

NHS walk-in services in Portsmouth

September 2015

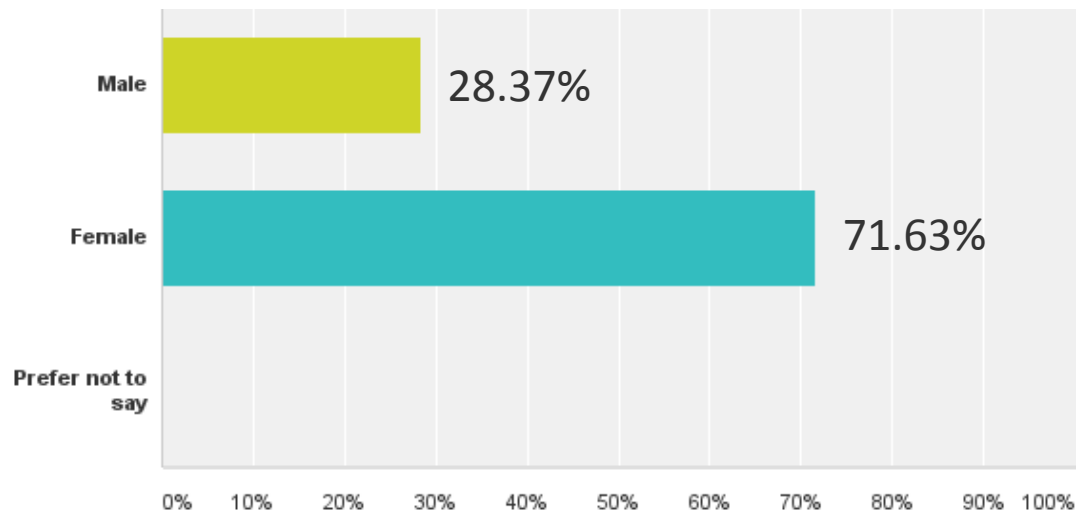
493

Total Responses

Complete Responses: 466

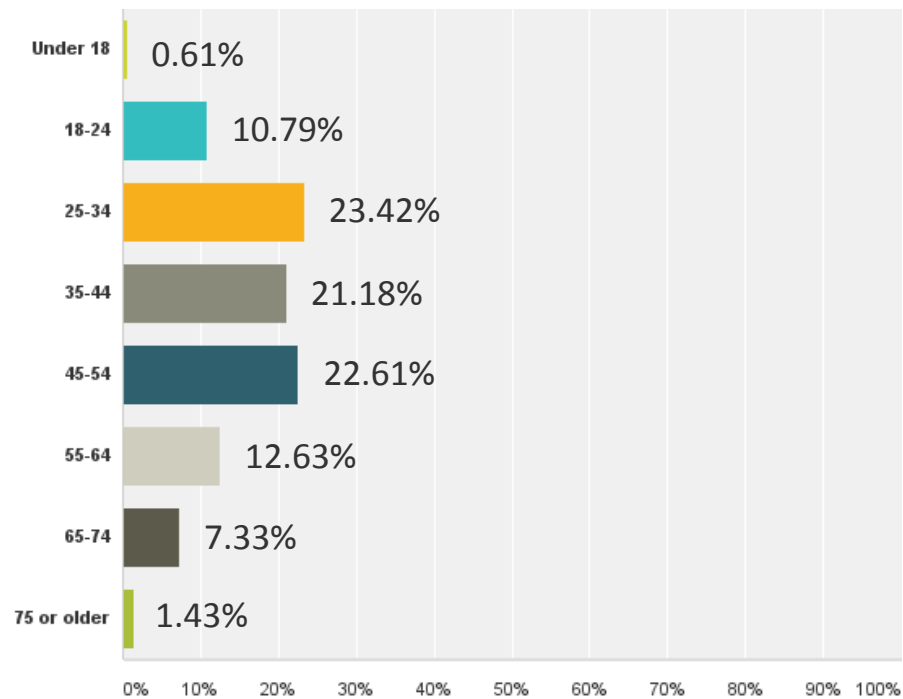
Q1: Gender - are you:

Answered: 490 Skipped: 3



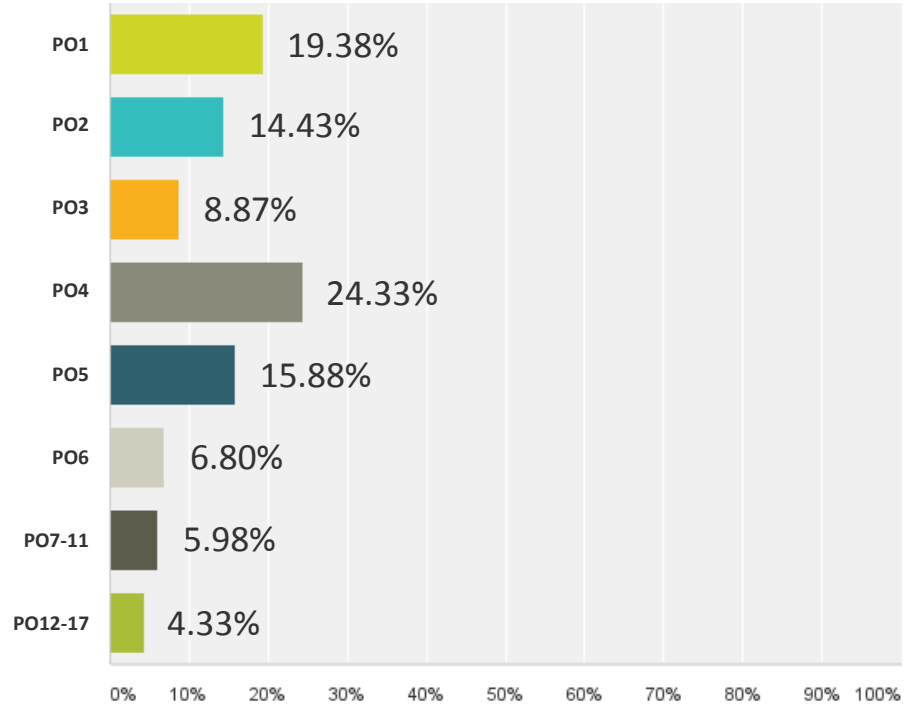
Q2: Age - are you:

Answered: 491 Skipped: 2



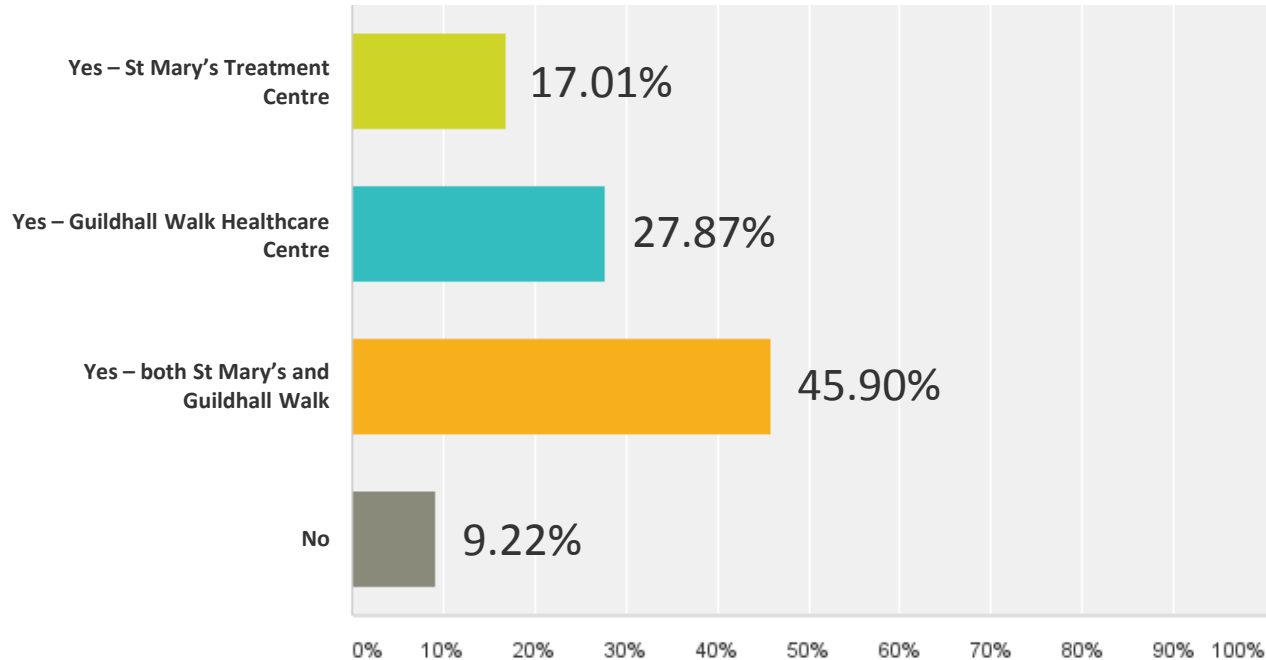
Q3: Where do you live (first part of your postcode)?

Answered: 485 Skipped: 8



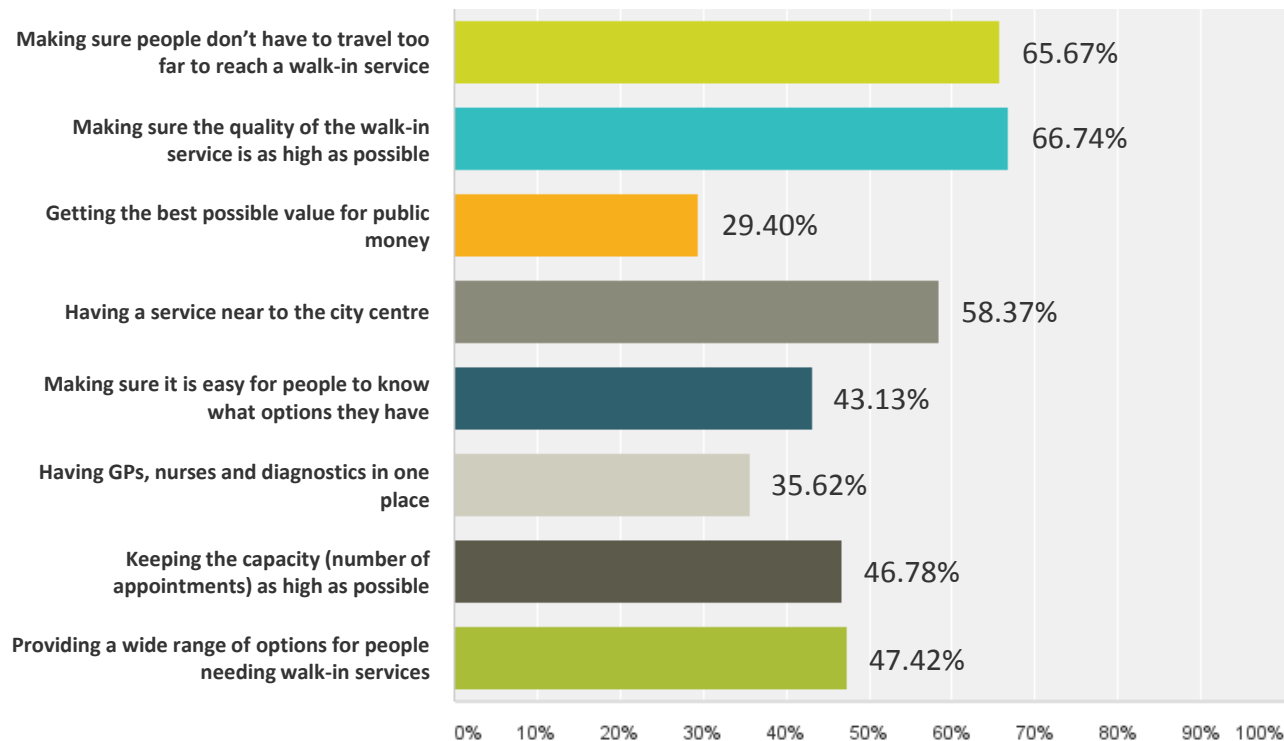
Q4: Have you ever used walk-in services in Portsmouth?

Answered: 488 Skipped: 5



Q5: The NHS needs to decide whether to move the GP walk-in service from Guildhall Walk to St Mary's Treatment Centre. What do you think are the most important factors that must be considered when making that decision? (select as many, or as few, as you wish)

Answered: 466 Skipped: 27



Q5. 'Other' comments relating to the important factors to be considered when considering whether to move walk-in services from Guildhall Walk to St Mary's

Comments: 58

Main themes:

The issue of **physical access** was raised by a notable number of respondents:

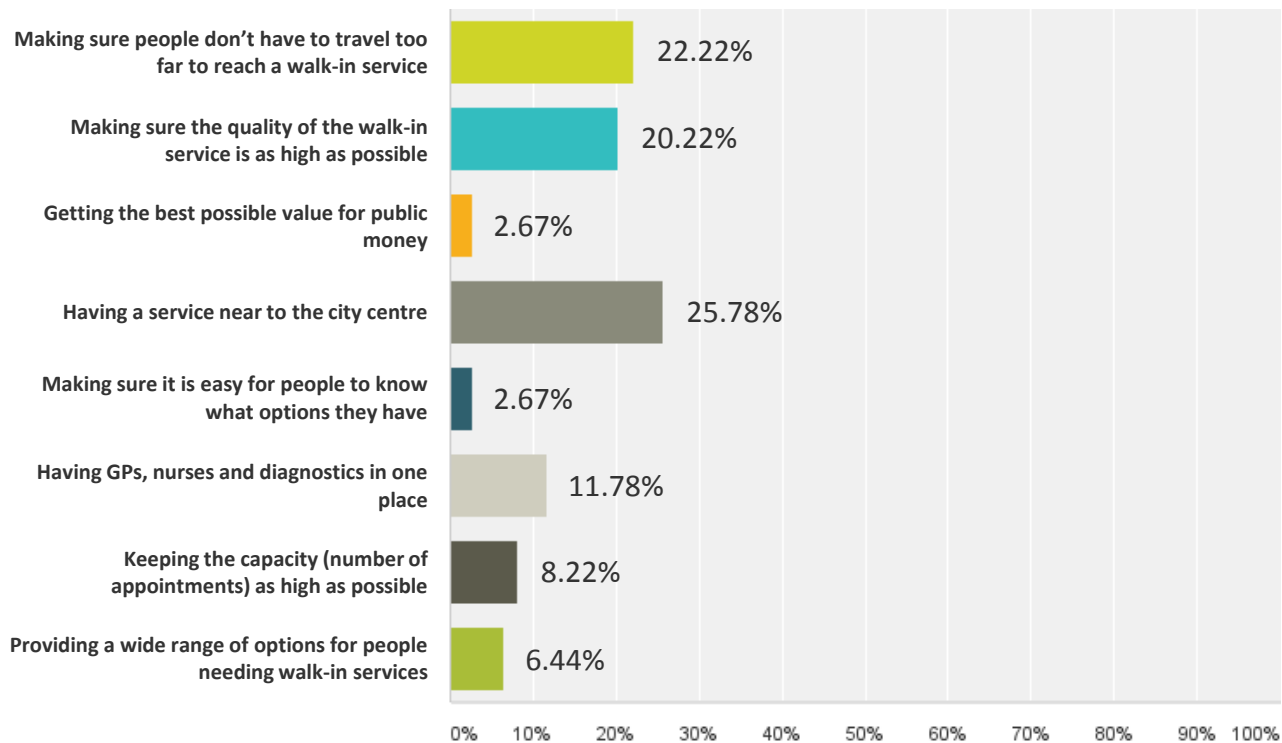
- There were almost 20 comments about general accessibility, either in terms of Guildhall Walk being in the right place / central, or St Mary's being inaccessible / poorly served by public transport. Others highlighted the importance of public transport, without clearly expressing a preference for a particular location.
- A smaller number of comments referred to specific access issues, such as the difficulties faced by the elderly, vulnerable people, tourists or students, or the need to have a service near to where people work.

About a quarter of the comments on this question referred to the need to keep **waiting times** down, or fears that waiting times would rise.

There were eight references to **car parking** (ensuring it was suitable / cheap / free)

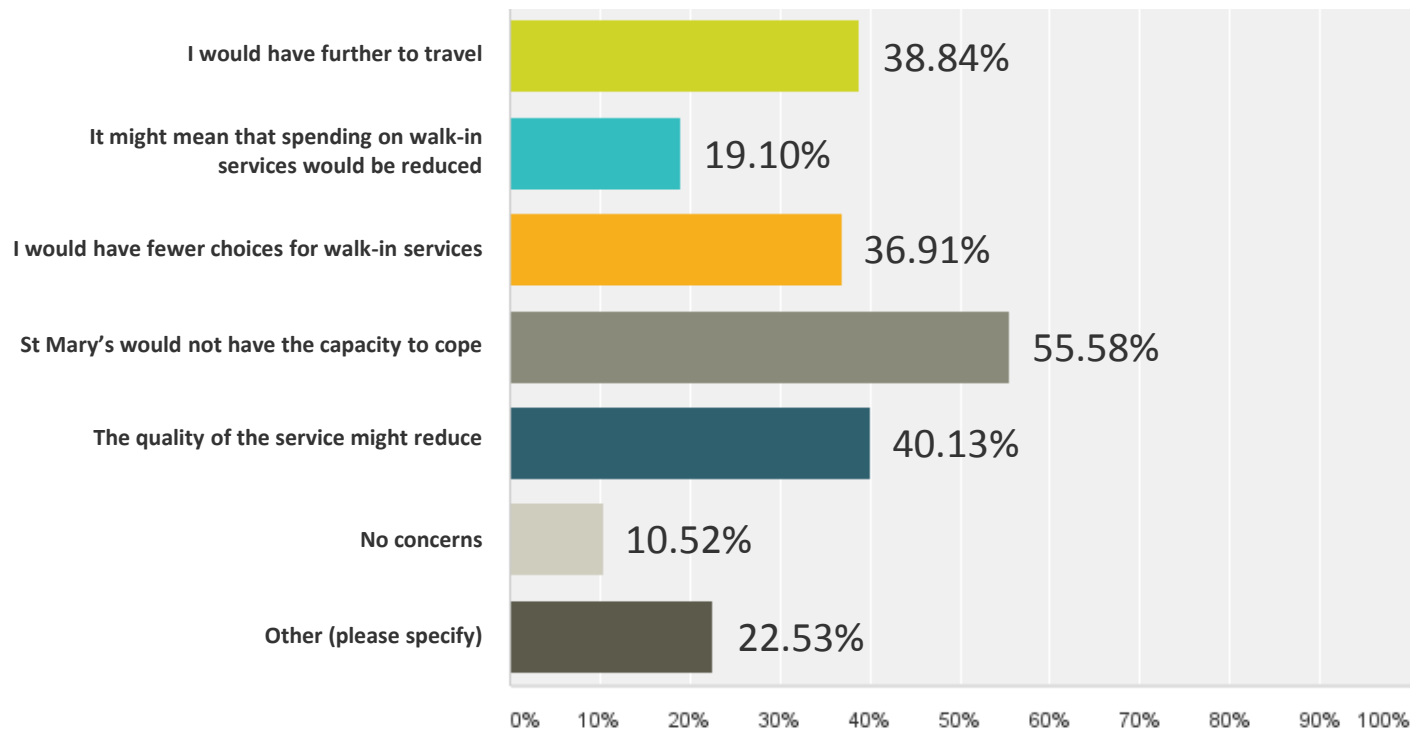
Q6: Regarding the proposal to move the GP walk-in service from Guildhall Walk to St Mary's Treatment Centre, what do you think is the ONE most important factor that must be considered when making that decision?

Answered: 450 Skipped: 43



Q7: What would be your concerns, if the NHS decided to move GP walk-in services from Guildhall Walk to St Mary's? (select as many, of as few, as you wish)

Answered: 466 Skipped: 27



Q7. 'Other' concerns relating to the possibility of moving walk-in services from Guildhall Walk to St Mary's

Comments: 105

Main themes:

Again, the issue of **physical access** was raised on numerous occasions:

- There were approximately 30 comments relating to general accessibility, such as 'more difficult journey / longer journey (for many/most) / Guildhall Walk is closer'
- There were also comments relating to specific groups, suggesting that St Mary's would be less well used by vulnerable / low income groups who might find it harder to reach, and students who may not (be able to) travel away from the centre.

There were almost 30 comments relating to **parking** concerns – either availability, or cost

The issue of **waiting times** was mentioned in 15 comments – either that they would, or could, increase.

There were also some respondents (<15) either simply **praising Guildhall Walk** (so why close it?), comparing it favourably to St Mary's, or **criticising St Mary's**. Other comments (<10) questioned whether St Mary's would have the **capacity** to cope.

Q8. Are there any other factors - not covered in previous questions - which you think the NHS must consider when deciding whether or not to move walk-in services from Guildhall Walk to St Mary's?

Comments: 192

The main themes reflected many of the comments made previously:

Again, the issue of **physical access** was raised on numerous occasions:

- Approximately 50 comments related to access generally – both in terms of reaching St Mary's, or the importance of siting services near to large populations
- There were another 30 comments relating to specific access concerns, primarily the difficulties faced by vulnerable / low income groups in accessing services – with the needs of students being particularly prominent

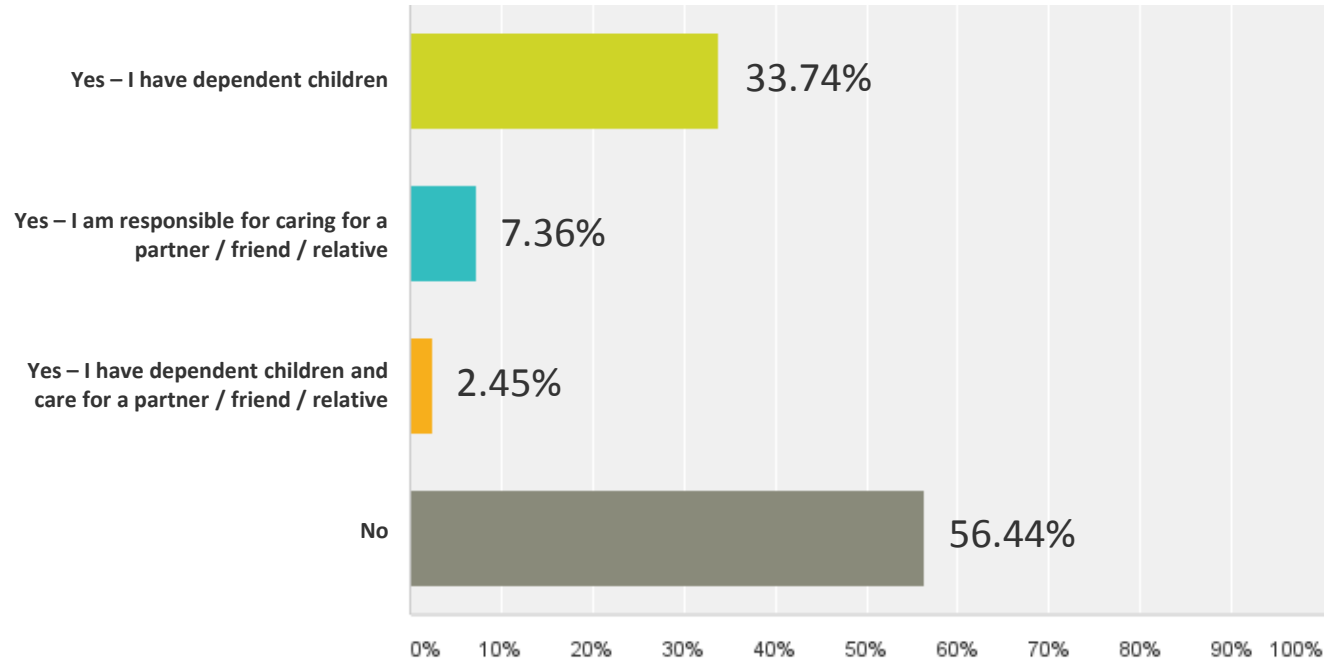
Concerns over **parking** were raised repeatedly, as was the need to keep **waiting times** low.

There were more than 30 comments either **praising Guildhall Walk** / questioning why it should close, or raising concerns over physical capacity at St Mary's. A smaller number emphasised the need for sufficient capacity (in terms of **staffing/appointments**) to be retained.

Some respondents also emphasised the importance of having a **strong (and local) GP presence** at St Mary's, of keeping **quality** high, and that the move should not be about **cost-cutting**

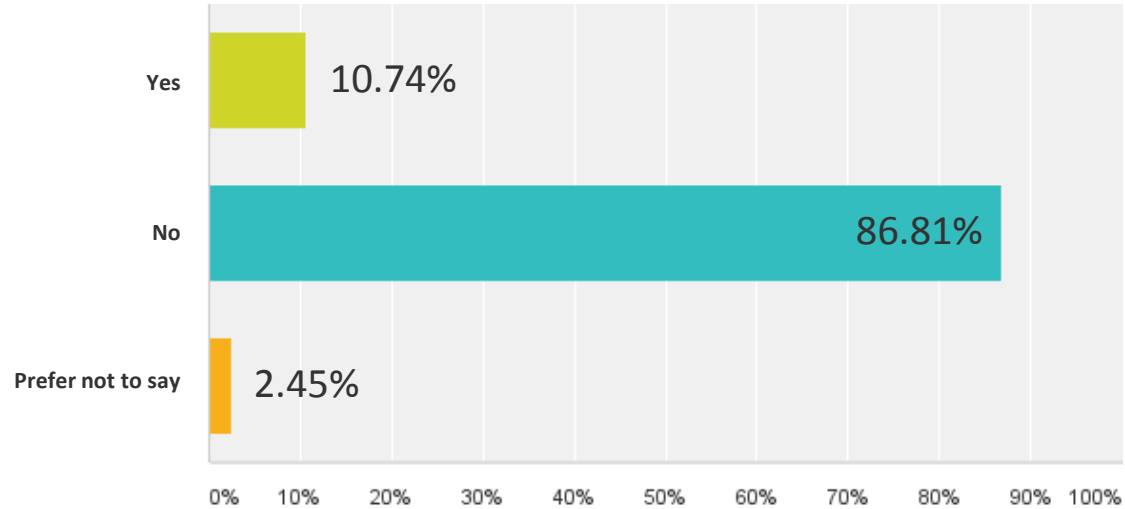
Q9: Do you have dependent children, or do you care for someone?

Answered: 326 Skipped: 167



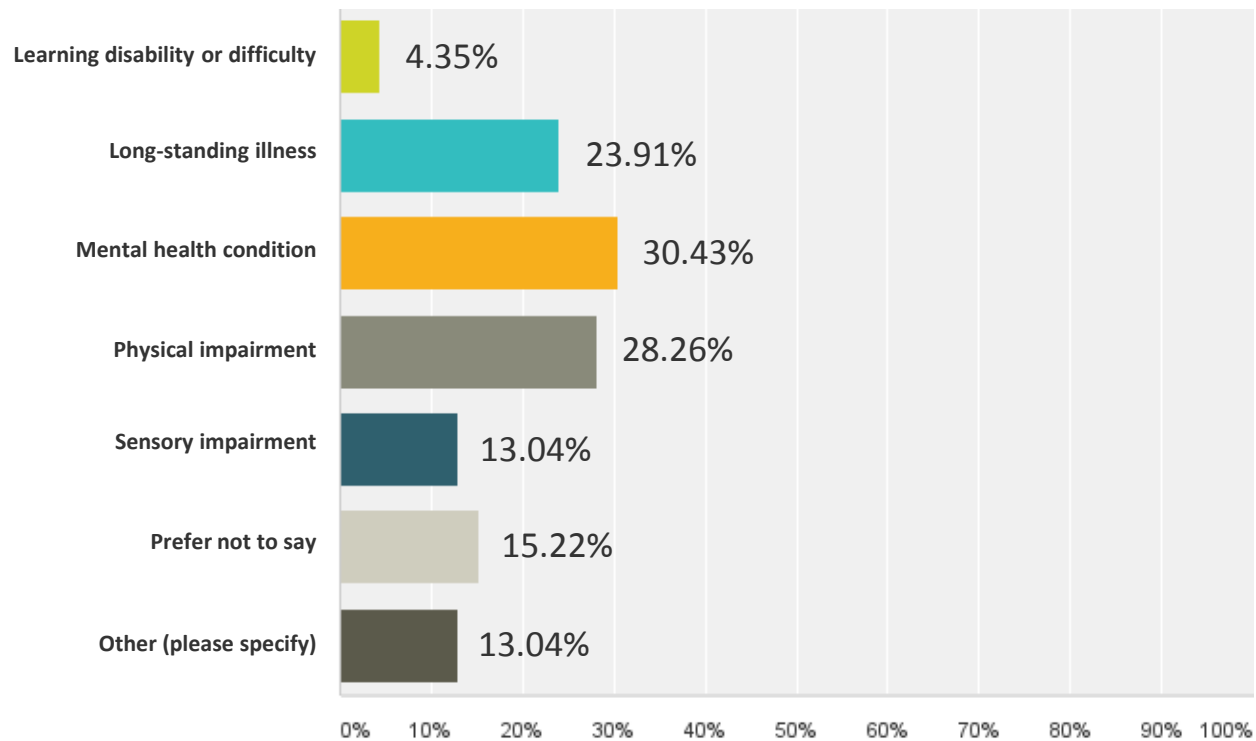
Q10: Do you consider yourself to have a disability?

Answered: 326 Skipped: 167



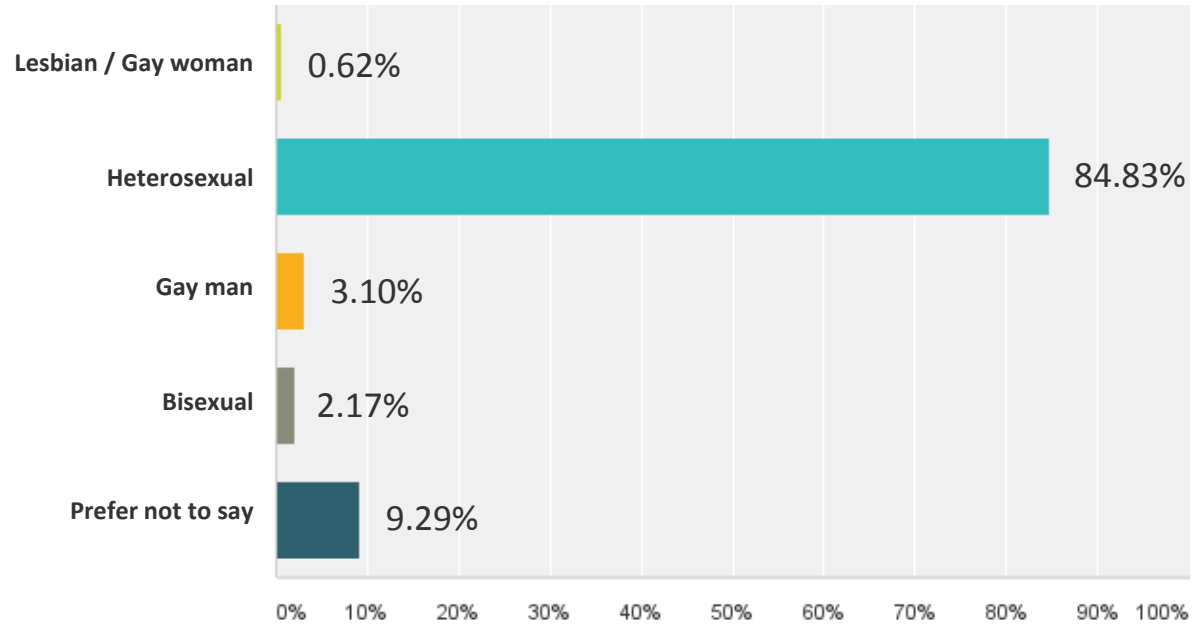
Q11: If 'yes', please tell us what your disability is. You may select as many options as are applicable.

Answered: 46 Skipped: 447



Q12: Would you describe your sexuality as:

Answered: 323 Skipped: 170



Q13: Would you describe your ethnic origin as:

Answered: 323 Skipped: 170

Selected responses:

White, British:	81.11%
White, other:	7.12%
Indian, Pakistani, Bangladeshi, other Asian background:	1.86%
Caribbean, African, other black background:	0.31%
Chinese:	0.62%
Mixed, white and black African/Caribbean:	1.86%
Other mixed background:	0.62%
Prefer not to say:	5.26%

Q14: Would you describe your religious belief as:

Answered: 322 Skipped: 171

