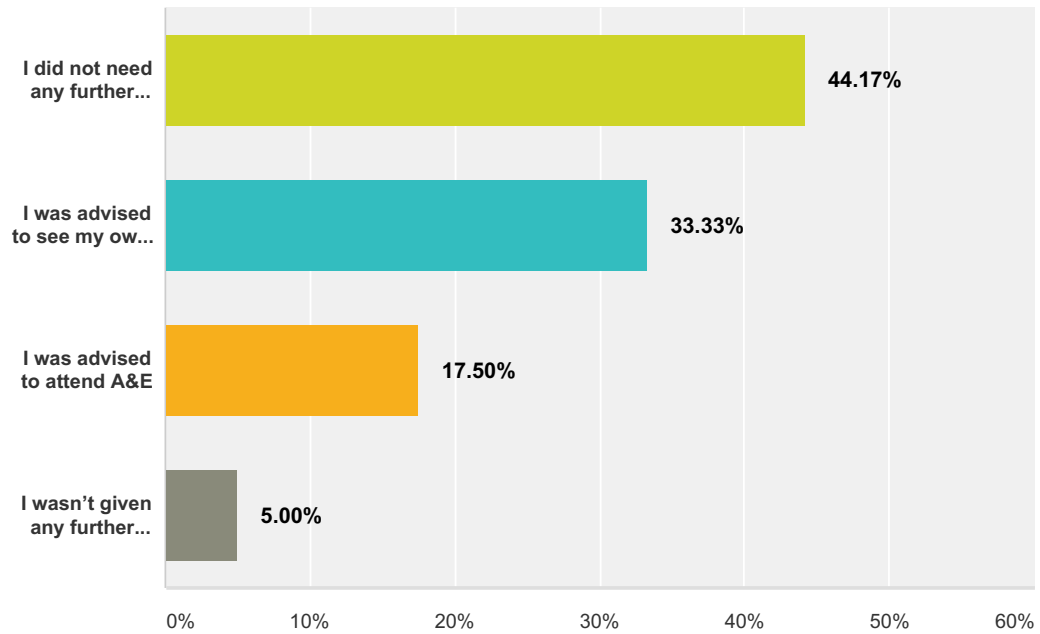
Answered: 123 Skipped: 4



Answer Choices	Responses	
Yes	91.87%	113
No	8.13%	10
Total		123

Q17 Were you given the details of someone you could contact in case you had concerns after you left the UCC?

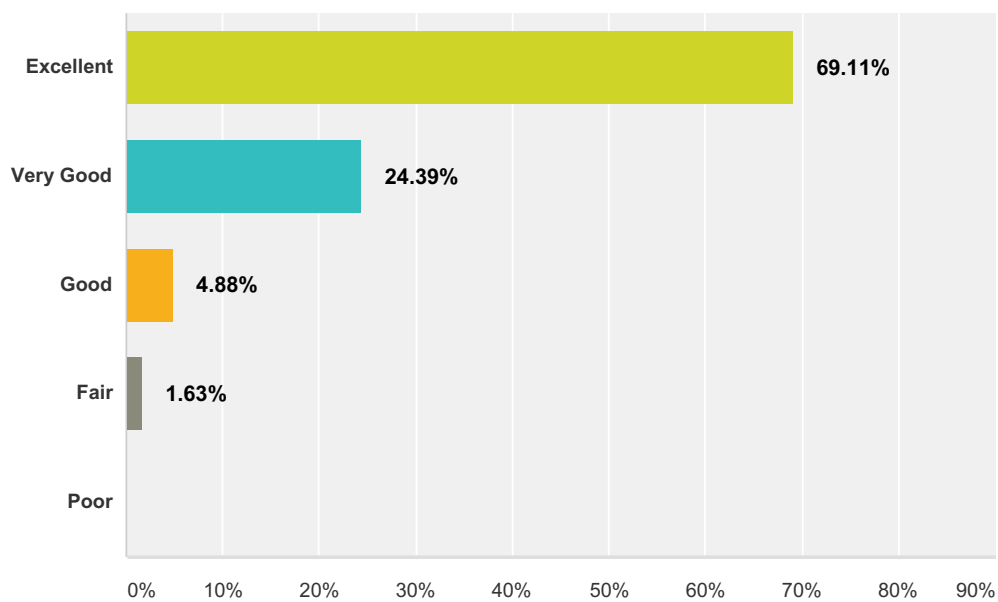
Answered: 120 Skipped: 7



Answer Choices	Responses	
I did not need any further details	44.17%	53
I was advised to see my own GP	33.33%	40
I was advised to attend A&E	17.50%	21
I wasn't given any further advice	5.00%	6
Total		120

Q18 How would you rate the service at the UCC

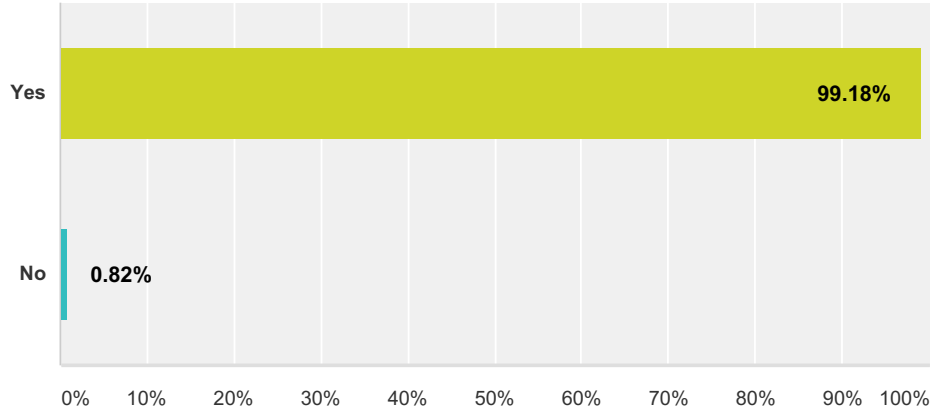
Answered: 123 Skipped: 4



Answer Choices	Responses	
Excellent	69.11%	85
Very Good	24.39%	30
Good	4.88%	6
Fair	1.63%	2
Poor	0.00%	0
Total		123

Q19 If you needed urgent medical care for a minor injury or ailment would you be happy to attend the UCC again?

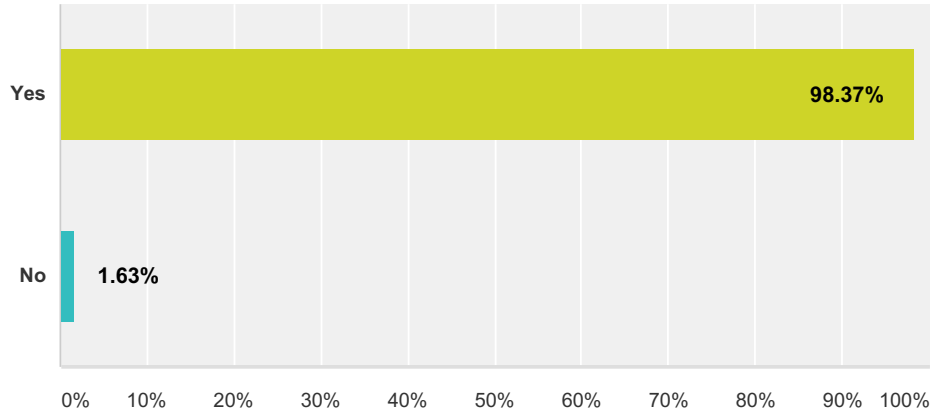
Answered: 122 Skipped: 5



Answer Choices	Responses	
Yes	99.18%	121
No	0.82%	1
Total		122

Q20 If any of your friends or family needed urgent medical care for a minor injury or ailment would you be happy for them to attend the UCC?

Answered: 123 Skipped: 4



Answer Choices	Responses	
Yes	98.37%	121
No	1.63%	2
Total		123