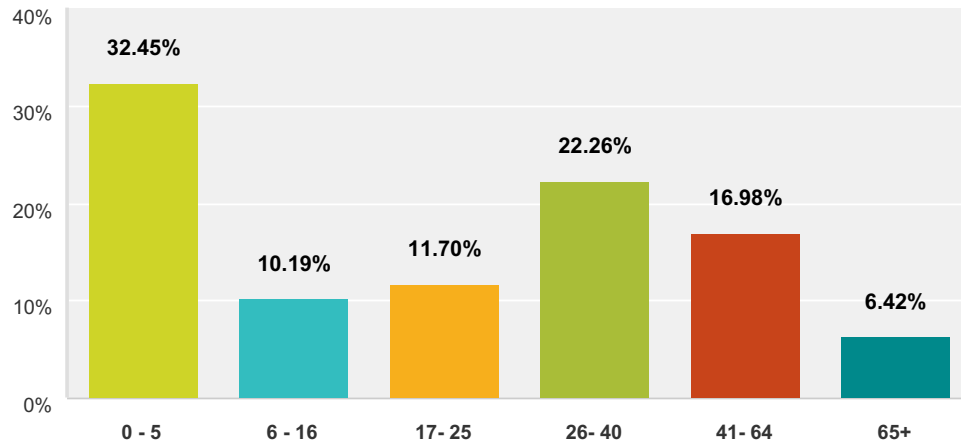


Q2 What age group is the patient?

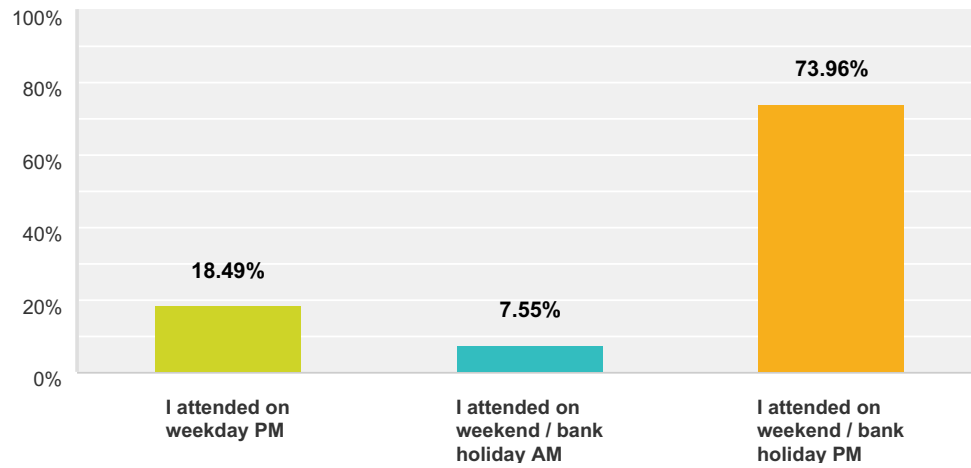
Answered: 265 Skipped: 6



Answer Choices	Responses	Count
0 - 5	32.45%	86
6 - 16	10.19%	27
17 - 25	11.70%	31
26 - 40	22.26%	59
41 - 64	16.98%	45
65+	6.42%	17
Total		265

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

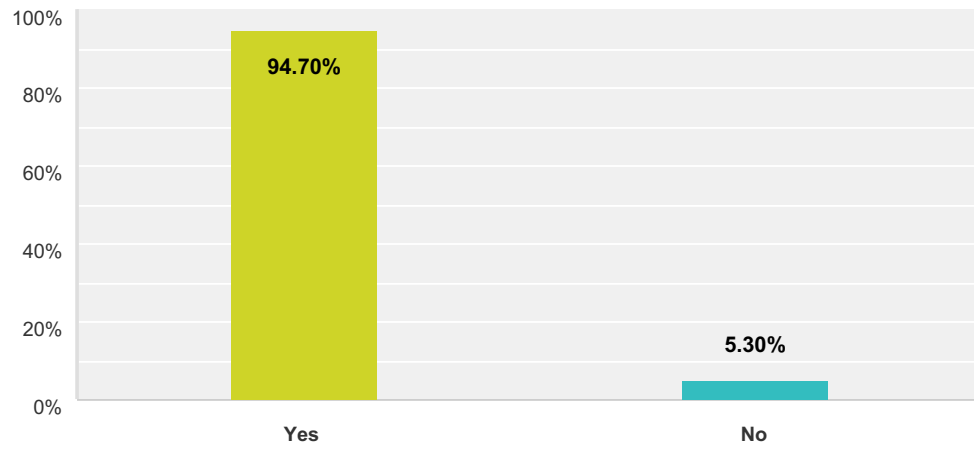
Answered: 265 Skipped: 6



Answer Choices	Responses	
I attended on weekday PM	18.49%	49
I attended on weekend / bank holiday AM	7.55%	20
I attended on weekend / bank holiday PM	73.96%	196
Total		265

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

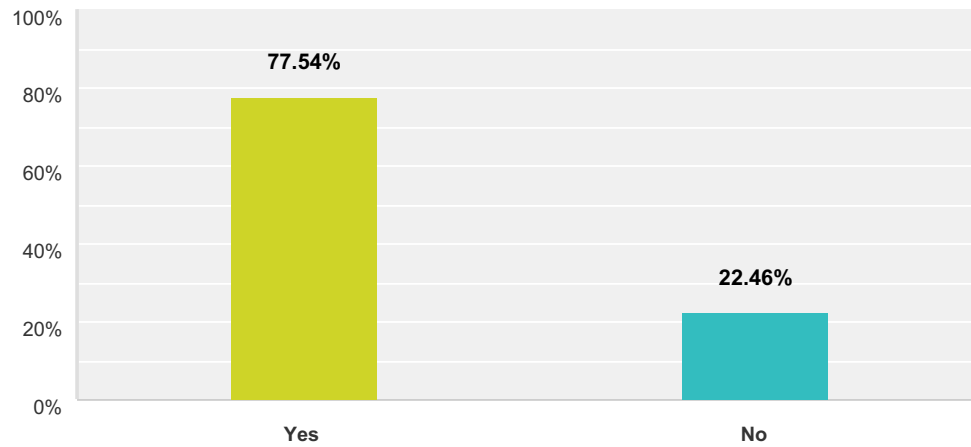
Answered: 264 Skipped: 7



Answer Choices	Responses
Yes	94.70% 250
No	5.30% 14
Total	264

Q5 Were you able to park easily at the Hospital?

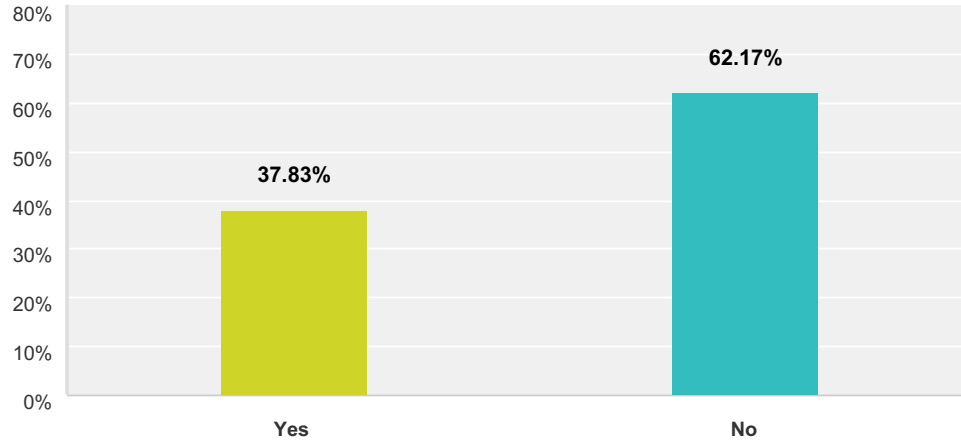
Answered: 236 Skipped: 35



Answer Choices	Responses	
Yes	77.54%	183
No	22.46%	53
Total		236

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

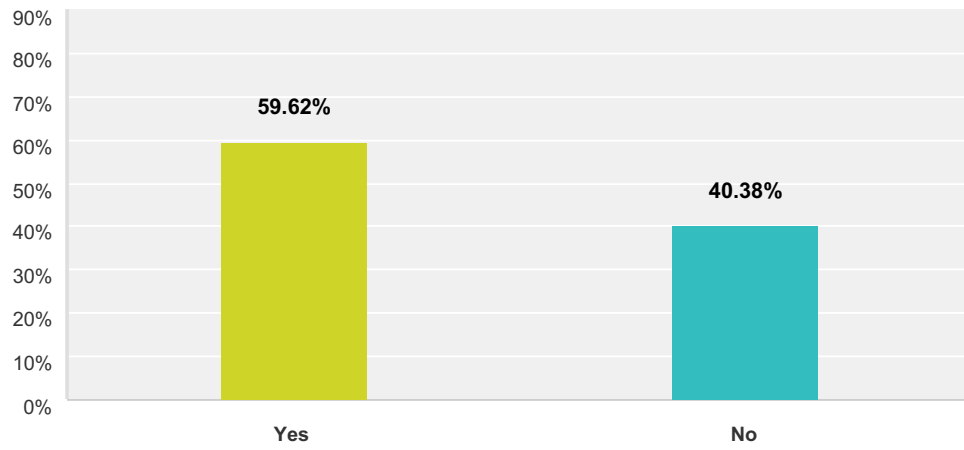
Answered: 267 Skipped: 4



Answer Choices	Responses	
Yes	37.83%	101
No	62.17%	166
Total		267

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

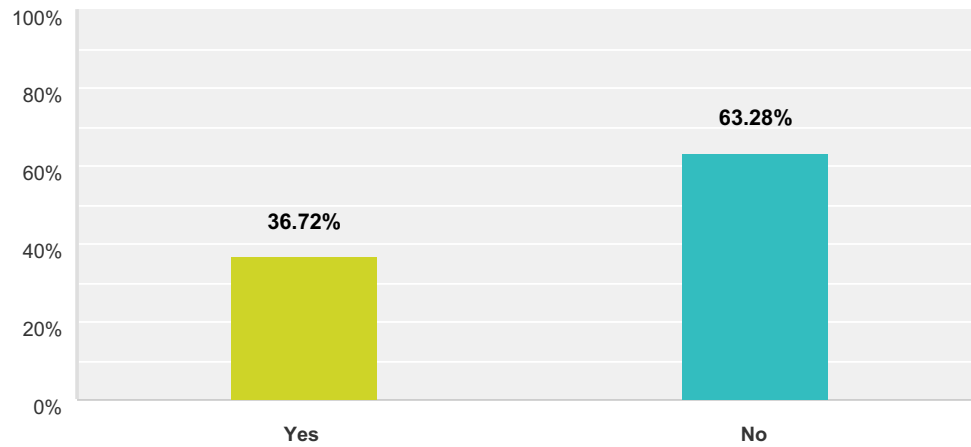
Answered: 265 Skipped: 6



Answer Choices	Responses	
Yes	59.62%	158
No	40.38%	107
Total		265

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

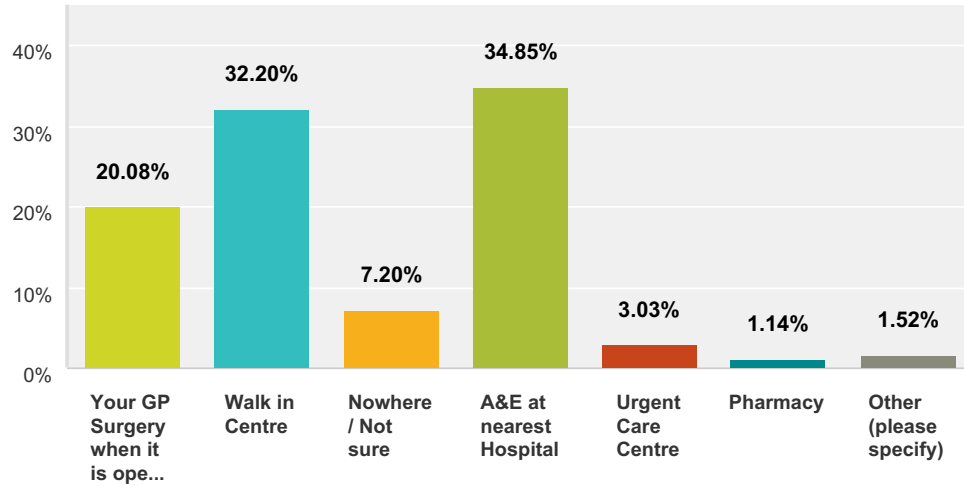
Answered: 256 Skipped: 15



Answer Choices	Responses	
Yes	36.72%	94
No	63.28%	162
Total		256

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

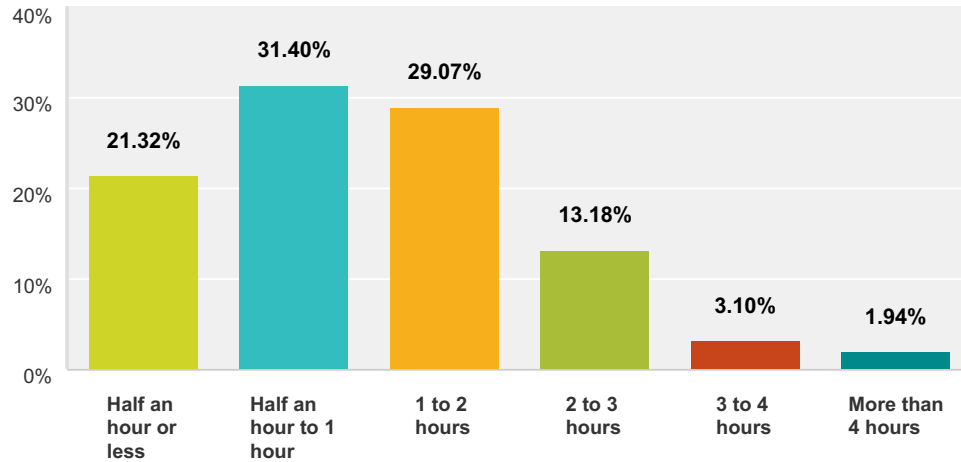
Answered: 264 Skipped: 7



Answer Choices	Responses	
Your GP Surgery when it is open again	20.08%	53
Walk in Centre	32.20%	85
Nowhere / Not sure	7.20%	19
A&E at nearest Hospital	34.85%	92
Urgent Care Centre	3.03%	8
Pharmacy	1.14%	3
Other (please specify)	1.52%	4
Total		264

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

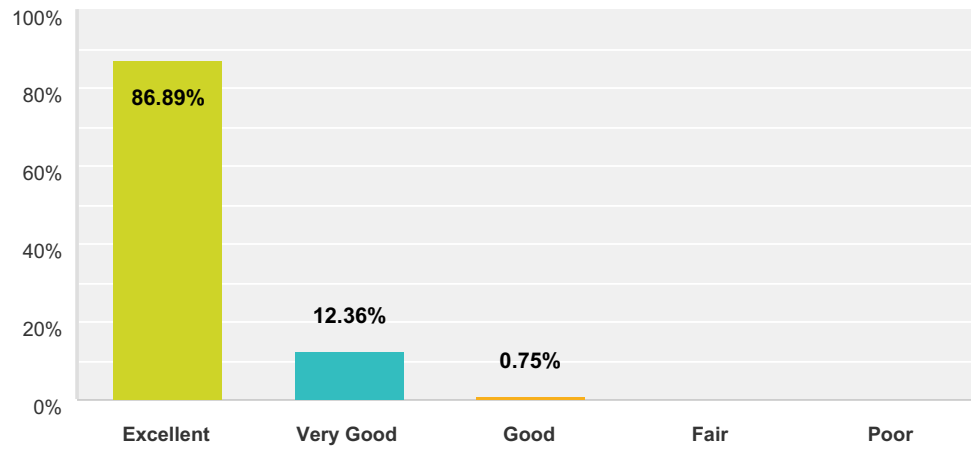
Answered: 258 Skipped: 13



Answer Choices	Responses	Count
Half an hour or less	21.32%	55
Half an hour to 1 hour	31.40%	81
1 to 2 hours	29.07%	75
2 to 3 hours	13.18%	34
3 to 4 hours	3.10%	8
More than 4 hours	1.94%	5
Total		258

Q11 How would you rate the attitude of the receptionist?

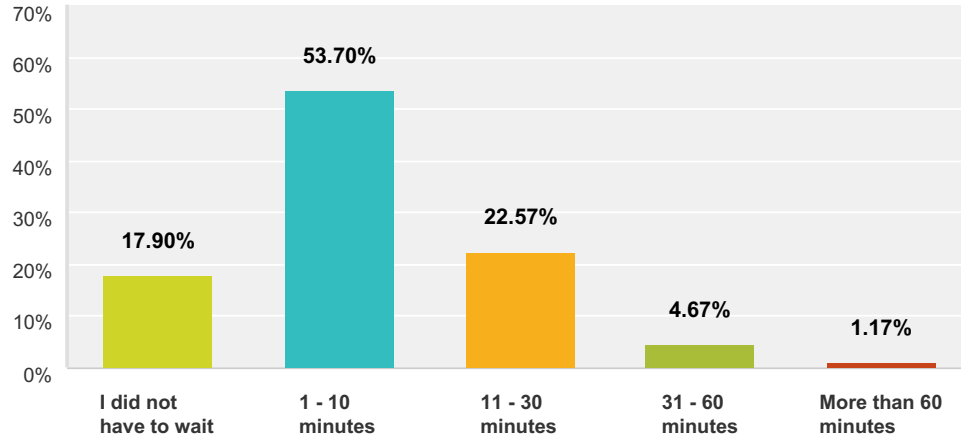
Answered: 267 Skipped: 4



Answer Choices	Responses
Excellent	86.89% 232
Very Good	12.36% 33
Good	0.75% 2
Fair	0.00% 0
Poor	0.00% 0
Total	267

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

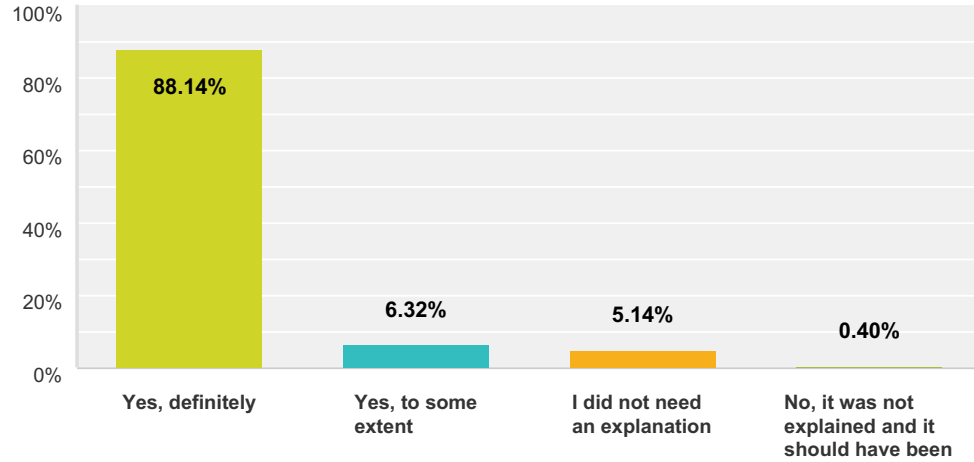
Answered: 257 Skipped: 14



Answer Choices	Responses	
I did not have to wait	17.90%	46
1 - 10 minutes	53.70%	138
11 - 30 minutes	22.57%	58
31 - 60 minutes	4.67%	12
More than 60 minutes	1.17%	3
Total		257

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

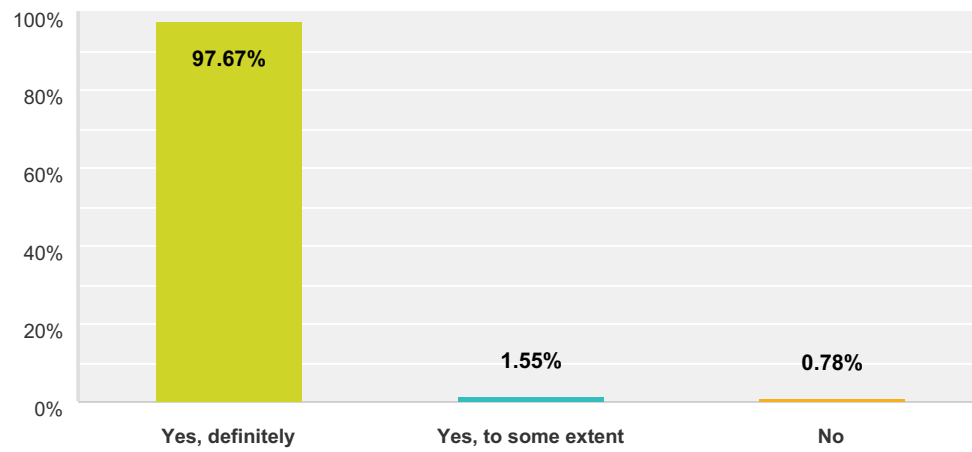
Answered: 253 Skipped: 18



Answer Choices	Responses	
Yes, definitely	88.14%	223
Yes, to some extent	6.32%	16
I did not need an explanation	5.14%	13
No, it was not explained and it should have been	0.40%	1
Total		253

Q14 Were you treated politely and with respect by the Doctor you saw?

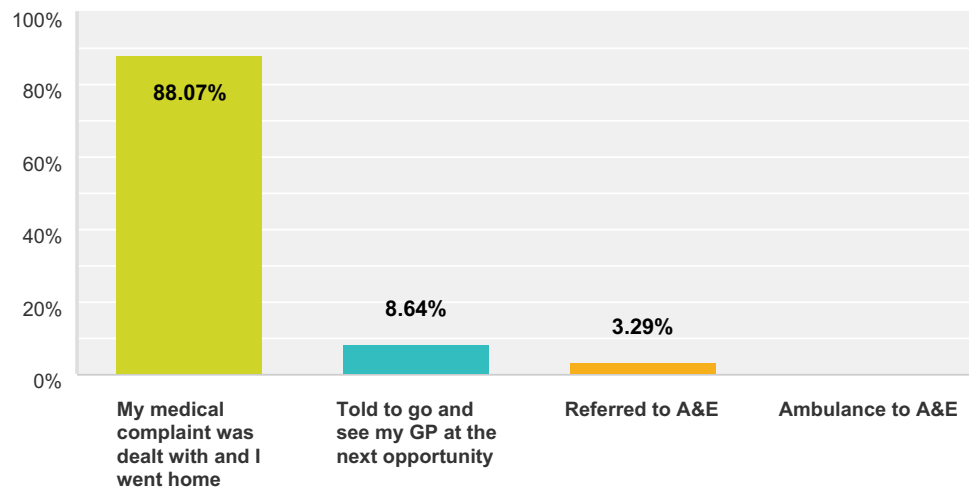
Answered: 258 Skipped: 13



Answer Choices	Responses	
Yes, definitely	97.67%	252
Yes, to some extent	1.55%	4
No	0.78%	2
Total		258

Q15 What happened at the end of your visit to the Primary Care Centre?

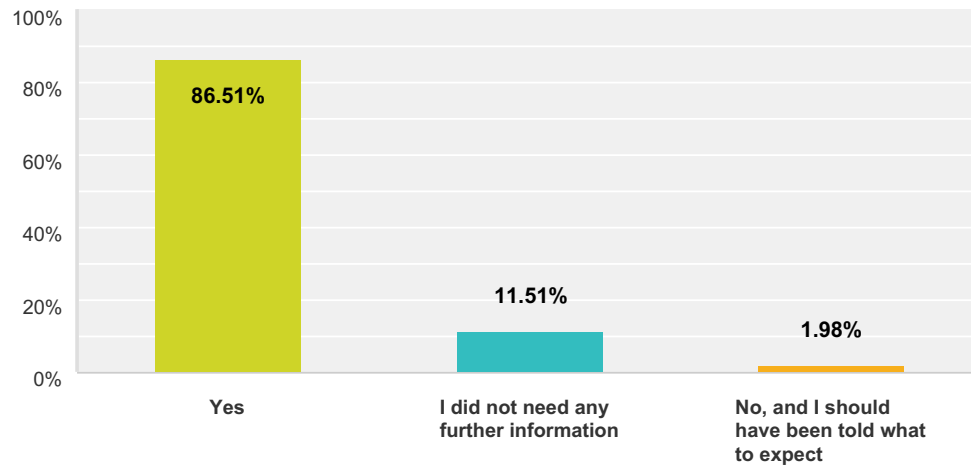
Answered: 243 Skipped: 28



Answer Choices	Responses	
My medical complaint was dealt with and I went home	88.07%	214
Told to go and see my GP at the next opportunity	8.64%	21
Referred to A&E	3.29%	8
Ambulance to A&E	0.00%	0
Total		243

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

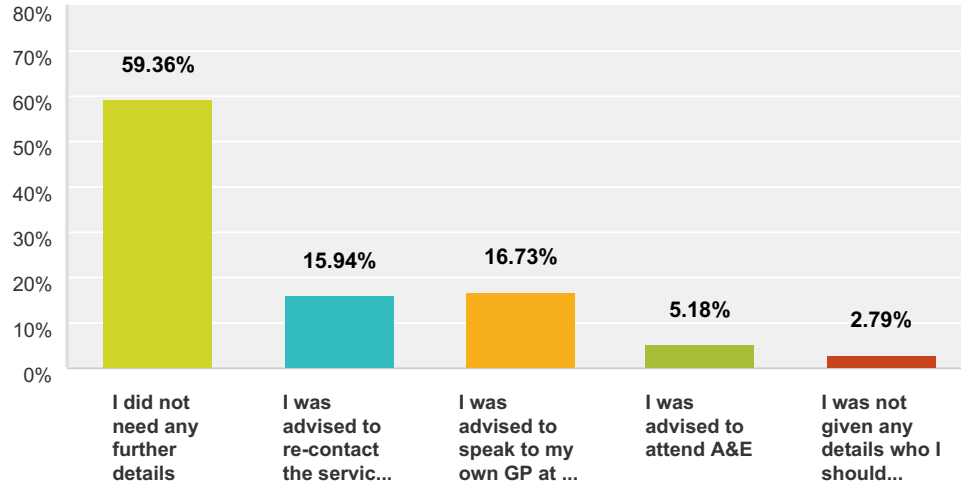
Answered: 252 Skipped: 19



Answer Choices	Responses	
Yes	86.51%	218
I did not need any further information	11.51%	29
No, and I should have been told what to expect	1.98%	5
Total		252

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

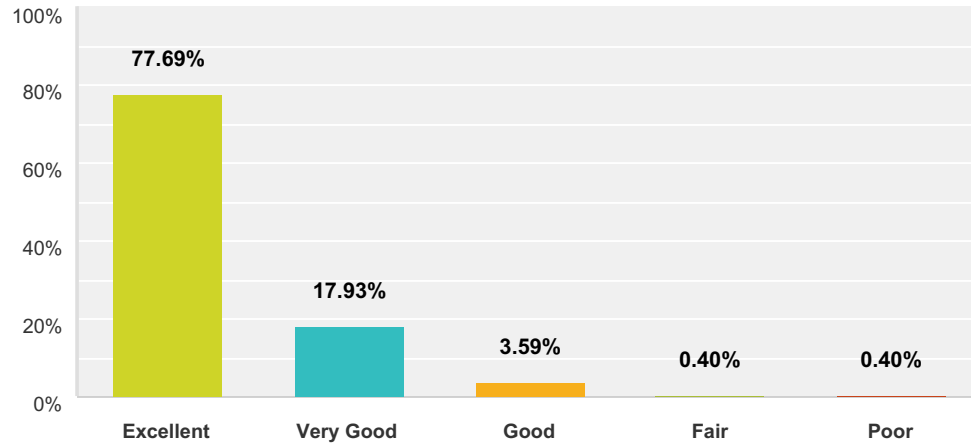
Answered: 251 Skipped: 20



Answer Choices	Responses	
I did not need any further details	59.36%	149
I was advised to re-contact the service if I had the same problem before my GP practice opened	15.94%	40
I was advised to speak to my own GP at the next opportunity	16.73%	42
I was advised to attend A&E	5.18%	13
I was not given any details who I should contact	2.79%	7
Total		251

**Q18 How would you rate the service you received while at the Primary Care Centre?
(please expand on this in the comments section if you wish)**

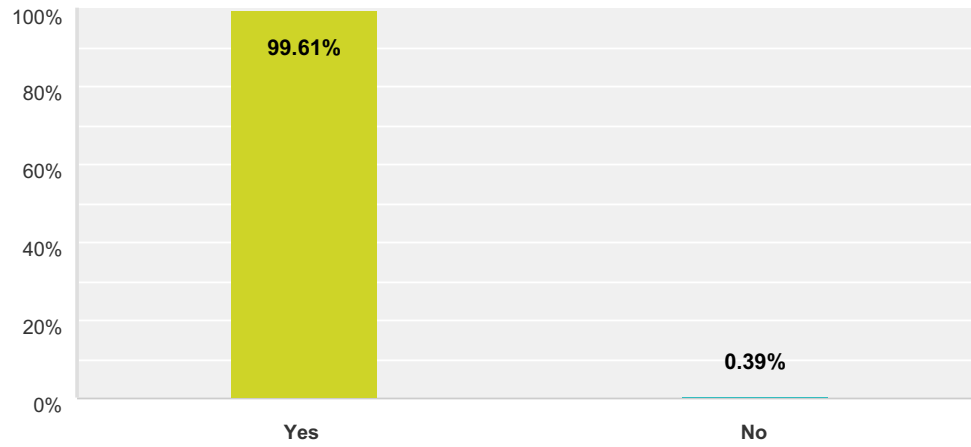
Answered: 251 Skipped: 20



Answer Choices	Responses	Count
Excellent	77.69%	195
Very Good	17.93%	45
Good	3.59%	9
Fair	0.40%	1
Poor	0.40%	1
Total		251

Q19 Would you be happy to attend this Primary Care Centre again if you were assessed as requiring medical attention?

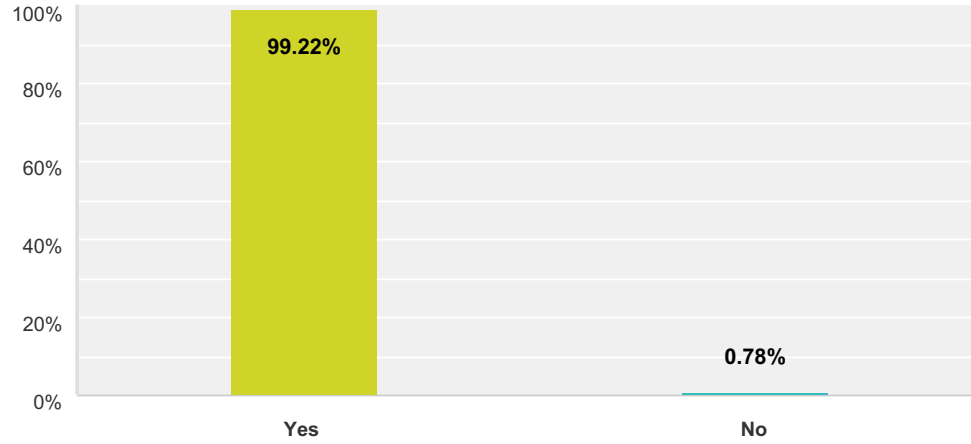
Answered: 255 Skipped: 16



Answer Choices	Responses
Yes	99.61% 254
No	0.39% 1
Total	255

Q20 Would you recommend this Primary Care Centre to your friends, family and people you know?

Answered: 257 Skipped: 14



Answer Choices	Responses	
Yes	99.22%	255
No	0.78%	2
Total		257