

Experience Questionnaires for GHW May-June 2015

Number	Facility	Survey Number	Survey Date	Date Captured	Service	Question- What would you have done if you could not have accessed a GP today	Answer
1	Guildhall Walk	393171	13/05/15	15/05/15	WIC		Used a walk-in service
2	Guildhall Walk	393174	13/05/15	15/05/15	WIC		Used a walk-in service
3	Guildhall Walk	393175	13/05/15	15/05/15	WIC		Gone to A&E
4	Guildhall Walk	393182	14/05/15	15/05/15	WIC		Used a walk-in service
5	Guildhall Walk	393183	14/05/15	15/05/15	WIC		Other
6	Guildhall Walk	393473	15/05/15	17/05/15	WIC		Used a walk-in service
7	Guildhall Walk	393475	15/05/15	17/05/15	WIC		Used a walk-in service
8	Guildhall Walk	393478	15/05/15	17/05/15	WIC		Other
9	Guildhall Walk	395900	14/05/15	27/05/15	GP/EA		Gone to A&E
10	Guildhall Walk	395901	13/05/15	27/05/15	GP/EA		Gone to A&E
11	Guildhall Walk	395902	14/05/15	27/05/15	GP/EA		Gone to A&E
12	Guildhall Walk	395903	14/05/15	27/05/15	GP/EA		Called 111
13	Guildhall Walk	395904	15/05/15	27/05/15	GP/EA		Used a walk-in service
14	Guildhall Walk	395905	15/05/15	27/05/15	GP/EA		Called 111
15	Guildhall Walk	395906	15/05/15	27/05/15	GP/EA		Used a walk-in service

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16	Guildhall Walk	395908	17/05/15	27/05/15	GP/EA		Gone to A&E
17	Guildhall Walk	395909	17/05/15	27/05/15	GP/EA		Called 111
18	Guildhall Walk	395910	18/05/15	27/05/15	GP/EA		Used a walk-in service
19	Guildhall Walk	395911	18/05/15	27/05/15	GP/EA		Used a walk-in service
20	Guildhall Walk	395912	18/05/15	27/05/15	GP/EA		Used a walk-in service
21	Guildhall Walk	395914	19/05/15	27/05/15	GP/EA		Gone to A&E
22	Guildhall Walk	396283	27/05/15	28/05/15	WIC		Used a walk-in service
23	Guildhall Walk	396285	27/05/15	28/05/15	WIC		Used a walk-in service
24	Guildhall Walk	396310	20/05/15	28/05/15	WIC		Other
25	Guildhall Walk	396313	20/05/15	28/05/15	WIC		Gone to A&E
26	Guildhall Walk	396314	20/05/15	28/05/15	WIC		Gone to A&E
27	Guildhall Walk	396317	19/05/15	28/05/15	WIC		Called 111
28	Guildhall Walk	396320	19/05/15	28/05/15	WIC		Used a walk-in service
29	Guildhall Walk	396324	18/05/15	28/05/15	WIC		Called 111
30	Guildhall Walk	396326	18/05/15	28/05/15	WIC		Used a walk-in service

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31	Guildhall Walk	396328	18/05/15	28/05/15	WIC		Gone to A&E
32	Guildhall Walk	396707	28/05/15	30/05/15	GP/EA		Called 111
33	Guildhall Walk	396708	27/05/15	30/05/15	GP/EA		Gone to A&E
34	Guildhall Walk	396709	26/05/15	30/05/15	GP/EA		Gone to A&E
35	Guildhall Walk	396710	25/05/15	30/05/15	GP/EA		Used a walk-in service
36	Guildhall Walk	396714	14/05/15	30/05/15	GP/EA		Used a walk-in service
37	Guildhall Walk	396717	21/05/15	30/05/15	GP/EA		Used a walk-in service
38	Guildhall Walk	396722	17/05/15	30/05/15	GP/EA		Called 111
39	Guildhall Walk	396723	15/05/15	30/05/15	GP/EA		Gone to A&E
40	Guildhall Walk	396725	12/05/15	30/05/15	GP/EA		Gone to A&E
41	Guildhall Walk	396728	08/05/15	30/05/15	GP/EA		Gone to A&E
42	Guildhall Walk	396736	13/05/15	30/05/15	GP/EA		Gone to A&E
43	Guildhall Walk	396737	15/05/15	30/05/15	GP/EA		Gone to A&E
44	Guildhall Walk	396738	12/05/15	30/05/15	GP/EA		Gone to A&E
45	Guildhall Walk	396741	12/05/15	30/05/15	GP/EA		Gone to A&E

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46	Guildhall Walk	396742	11/05/15	30/05/15	GP/EA		Gone to A&E
47	Guildhall Walk	396743	24/05/15	30/05/15	GP/EA		Gone to A&E
48	Guildhall Walk	396744	15/05/15	30/05/15	GP/EA		Gone to A&E
49	Guildhall Walk	396745	25/05/15	30/05/15	GP/EA		Gone to A&E
50	Guildhall Walk	396747	12/05/15	30/05/15	GP/EA		Called 111
51	Guildhall Walk	396749	16/05/15	30/05/15	GP/EA		Called 111
52	Guildhall Walk	396973	29/05/15	01/06/15	WIC		Gone to A&E
53	Guildhall Walk	396975	29/05/15	01/06/15	GP/EA		Called 111
54	Guildhall Walk	396979	29/05/15	01/06/15	GP/EA		Other
55	Guildhall Walk	399464	10/06/15	12/06/15	WIC		Used a walk-in service
56	Guildhall Walk	399466	08/06/15	12/06/15	WIC		Gone to A&E
57	Guildhall Walk	399467	08/06/15	12/06/15	WIC		Gone to A&E
58	Guildhall Walk	399468	07/06/15	12/06/15	WIC		Used a walk-in service
59	Guildhall Walk	399473	07/06/15	12/06/15	WIC		Gone to A&E
60	Guildhall Walk	401529	05/06/15	22/06/15	GP/EA		Called 111

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61	Guildhall Walk	401534	06/06/15	22/06/15	GP/EA		Gone to A&E
62	Guildhall Walk	401546	03/06/15	22/06/15	GP/EA		Gone to A&E
63	Guildhall Walk	401553	04/06/15	22/06/15	GP/EA		Used a walk-in service
64	Guildhall Walk	401561	05/06/15	22/06/15	GP/EA		Gone to A&E
65	Guildhall Walk	401562	05/06/15	22/06/15	GP/EA		Used a walk-in service
66	Guildhall Walk	403560	25/06/15	29/06/15	GP/EA		Gone to A&E
67	Guildhall Walk	403561	25/06/15	29/06/15	GP/EA		Gone to A&E
68	Guildhall Walk	403563	24/06/15	29/06/15	GP/EA		Gone to A&E
69	Guildhall Walk	403564	24/06/15	29/06/15	GP/EA		Gone to A&E
70	Guildhall Walk	403569	03/06/15	29/06/15	GP/EA		Gone to A&E
71	Guildhall Walk	403573	03/06/15	29/06/15	GP/EA		Gone to A&E
72	Guildhall Walk	403588	03/06/15	29/06/15	GP/EA		Gone to A&E
73	Guildhall Walk	403590	03/06/15	29/06/15	GP/EA		Gone to A&E
74	Guildhall Walk	403595	03/06/15	29/06/15	GP/EA		Gone to A&E
75	Guildhall Walk	403596	03/06/15	29/06/15	GP/EA		Gone to A&E

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76	Guildhall Walk	403598	03/06/15	29/06/15	GP/EA		Gone to A&E
77	Guildhall Walk	403599	03/06/15	29/06/15	WIC		Gone to A&E
78	Guildhall Walk	403623	03/06/15	29/06/15	WIC		Gone to A&E
79	Guildhall Walk	403673	01/06/15	29/06/15	GP/EA		Called 111
80	Guildhall Walk	403676	08/06/15	29/06/15	GP/EA		Called 111
81	Guildhall Walk	403677	03/06/15	29/06/15	GP/EA		Called 111
82	Guildhall Walk	403678	08/06/15	29/06/15	GP/EA		Gone to A&E
83	Guildhall Walk	403679	08/06/15	29/06/15	GP/EA		Gone to A&E
84	Guildhall Walk	403680	11/06/15	29/06/15	GP/EA		Used a walk-in service
85	Guildhall Walk	403756	14/06/15	29/06/15	GP/EA		Called 111
86	Guildhall Walk	403758	21/06/15	29/06/15	GP/EA		Used a walk-in service
87	Guildhall Walk	403762	07/06/15	29/06/15	GP/EA		Gone to A&E
88	Guildhall Walk	403766	22/06/15	29/06/15	GP/EA		Gone to A&E
89	Guildhall Walk	403805	19/06/15	29/06/15	GP/EA		Called 111
90	Guildhall Walk	403810	22/06/15	29/06/15	GP/EA		Gone to A&E

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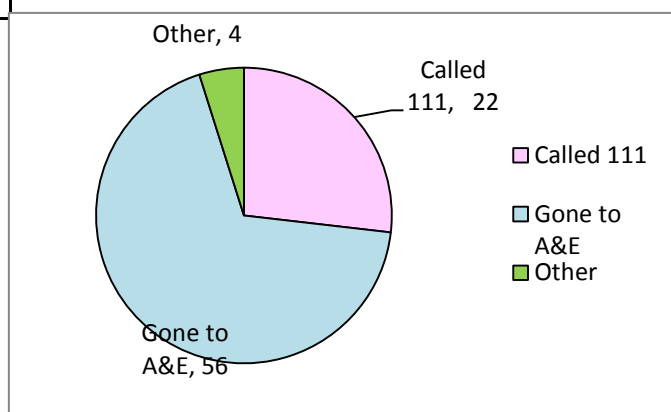
Number	Facility	Survey Number	Survey Date	Date Captured	Service	Question- What would you have done if you could not have accessed a GP today	Answer
91	Guildhall Walk	403814	19/06/15	29/06/15	GP/EA		Called 111
92	Guildhall Walk	403849	09/06/15	29/06/15	GP/EA		Gone to A&E
93	Guildhall Walk	403853	09/06/15	29/06/15	GP/EA		Gone to A&E
94	Guildhall Walk	403887	27/06/15	29/06/15	GP/EA		Gone to A&E
95	Guildhall Walk	403890	27/06/15	29/06/15	GP/EA		Gone to A&E
96	Guildhall Walk	403892	27/06/15	29/06/15	GP/EA		Gone to A&E
97	Guildhall Walk	403893	27/06/15	29/06/15	GP/EA		Gone to A&E
98	Guildhall Walk	403896	27/06/15	29/06/15	GP/EA		Called 111
99	Guildhall Walk	403897	27/06/15	29/06/15	GP/EA		Called 111
100	Guildhall Walk	403900	27/06/15	29/06/15	GP/EA		Gone to A&E
101	Guildhall Walk	403903	21/06/15	29/06/15	GP/EA		Gone to A&E
102	Guildhall Walk	403905	21/06/15	29/06/15	GP/EA		Used a walk-in service
103	Guildhall Walk	403913	28/06/15	29/06/15	GP/EA		Called 111
104	Guildhall Walk	403915	28/06/15	29/06/15	GP/EA		Gone to A&E
105	Guildhall Walk	403918	28/06/15	29/06/15	GP/EA		Called 111

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106	Guildhall Walk	403921	28/06/15	29/06/15	GP/EA		Called 111

Called 111	Gone to A&E	Other	Used a walkin Service
22	56	4	24

Total Questionnaires	
106	



The survey is from 106 patients who were asked "What would you do if you could not see a GP today". Guildhall Walk Healthcare Centre has not been allowed to market the service provided. It would make a difference to ED if patients were aware of where to attend if their problem was NOT an accident or an emergency.

Guildhall Walk Healthcare Centre is not on the Choose Well information. Every patient that attends Guildhall Walk -the walk in service- is either via 111 or "by word of mouth".