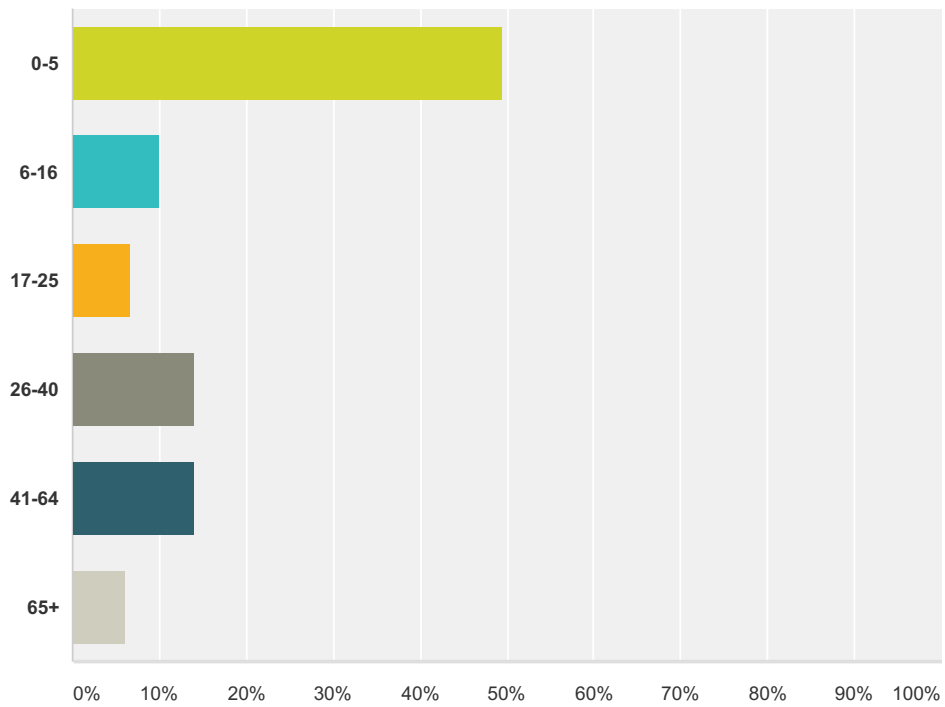


Q2 What age group is the patient? (if you are the patient please note your own age)

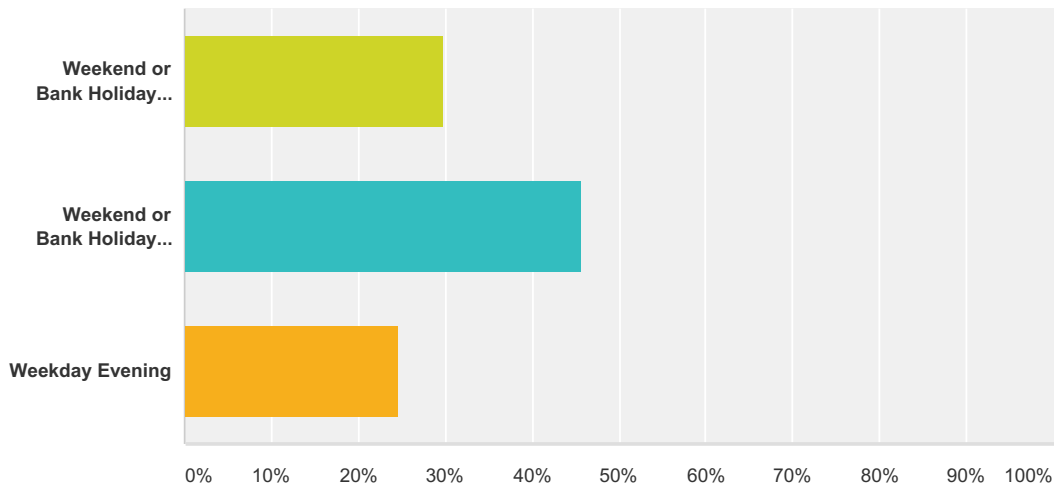
Answered: 251 Skipped: 5



Answer Choices	Responses	
0-5	49.40%	124
6-16	9.96%	25
17-25	6.77%	17
26-40	13.94%	35
41-64	13.94%	35
65+	5.98%	15
Total		251

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

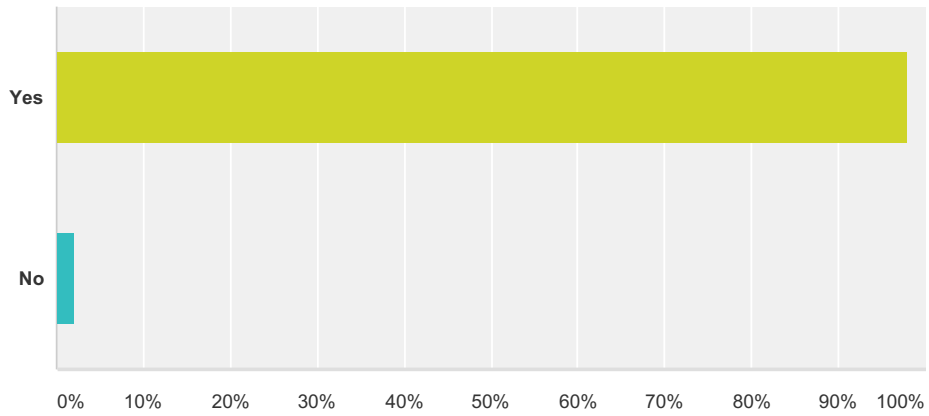
Answered: 252 Skipped: 4



Answer Choices	Responses
Weekend or Bank Holiday Daytime	29.76% 75
Weekend or Bank Holiday Evening	45.63% 115
Weekday Evening	24.60% 62
Total	252

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

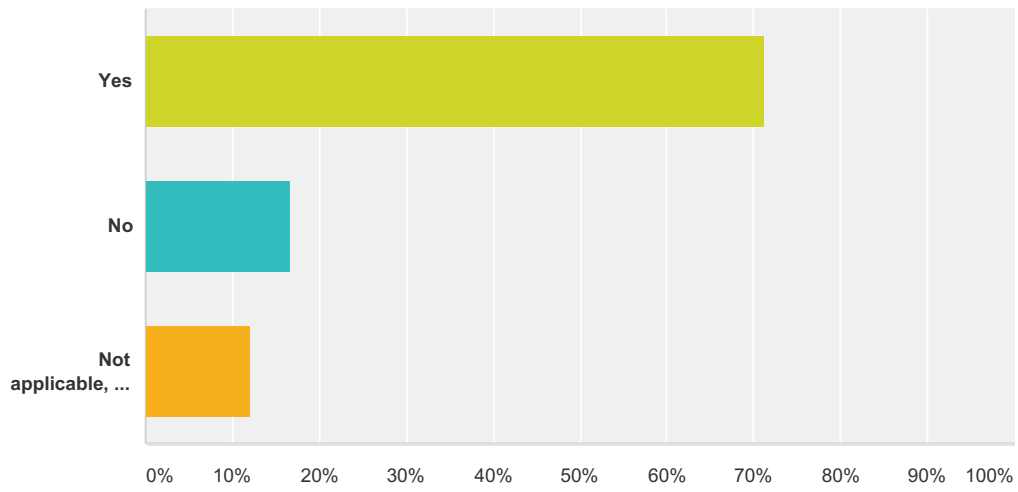
Answered: 248 Skipped: 8



Answer Choices	Responses
Yes	97.98% 243
No	2.02% 5
Total	248

Q5 Were you able to park easily at the Hospital?

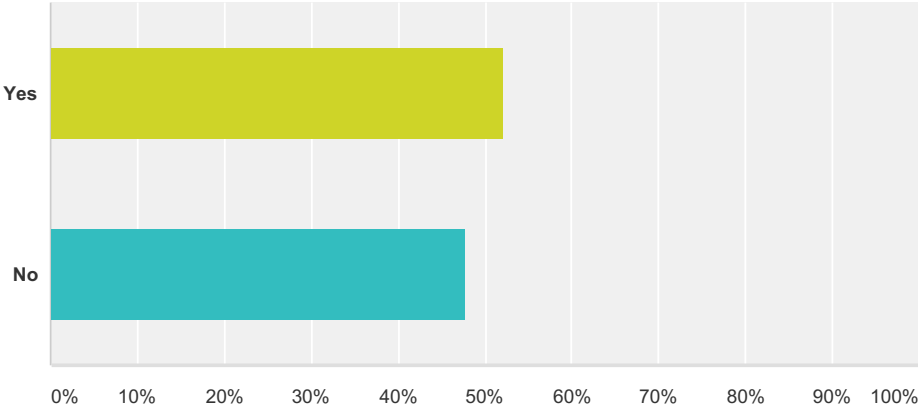
Answered: 246 Skipped: 10



Answer Choices	Responses	
Yes	71.14%	175
No	16.67%	41
Not applicable, I didn't drive	12.20%	30
Total		246

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

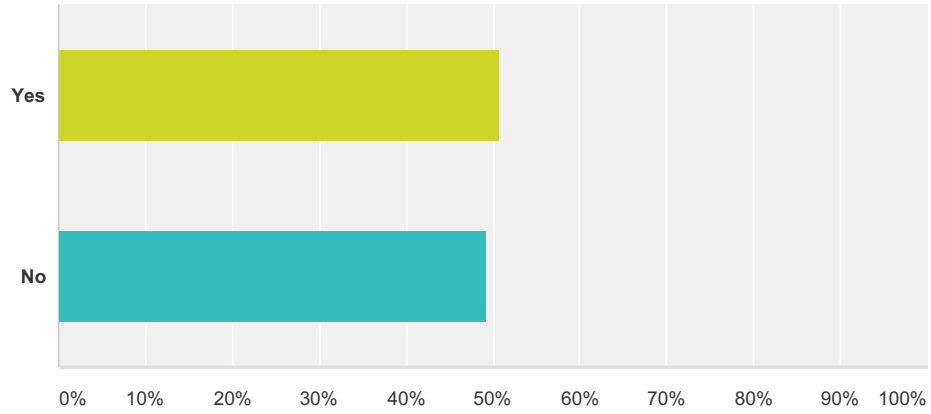
Answered: 249 Skipped: 7



Answer Choices	Responses
Yes	52.21% 130
No	47.79% 119
Total	249

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

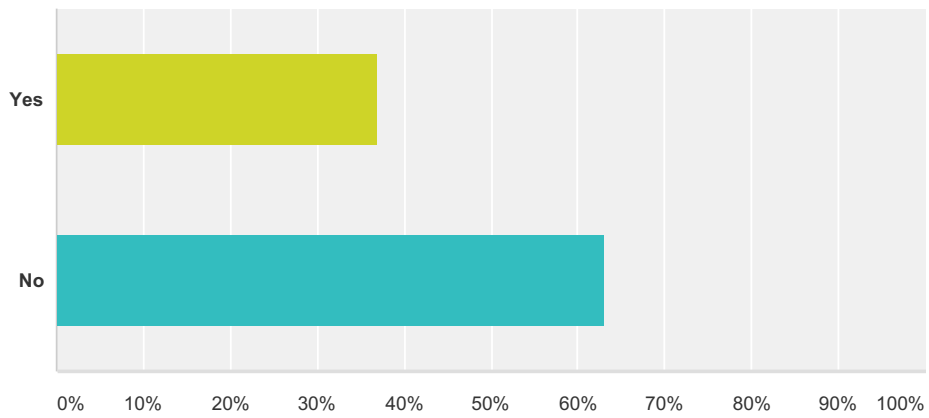
Answered: 250 Skipped: 6



Answer Choices	Responses	
Yes	50.80%	127
No	49.20%	123
Total		250

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

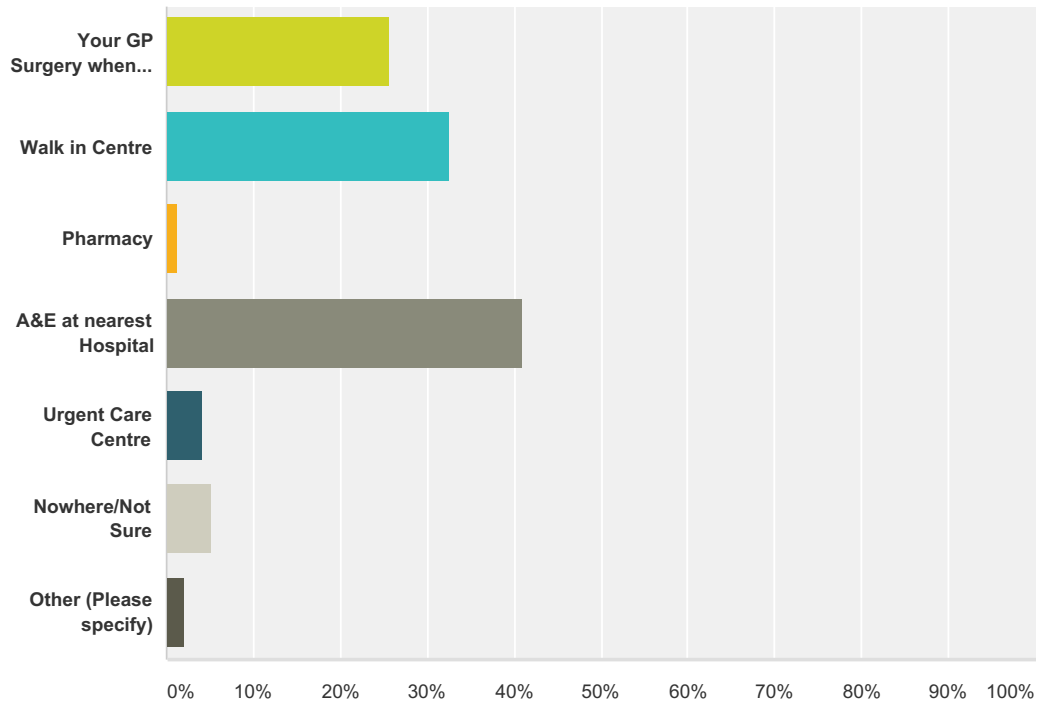
Answered: 246 Skipped: 10



Answer Choices	Responses	
Yes	36.99%	91
No	63.01%	155
Total		246

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

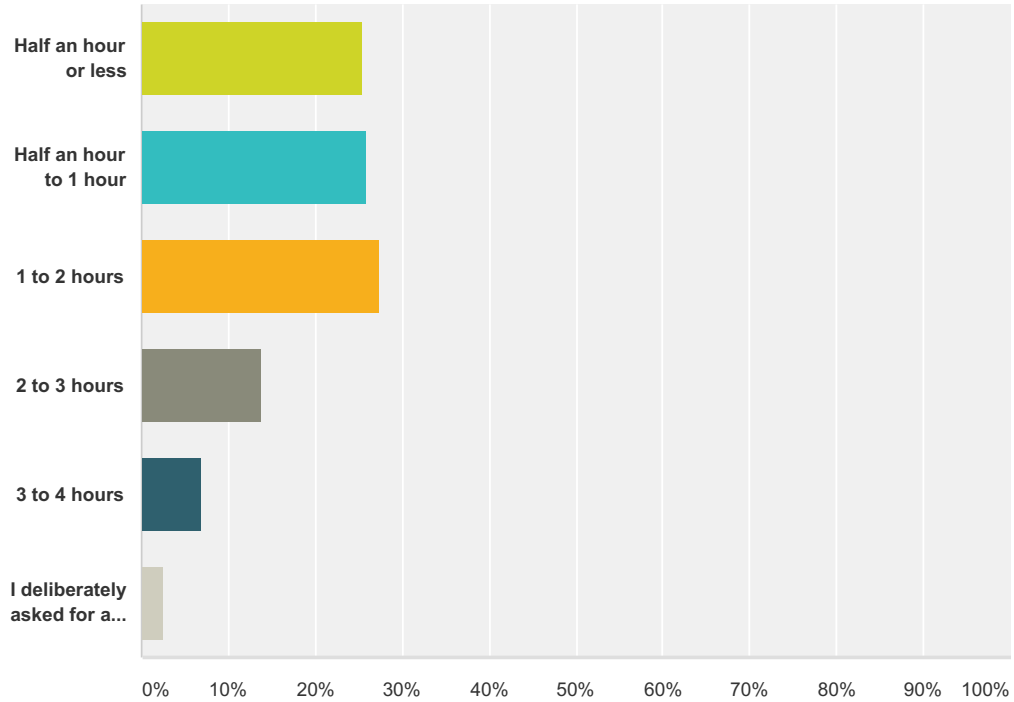
Answered: 245 Skipped: 11



Answer Choices	Responses
Your GP Surgery when it is open again	25.71% 63
Walk in Centre	32.65% 80
Pharmacy	1.22% 3
A&E at nearest Hospital	40.82% 100
Urgent Care Centre	4.08% 10
Nowhere/Not Sure	5.31% 13
Other (Please specify)	2.04% 5
Total Respondents: 245	

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

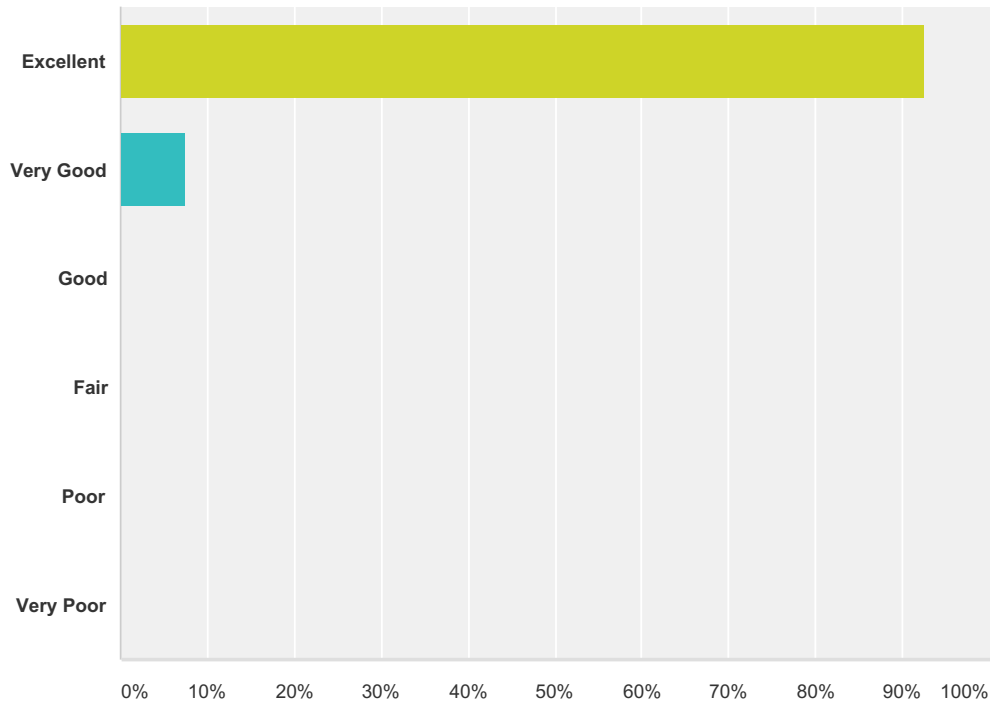
Answered: 248 Skipped: 8



Answer Choices	Responses	
Half an hour or less	25.40%	63
Half an hour to 1 hour	25.81%	64
1 to 2 hours	27.42%	68
2 to 3 hours	13.71%	34
3 to 4 hours	6.85%	17
I deliberately asked for a delay between phone call and appointment to suit my own circumstances	2.42%	6
Total Respondents: 248		

Q11 How would you rate the attitude of the receptionist?

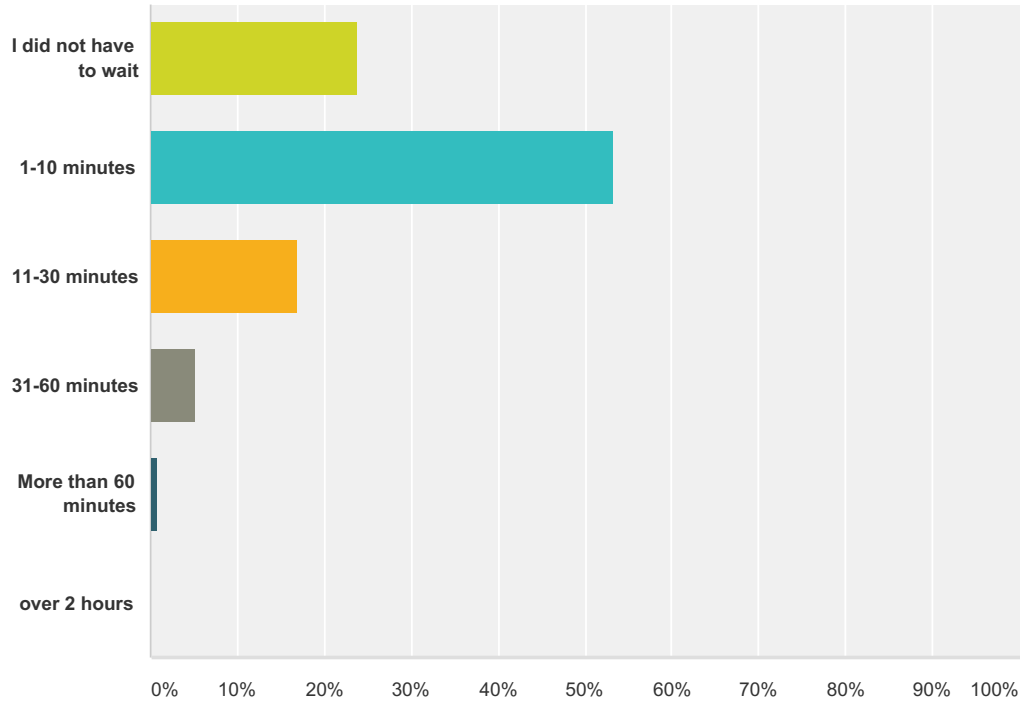
Answered: 251 Skipped: 5



Answer Choices	Responses
Excellent	92.43% 232
Very Good	7.57% 19
Good	0.00% 0
Fair	0.00% 0
Poor	0.00% 0
Very Poor	0.00% 0
Total	251

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

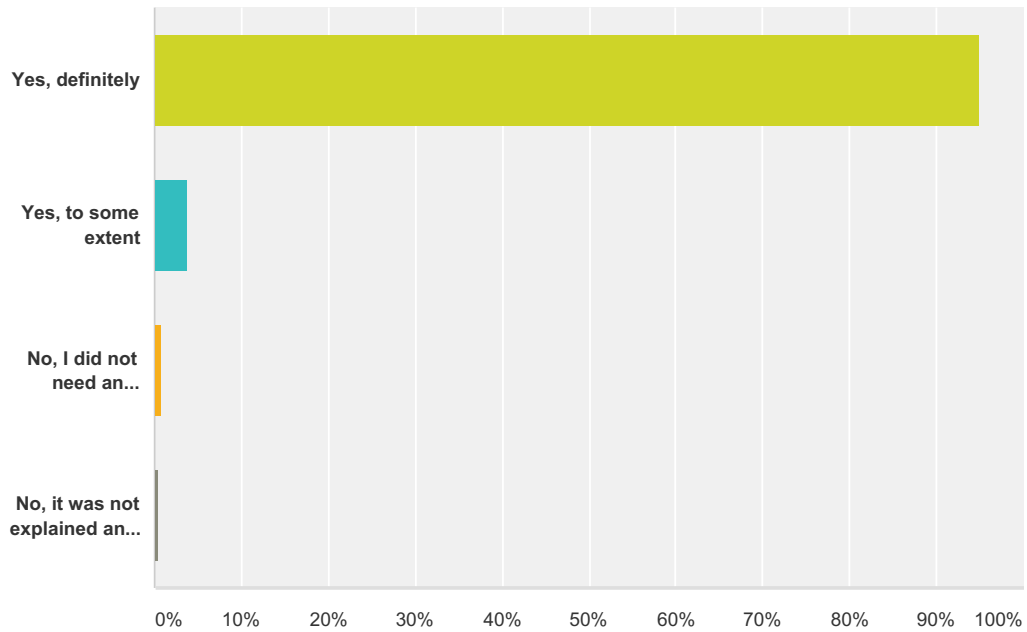
Answered: 248 Skipped: 8



Answer Choices	Responses
I did not have to wait	23.79% 59
1-10 minutes	53.23% 132
11-30 minutes	16.94% 42
31-60 minutes	5.24% 13
More than 60 minutes	0.81% 2
over 2 hours	0.00% 0
Total	248

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

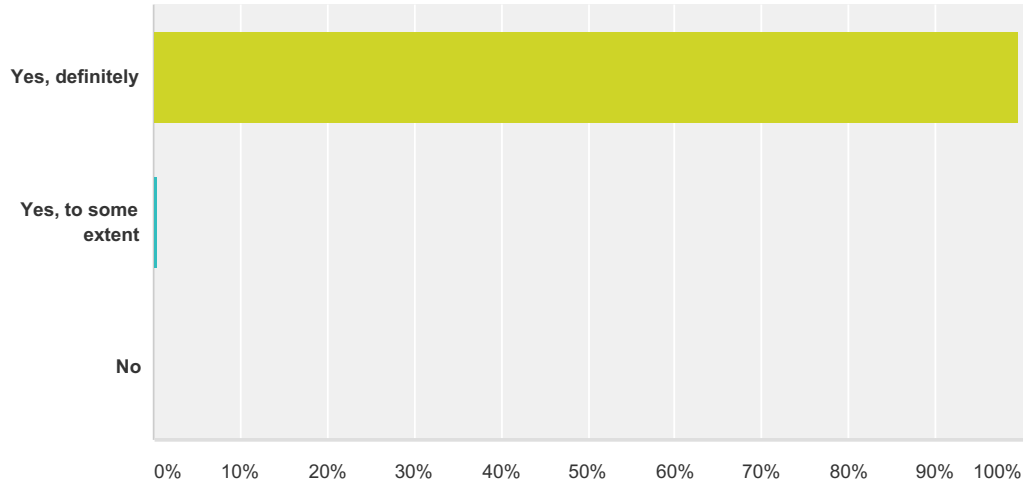
Answered: 239 Skipped: 17



Answer Choices	Responses
Yes, definitely	94.98% 227
Yes, to some extent	3.77% 9
No, I did not need an explanation	0.84% 2
No, it was not explained and it should have been	0.42% 1
Total	239

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

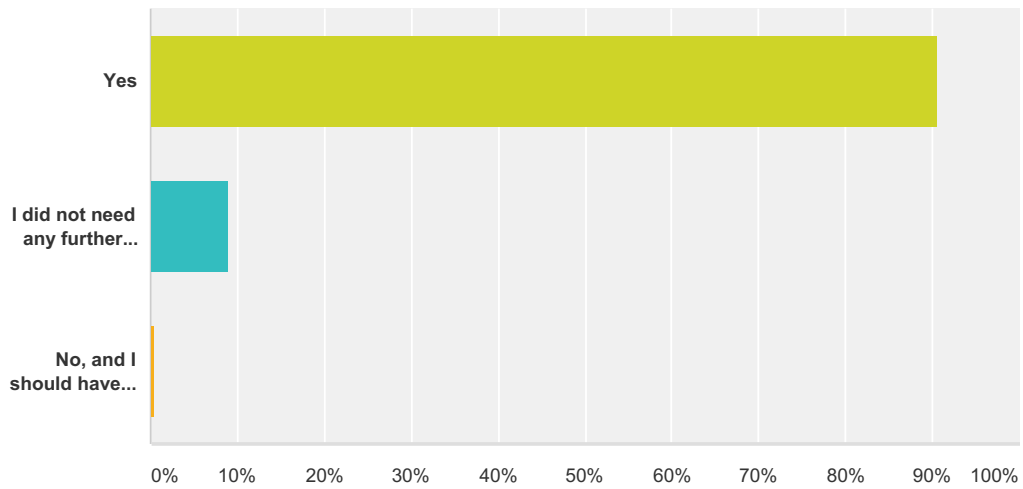
Answered: 249 Skipped: 7



Answer Choices	Responses
Yes, definitely	99.60% 248
Yes, to some extent	0.40% 1
No	0.00% 0
Total	249

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

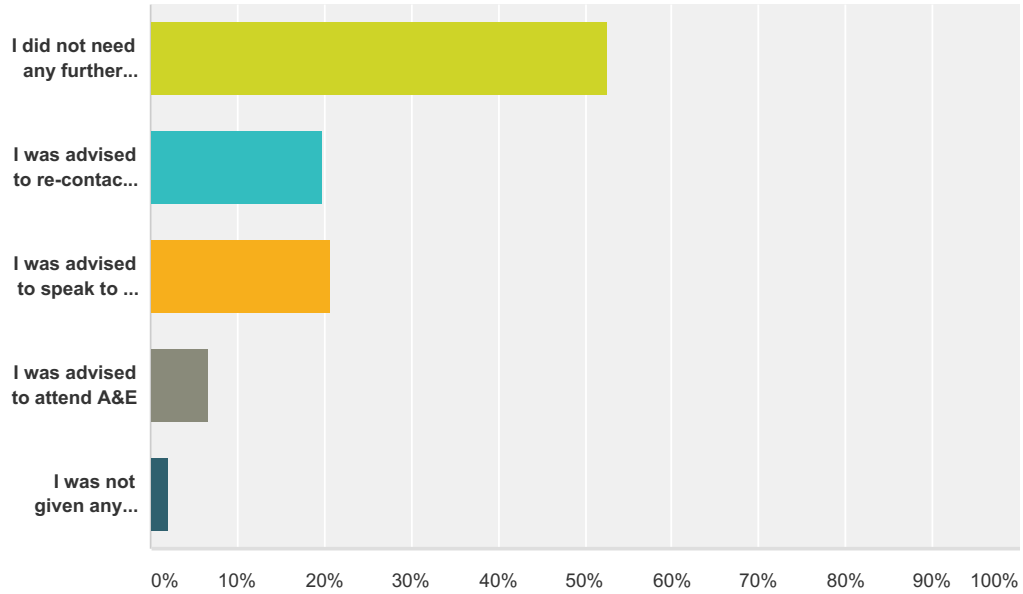
Answered: 244 Skipped: 12



Answer Choices	Responses
Yes	90.57% 221
I did not need any further information	9.02% 22
No, and I should have been told what to expect	0.41% 1
Total	244

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

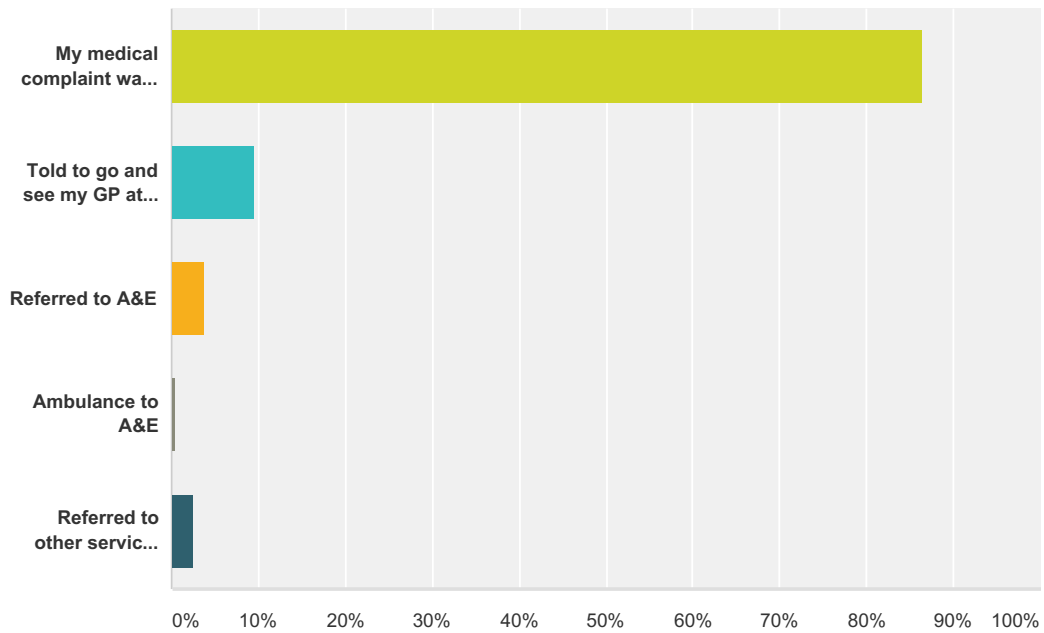
Answered: 243 Skipped: 13



Answer Choices	Responses	Count
I did not need any further details	52.67%	128
I was advised to re-contact the service	19.75%	48
I was advised to speak to my own GP at the next opportunity	20.58%	50
I was advised to attend A&E	6.58%	16
I was not given any details of someone I could contact	2.06%	5
Total Respondents: 243		

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

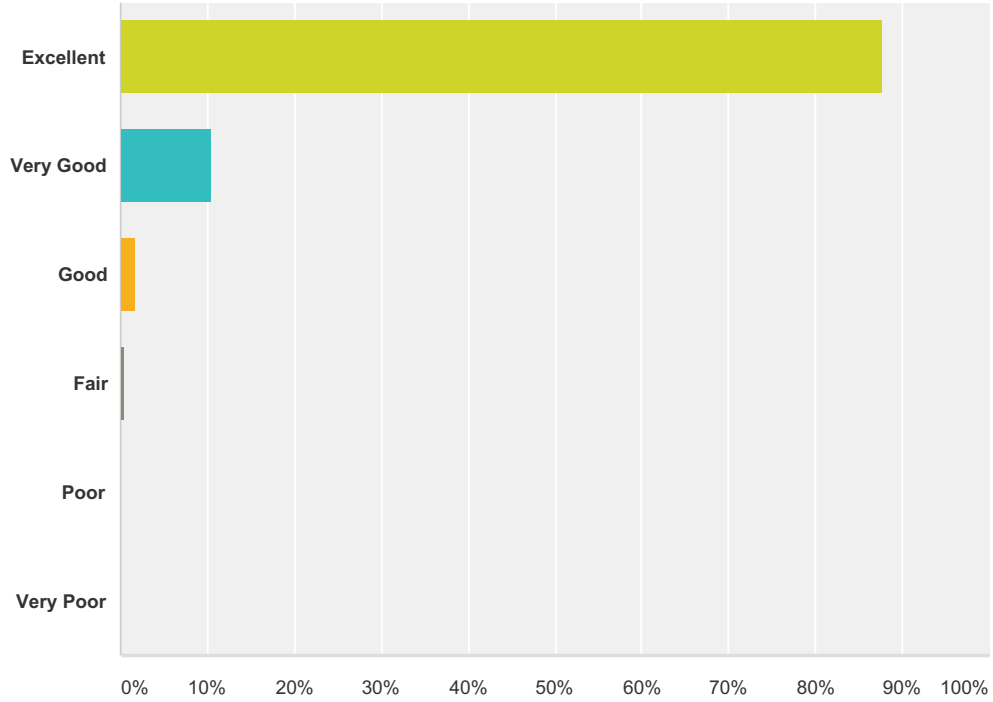
Answered: 242 Skipped: 14



Answer Choices	Responses
My medical complaint was dealt with and I went home	86.36% 209
Told to go and see my GP at the next opportunity	9.50% 23
Referred to A&E	3.72% 9
Ambulance to A&E	0.41% 1
Referred to other service (please specify)	2.48% 6
Total Respondents: 242	

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

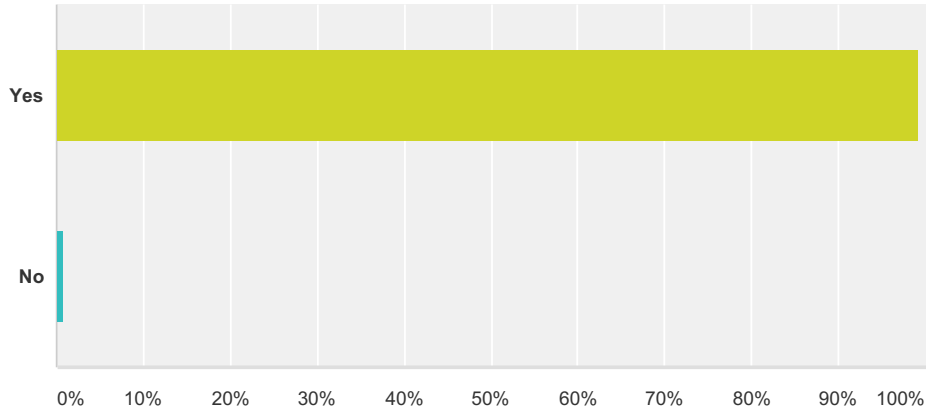
Answered: 251 Skipped: 5



Answer Choices	Responses	
Excellent	87.65%	220
Very Good	10.36%	26
Good	1.59%	4
Fair	0.40%	1
Poor	0.00%	0
Very Poor	0.00%	0
Total		251

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

Answered: 250 Skipped: 6



Answer Choices	Responses
Yes	99.20% 248
No	0.80% 2
Total	250

Q20 Please tell us any other comments you may have about your visit using the space below:

Answered: 58 Skipped: 198