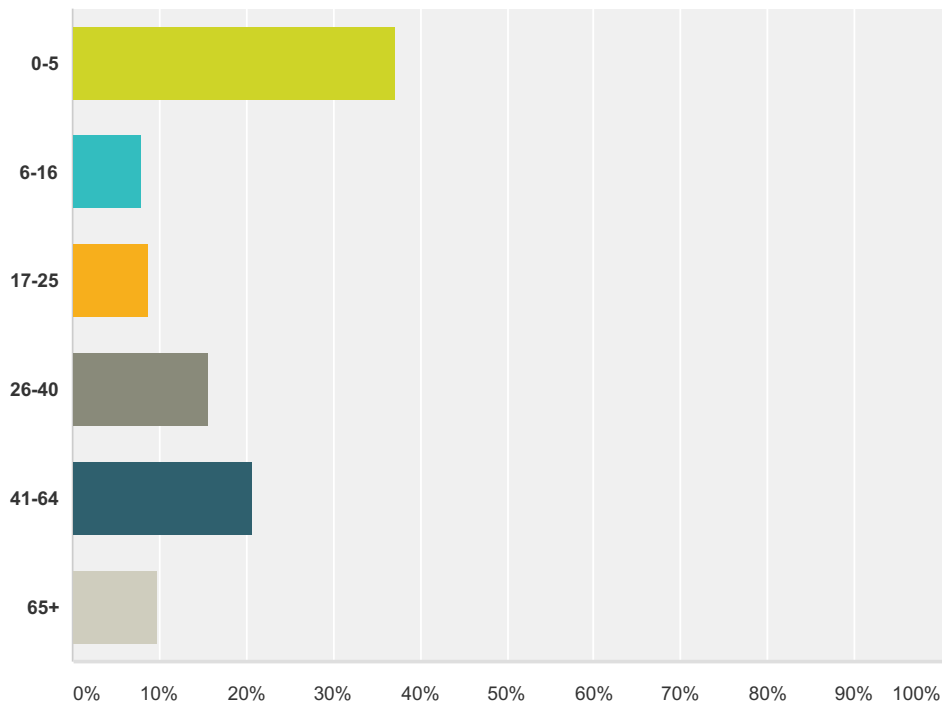


Q2 What age group is the patient? (if you are the patient please note your own age)

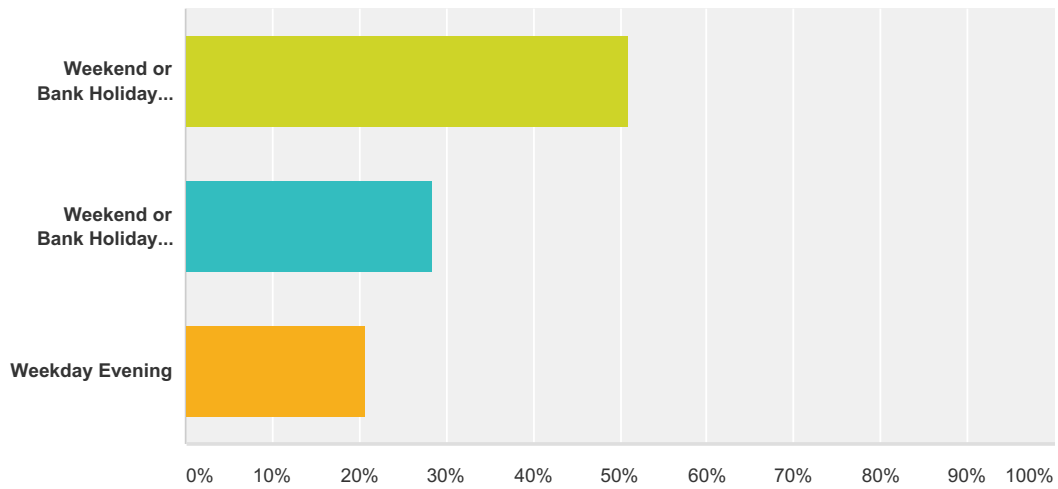
Answered: 102 Skipped: 2



Answer Choices	Responses	
0-5	37.25%	38
6-16	7.84%	8
17-25	8.82%	9
26-40	15.69%	16
41-64	20.59%	21
65+	9.80%	10
Total		102

Q3 At what time of the day did you attend the Primary Care Centre?

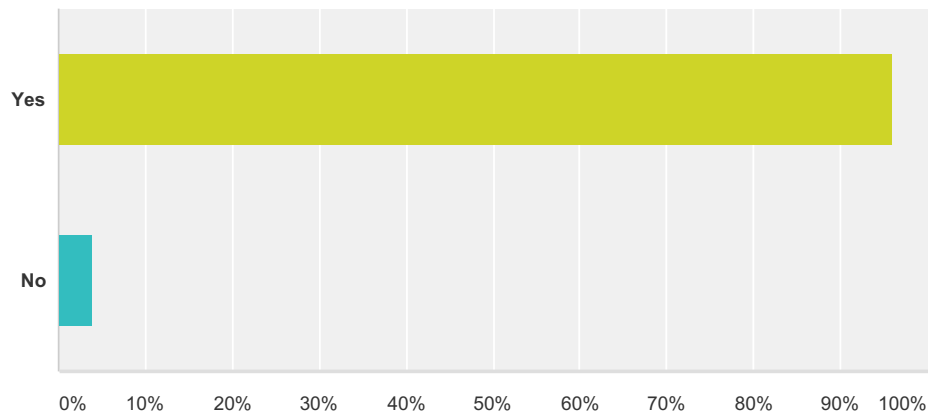
Answered: 102 Skipped: 2



Answer Choices	Responses	
Weekend or Bank Holiday Daytime	50.98%	52
Weekend or Bank Holiday Evening	28.43%	29
Weekday Evening	20.59%	21
Total		102

Q4 Was the GP Out of Hours Primary Care Centre easy to find?

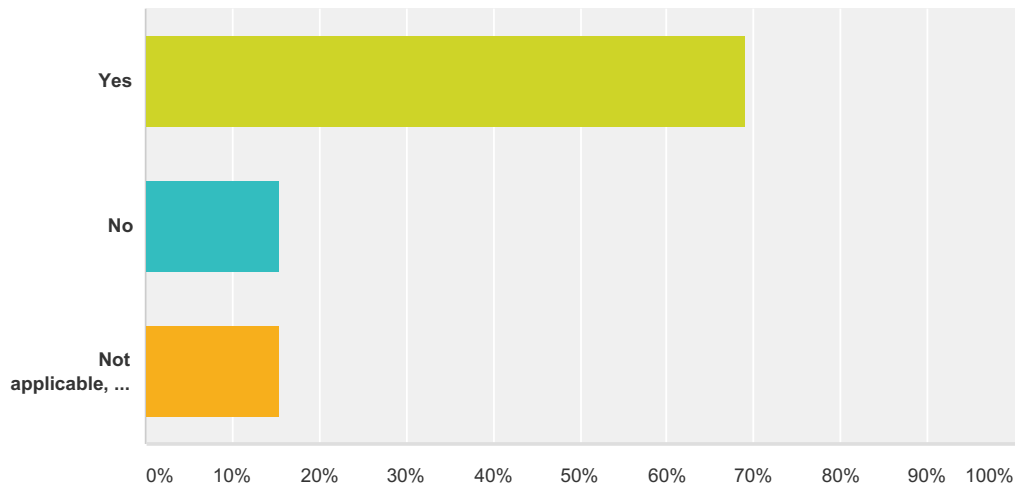
Answered: 101 Skipped: 3



Answer Choices	Responses	
Yes	96.04%	97
No	3.96%	4
Total		101

Q5 Were you able to park easily at the Hospital?

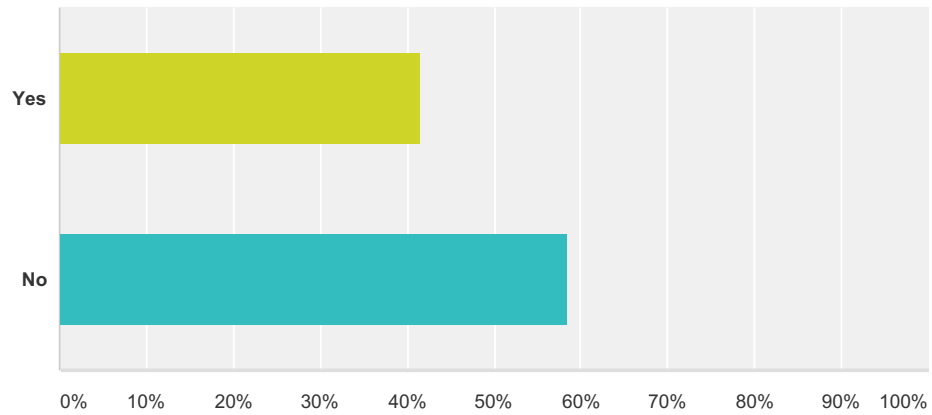
Answered: 97 Skipped: 7



Answer Choices	Responses	
Yes	69.07%	67
No	15.46%	15
Not applicable, I didn't drive	15.46%	15
Total		97

Q6 Did you already know about the Out of Hours Primary Care Centre before attending this time?

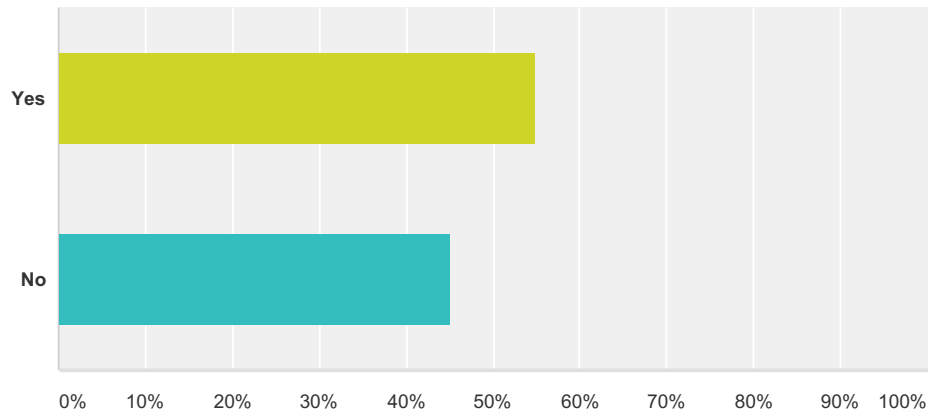
Answered: 101 Skipped: 3



Answer Choices	Responses	
Yes	41.58%	42
No	58.42%	59
Total		101

Q7 Did you speak to the NHS 111 service on the telephone before coming to the Primary Care Centre?

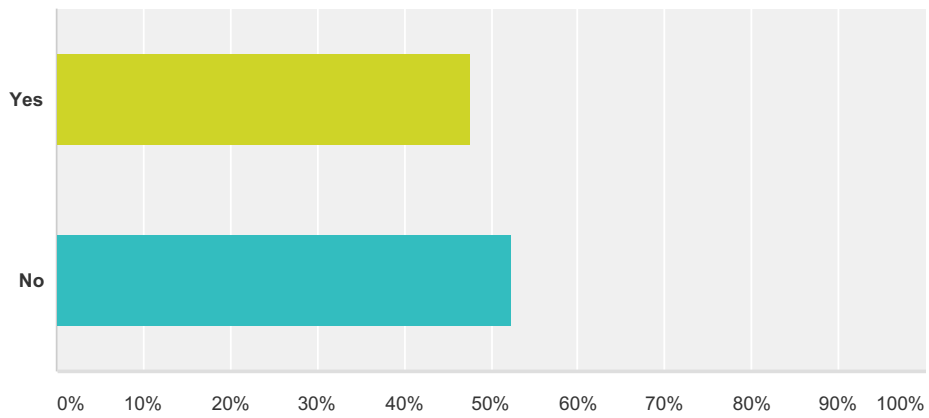
Answered: 100 Skipped: 4



Answer Choices	Responses	
Yes	55.00%	55
No	45.00%	45
Total		100

Q8 Did you telephone your Doctors Surgery before coming to the Primary Care Centre?

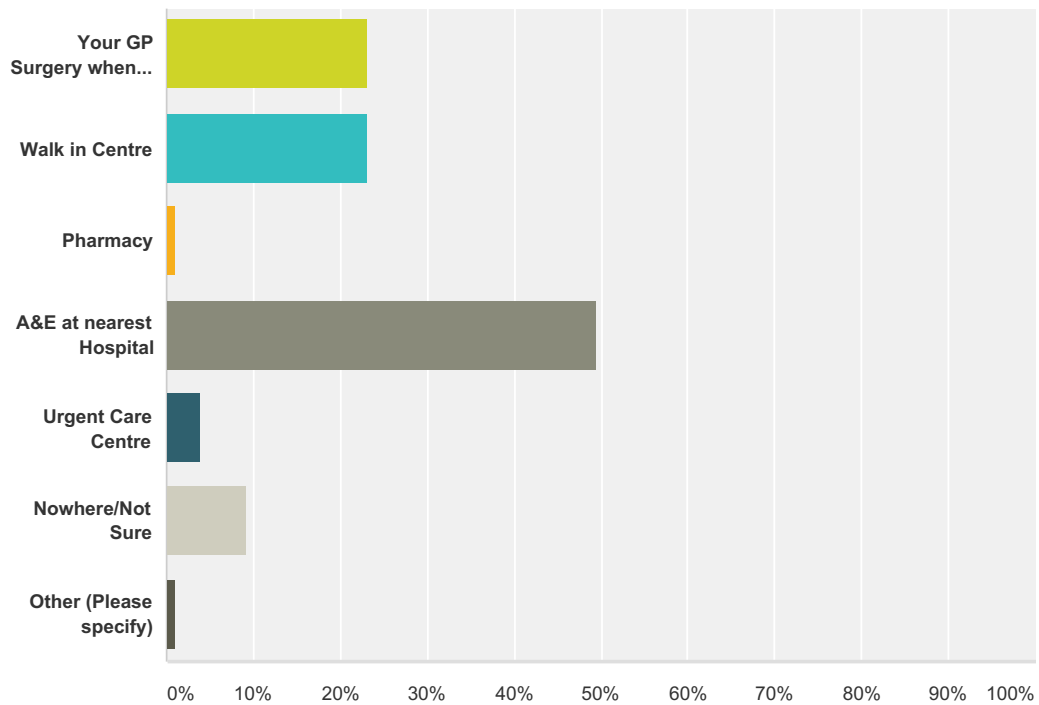
Answered: 101 Skipped: 3



Answer Choices	Responses	
Yes	47.52%	48
No	52.48%	53
Total		101

Q9 Where do you think you would have gone if there was no Primary Care Centre?

Answered: 99 Skipped: 5

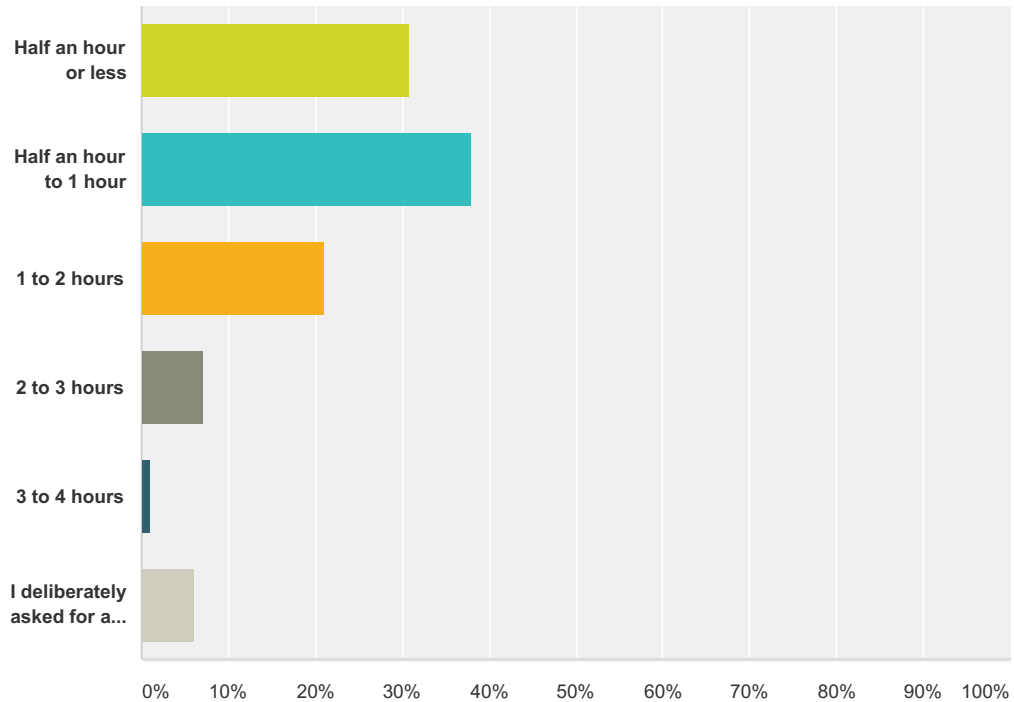


Answer Choices	Responses
Your GP Surgery when it is open again	23.23% 23
Walk in Centre	23.23% 23
Pharmacy	1.01% 1
A&E at nearest Hospital	49.49% 49
Urgent Care Centre	4.04% 4
Nowhere/Not Sure	9.09% 9
Other (Please specify)	1.01% 1
Total Respondents: 99	

#	Other (Please specify)	Date
1	Although very difficult to get an appointment	10/7/2015 10:42 AM

Q10 How long was the gap between your call with the doctor and your booked appointment time at the Primary Care Centre in Teddington?

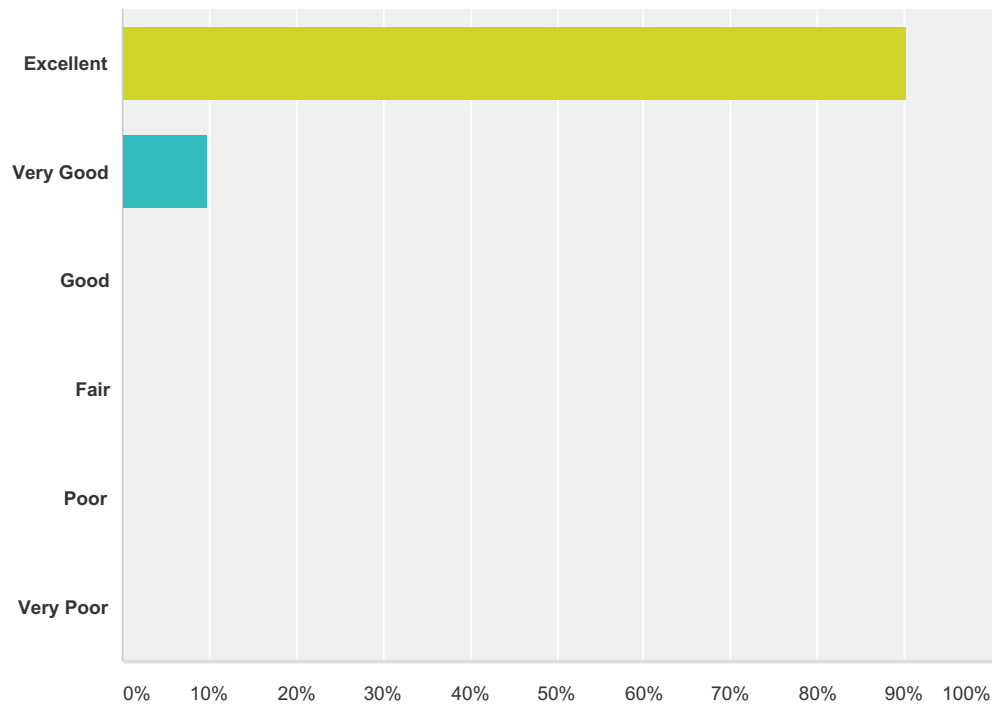
Answered: 100 Skipped: 4



Answer Choices	Responses	
Half an hour or less	31.00%	31
Half an hour to 1 hour	38.00%	38
1 to 2 hours	21.00%	21
2 to 3 hours	7.00%	7
3 to 4 hours	1.00%	1
I deliberately asked for a delay between phone call and appointment to suit my own circumstances	6.00%	6
Total Respondents: 100		

Q11 How would you rate the attitude of the receptionist?

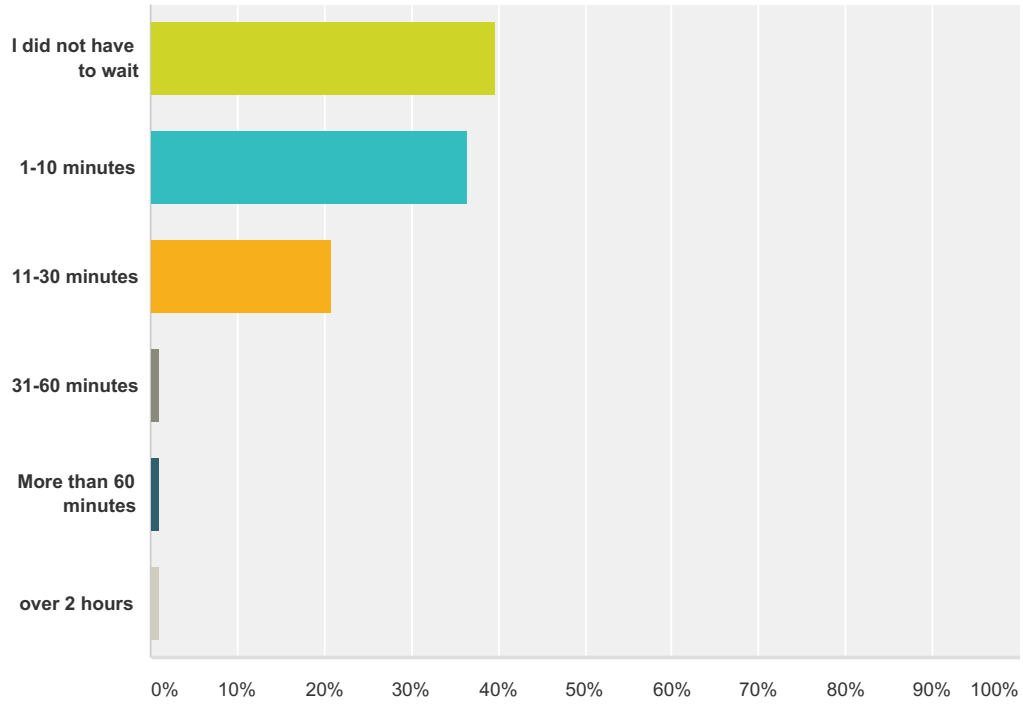
Answered: 102 Skipped: 2



Answer Choices	Responses
Excellent	90.20% 92
Very Good	9.80% 10
Good	0.00% 0
Fair	0.00% 0
Poor	0.00% 0
Very Poor	0.00% 0
Total	102

Q12 From the time you arrived, roughly how long did you have to wait to be seen by a Doctor?

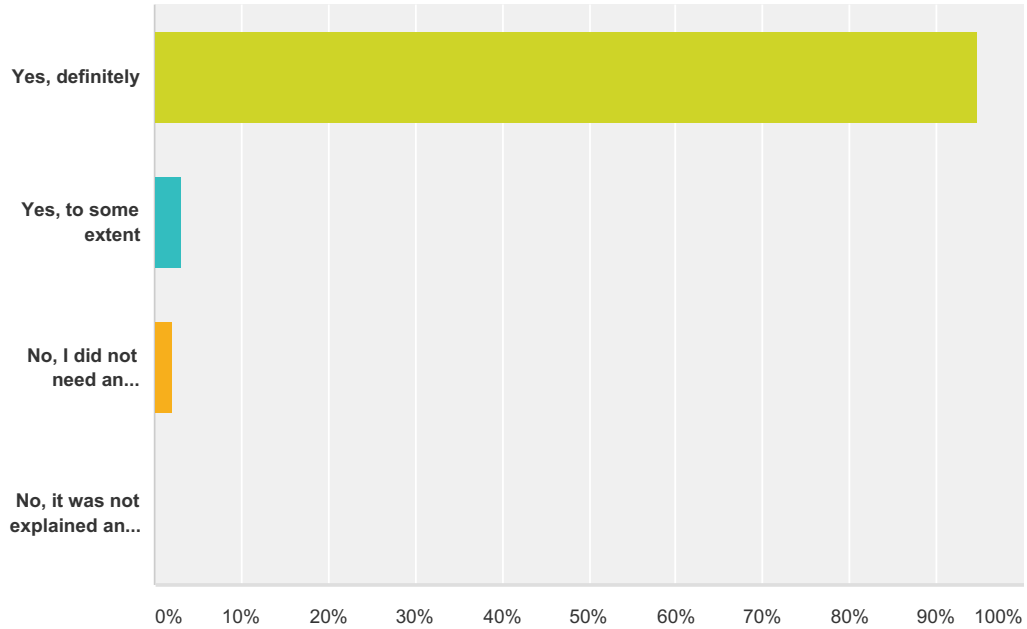
Answered: 101 Skipped: 3



Answer Choices	Responses	Count
I did not have to wait	39.60%	40
1-10 minutes	36.63%	37
11-30 minutes	20.79%	21
31-60 minutes	0.99%	1
More than 60 minutes	0.99%	1
over 2 hours	0.99%	1
Total		101

Q13 Did the Doctor explain your condition and treatment in a way you could understand?

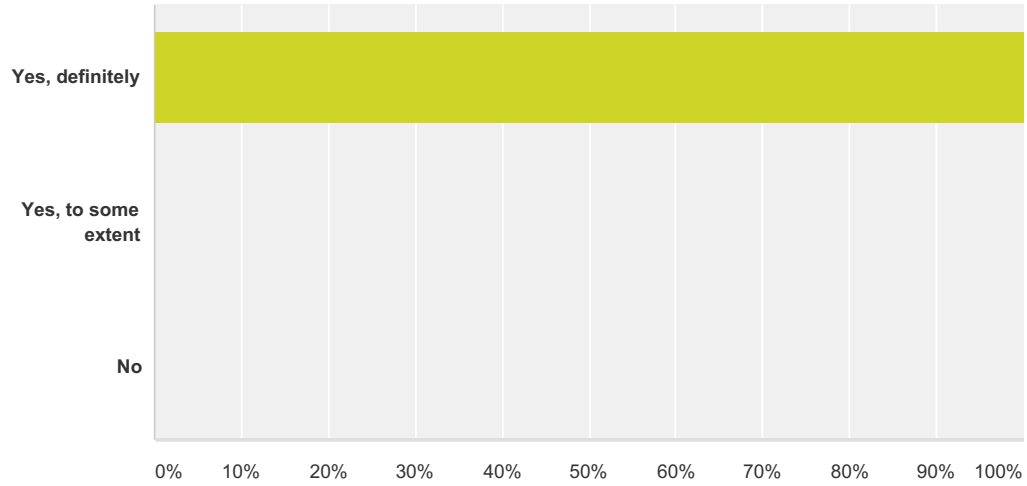
Answered: 94 Skipped: 10



Answer Choices	Responses
Yes, definitely	94.68% 89
Yes, to some extent	3.19% 3
No, I did not need an explanation	2.13% 2
No, it was not explained and it should have been	0.00% 0
Total	94

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

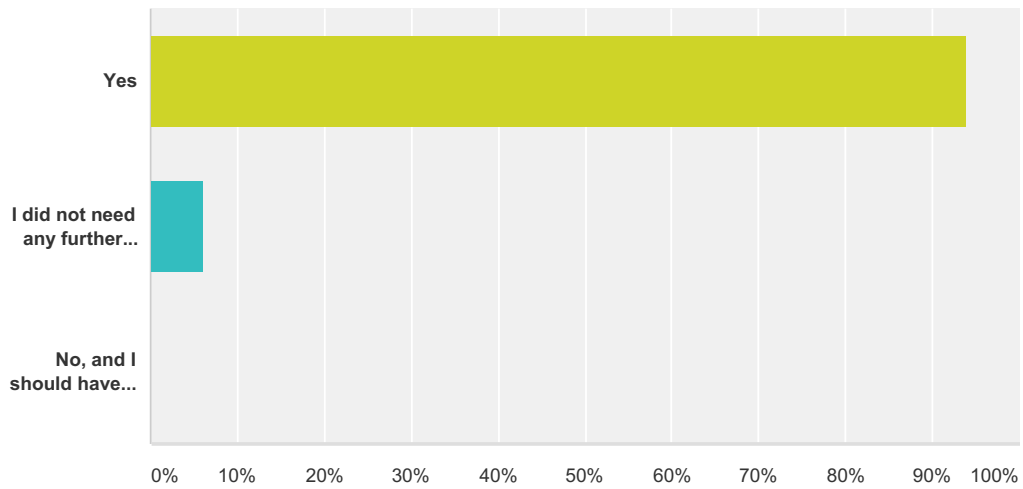
Answered: 100 Skipped: 4



Answer Choices	Responses	Count
Yes, definitely	100.00%	100
Yes, to some extent	0.00%	0
No	0.00%	0
Total		100

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

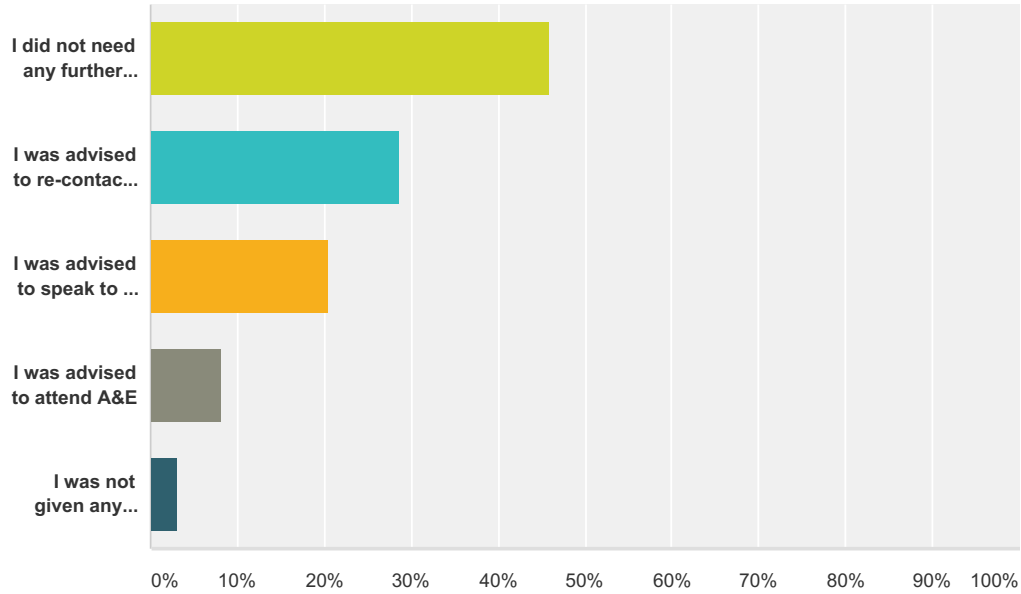
Answered: 98 Skipped: 6



Answer Choices	Responses
Yes	93.88% 92
I did not need any further information	6.12% 6
No, and I should have been told what to expect	0.00% 0
Total	98

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

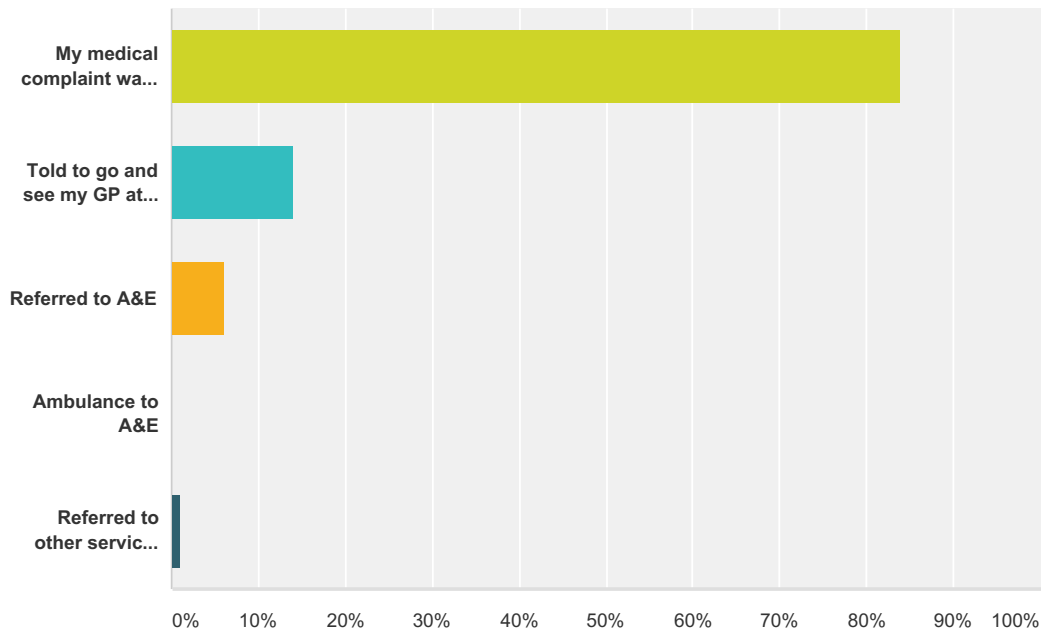
Answered: 98 Skipped: 6



Answer Choices	Responses	
I did not need any further details	45.92%	45
I was advised to re-contact the service	28.57%	28
I was advised to speak to my own GP at the next opportunity	20.41%	20
I was advised to attend A&E	8.16%	8
I was not given any details of someone I could contact	3.06%	3
Total Respondents: 98		

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

Answered: 100 Skipped: 4

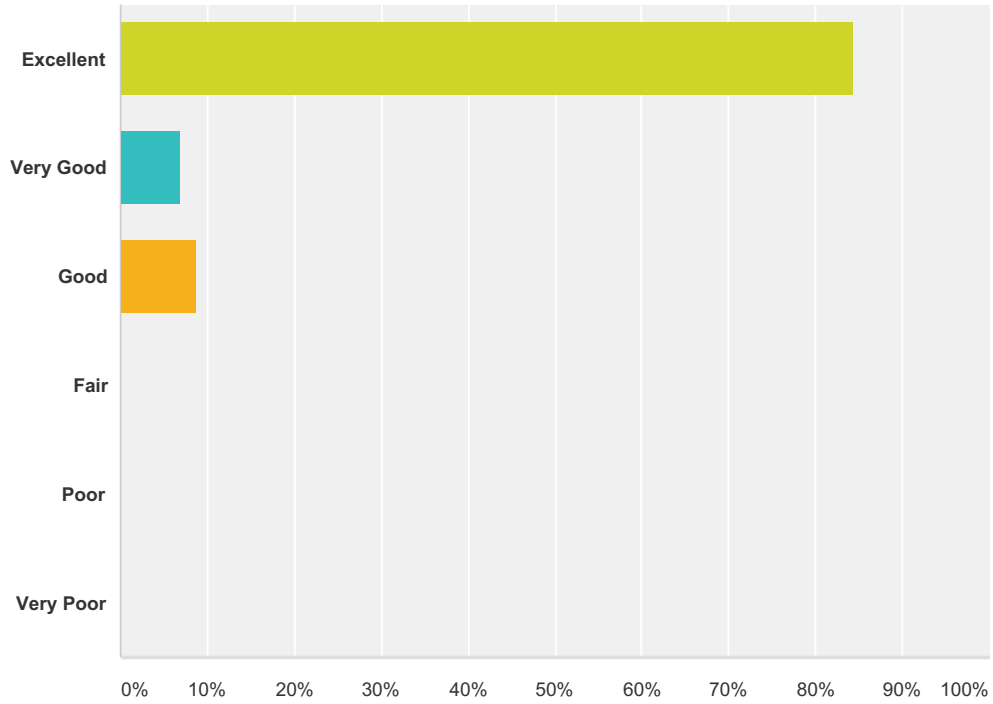


Answer Choices	Responses
My medical complaint was dealt with and I went home	84.00% 84
Told to go and see my GP at the next opportunity	14.00% 14
Referred to A&E	6.00% 6
Ambulance to A&E	0.00% 0
Referred to other service (please specify)	1.00% 1
Total Respondents: 100	

#	Referred to other service (please specify)	Date
1	PROVIDE URINE SAMPLE FOR LABORATORY ANALYSIS THRU G.PS	10/7/2015 10:38 AM

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

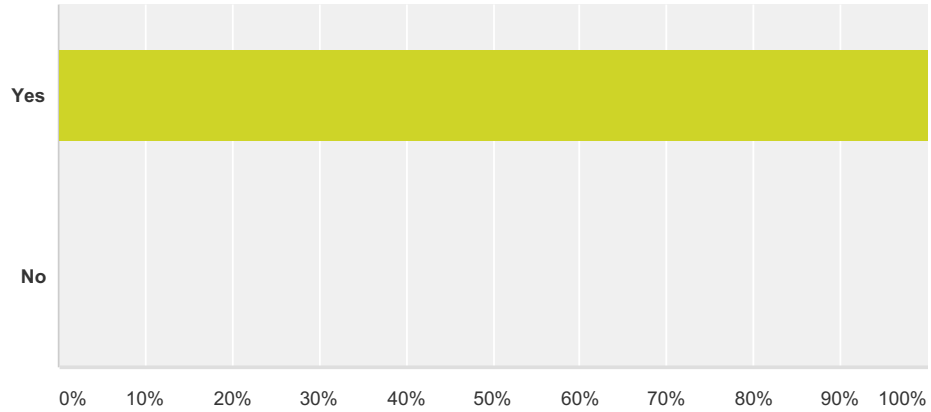
Answered: 102 Skipped: 2



Answer Choices	Responses	
Excellent	84.31%	86
Very Good	6.86%	7
Good	8.82%	9
Fair	0.00%	0
Poor	0.00%	0
Very Poor	0.00%	0
Total		102

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

Answered: 102 Skipped: 2



Answer Choices	Responses	Count
Yes	100.00%	102
No	0.00%	0
Total		102