

Guildhall Walk registered patients

September 2015

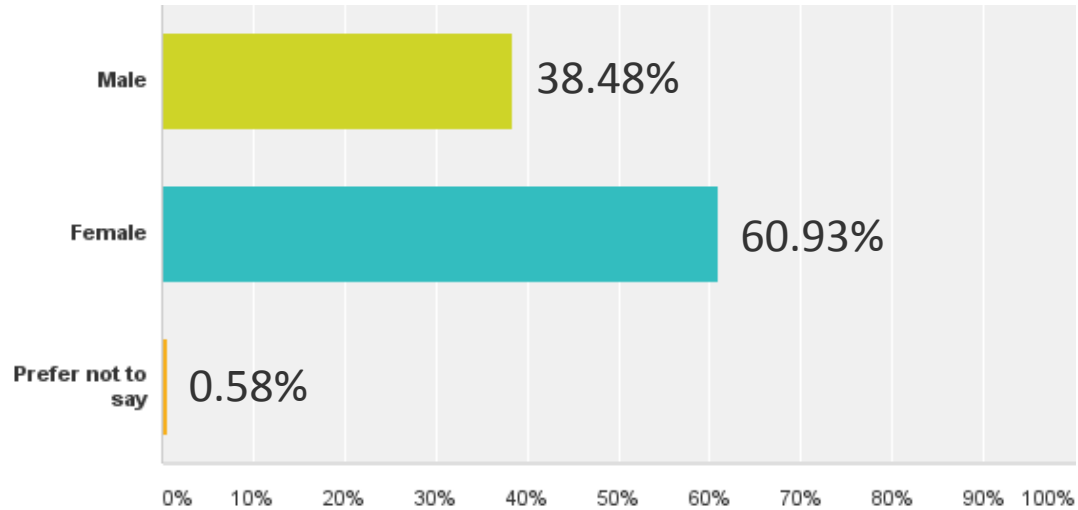
345

Total Responses

Complete Responses: 315

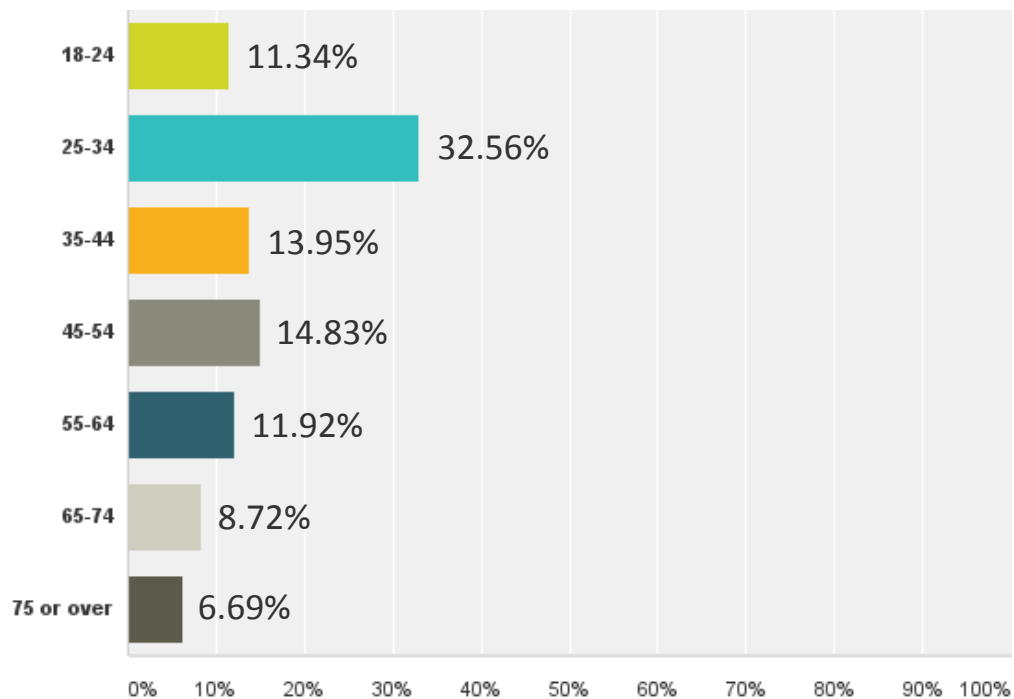
Q1: Gender - are you:

Answered: 343 Skipped: 2



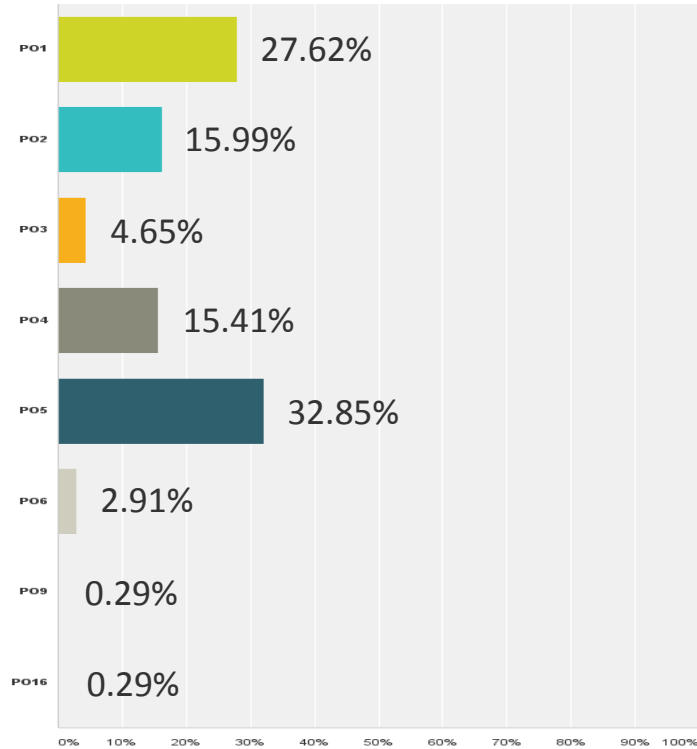
Q2: Age - are you:

Answered: 344 Skipped: 1



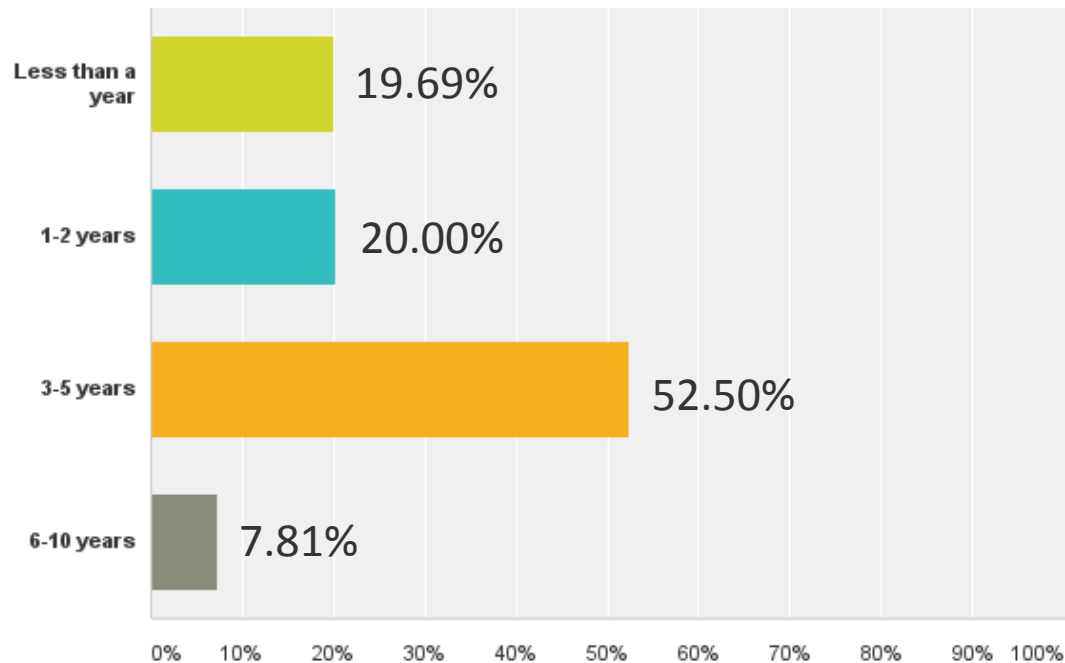
Q3: What is the first part of your postcode?

Answered: 344 Skipped: 1



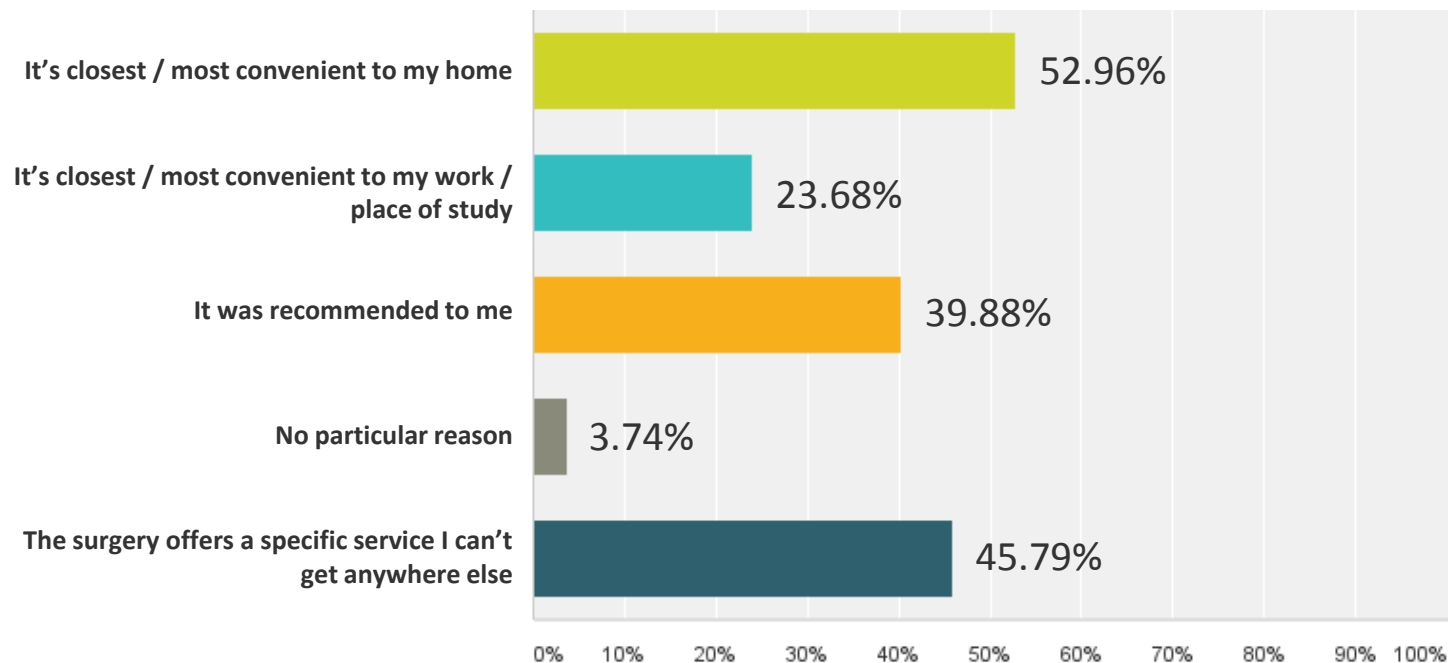
Q4: How long have you been registered with the Guildhall Walk Healthcare Centre?

Answered: 320 Skipped: 25



Q5: Why did you register as a patient at the Guildhall Walk Healthcare Centre, rather than another surgery? (choose as many options as are appropriate)

Answered: 321 Skipped: 24



Q5: Comments regarding the specific services which led people to register at Guildhall Walk Healthcare Centre

Answered: 147

Main themes:

The vast majority of comments related to **access**:

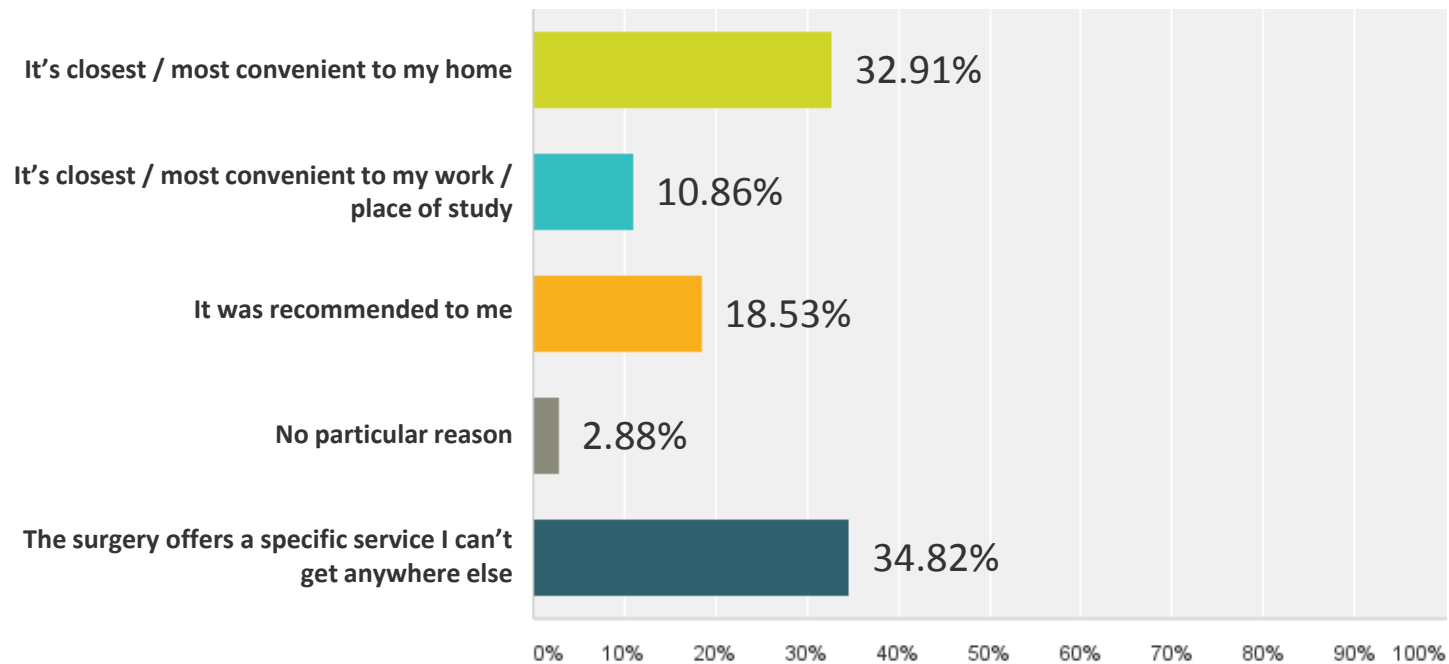
- The vast majority of people (85%+) referred to the *hours of opening* – either in general, or referencing either the 8am-8pm opening, weekend opening, or both.
- Approximately one-third of these respondents referred to the *walk-in service*, or related issues such as the ability to have a same-day appointment, or not having to wait.
- A smaller number also referred to the *short waiting times* (to be seen within the practice), and short waiting times when booking a routine appointment.

No other consistent themes were evident. A small number of respondents referred to *specific services*, for example diabetes care, and there were many comments offering *general praise* of the service and/or staff.

Note – this analysis also applies to the responses provided for Q6.

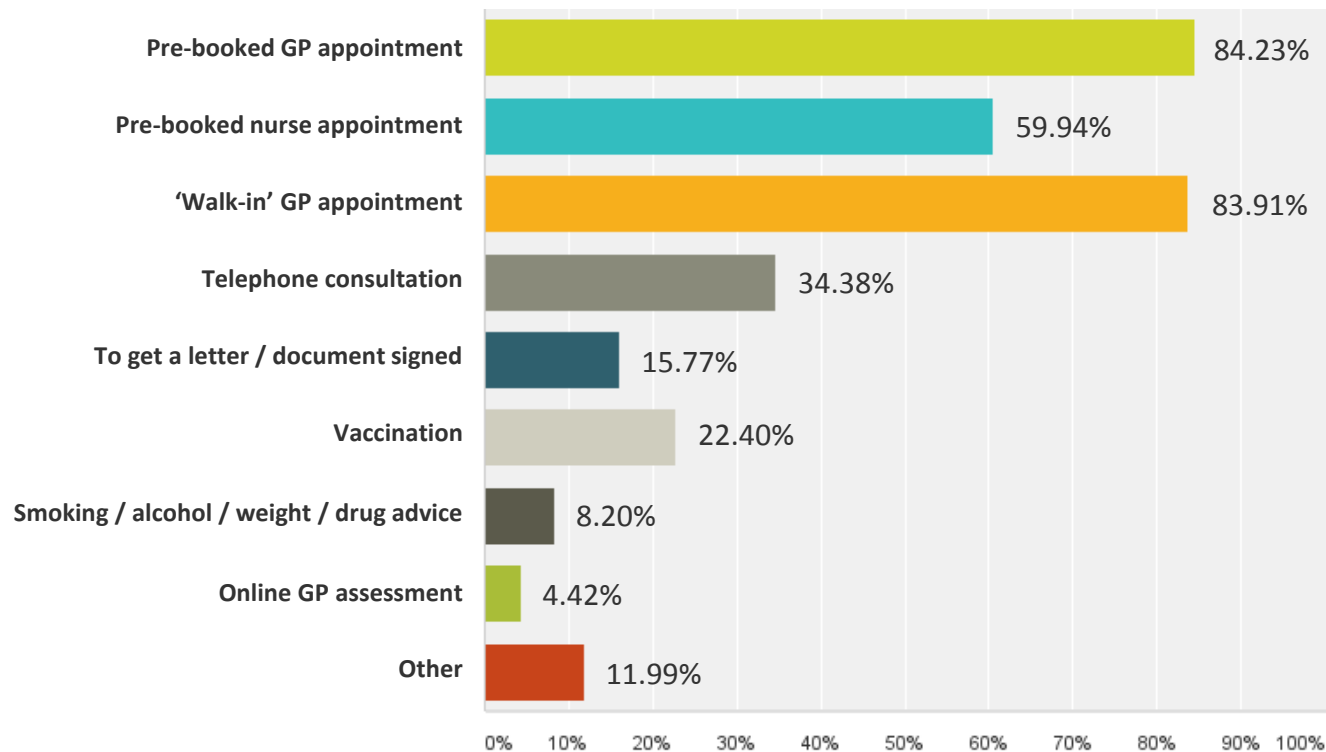
Q6: Why did you register as a patient at the Guildhall Walk Healthcare Centre, rather than another surgery? (choose the ONE most important reason)

Answered: 313 Skipped: 32



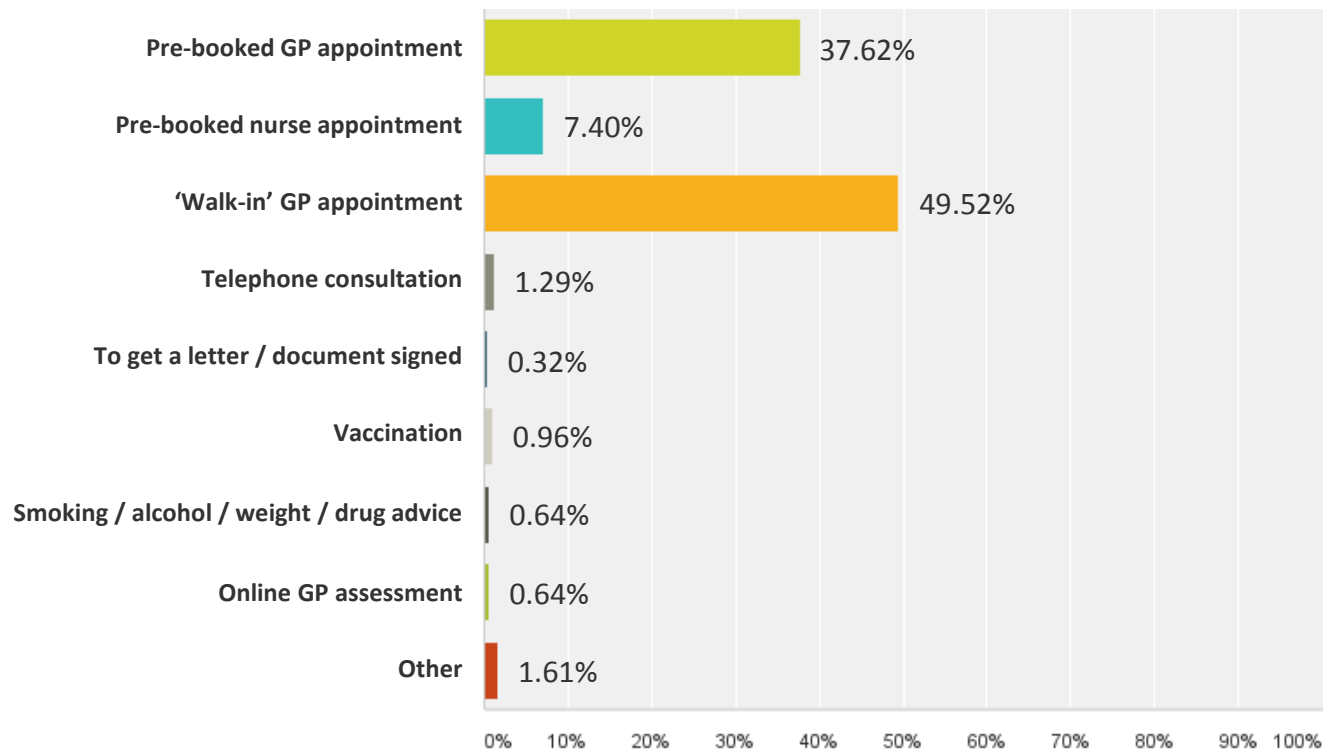
Q7: In the last year, which services have you used at the Guildhall Walk Healthcare Centre? (please select as many or as few as apply)

Answered: 317 Skipped: 28



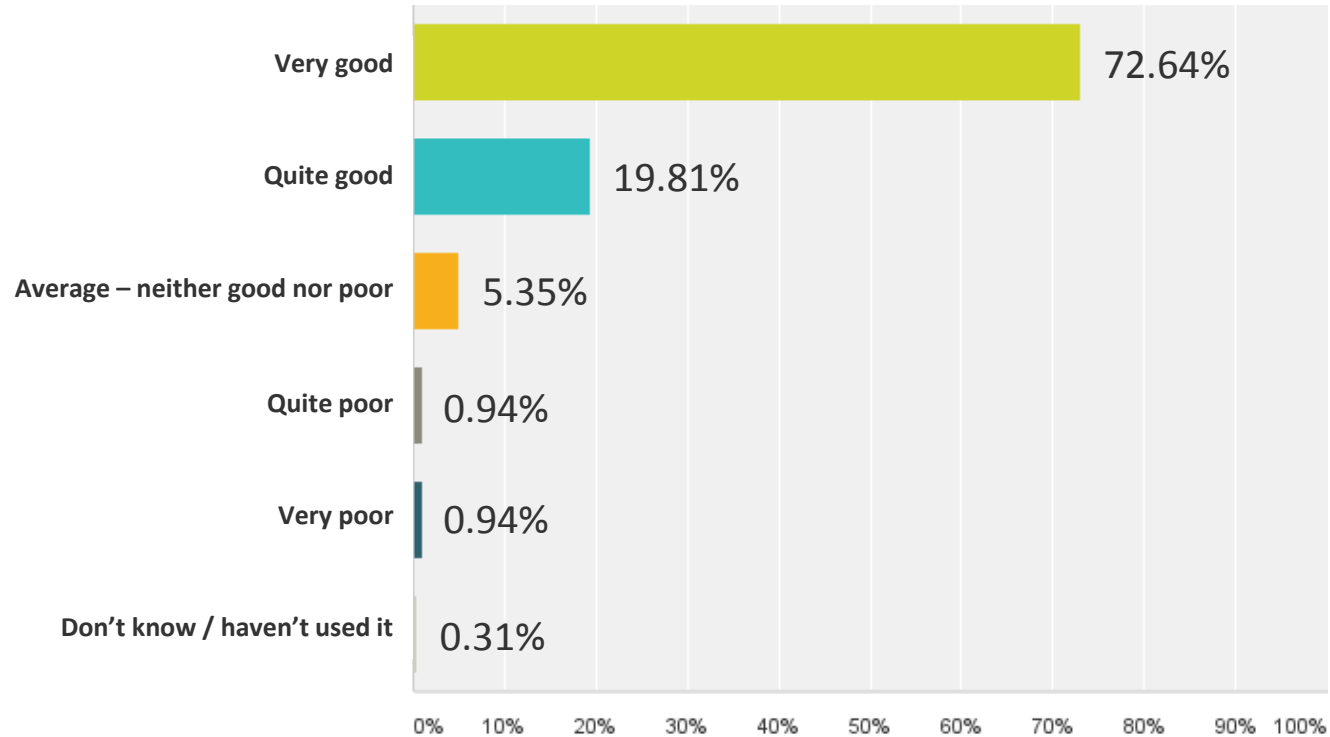
Q8: Which of those services did you use most often, in the last year? (one answer only)

Answered: 311 Skipped: 34



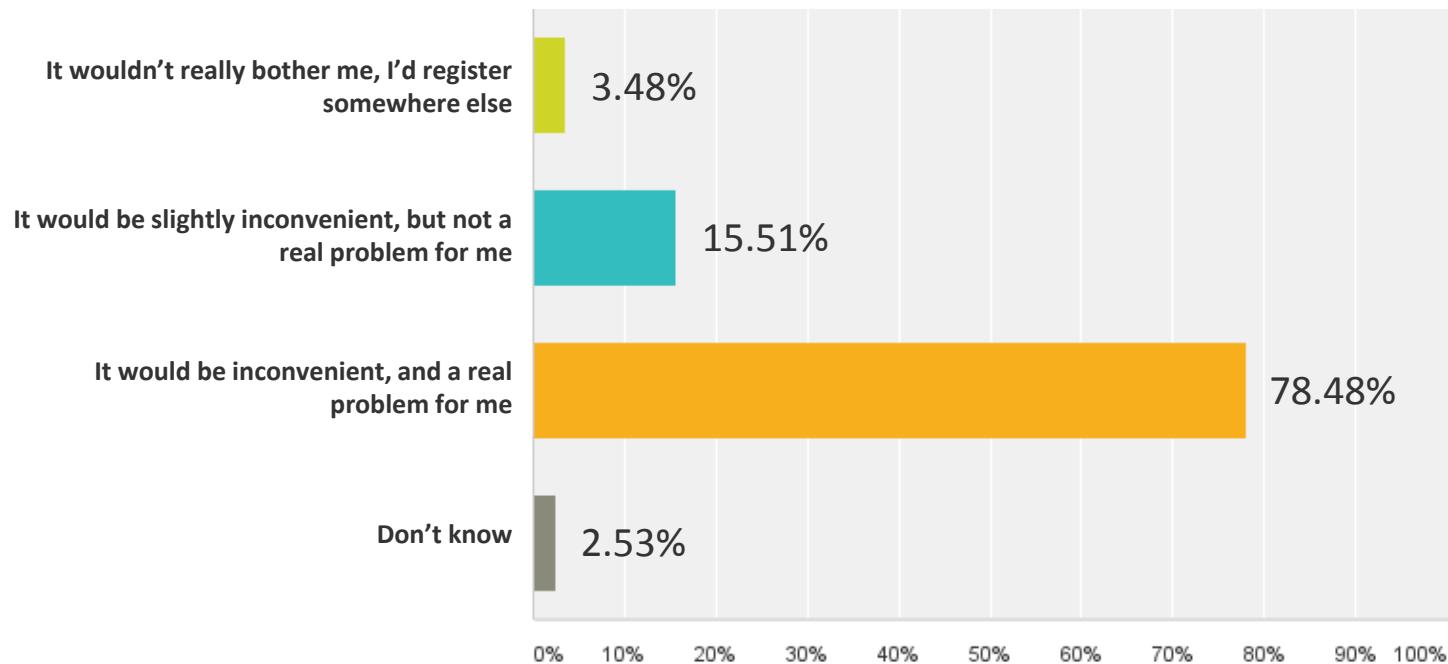
Q9: Overall, how would you rate your experience of using the practice?

Answered: 318 Skipped: 27



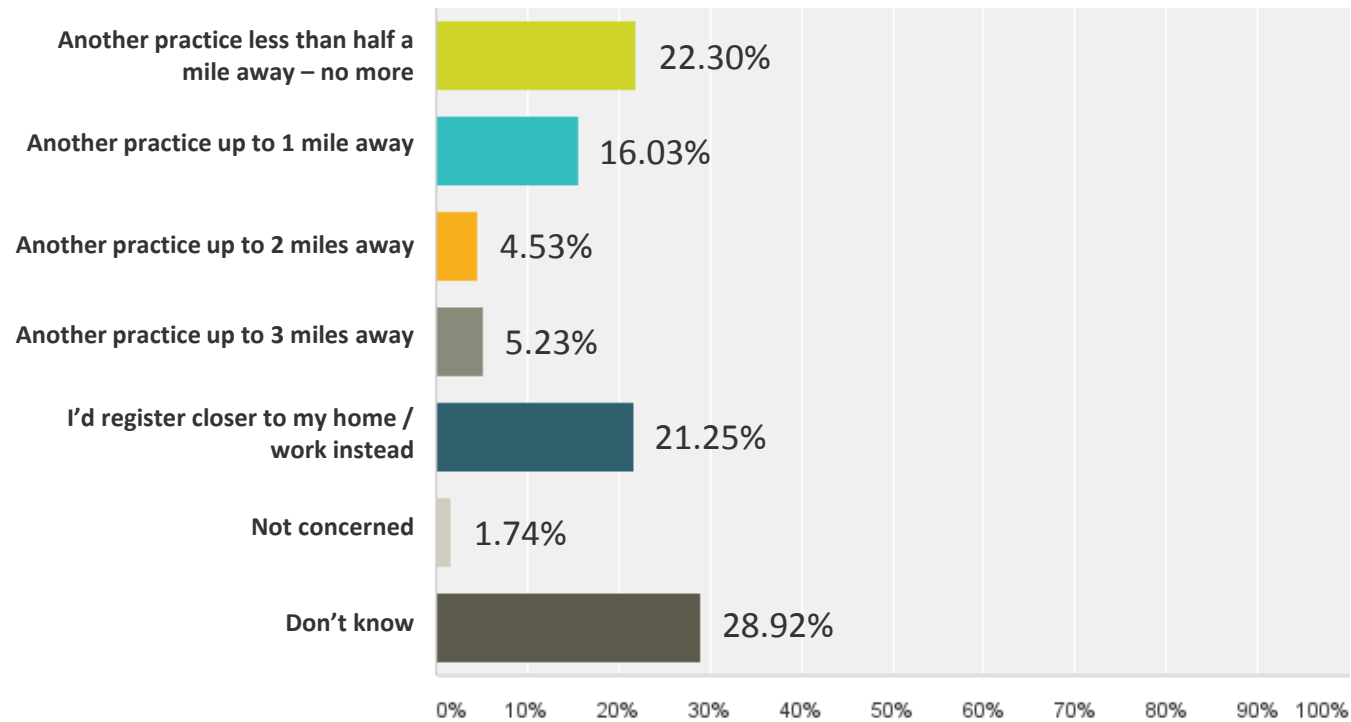
Q10: If you could no longer use the Guildhall Walk Healthcare Centre, which phrase would best describe your reaction...?

Answered: 316 Skipped: 29



Q11: If you had to look elsewhere for a GP surgery, would you change to...

Answered: 287 Skipped: 58

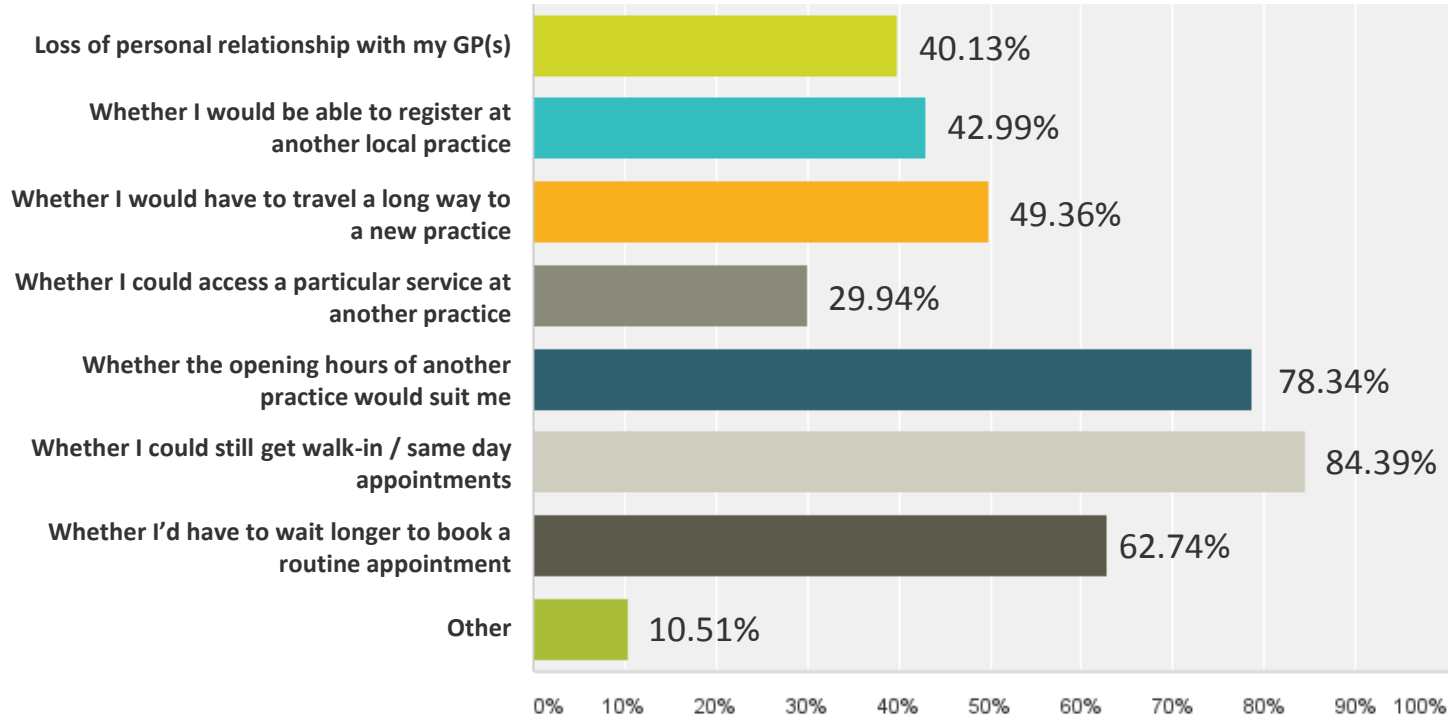


Q12: Thinking about GP surgeries in the future, how important are the following factors to you?

	Score (1-5)	Very important (%)	Quite important (%)	Neither important / unimportant (%)	Not that important (%)	Not at all important (%)	Don't know (%)	Total responses
Always being able to see 'my' GP	3.77	33.33	29.74	23.53	7.84	4.90	0.65	306
Being able to see any GP within a few days	4.71	75.97	20.78	1.95	1.30	0	0	308
Being able to book weekend / evening / morning appts	4.70	77.96	16.61	2.88	1.92	0.64	0	313
Being able to talk to a GP / nurse on the phone	4.07	46.23	28.20	15.74	7.21	2.30	0.33	305
Being able to walk in and wait for 'same day' appts	4.76	80.63	15.87	2.54	0.95	0	0	315
Having a surgery which is very close to my home	4.10	47.27	29.26	11.09	9.65	1.93	0	311
Having a big surgery which offers wide range of services	4.23	49.68	32.37	11.54	4.81	1.28	0.32	312

Q13: If you were no longer able to use the Guildhall Walk Healthcare Centre, what would be your concerns? (You may choose as many or as few options as you wish)

Answered: 314 Skipped: 31



Q13: 'Other' concerns if respondents were no longer able to use the Guildhall Walk Healthcare Centre

Answered: 33

Main themes:

Almost all of the 'other' comments were actually similar in nature to the other options people could select for this question:

- Only one person referred to a specific aspect of care they would be concerned to lose (diabetes care).
- Otherwise, some respondents either took the opportunity to offer general praise for the service and a concern that the standards would not be found elsewhere, or positive feedback for the staff, and the related fear that moving surgery would break continuity of care.
- There were also some concerns regarding the difficulty of getting to, or registering with, other practices, and a small number of concerns regarding the possible additional pressure on other services should the practice close.

Q14. Is there anything else you would like the NHS to take into account when considering the future of the services at Guildhall Walk Healthcare Centre?

Answered: 184 Skipped: 161

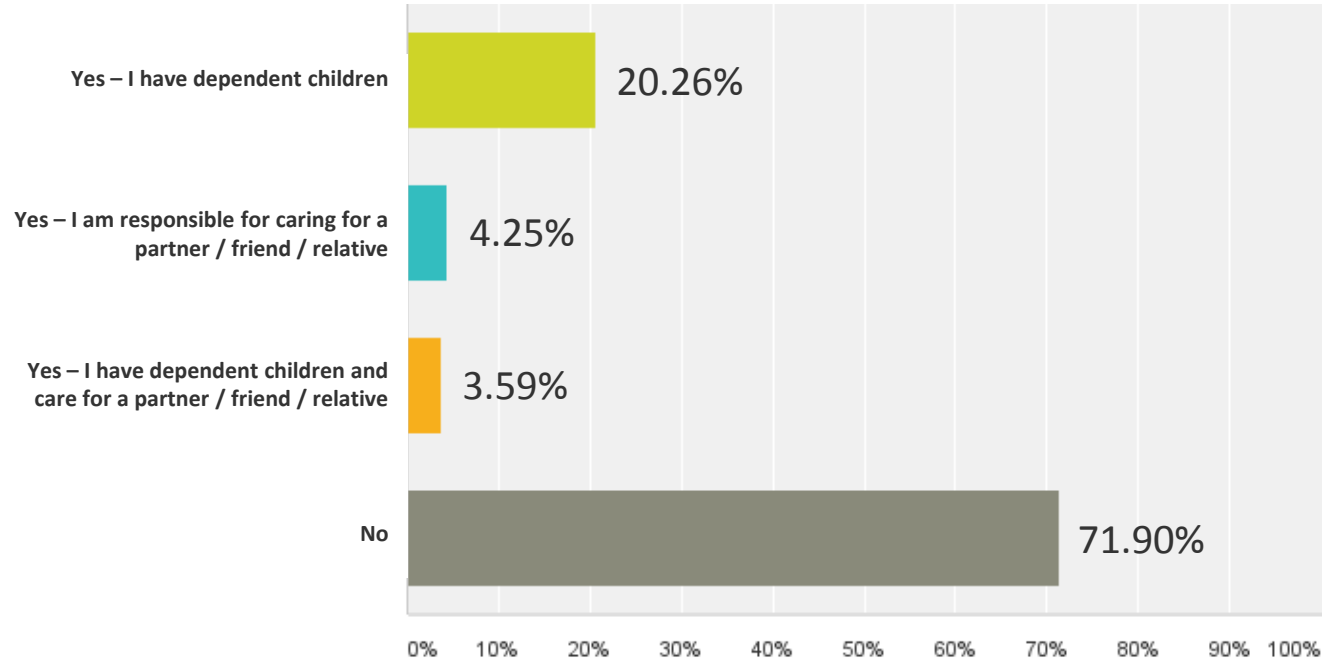
Main themes:

The vast majority of those providing an answer again focused on issues which have already emerged clearly from previous answers:

- *General comments of support*, praise for the service, for staff, opposition to closure, and question why a busy service should be closed, were the most comment response (almost 120 comments, including 40 relating to staff).
- The issue of *access* was again prominent, with almost one quarter of responses including a reference to the importance of being able to walk in / be seen quickly / urgently, and almost one fifth again referring to the benefits of longer opening hours.
- *Location* was also a key theme for a group of respondents, with approximately 40 comments relating to the subject. The specific comments varied, but included concerns about the possible loss of a convenient / local service for an area which included people with no access to private transport / the elderly / students, and also the possible loss of a service which was convenient / central / well served by public transport.
- There were also comments (<20) relating to how the loss of the practice might *impact other services* (St Mary's, A&E, other GPs), and also claiming that it was already hard to see a GP (quickly)
- Relatively few negative comments, which included some calls (<10) for giving priority for registered patients (against unregistered walk-ins) to reduce waiting times for booked appointments.

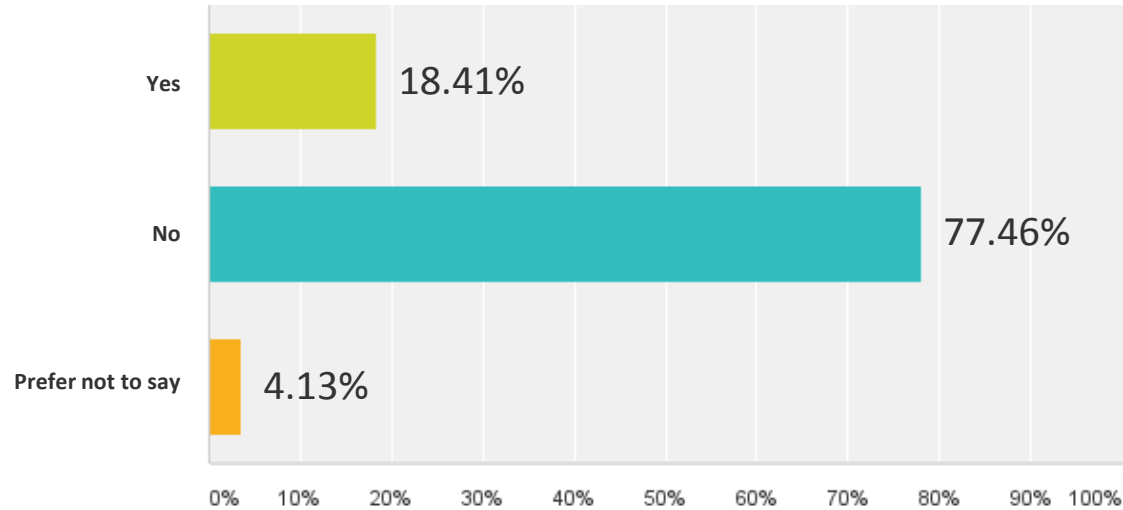
Q15: Do you have dependent children, or do you care for someone?

Answered: 306 Skipped: 39



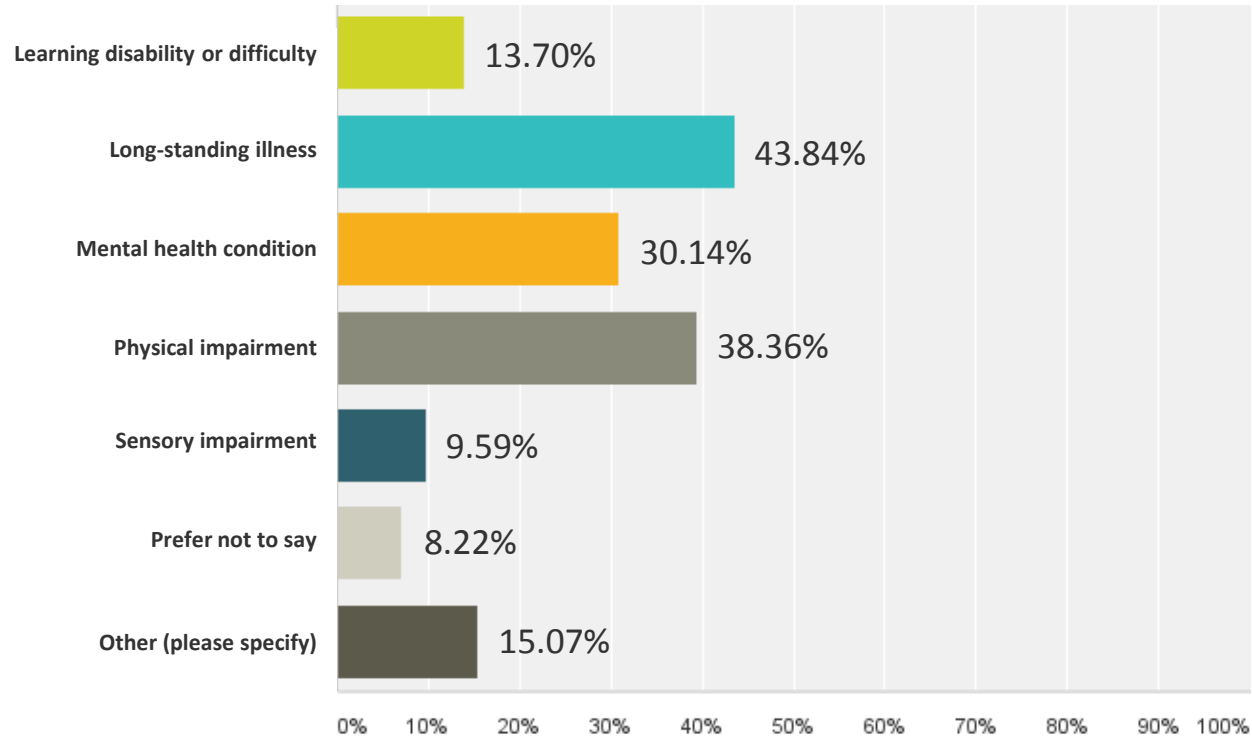
Q16: Do you consider yourself to have a disability?

Answered: 315 Skipped: 30



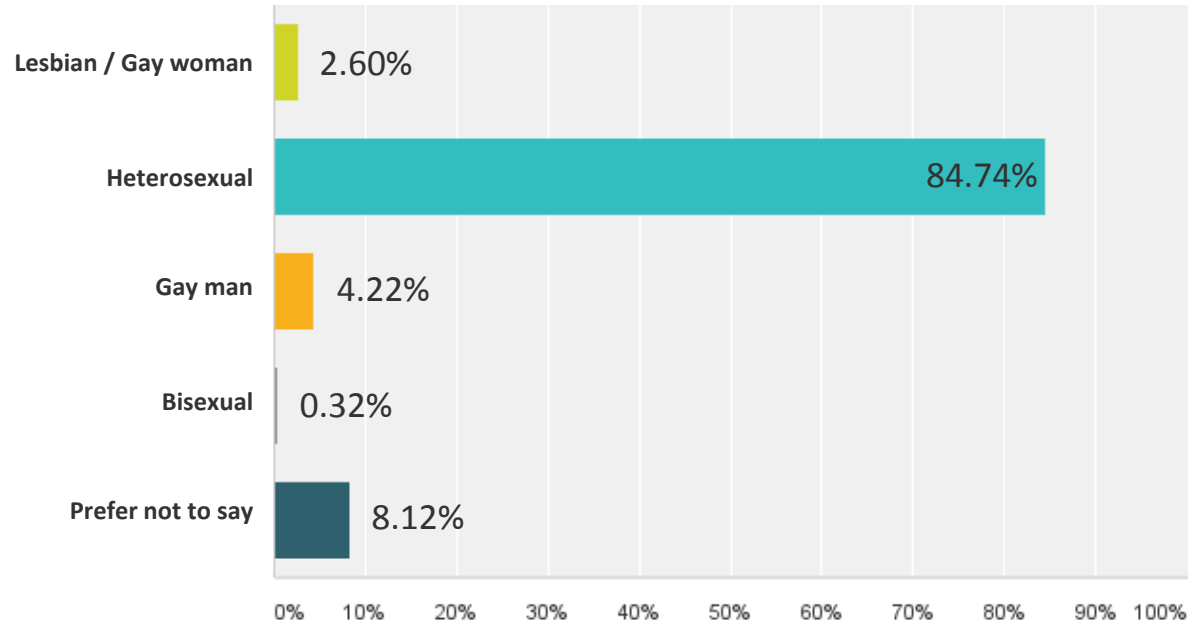
Q17: If yes, please tell us what your disability is. You may select as many options as are applicable

Answered: 73 Skipped: 272



Q18: Would you describe your sexuality as:

Answered: 308 Skipped: 37



Q19: Would you describe your ethnic origin as:

Answered: 313 Skipped: 32

Selected responses:

White, British:	67.73%
White, other:	17.58%
Indian, Pakistani, Bangladeshi, other Asian background:	3.20%
Caribbean, African, other black background:	2.24%
Chinese:	1.28%
Any mixed background:	0.64%
Any other ethnic background:	3.51%
Prefer not to say:	3.83%

Q20: Your religious belief is:

Answered: 310 Skipped: 35

