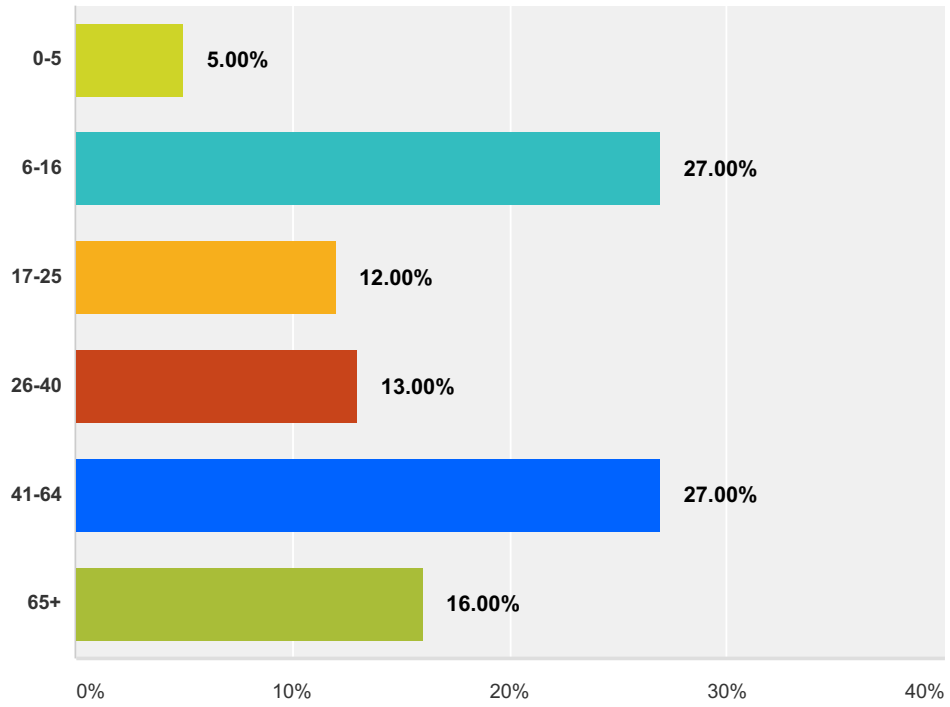


Q3 What age group is the patient?

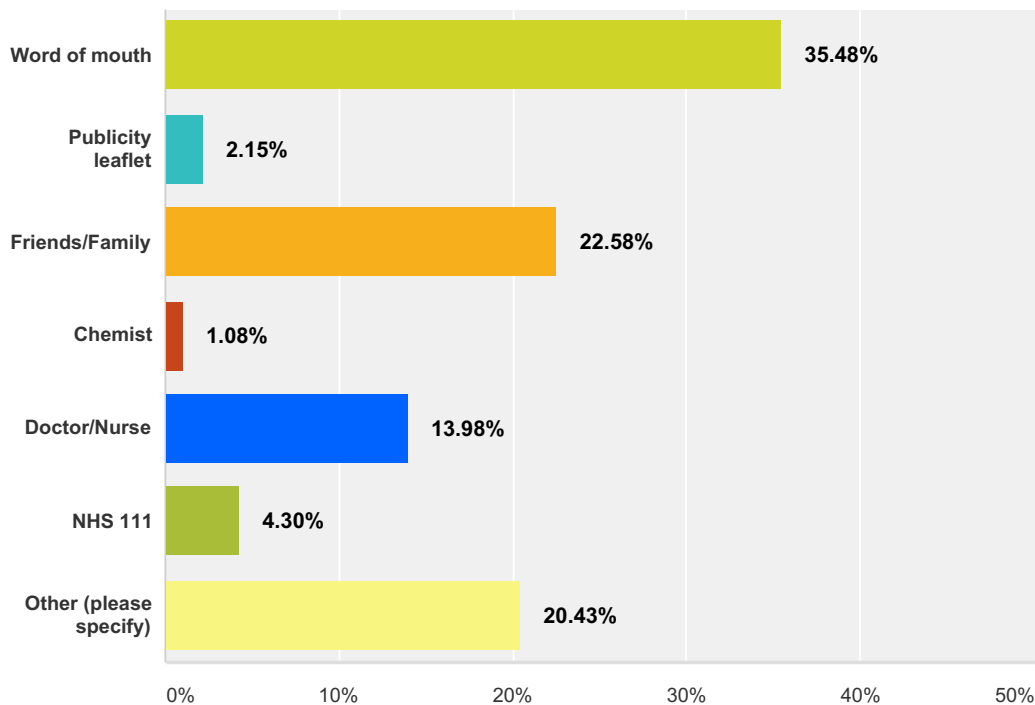
Answered: 100 Skipped: 0



| Answer Choices | Responses |
|----------------|------------|
| 0-5 | 5.00% 5 |
| 6-16 | 27.00% 27 |
| 17-25 | 12.00% 12 |
| 26-40 | 13.00% 13 |
| 41-64 | 27.00% 27 |
| 65+ | 16.00% 16 |
| Total | 100 |

Q5 How did you hear about the UCC?

Answered: 93 Skipped: 7



| Answer Choices | Responses |
|------------------------|-----------|
| Word of mouth | 35.48% 33 |
| Publicity leaflet | 2.15% 2 |
| Friends/Family | 22.58% 21 |
| Chemist | 1.08% 1 |
| Doctor/Nurse | 13.98% 13 |
| NHS 111 | 4.30% 4 |
| Other (please specify) | 20.43% 19 |
| Total | 93 |

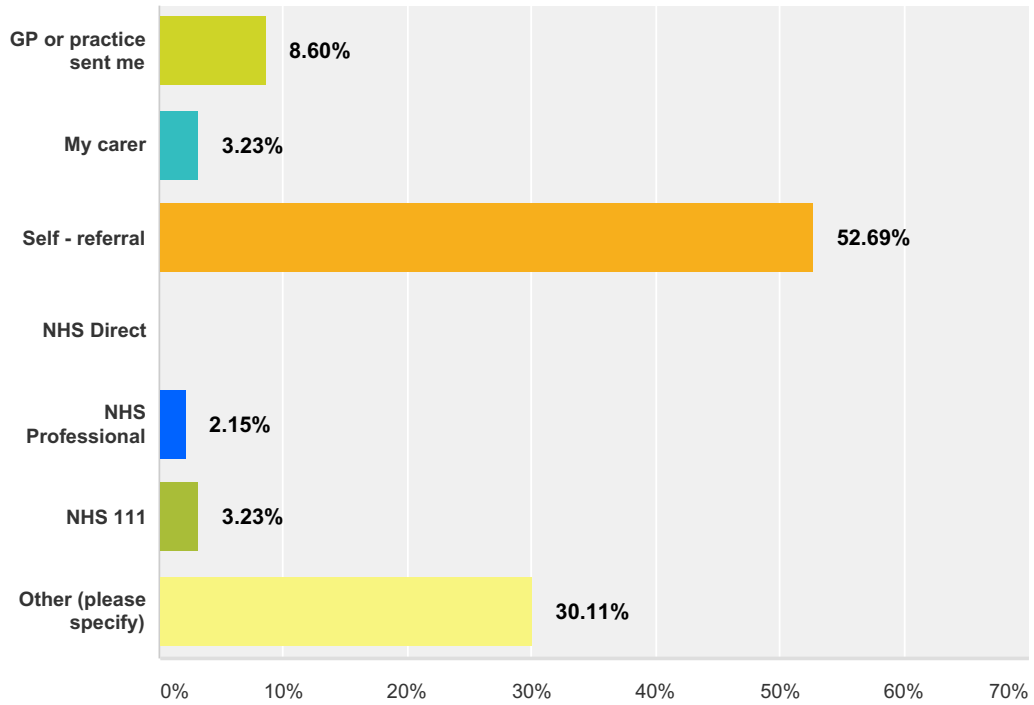
| # | Other (please specify) | Date |
|---|------------------------|--------------------|
| 1 | School | 6/24/2014 2:40 AM |
| 2 | Local knowledge | 6/24/2014 2:38 AM |
| 3 | Podiatry dept | 6/24/2014 2:27 AM |
| 4 | Newspapers | 6/24/2014 12:58 AM |
| 5 | Been before | 6/23/2014 7:56 AM |
| 6 | Mother works in NHS | 6/23/2014 7:54 AM |
| 7 | Not local | 6/23/2014 7:25 AM |

St Marks Urgent Care Centre Patient Survey June2014

| | | |
|----|----------------------------------|-------------------|
| 8 | Dentist at the hospital | 6/23/2014 7:24 AM |
| 9 | Been visiting with children | 6/23/2014 7:22 AM |
| 10 | Been before | 6/23/2014 7:18 AM |
| 11 | Internet | 6/23/2014 7:17 AM |
| 12 | Previous visit | 6/23/2014 4:10 AM |
| 13 | I saw the sign | 6/23/2014 3:57 AM |
| 14 | Local Paper | 6/23/2014 3:55 AM |
| 15 | Sat Nav | 6/23/2014 3:47 AM |
| 16 | School | 6/23/2014 3:03 AM |
| 17 | Used before | 6/23/2014 2:54 AM |
| 18 | Been before | 6/23/2014 2:52 AM |
| 19 | I'm working in St Marks Hospital | 6/23/2014 2:22 AM |

Q6 Who suggested you visit the UCC?

Answered: 93 Skipped: 7



| Answer Choices | Responses | Count |
|------------------------|-----------|-----------|
| GP or practice sent me | 8.60% | 8 |
| My carer | 3.23% | 3 |
| Self - referral | 52.69% | 49 |
| NHS Direct | 0.00% | 0 |
| NHS Professional | 2.15% | 2 |
| NHS 111 | 3.23% | 3 |
| Other (please specify) | 30.11% | 28 |
| Total | | 93 |

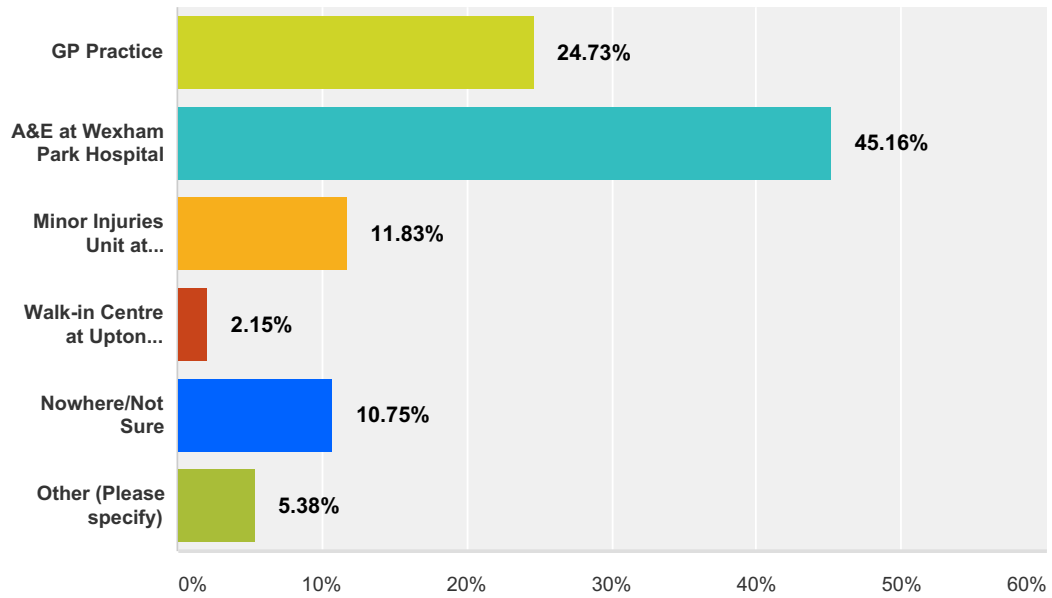
| # | Other (please specify) | Date |
|---|------------------------|-------------------|
| 1 | Mother | 6/24/2014 2:52 AM |
| 2 | Ambulance | 6/24/2014 2:49 AM |
| 3 | School | 6/24/2014 2:40 AM |
| 4 | Podiatry dept | 6/24/2014 2:27 AM |
| 5 | School | 6/24/2014 2:22 AM |
| 6 | Daughter | 6/24/2014 2:20 AM |
| 7 | School | 6/24/2014 2:13 AM |

St Marks Urgent Care Centre Patient Survey June2014

| | | |
|----|---|--------------------|
| 8 | First aider at school | 6/24/2014 2:10 AM |
| 9 | Friend | 6/24/2014 2:09 AM |
| 10 | . | 6/24/2014 1:24 AM |
| 11 | Pharmacy | 6/24/2014 1:03 AM |
| 12 | Staff at work | 6/24/2014 12:55 AM |
| 13 | Mother | 6/23/2014 7:54 AM |
| 14 | Parents | 6/23/2014 7:34 AM |
| 15 | Nearest Hospital | 6/23/2014 7:25 AM |
| 16 | me whilst at hospital | 6/23/2014 7:24 AM |
| 17 | Mum | 6/23/2014 7:12 AM |
| 18 | Friend | 6/23/2014 7:09 AM |
| 19 | My partner who attended St Marks before | 6/23/2014 3:33 AM |
| 20 | Partner | 6/23/2014 3:08 AM |
| 21 | School nurse | 6/23/2014 3:06 AM |
| 22 | Mum | 6/23/2014 3:05 AM |
| 23 | School | 6/23/2014 3:03 AM |
| 24 | Paramedics | 6/23/2014 3:01 AM |
| 25 | School | 6/23/2014 2:52 AM |
| 26 | Nurse | 6/23/2014 2:22 AM |
| 27 | Friend | 6/23/2014 2:17 AM |
| 28 | No First Aid at school, Grandparents advice | 6/23/2014 2:02 AM |

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

Answered: 93 Skipped: 7

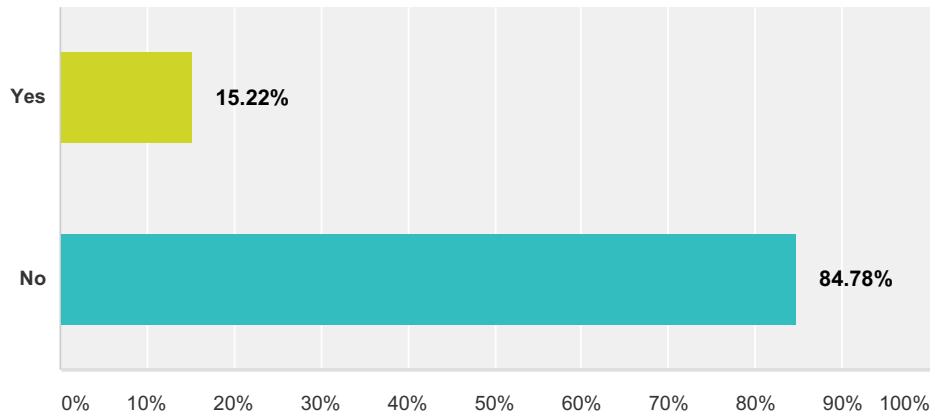


| Answer Choices | Responses |
|---|-----------|
| GP Practice | 24.73% 23 |
| A&E at Wexham Park Hospital | 45.16% 42 |
| Minor Injuries Unit at Heatherwood Hospital | 11.83% 11 |
| Walk-in Centre at Upton Hospital | 2.15% 2 |
| Nowhere/Not Sure | 10.75% 10 |
| Other (Please specify) | 5.38% 5 |
| Total | 93 |

| # | Other (Please specify) | Date |
|---|------------------------------|-------------------|
| 1 | Royal Berks Hospital Reading | 6/24/2014 1:06 AM |
| 2 | A&E Royal Berks Hospital | 6/24/2014 1:00 AM |
| 3 | Wycombe | 6/23/2014 7:28 AM |
| 4 | Don't know | 6/23/2014 7:25 AM |
| 5 | High Wycome General | 6/23/2014 2:36 AM |

Q8 Did you phone the UCC before you came today?

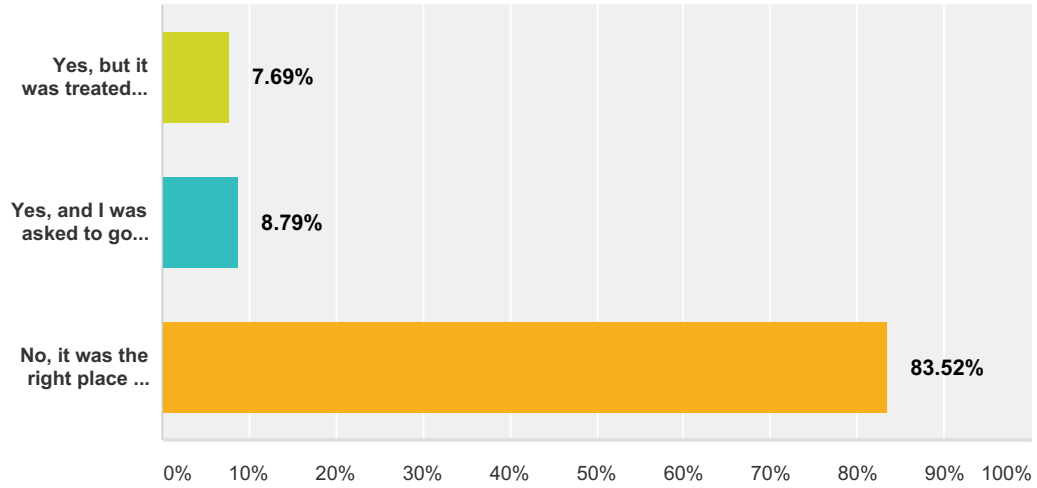
Answered: 92 Skipped: 8



| Answer Choices | Responses |
|----------------|-----------|
| Yes | 15.22% 14 |
| No | 84.78% 78 |
| Total | 92 |

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

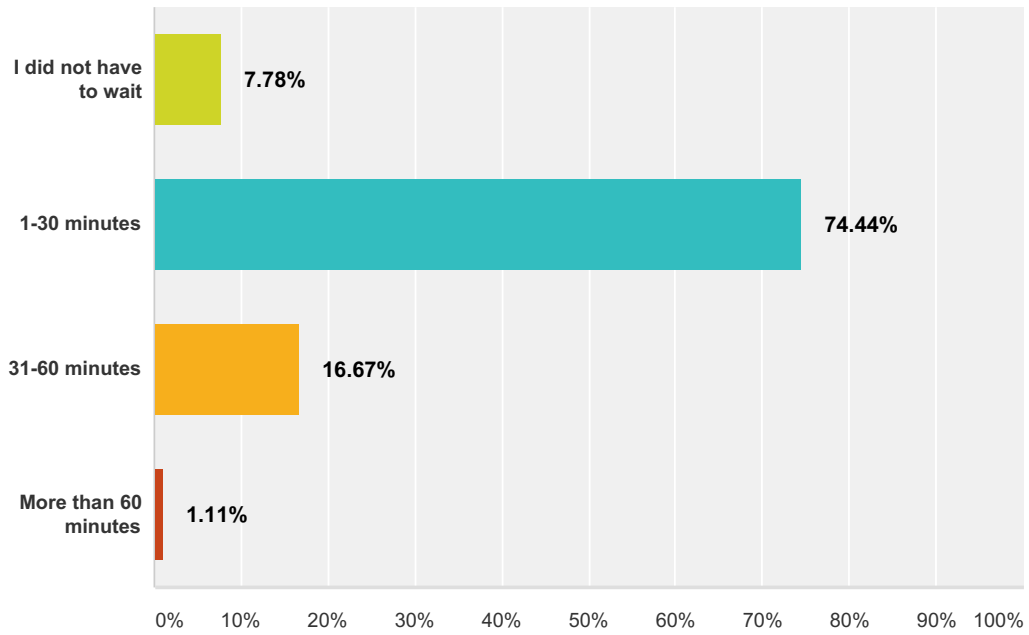
Answered: 91 Skipped: 9



| Answer Choices | Responses | |
|--|-----------|-----------|
| Yes, but it was treated anyway | 7.69% | 7 |
| Yes, and I was asked to go there instead | 8.79% | 8 |
| No, it was the right place to come | 83.52% | 76 |
| Total | | 91 |

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

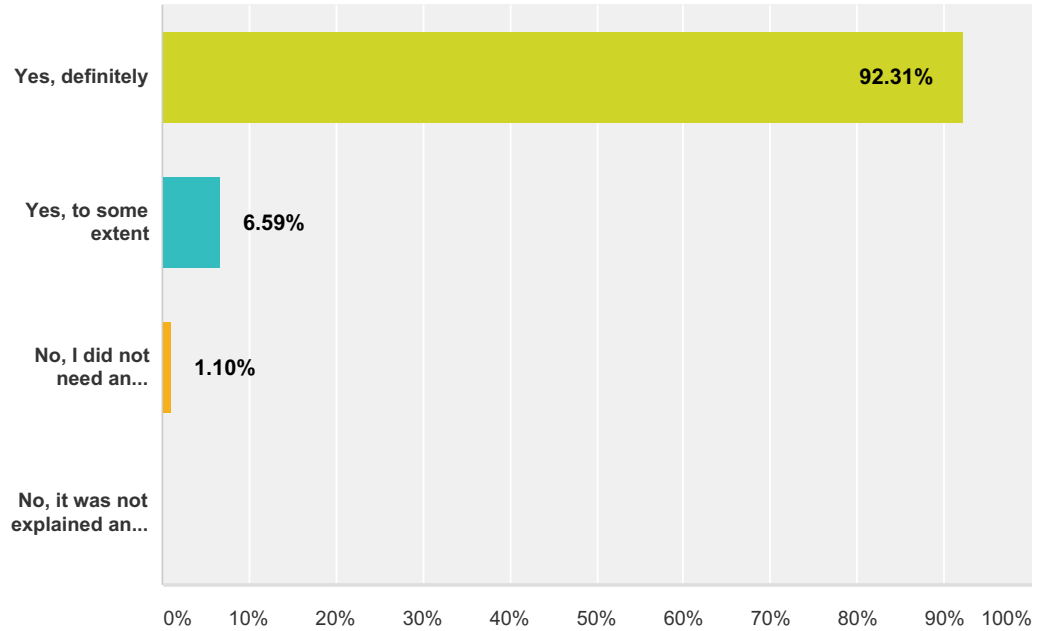
Answered: 90 Skipped: 10



| Answer Choices | Responses | |
|------------------------|-----------|-----------|
| I did not have to wait | 7.78% | 7 |
| 1-30 minutes | 74.44% | 67 |
| 31-60 minutes | 16.67% | 15 |
| More than 60 minutes | 1.11% | 1 |
| Total | | 90 |

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

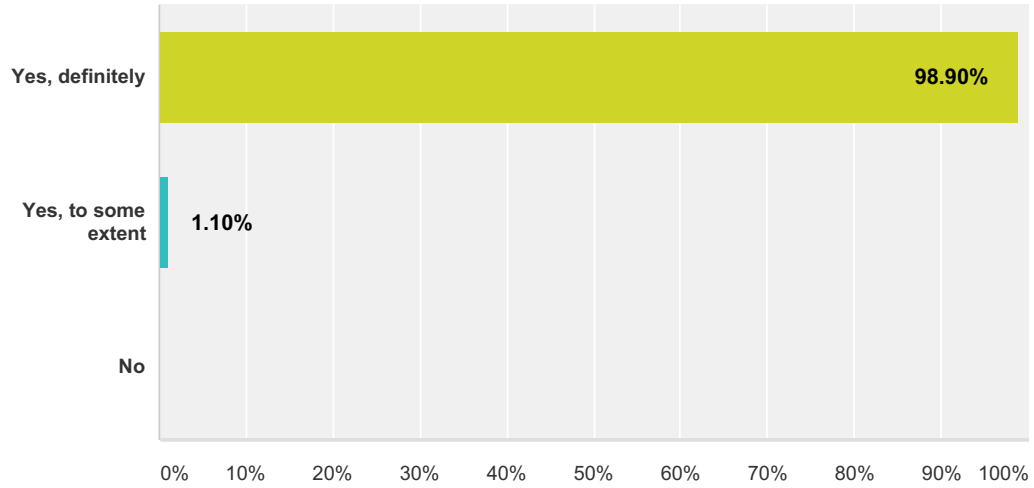
Answered: 91 Skipped: 9



| Answer Choices | Responses |
|--|-----------|
| Yes, definitely | 92.31% 84 |
| Yes, to some extent | 6.59% 6 |
| No, I did not need an explanation | 1.10% 1 |
| No, it was not explained and it should have been | 0.00% 0 |
| Total | 91 |

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

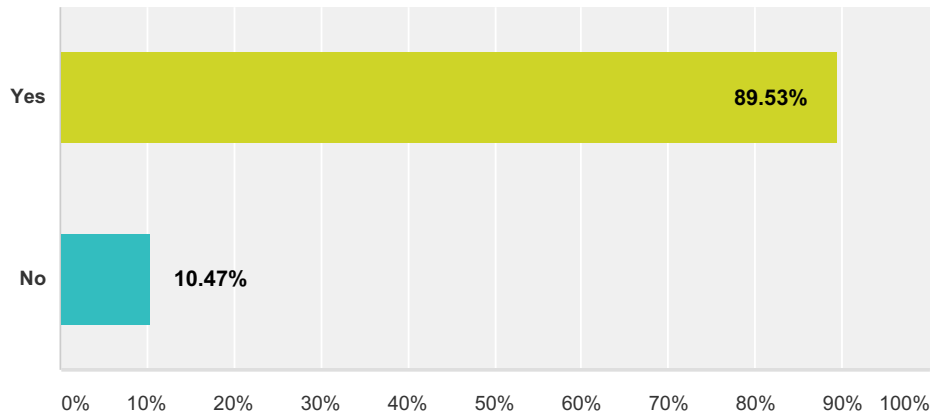
Answered: 91 Skipped: 9



| Answer Choices | Responses | Count |
|---------------------|-----------|-----------|
| Yes, definitely | 98.90% | 90 |
| Yes, to some extent | 1.10% | 1 |
| No | 0.00% | 0 |
| Total | | 91 |

Q14 Are the current opening hours convenient for your needs?

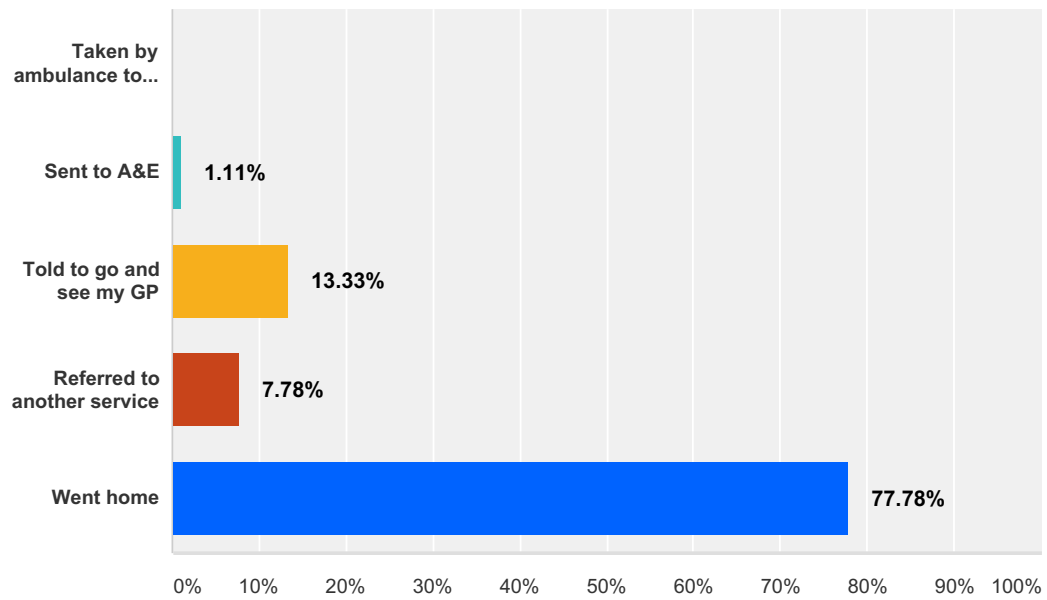
Answered: 86 Skipped: 14



| Answer Choices | Responses |
|----------------|-----------|
| Yes | 89.53% 77 |
| No | 10.47% 9 |
| Total | 86 |

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

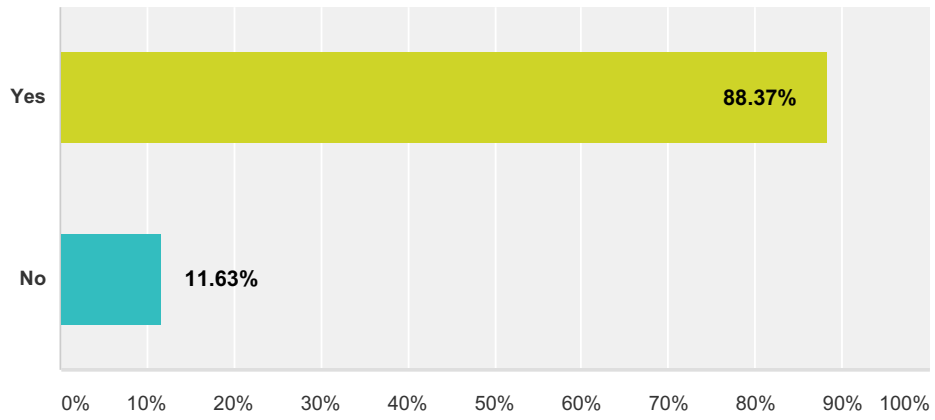
Answered: 90 Skipped: 10



| Answer Choices | Responses |
|-----------------------------|-----------|
| Taken by ambulance to A&E | 0.00% 0 |
| Sent to A&E | 1.11% 1 |
| Told to go and see my GP | 13.33% 12 |
| Referred to another service | 7.78% 7 |
| Went home | 77.78% 70 |
| Total | 90 |

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

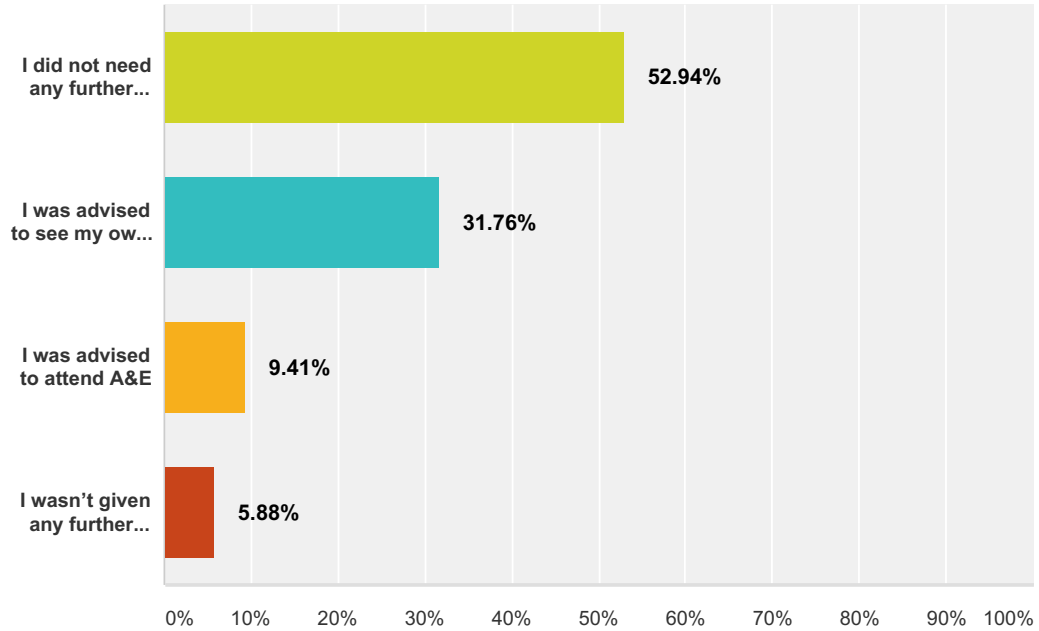
Answered: 86 Skipped: 14



| Answer Choices | Responses |
|----------------|-----------|
| Yes | 88.37% 76 |
| No | 11.63% 10 |
| Total | 86 |

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

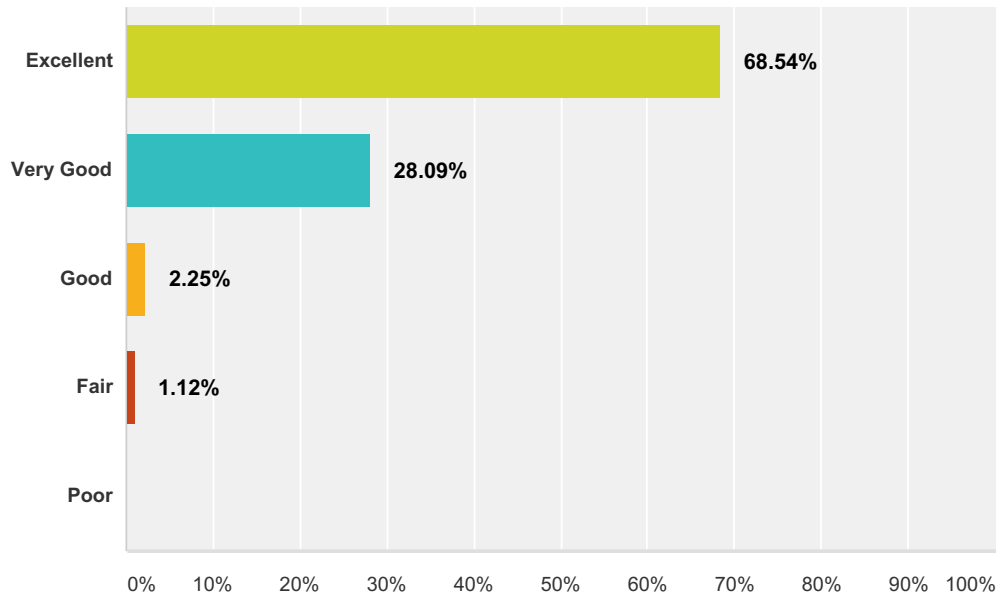
Answered: 85 Skipped: 15



| Answer Choices | Responses | |
|------------------------------------|-----------|-----------|
| I did not need any further details | 52.94% | 45 |
| I was advised to see my own GP | 31.76% | 27 |
| I was advised to attend A&E | 9.41% | 8 |
| I wasn't given any further advice | 5.88% | 5 |
| Total | | 85 |

Q18 How would you rate the service at the UCC

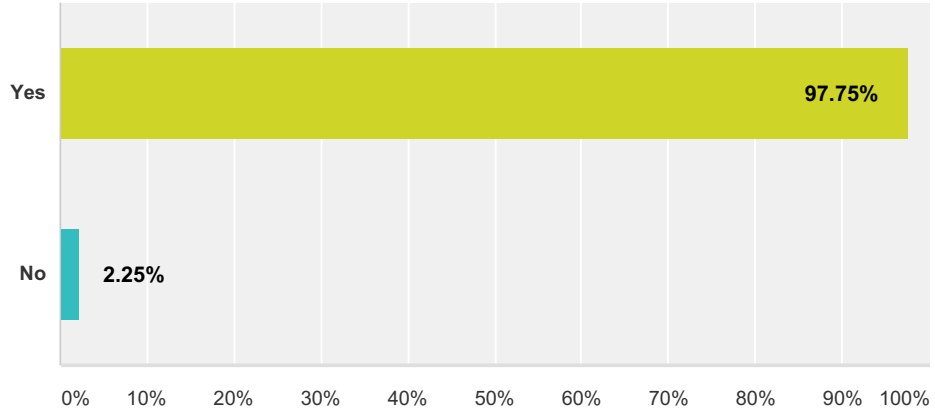
Answered: 89 Skipped: 11



| Answer Choices | Responses | |
|----------------|-----------|-----------|
| Excellent | 68.54% | 61 |
| Very Good | 28.09% | 25 |
| Good | 2.25% | 2 |
| Fair | 1.12% | 1 |
| Poor | 0.00% | 0 |
| Total | | 89 |

Q19 If you needed urgent medical care would you be happy to attend the UCC again?

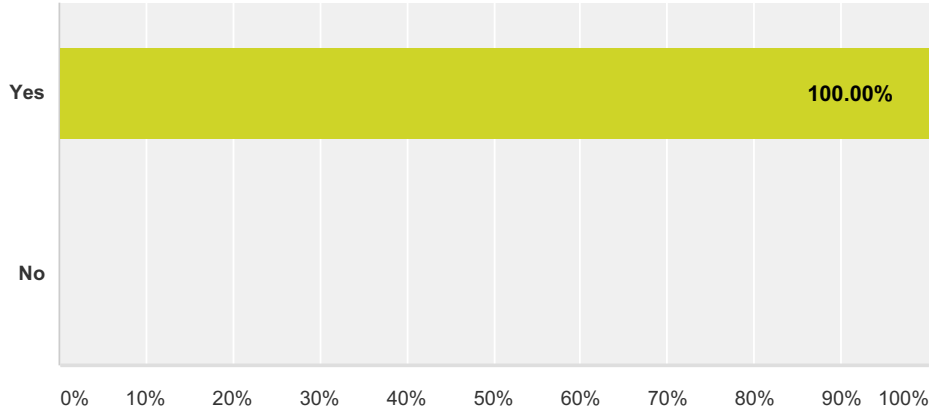
Answered: 89 Skipped: 11



| Answer Choices | Responses | |
|----------------|-----------|-----------|
| Yes | 97.75% | 87 |
| No | 2.25% | 2 |
| Total | | 89 |

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

Answered: 89 Skipped: 11



| Answer Choices | Responses |
|----------------|------------|
| Yes | 100.00% 89 |
| No | 0.00% 0 |
| Total | 89 |