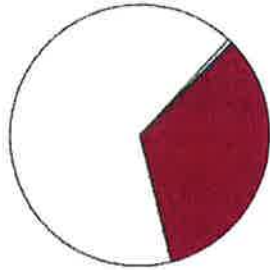


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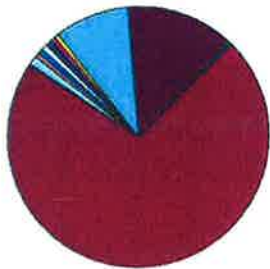
PVG

Question #	Question Text	Response	# of Resp.	% of Resp.
1	Male or Female		0	0.0%
		1. Male	148	33.5%
		2. Female	292	66.1%
		3. Undisclosed	2	0.5%
Total Responses			442	100.0%



- Slice 1
- 1. Male
- 2. Female
- 3. Undisclosed

Question #	Question Text	Response	# of Resp.	% of Resp.
2 a	Ethnicity		0	0.0%
		1. White - British White	315	71.6%
		12. Mixed - White and Black Caribbean Mixed / Other	2	0.5%
		14. Mixed - White and Asian	4	0.9%
		15. Mixed - Any Other Mixed Background	1	0.2%
		16. Chinese	2	0.5%
		17. Other	2	0.5%
		19. Do not wish to divulge	4	0.9%
		2. White - Irish	4	0.9%
		3. White - Eastern European	2	0.5%
		4. White - Other White Background	2	0.5%
		5. Asian or Asian British - Indian Asian or Asian British	41	9.3%
		6. Asian or Asian British - Pakistani	58	13.2%
		7. Asian or Asian British - Bangladeshi	1	0.2%
		8. Asian or Asian British - Other Asian	1	0.2%
		9. Black or Black British - Caribbean Black or Black British	1	0.2%
Total Responses			440	100.0%

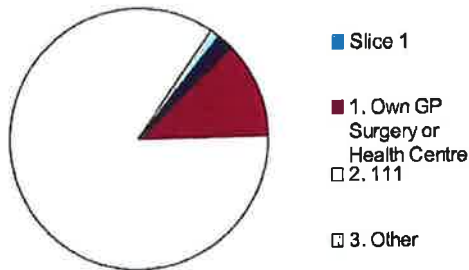


- Slice 1
- 1. White - British White
- 12. Mixed - White and

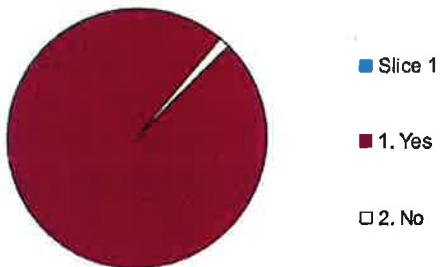
Question #	Question Text	Response	# of Resp.	% of Resp.
3	b	What time did you make your first telephone call today	0	0.0%
Total Responses			0	0.0%



4	a	Which number did you ring	0	0.0%
1. Own GP Surgery or Health Centre			53	12.3%
2. 111			364	84.7%
3. Other			5	1.2%
4. Didn't ring first			8	1.9%
Total Responses			430	100.0%



5	b	Was your call answered quickly	0	0.0%
1. Yes			425	98.6%
2. No			6	1.4%
Total Responses			431	100.0%



6	c	Were you dealt with politely & efficiently at your 1st call	0	0.0%
1. Yes			421	98.4%
2. No			7	1.6%
Total Responses			428	100.0%



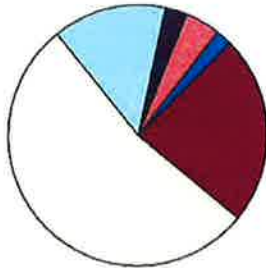
PVG

Question #	Question Text	Response	# of Resp.	% of Resp.
7	a	Did you understand the Information given to you	0	0.0%
		1. Yes	426	99.5%
		2. No	2	0.5%
Total Responses			428	100.0%



- Slice 1
- 1. Yes
- 2. No

8	b	How quickly was your call dealt with	0	0.0%
		1. Put through straightaway	100	23.7%
		2. Called back within 10 mins	223	52.8%
		3. Called back within 10-20 mins	60	14.2%
		4. Called back within 20-30 mins	12	2.8%
		5. Called back within 30-1 hour	19	4.5%
		6. Called back over 1 hour	8	1.9%
Total Responses			422	100.0%



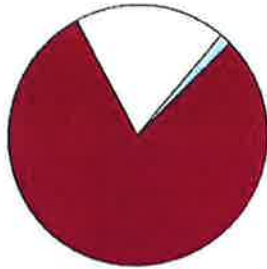
- Slice 1
- 1. Put through straightaway
- 2. Called back within 10 mins
- 3. Called back

9	c	Where have you travelled from today	0	0.0%
Total Responses			0	0.0%



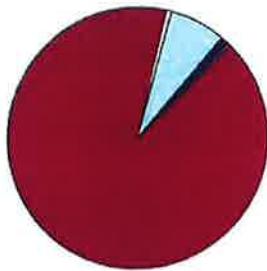
- Slice 1

Question #	Question Text	Response	# of Resp.	% of Resp.
10	d	How long has taken you to get here	0	0.0%
		1. Within 15 Minutes	347	79.8%
		2. 15-30 Minutes	82	18.9%
		3. Over 30 Minutes	6	1.4%
		Total Responses	435	100.0%



- Slice 1
- 1. Within 15 Minutes
- 2. 15-30 Minutes
- 3. Over 30 Minutes

11	e	How did you get here	0	0.0%
		1. Car	399	91.1%
		2. Bus	2	0.5%
		3. Taxi	31	7.1%
		5. Walk	5	1.1%
		6. Other	1	0.2%
		Total Responses	438	100.0%



- Slice 1
- 1. Car
- 2. Bus
- 3. Taxi
- 5. Walk
- 6. Other

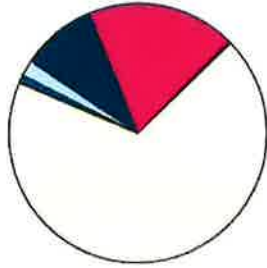
12	f	Was the receptionist polite and helpful	0	0.0%
		1. Yes	431	100.0%
		Total Responses	431	100.0%



- Slice 1
- 1. Yes

PVG

Question #	Question Text	Response	# of Resp.	% of Resp.
13	g	On a scale of 1-10 what score would you give - up to this point	0	0.0%
		1. 1	1	0.2%
		10. 10	281	68.5%
		2. 2	1	0.2%
		3. 3	1	0.2%
		4. 4	1	0.2%
		5. 5	2	0.5%
		7. 7	8	2.0%
		8. 8	39	9.5%
		9. 9	76	18.5%
Total Responses			410	100.0%



- Slice 1
- 1. 1
- 10. 10
- 2. 2
- 3. 3
- 4. 4
- 5. 5
- 7. 7
- 8. 8
- 9. 9

14	h	Were you seen on time	0	0.0%
		1. Yes	287	69.5%
		2. No	126	30.5%
Total Responses			413	100.0%



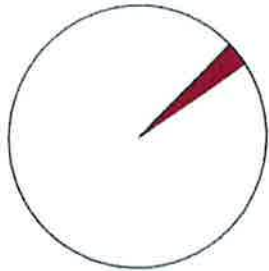
- Slice 1
- 1. Yes
- 2. No

15	i	Did you feel that the clinician spent enough time with you	0	0.0%
		1. Yes	401	96.9%
		2. No	13	3.1%
Total Responses			414	100.0%



- Slice 1
- 1. Yes
- 2. No

Question #	Question Text	Response	# of Resp.	% of Resp.
16 a	Did the clinician explain what you wanted to know		0	0.0%
		No	13	3.2%
		Yes	397	96.8%
		Total Responses	410	100.0%



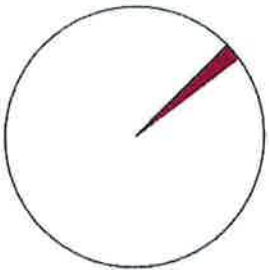
■ Slice 1

■ No

□ Yes

17 b Are you happy with the consultation (if no add a comment)

	0	0.0%
No	9	2.2%
Yes	395	97.8%
Total Responses	404	100.0%



■ Slice 1

■ No

□ Yes

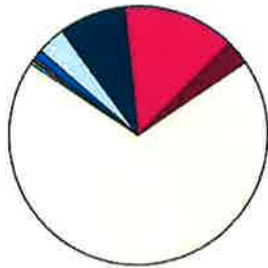
18 c If no please say why and whay you feel could have improved it

	0	0.0%
Total Responses	0	0.0%



■ Slice 1

Question #	Question Text	Response	# of Resp.	% of Resp.
19	d	On a scale of 1-10 what score would you give - at the TC	0	0.0%
		1. 1	11	3.0%
		10. 10	257	69.1%
		2. 2	1	0.3%
		3. 3	1	0.3%
		5. 5	1	0.3%
		6. 6	4	1.1%
		7. 7	13	3.5%
		8. 8	31	8.3%
		9. 9	53	14.2%
Total Responses			372	100.0%



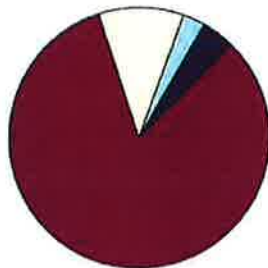
- Slice 1
- 1. 1
- 10. 10
- 2. 2
- 3. 3
- 5. 5
- 6. 6
- 7. 7
- 8. 8
- 9. 9

20	a	Suggestions	0	0.0%
Total Responses			0	0.0%



- Slice 1

21	b	Why have you accessed the service today	0	0.0%
		1. My medical condition could not wait until my GP surgery was next open	315	82.5%
		2. I could not get an appointment at my own GP surgery	41	10.7%
		3. This service is more convenient	10	2.6%
		4. Other	16	4.2%
Total Responses			382	100.0%



- Slice 1
- 1. My medical condition could not wait until my GP surgery was next open
- 2. I could not get an appointment at my own GP surgery

Question #	Question Text	Response	# of Resp.	% of Resp.
22	c	If this Service was not available, where would you have gone	0	0.0%
Total Responses			0	0.0%



23 Which Centre Did you attend (of responses completed)

	0	0.0%
1	1	0.2%
1. PCC Blackburn	267	65.9%
3. UCC Blackburn	3	0.7%
4. UCC Burnley	12	3.0%
5. Clitheroe	114	28.1%
7. Rossendale	8	2.0%
Total Responses	405	100.0%

