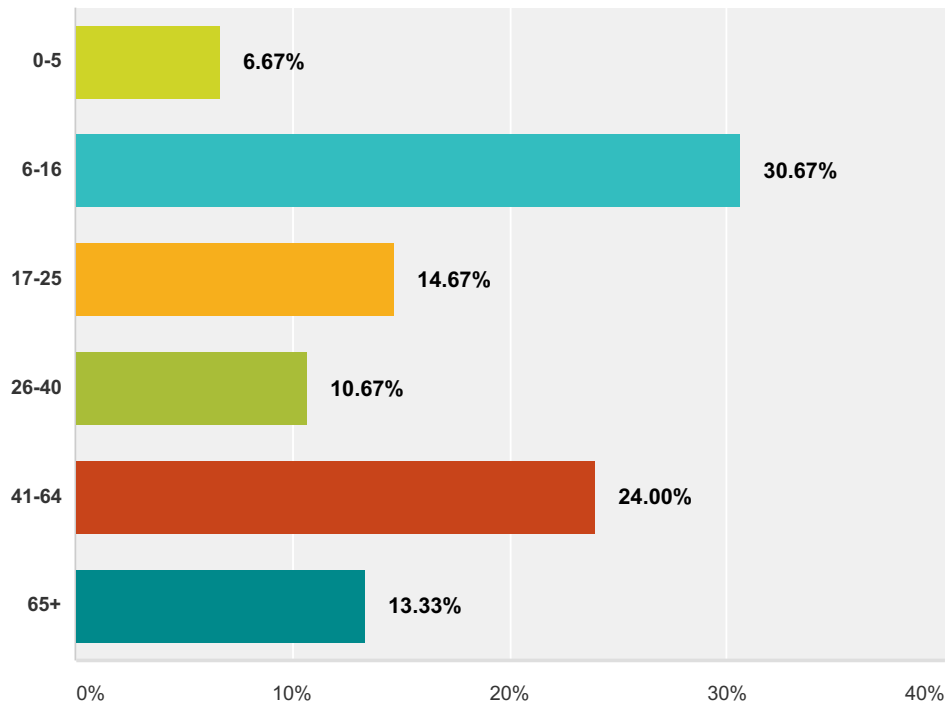


Q2 What age group is the patient?

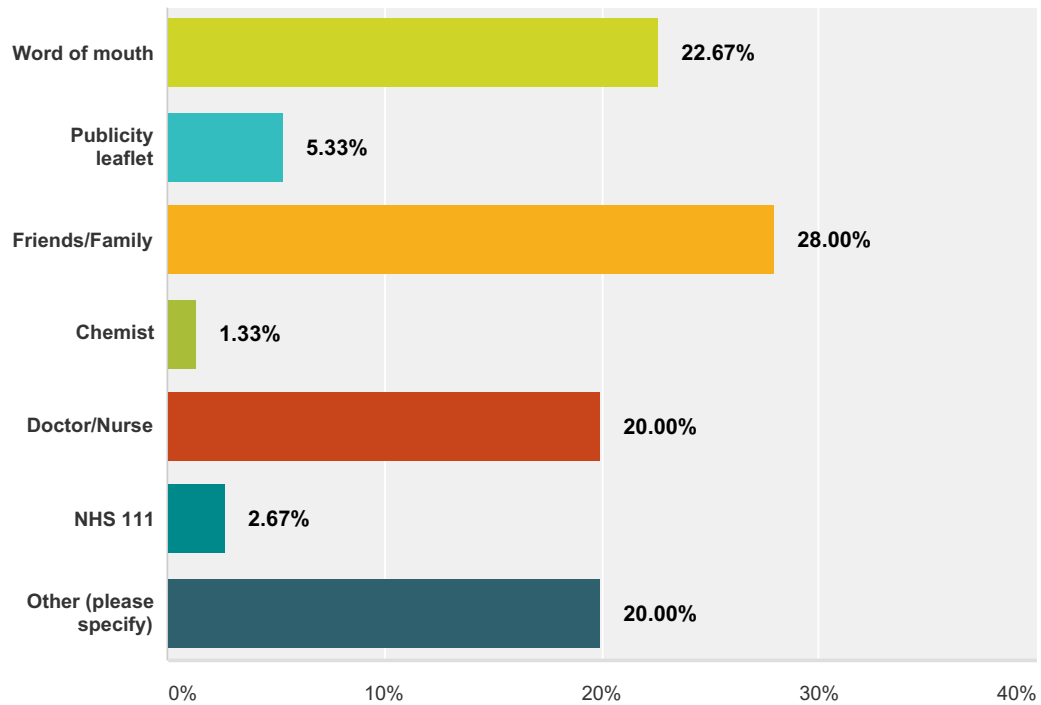
Answered: 75 Skipped: 0



Answer Choices	Responses
0-5	6.67% 5
6-16	30.67% 23
17-25	14.67% 11
26-40	10.67% 8
41-64	24.00% 18
65+	13.33% 10
Total	75

Q4 How did you hear about the UCC?

Answered: 75 Skipped: 0



Answer Choices	Responses	
Word of mouth	22.67%	17
Publicity leaflet	5.33%	4
Friends/Family	28.00%	21
Chemist	1.33%	1
Doctor/Nurse	20.00%	15
NHS 111	2.67%	2
Other (please specify)	20.00%	15
Total		75

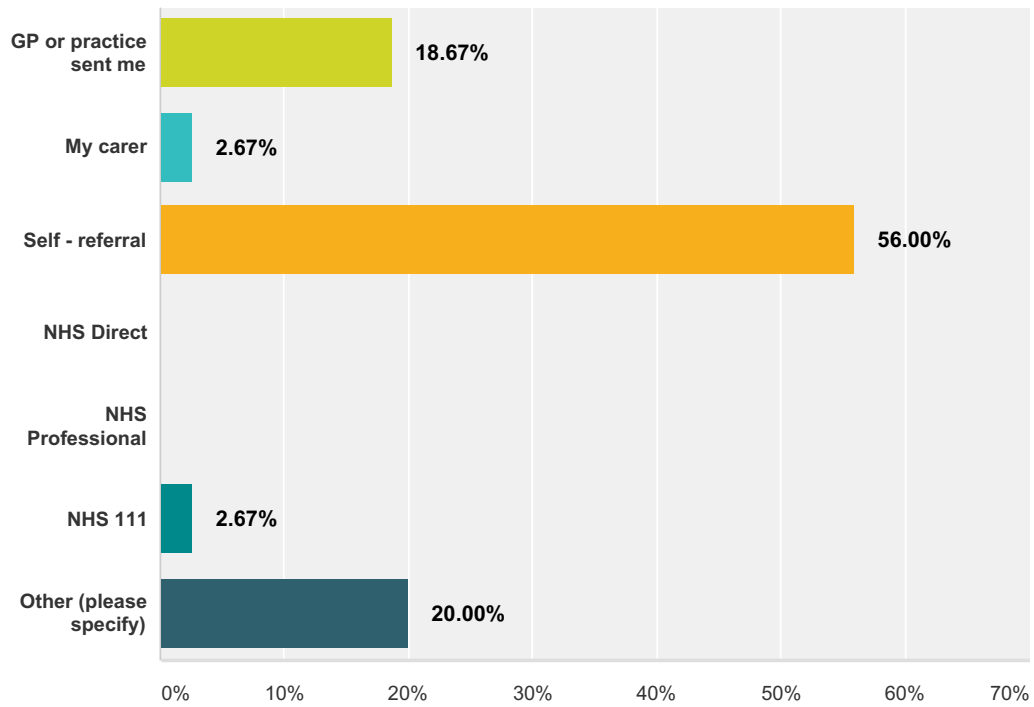
#	Other (please specify)	Date
1	BEEN BEFORE AND LOCAL	2/3/2014 1:25 AM
2	By a visit	1/31/2014 6:20 AM
3	Resident of Maidenhead	1/31/2014 6:15 AM
4	childrens centre	1/31/2014 3:14 AM
5	School	1/31/2014 3:11 AM
6	WORK AT ST MARKS HOSPITAL	1/31/2014 2:41 AM
7	BEEN BEFORE	1/31/2014 2:13 AM

St Marks Urgent Care Centre Patient Survey Jan 2014

8	LIVE CLOSE BY	1/31/2014 1:41 AM
9	By a visit	1/30/2014 8:44 AM
10	Resident of Maidenhead	1/30/2014 6:56 AM
11	newspaper article	1/29/2014 1:46 AM
12	live over the road	1/29/2014 1:31 AM
13	school	1/28/2014 4:29 AM
14	internet	1/28/2014 4:23 AM
15	Been before	1/27/2014 7:57 AM

Q5 Who suggested you visit the UCC?

Answered: 75 Skipped: 0



Answer Choices	Responses	
GP or practice sent me	18.67%	14
My carer	2.67%	2
Self - referral	56.00%	42
NHS Direct	0.00%	0
NHS Professional	0.00%	0
NHS 111	2.67%	2
Other (please specify)	20.00%	15
Total		75

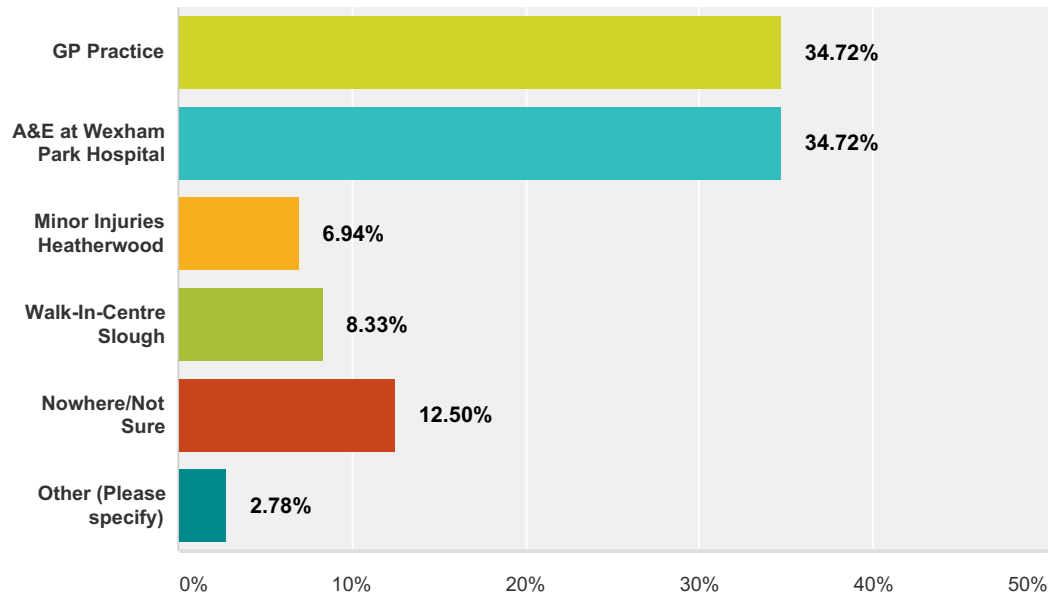
#	Other (please specify)	Date
1	Family member	1/31/2014 5:42 AM
2	school	1/31/2014 3:41 AM
3	Chemist	1/31/2014 3:27 AM
4	see above	1/31/2014 3:14 AM
5	School	1/31/2014 3:11 AM
6	COLLEAGUE	1/31/2014 2:41 AM
7	Head of department	1/30/2014 4:48 AM

St Marks Urgent Care Centre Patient Survey Jan 2014

8	School	1/30/2014 12:55 AM
9	school	1/29/2014 6:24 AM
10	first aider at work	1/29/2014 1:59 AM
11	School	1/28/2014 4:29 AM
12	Freind	1/28/2014 3:14 AM
13	mother	1/27/2014 8:04 AM
14	customer of mine	1/27/2014 6:17 AM
15	School	1/24/2014 6:39 AM

Q6 Where would you have gone if there was no UCC?

Answered: 72 Skipped: 3

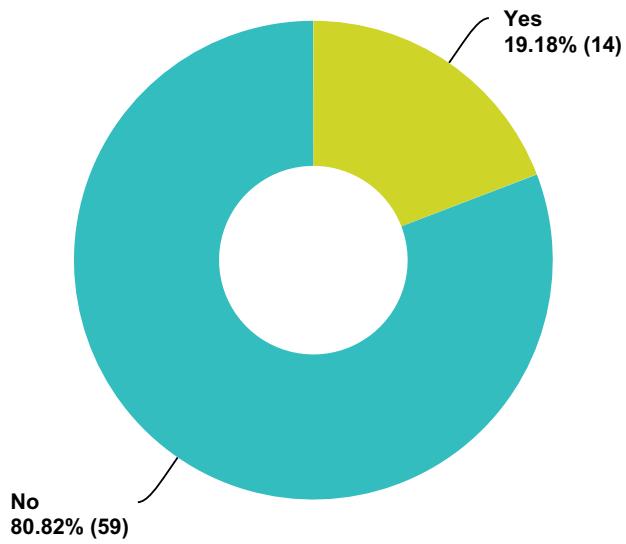


Answer Choices	Responses
GP Practice	34.72% 25
A&E at Wexham Park Hospital	34.72% 25
Minor Injuries Heatherwood	6.94% 5
Walk-In-Centre Slough	8.33% 6
Nowhere/Not Sure	12.50% 9
Other (Please specify)	2.78% 2
Total	72

#	Other (Please specify)	Date
1	pharmacist	1/31/2014 3:47 AM
2	Royal Berks Hosp A&E	1/31/2014 3:23 AM

Q7 Did you phone the UCC before you came today?

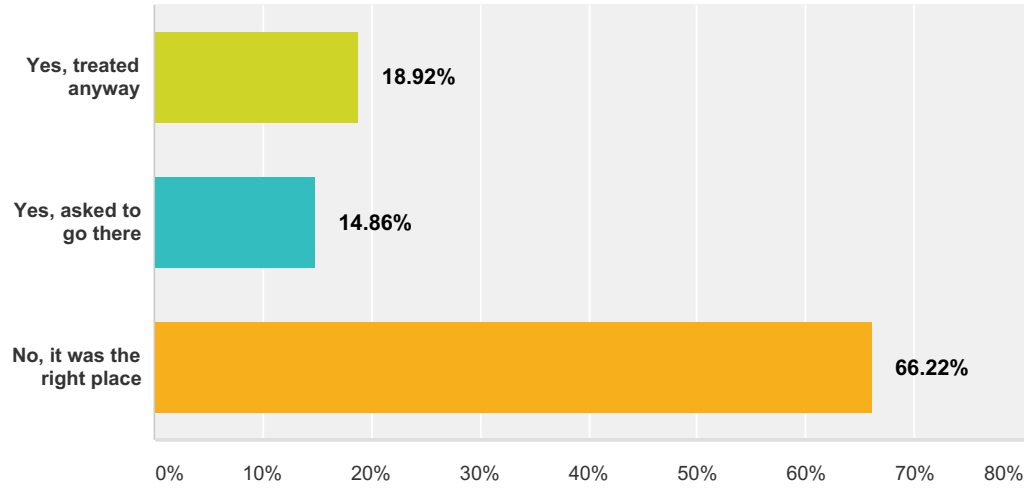
Answered: 73 Skipped: 2



Answer Choices	Responses	
Yes	19.18%	14
No	80.82%	59
Total		73

Q8 Were you advised that your condition should be treated at a different location, for example, pharmacist, GP, or A&E.

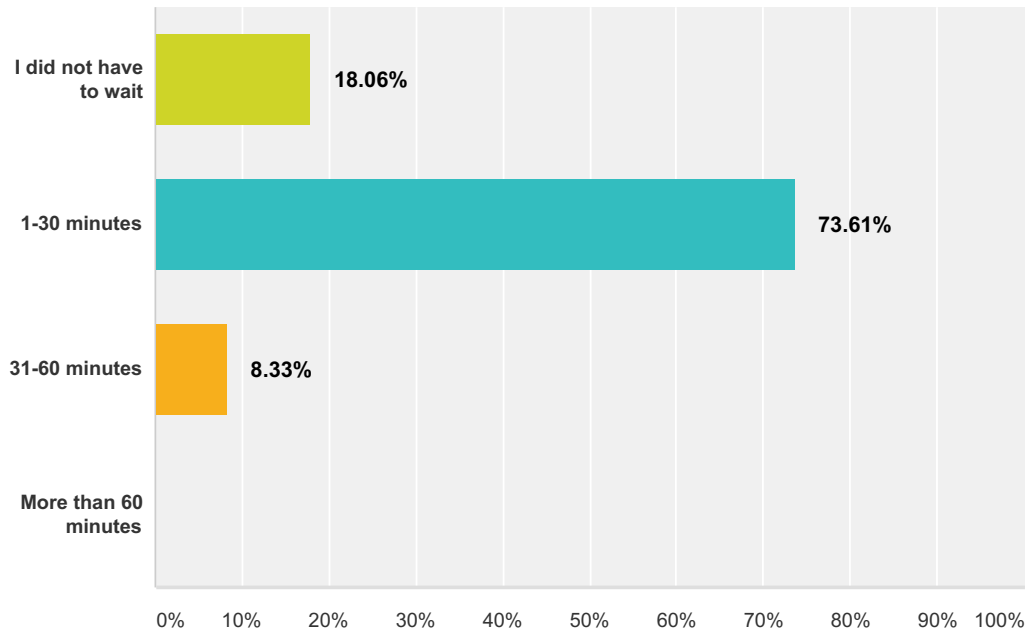
Answered: 74 Skipped: 1



Answer Choices	Responses	
Yes, treated anyway	18.92%	14
Yes, asked to go there	14.86%	11
No, it was the right place	66.22%	49
Total		74

Q9 From the time you arrived, how long did you have to wait to be examined?

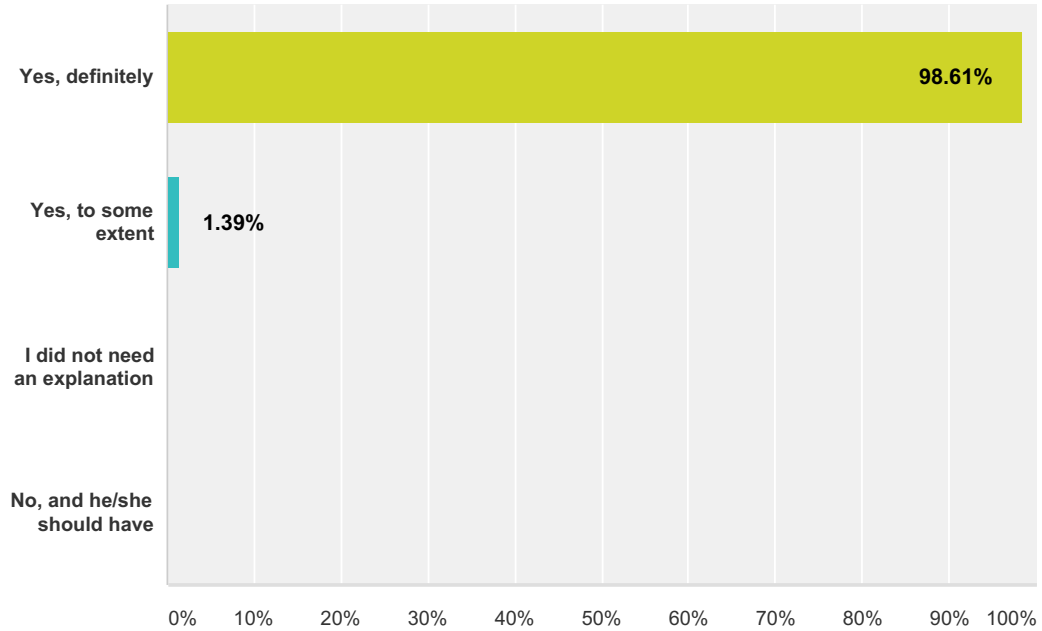
Answered: 72 Skipped: 3



Answer Choices	Responses	Count
I did not have to wait	18.06%	13
1-30 minutes	73.61%	53
31-60 minutes	8.33%	6
More than 60 minutes	0.00%	0
Total		72

Q10 Did the nurse explain your condition and treatment in a way you could understand?

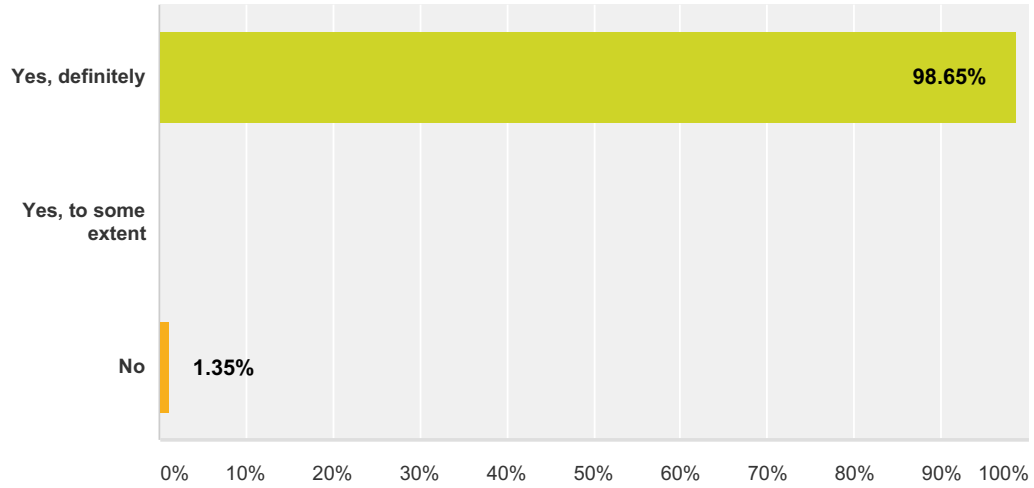
Answered: 72 Skipped: 3



Answer Choices	Responses	
Yes, definitely	98.61%	71
Yes, to some extent	1.39%	1
I did not need an explanation	0.00%	0
No, and he/she should have	0.00%	0
Total		72

Q11 Were you treated with courtesy and respect by the healthcare professional who attended to you?

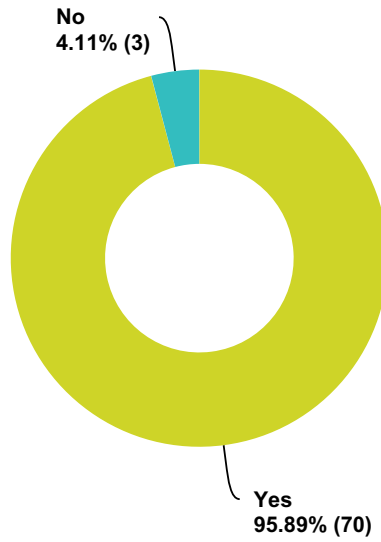
Answered: 74 Skipped: 1



Answer Choices	Responses	Count
Yes, definitely	98.65%	73
Yes, to some extent	0.00%	0
No	1.35%	1
Total		74

Q13 Are the current opening hours convenient for your needs?

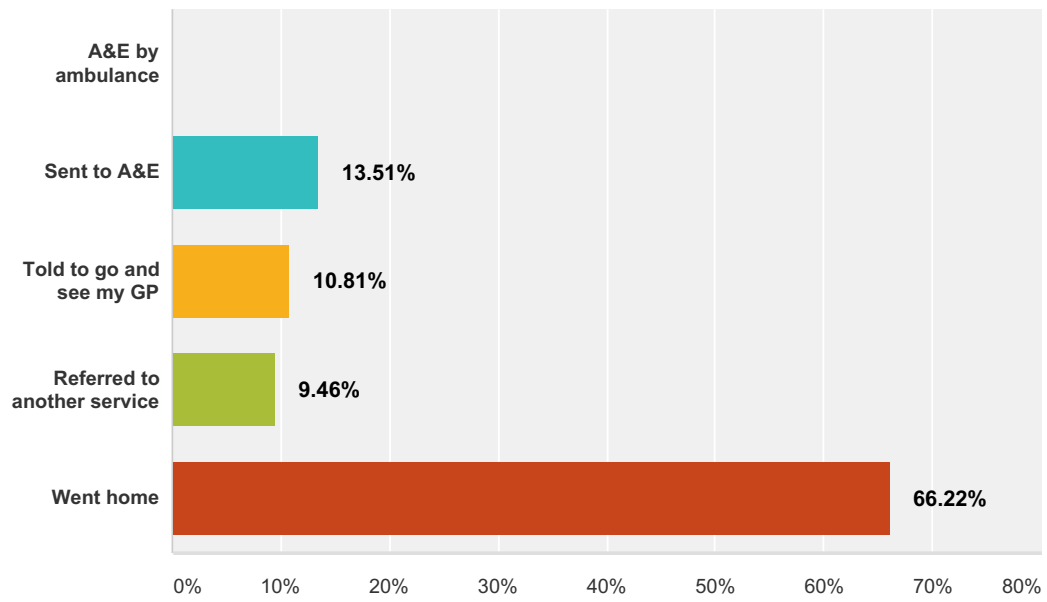
Answered: 73 Skipped: 2



Answer Choices	Responses	
Yes	95.89%	70
No	4.11%	3
Total		73

Q14 What happened at the end of your visit to the UCC?

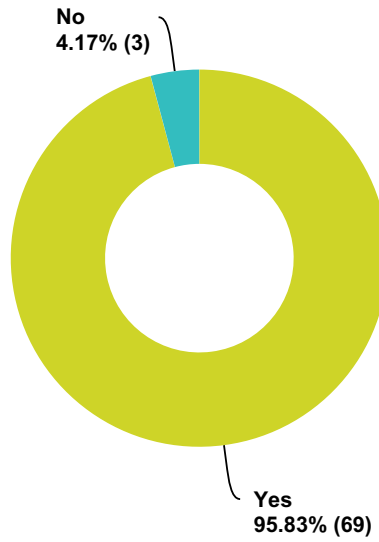
Answered: 74 Skipped: 1



Answer Choices	Responses
A&E by ambulance	0.00% 0
Sent to A&E	13.51% 10
Told to go and see my GP	10.81% 8
Referred to another service	9.46% 7
Went home	66.22% 49
Total	74

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

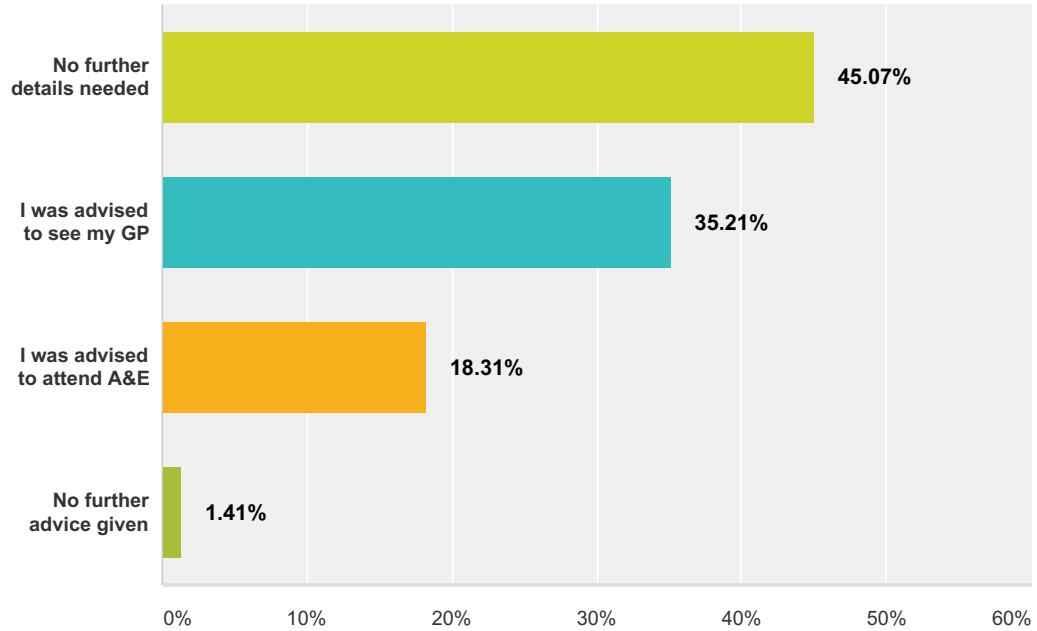
Answered: 72 Skipped: 3



Answer Choices	Responses	
Yes	95.83%	69
No	4.17%	3
Total		72

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

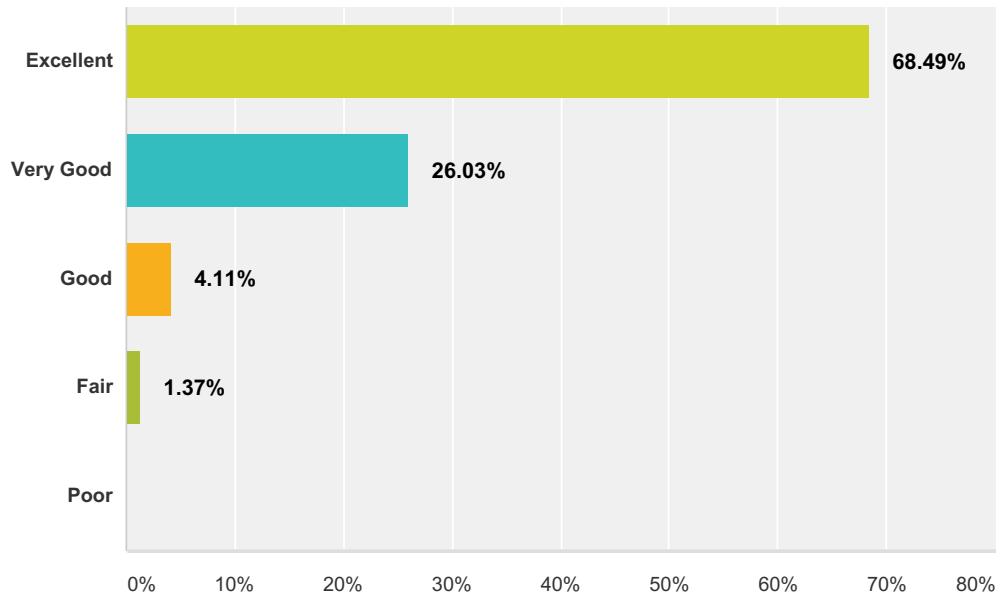
Answered: 71 Skipped: 4



Answer Choices	Responses
No further details needed	45.07% 32
I was advised to see my GP	35.21% 25
I was advised to attend A&E	18.31% 13
No further advice given	1.41% 1
Total	71

Q17 How would you rate the service at the UCC

Answered: 73 Skipped: 2



Answer Choices	Responses	
Excellent	68.49%	50
Very Good	26.03%	19
Good	4.11%	3
Fair	1.37%	1
Poor	0.00%	0
Total		73