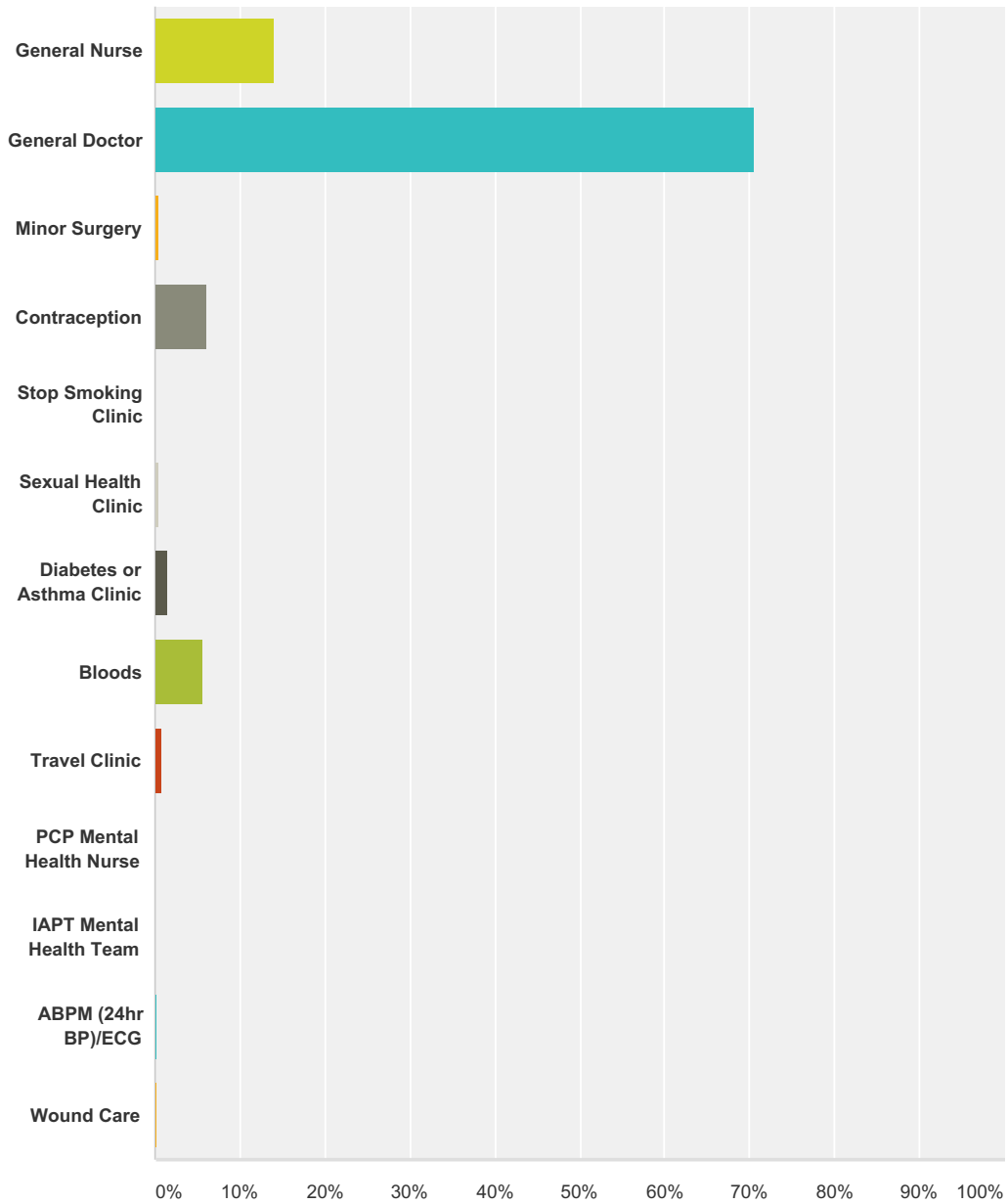


Q1 Which clinic did you attend today?

Answered: 386 Skipped: 0

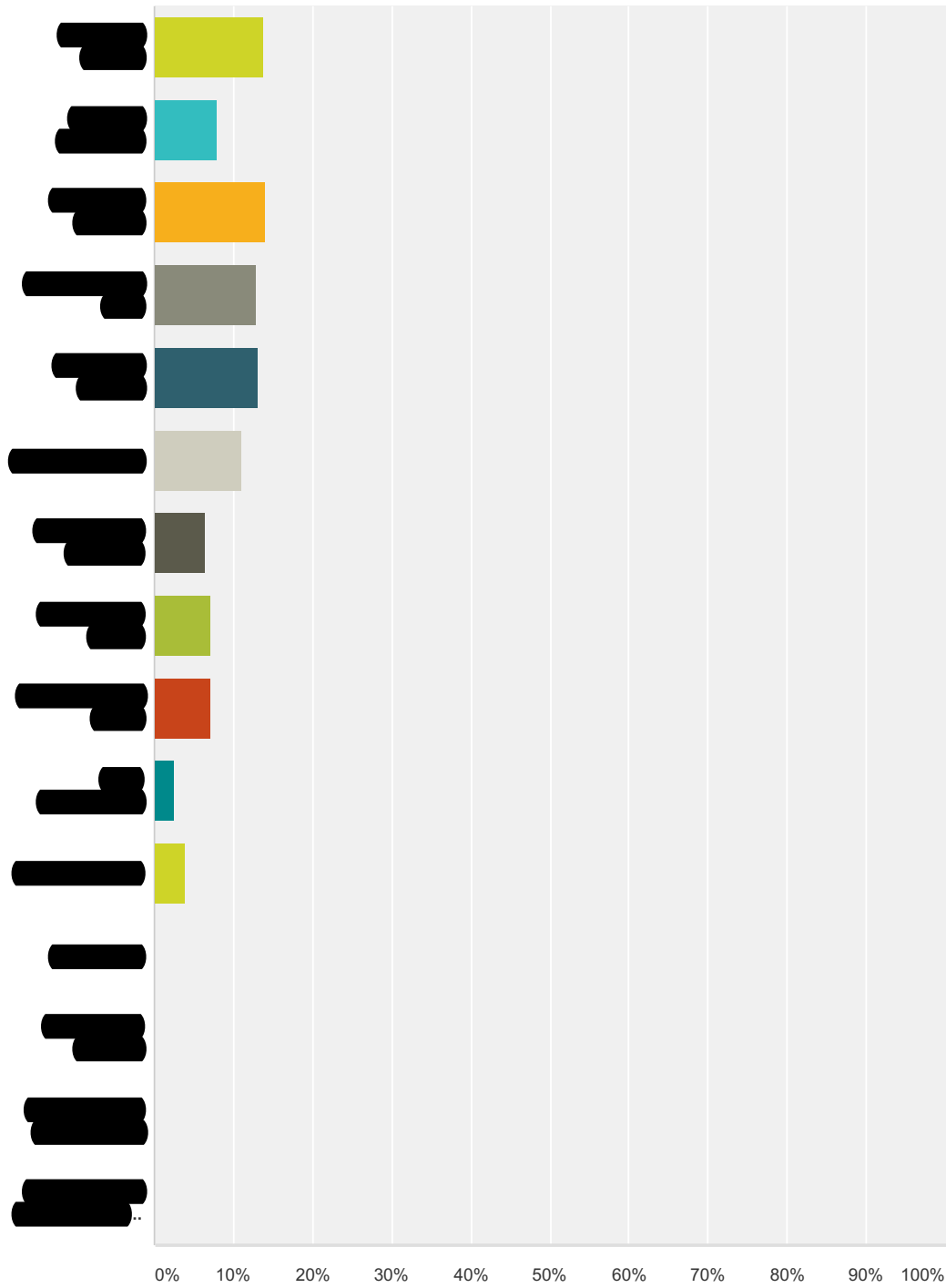


Answer Choices	Responses
General Nurse	13.99% 54
General Doctor	70.47% 272
Minor Surgery	0.52% 2
Contraception	5.96% 23
Stop Smoking Clinic	0.00% 0
Sexual Health Clinic	0.52% 2

Diabetes or Asthma Clinic	1.55%	6
Bloods	5.70%	22
Travel Clinic	0.78%	3
PCP Mental Health Nurse	0.00%	0
IAPT Mental Health Team	0.00%	0
ABPM (24hr BP)/ECG	0.26%	1
Wound Care	0.26%	1
Total		386

Q2 The clinician you saw today was...

Answered: 386 Skipped: 0

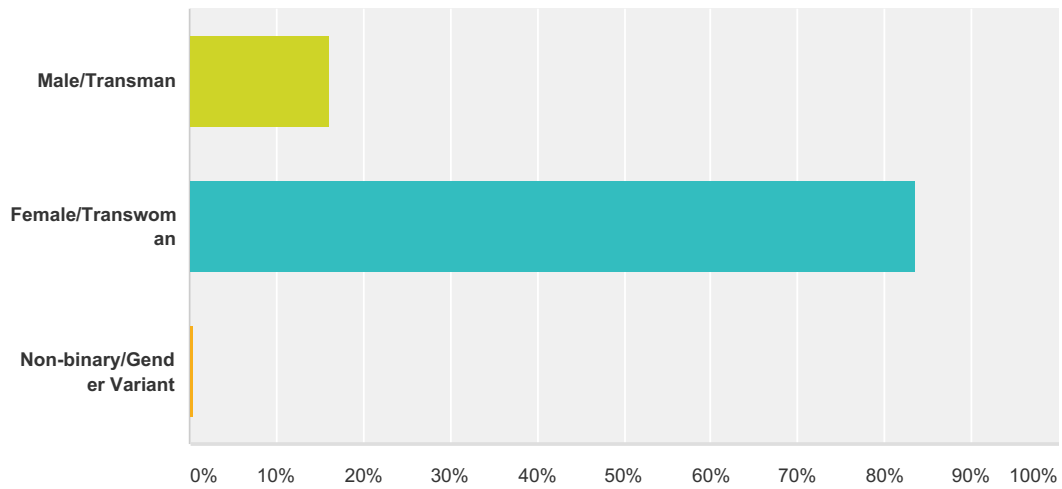


Answer Choices	Responses
[Redacted]	13.73% 53
[Redacted]	8.03% 31
[Redacted]	13.99% 54

[REDACTED]	12.95%	50
[REDACTED]	13.21%	51
[REDACTED]	11.14%	43
[REDACTED]	6.48%	25
[REDACTED]	6.99%	27
[REDACTED]	6.99%	27
[REDACTED]	2.59%	10
[REDACTED]	3.89%	15
[REDACTED]	0.00%	0
[REDACTED]	0.00%	0
[REDACTED]	0.00%	0
[REDACTED]	0.00%	0
Total		386

Q3 Are you

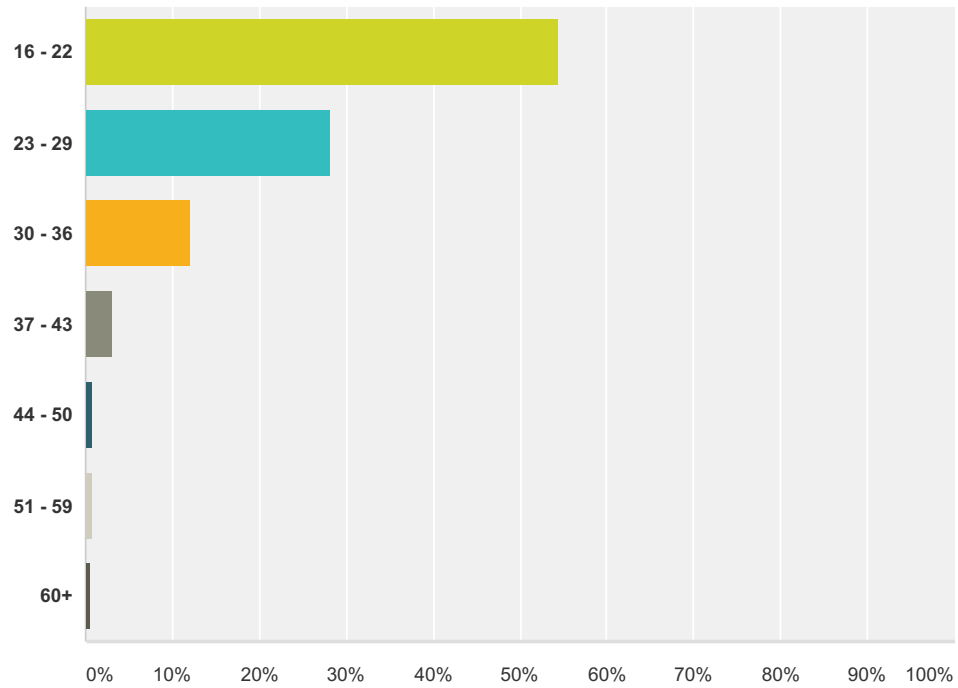
Answered: 386 Skipped: 0



Answer Choices	Responses	Count
Male/Transman	16.06%	62
Female/Transwoman	83.42%	322
Non-binary/Gender Variant	0.52%	2
Total		386

Q4 How old are you?

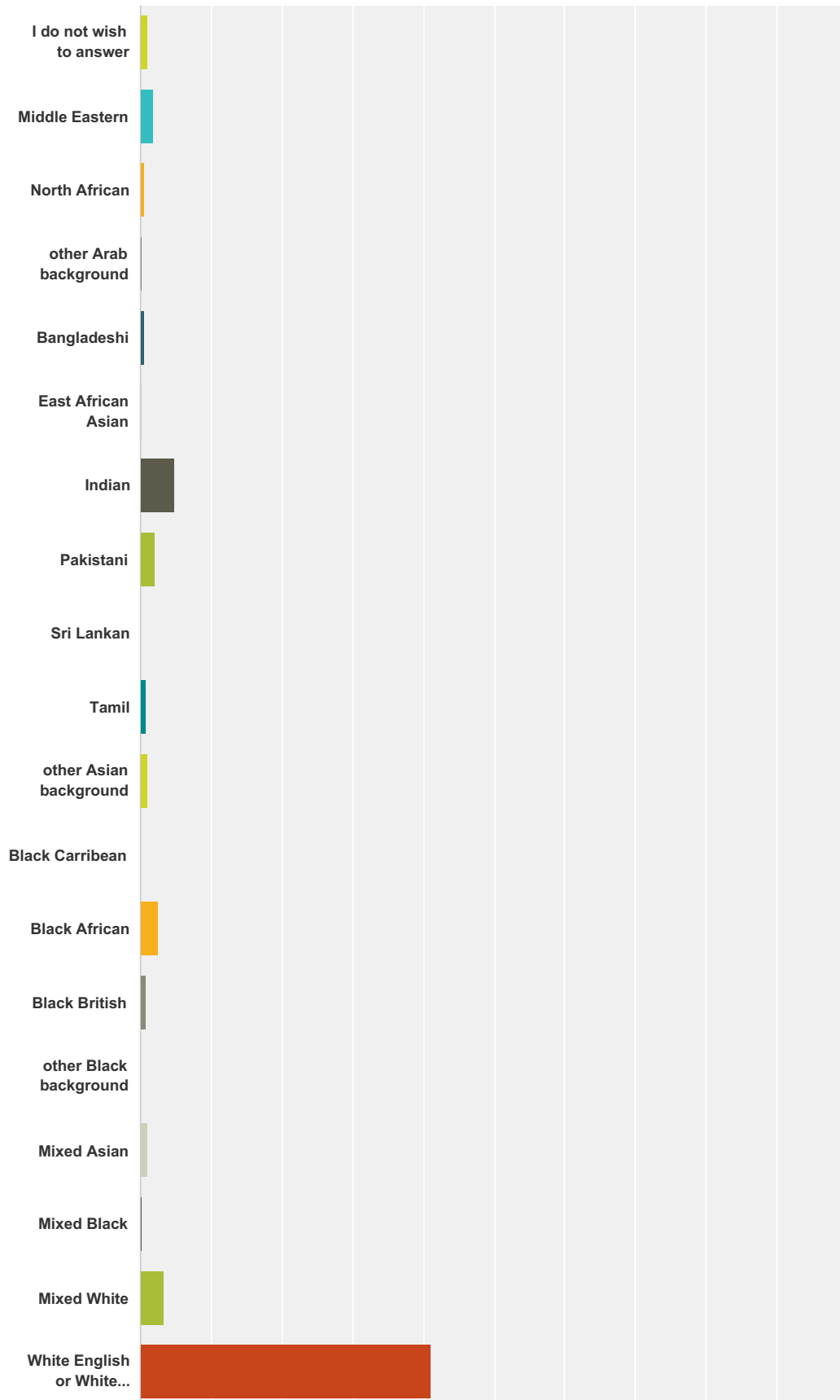
Answered: 383 Skipped: 3

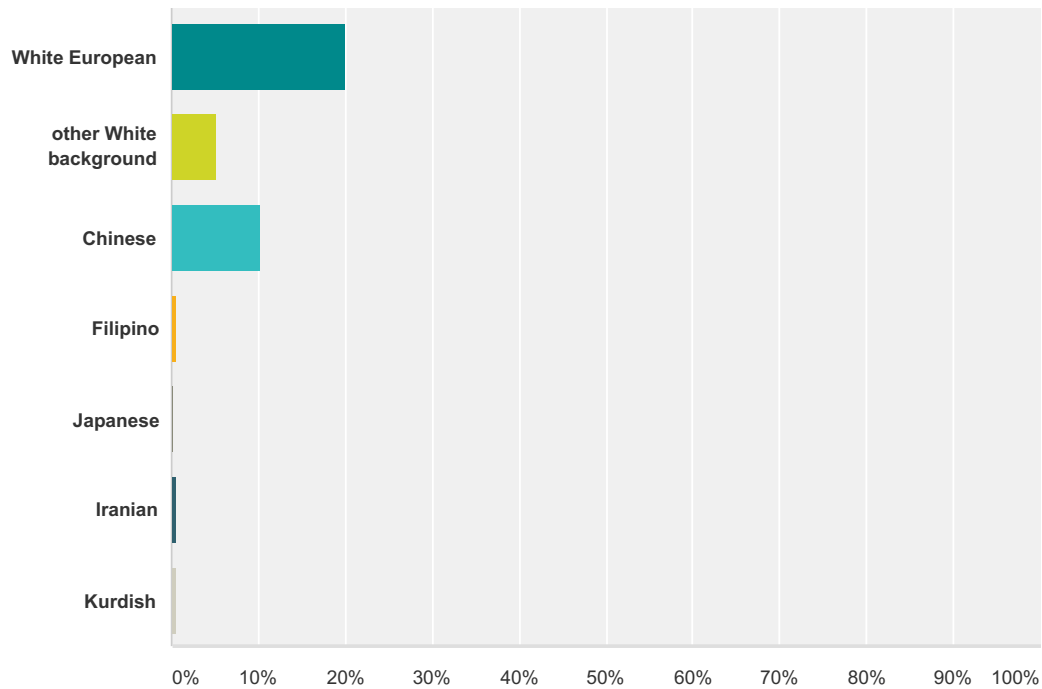


Answer Choices	Responses
16 - 22	54.57% 209
23 - 29	28.20% 108
30 - 36	12.01% 46
37 - 43	3.13% 12
44 - 50	0.78% 3
51 - 59	0.78% 3
60+	0.52% 2
Total	383

Q5 Which ethnic group do you belong to?

Answered: 369 Skipped: 17





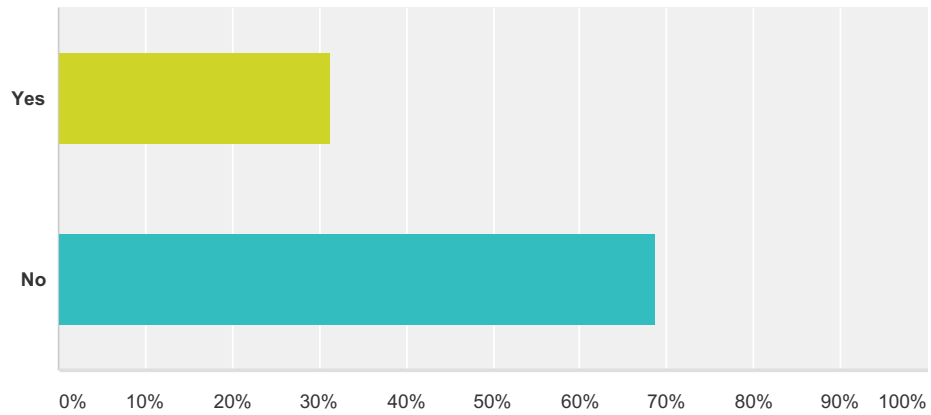
Answer Choices	Responses	Count
I do not wish to answer	1.08%	4
Middle Eastern	1.90%	7
North African	0.54%	2
other Arab background	0.27%	1
Bangladeshi	0.54%	2
East African Asian	0.27%	1
Indian	4.88%	18
Pakistani	2.17%	8
Sri Lankan	0.00%	0
Tamil	0.81%	3
other Asian background	1.08%	4
Black Carribean	0.00%	0
Black African	2.44%	9
Black British	0.81%	3
other Black background	0.00%	0
Mixed Asian	1.08%	4
Mixed Black	0.27%	1
Mixed White	3.25%	12
White English or White British	41.19%	152

White European	20.05%	74
other White background	5.15%	19
Chinese	10.30%	38
Filipino	0.54%	2
Japanese	0.27%	1
Iranian	0.54%	2
Kurdish	0.54%	2
Total		369

#	Other (please specify)	Date
1	latino	12/23/2016 3:47 AM
2	greek cypriot	12/19/2016 5:54 AM
3	mixed indian	12/19/2016 5:50 AM
4	white American	12/15/2016 8:16 AM
5	hispanic	12/15/2016 3:29 AM
6	Latin	12/15/2016 3:15 AM
7	Latino	12/8/2016 8:59 AM
8	Indian/white	11/30/2016 5:17 PM
9	mexican	11/21/2016 1:53 AM
10	Latin	11/16/2016 1:42 PM
11	latin	11/16/2016 8:37 AM
12	latin	11/15/2016 4:08 AM
13	Nepalese	11/12/2016 3:23 AM
14	Latin	11/9/2016 2:36 AM
15	Hispanic	11/8/2016 8:49 AM

Q6 Do you have a physical or mental health condition that has lasted at least 12 months or is likely to last at least 12 months?

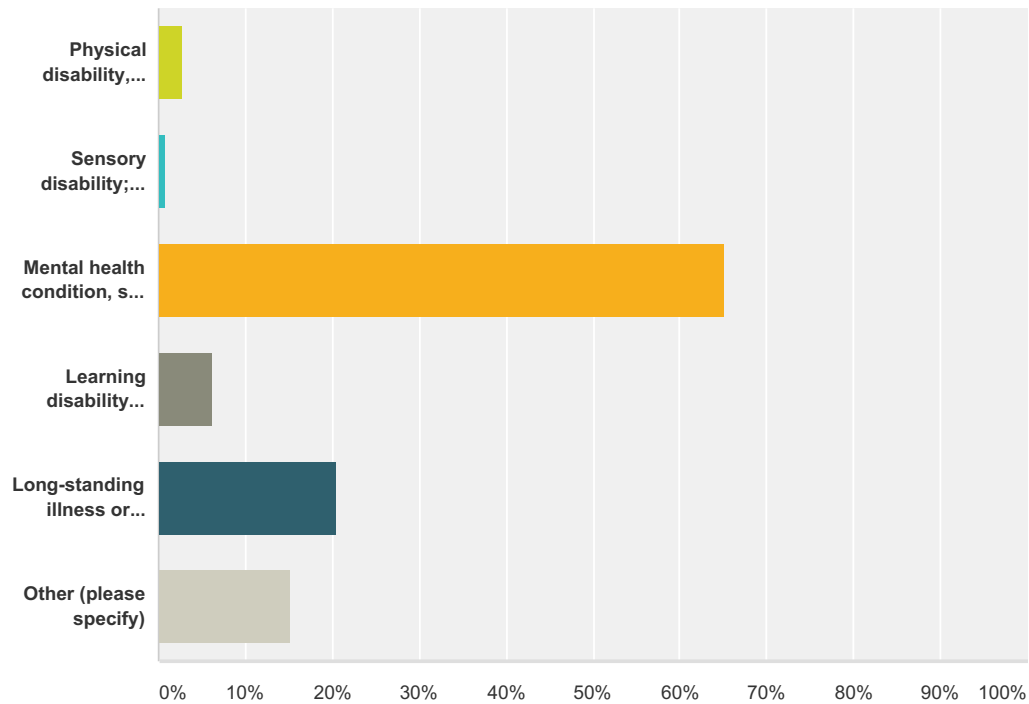
Answered: 377 Skipped: 9



Answer Choices	Responses
Yes	31.30% 118
No	68.70% 259
Total	377

Q7 If you answered no to question 6 please skip to question 9, if you answered yes to question 6, please state the type of physical disability or condition which applies to you. You may indicate more than one if necessary.

Answered: 112 Skipped: 274



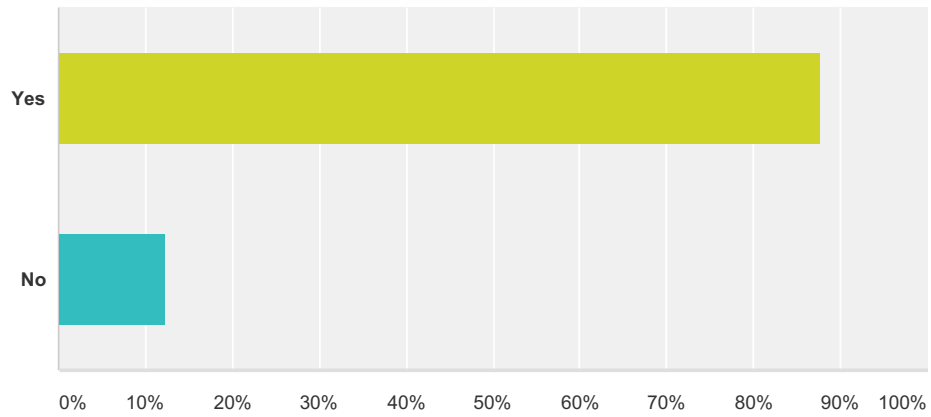
Answer Choices	Responses
Physical disability, such as using a wheelchair to get around and/or difficulty using their arms.	2.68% 3
Sensory disability; such as being blind/having a serious visual impairment or being deaf/having a serious hearing impairment.	0.89% 1
Mental health condition, such as depression or schizophrenia.	65.18% 73
Learning disability (such as Down's syndrome or dyslexia) or cognitive impairment (such as autism or head-injury)	6.25% 7
Long-standing illness or health condition such as cancer, HIV, diabetes, chronic heart disease, or epilepsy.	20.54% 23
Other (please specify)	15.18% 17
Total Respondents: 112	

#	Other (please specify)	Date
1	std	1/5/2017 6:04 AM
2	autoimmune condition	12/23/2016 3:37 AM
3	psoriasis	12/22/2016 1:32 AM
4	high chloesterol	12/22/2016 1:30 AM
5	colitis	12/15/2016 3:40 AM

6	asthma	12/15/2016 3:07 AM
7	irritable bowel syndrome	12/8/2016 8:30 AM
8	asthma	12/8/2016 2:03 AM
9	Asthma	12/7/2016 6:00 AM
10	IBS	12/6/2016 4:26 PM
11	Asthma since childhood	11/30/2016 5:44 AM
12	Asthma	11/24/2016 6:19 AM
13	thyroid issues	11/21/2016 1:49 AM
14	pcos	11/15/2016 4:01 AM
15	Graves Disease	11/9/2016 10:21 AM
16	anxiety	11/9/2016 7:07 AM
17	eczema	11/8/2016 8:51 AM

Q8 Do you think that the Health Centre facilities and design are easily accessible for patients with a disability?

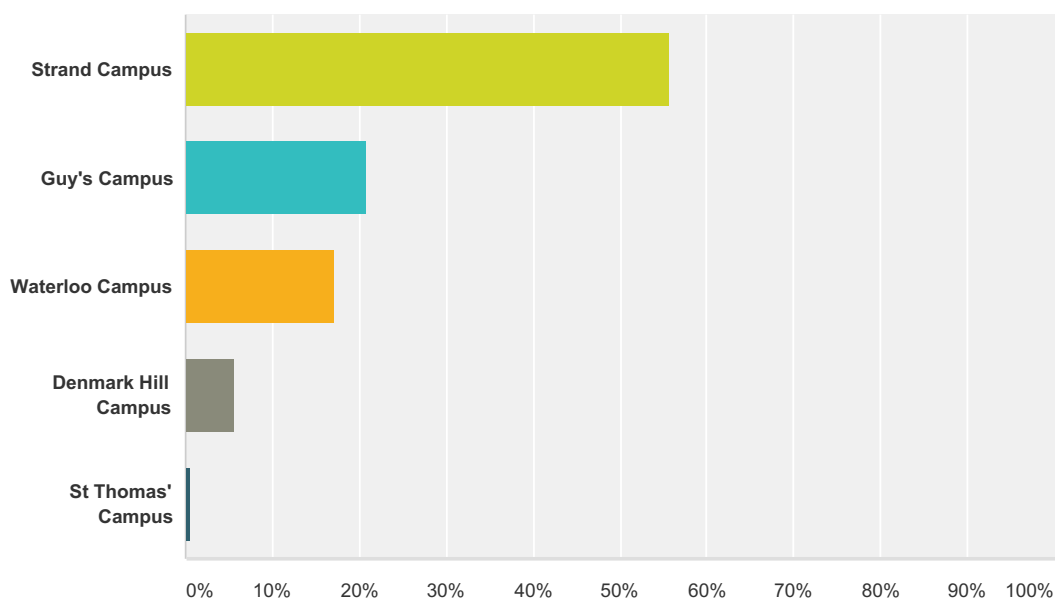
Answered: 147 Skipped: 239



Answer Choices	Responses	
Yes	87.76%	129
No	12.24%	18
Total		147

Q9 Which King's College London campus are you based at?

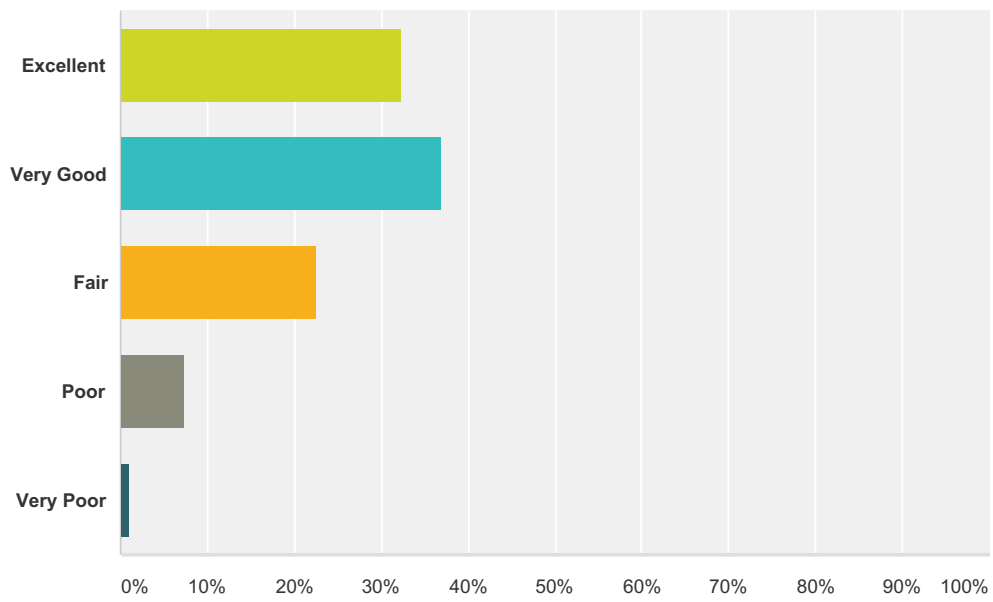
Answered: 369 Skipped: 17



Answer Choices	Responses	Count
Strand Campus	55.83%	206
Guy's Campus	20.87%	77
Waterloo Campus	17.07%	63
Denmark Hill Campus	5.69%	21
St Thomas' Campus	0.54%	2
Total		369

Q10 How do you rate the way you are treated by Receptionists at your practice?

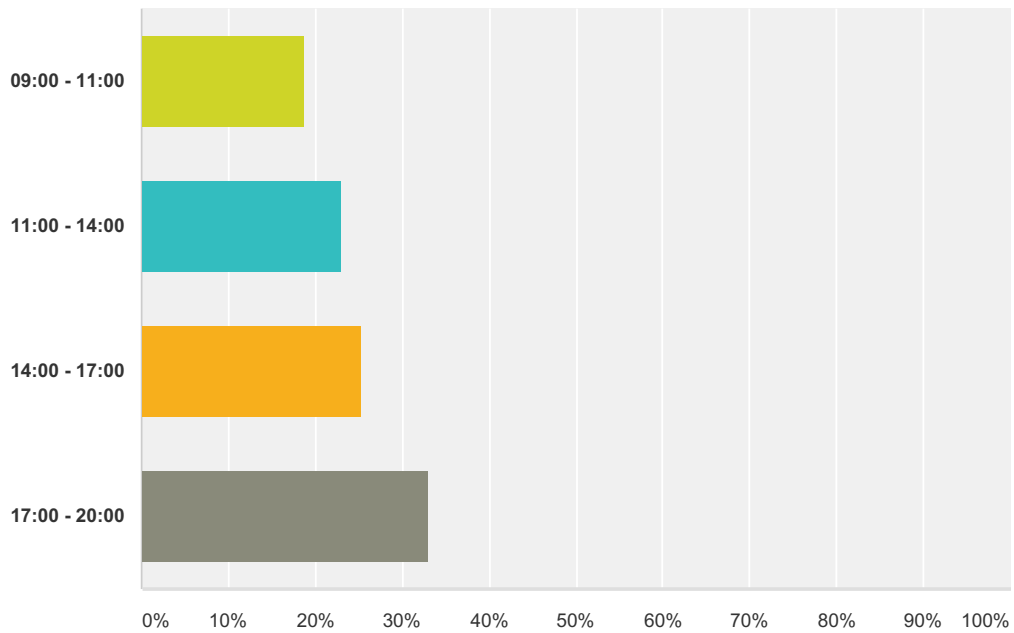
Answered: 374 Skipped: 12



Answer Choices	Responses
Excellent	32.35% 121
Very Good	36.90% 138
Fair	22.46% 84
Poor	7.22% 27
Very Poor	1.07% 4
Total	374

Q11 What is the best time of day for you to come to the Health Centre?

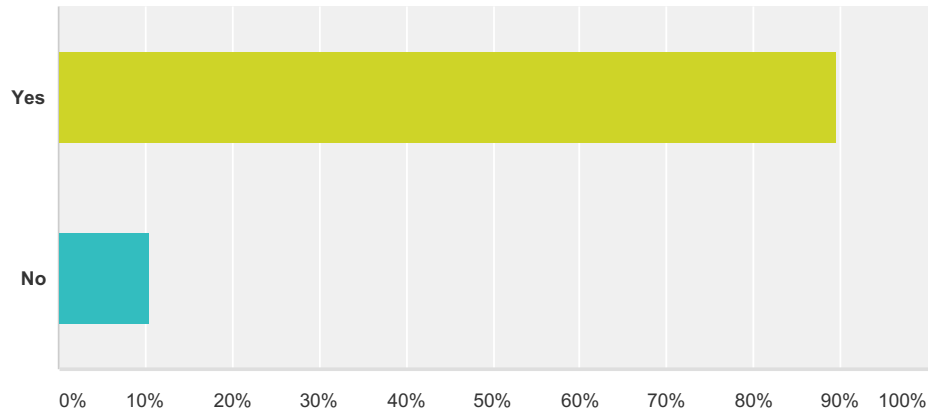
Answered: 369 Skipped: 17



Answer Choices	Responses	Count
09:00 - 11:00	18.70%	69
11:00 - 14:00	23.04%	85
14:00 - 17:00	25.20%	93
17:00 - 20:00	33.06%	122
Total		369

Q12 Are you satisfied with the Health Centre open times? (Mon, Wed, Fri - 09:00 - 18:30 / Tues, Thurs - 09:00 - 20:30 / Sat, Sun - Closed)

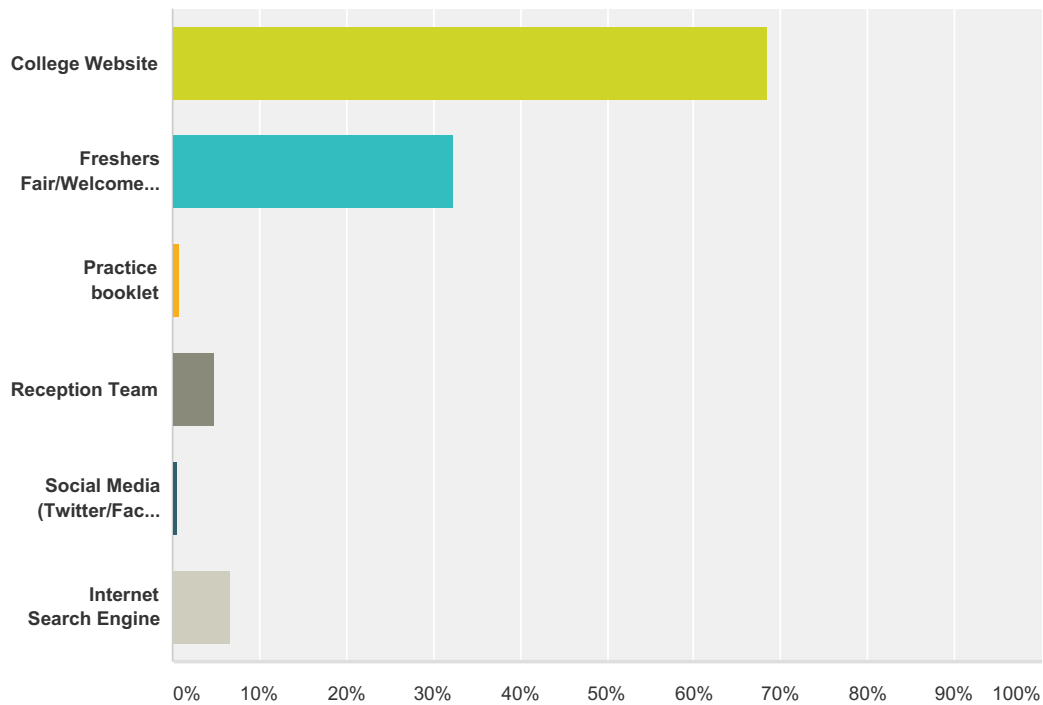
Answered: 374 Skipped: 12



Answer Choices	Responses
Yes	89.57% 335
No	10.43% 39
Total	374

Q13 How were you informed about the practice and our services?

Answered: 359 Skipped: 27



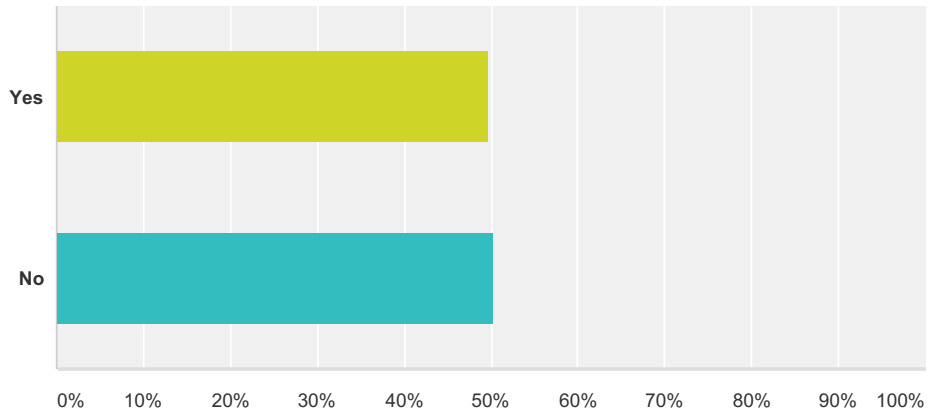
Answer Choices	Responses
College Website	68.52% 246
Freshers Fair/Welcoming Week	32.31% 116
Practice booklet	0.84% 3
Reception Team	4.74% 17
Social Media (Twitter/Facebook)	0.56% 2
Internet Search Engine	6.69% 24
Total Respondents: 359	

#	Other (please specify)	Date
1	friend	1/5/2017 6:12 AM
2	friend	12/22/2016 1:30 AM
3	friend	12/20/2016 10:42 AM
4	students	12/19/2016 5:49 AM
5	compass at waterloo	12/13/2016 5:53 AM
6	My wife is a student at KCL	12/7/2016 12:45 AM
7	My friend in my course	12/1/2016 9:20 AM
8	Colleagues	11/17/2016 10:46 AM

9	tutor told me	11/14/2016 3:26 AM
10	I was a student here before I became a member of staff, so I registered in freshers week many years ago	11/9/2016 4:18 AM
11	friend	11/9/2016 2:37 AM

Q14 The Health Centre provides an On-Call GP triage service, if you call between 09:00-11:00 you can be put on the list to speak to the On-Call GP for any same day/urgent issues you may have, have you ever used this service?

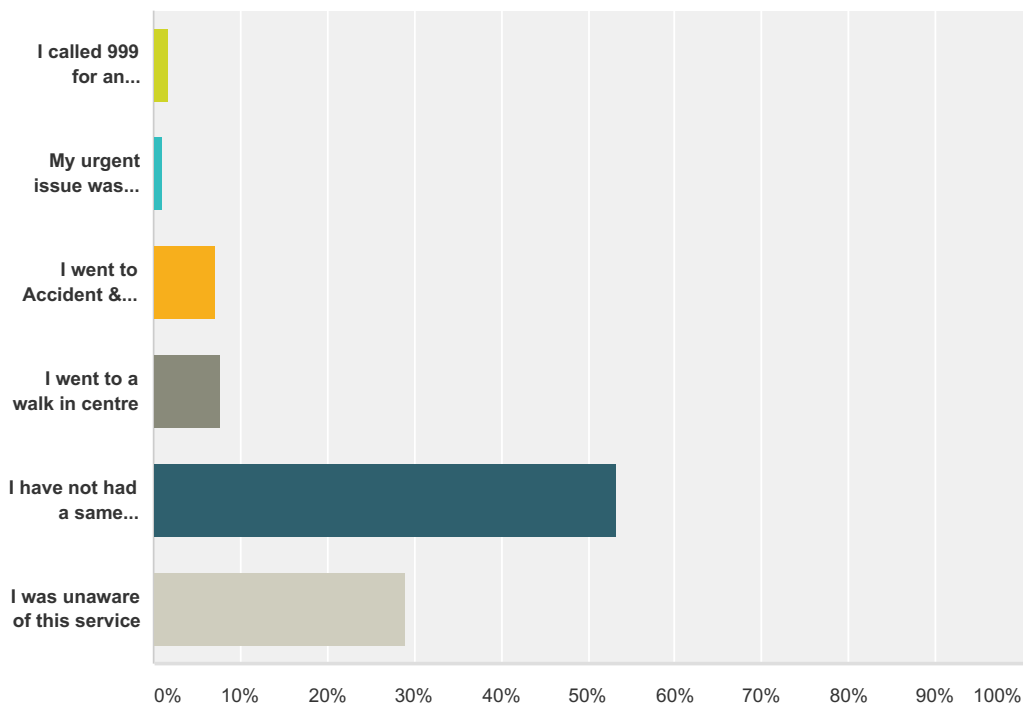
Answered: 374 Skipped: 12



Answer Choices	Responses
Yes	49.73% 186
No	50.27% 188
Total Respondents: 374	

Q15 If you answered no please state the reason why you did not use this service...

Answered: 182 Skipped: 204



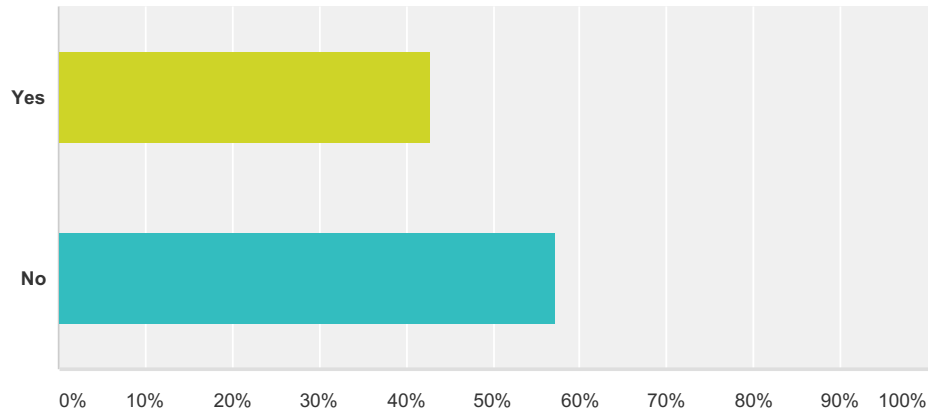
Answer Choices	Responses
I called 999 for an Ambulance	1.65% 3
My urgent issue was whilst the Centre was closed so I spoke to the Out of Hours team	1.10% 2
I went to Accident & Emergency	7.14% 13
I went to a walk in centre	7.69% 14
I have not had a same day/urgent issue	53.30% 97
I was unaware of this service	29.12% 53
Total	182

#	Please state the reason you needed to use these services..	Date
1	[REDACTED]	2/21/2017 7:55 AM
2	[REDACTED]	12/20/2016 6:13 AM
3	[REDACTED]	12/19/2016 5:46 AM
4	[REDACTED]	12/15/2016 2:57 AM
5	[REDACTED]	12/8/2016 2:13 AM
6	[REDACTED]	11/29/2016 1:39 AM
7	[REDACTED]	11/22/2016 3:23 AM
8	[REDACTED]	11/18/2016 9:25 AM

9	[REDACTED]	11/16/2016 4:41 AM
10	[REDACTED]	[REDACTED]

**Q16 Are you aware that when the practice is closed our phone line is open 24 hours?
(when practice is closed the phones are switched to the Out of Hours services)**

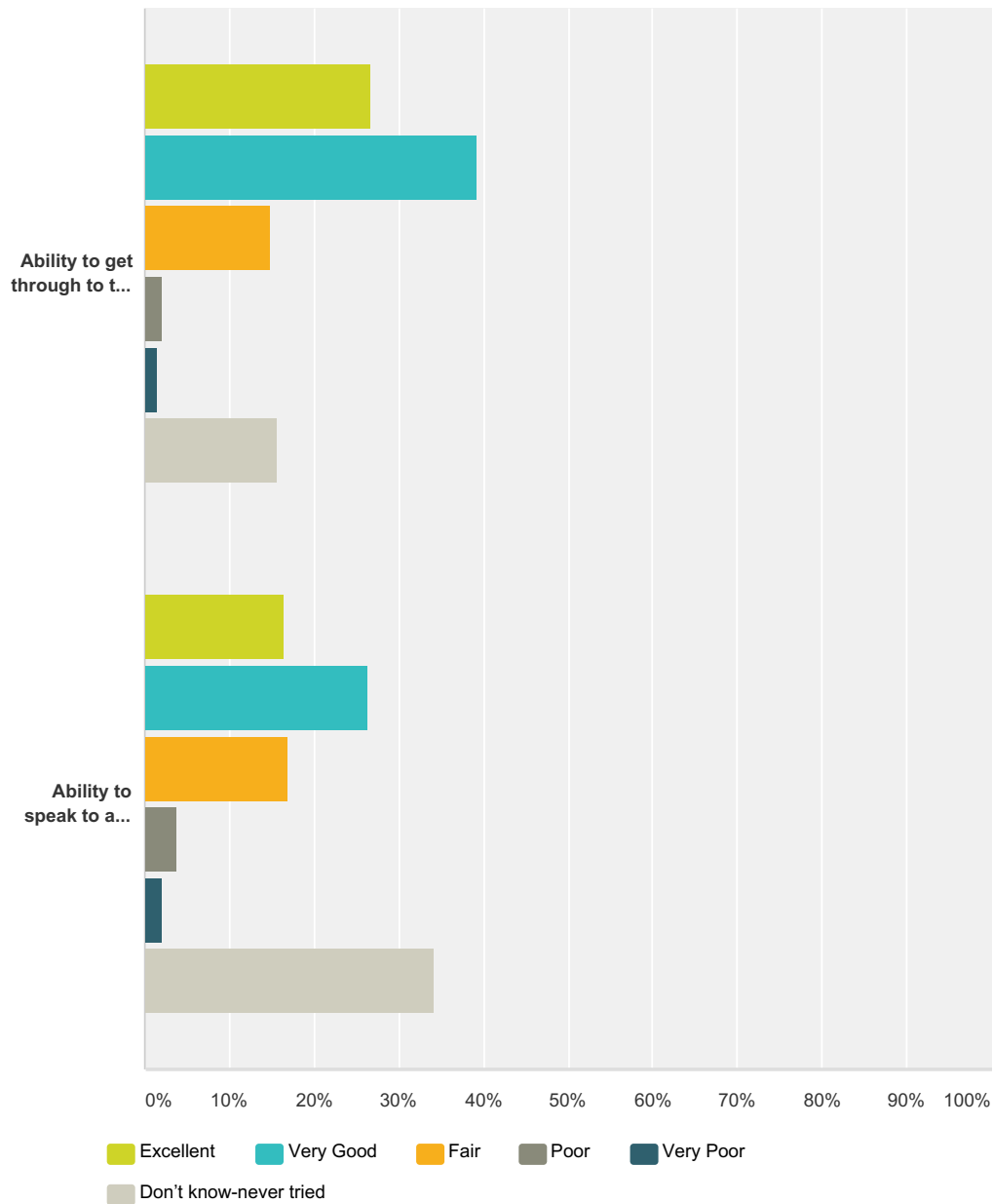
Answered: 373 Skipped: 13



Answer Choices	Responses	
Yes	42.90%	160
No	57.10%	213
Total		373

Q17 Thinking of times you have phoned the practice, how do you rate the following:

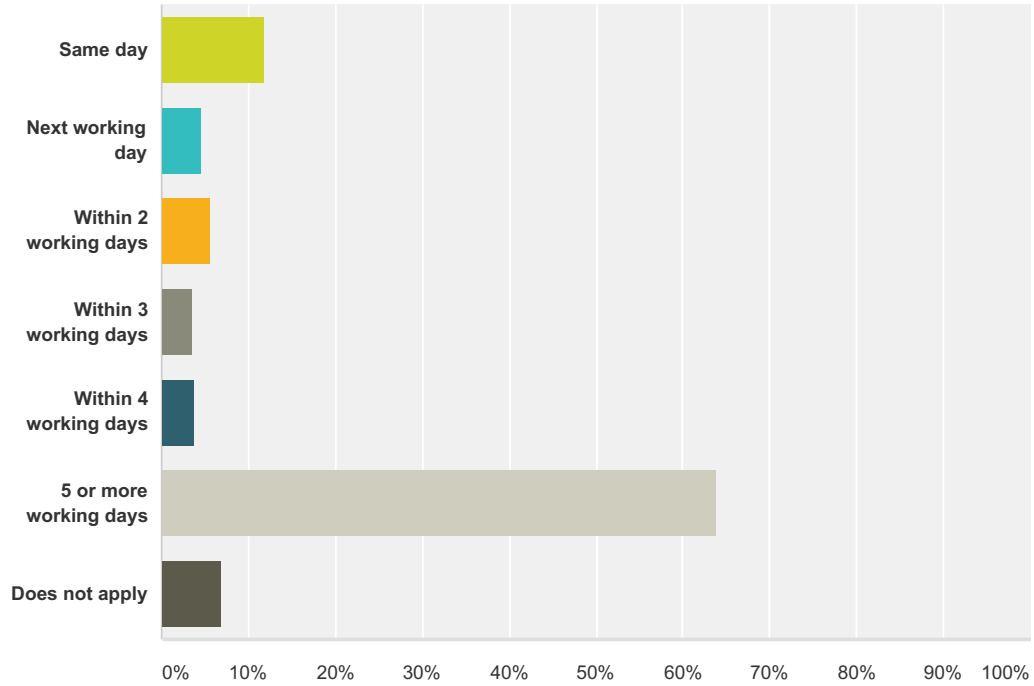
Answered: 366 Skipped: 20



	Excellent	Very Good	Fair	Poor	Very Poor	Don't know-never tried	Total
Ability to get through to the practice on the phone	26.78% 98	39.34% 144	14.75% 54	2.19% 8	1.37% 5	15.57% 57	366
Ability to speak to a clinician on the phone when you have a question or need medical advice?	16.44% 60	26.30% 96	16.99% 62	3.84% 14	2.19% 8	34.25% 125	365

Q18 When you want to see a GP or nurse how quickly do you usually get to see them?

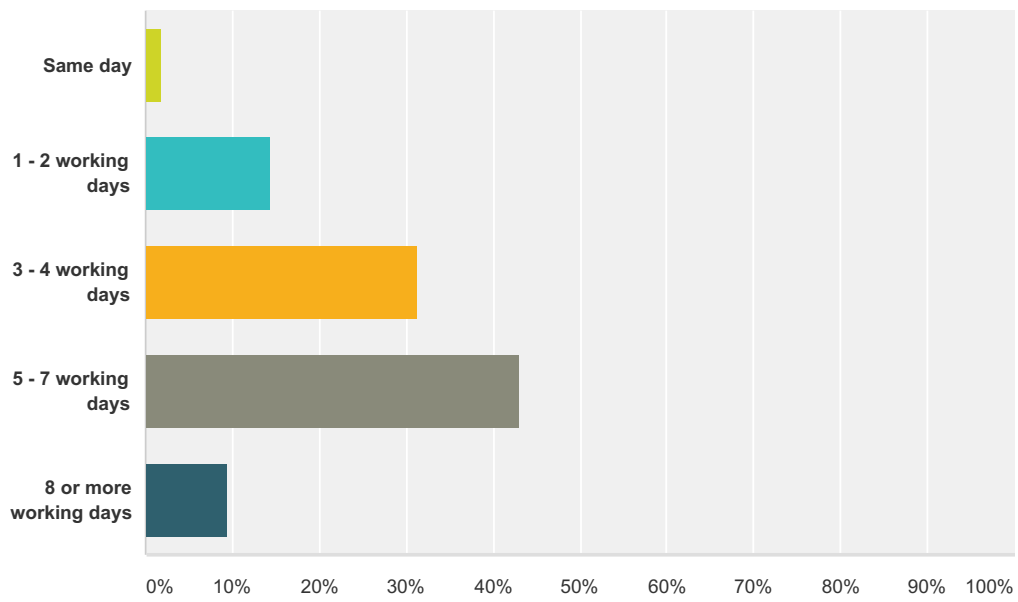
Answered: 376 Skipped: 10



Answer Choices	Responses
Same day	11.97% 45
Next working day	4.52% 17
Within 2 working days	5.59% 21
Within 3 working days	3.46% 13
Within 4 working days	3.72% 14
5 or more working days	63.83% 240
Does not apply	6.91% 26
Total	376

Q19 How long do you think it is reasonable to wait for a ROUTINE appointment?

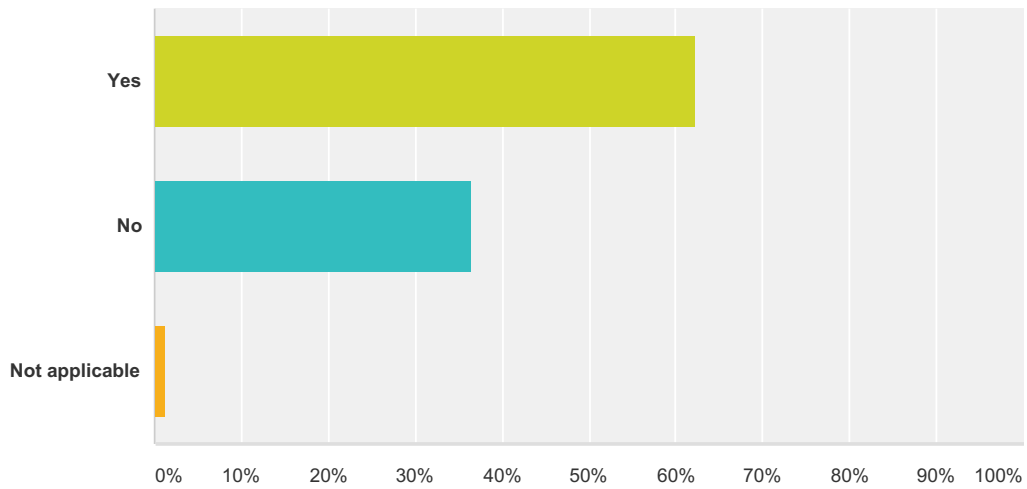
Answered: 376 Skipped: 10



Answer Choices	Responses
Same day	1.86% 7
1 - 2 working days	14.36% 54
3 - 4 working days	31.38% 118
5 - 7 working days	43.09% 162
8 or more working days	9.31% 35
Total	376

Q20 Were you seen on time at your most recent appointment?

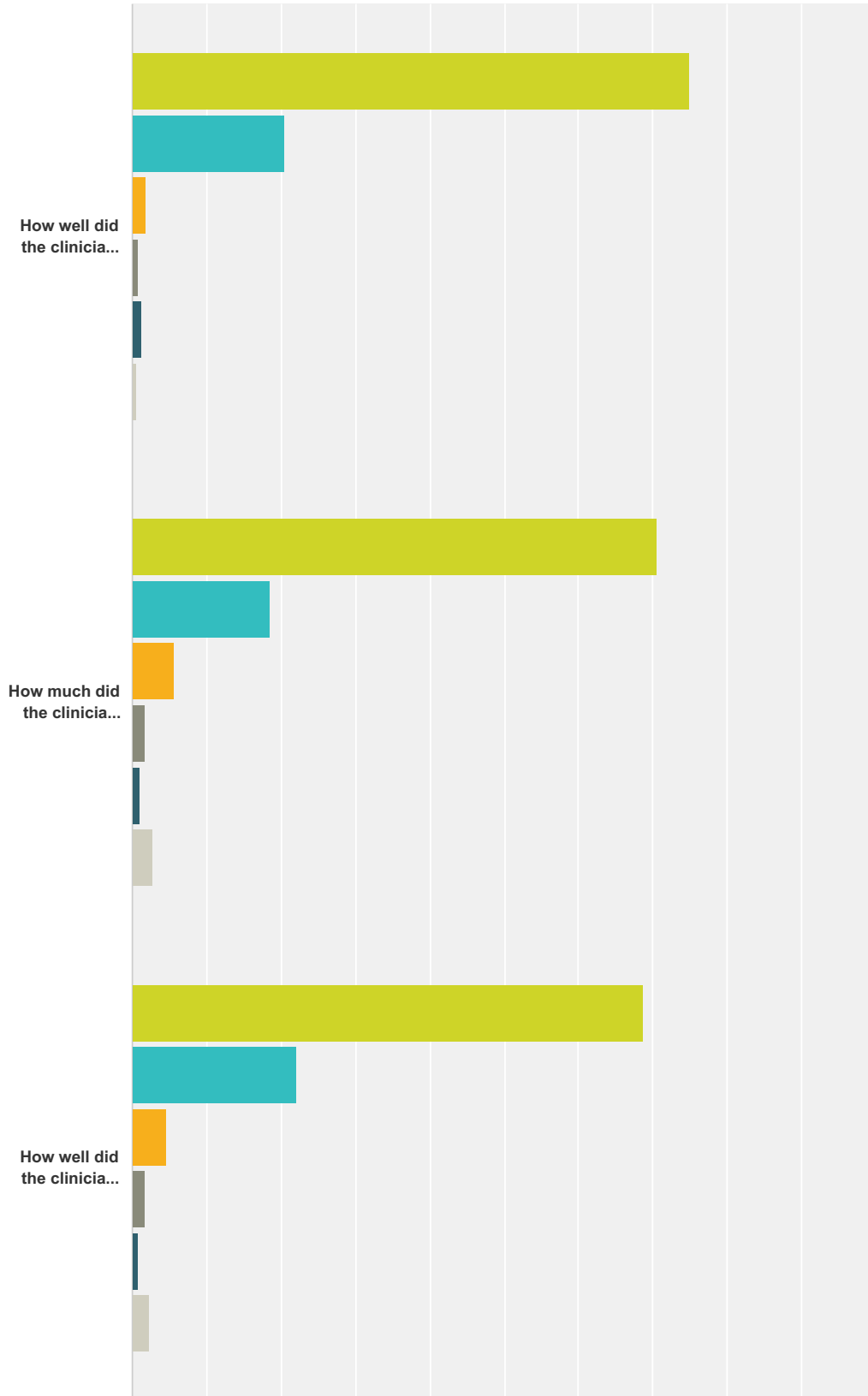
Answered: 376 Skipped: 10

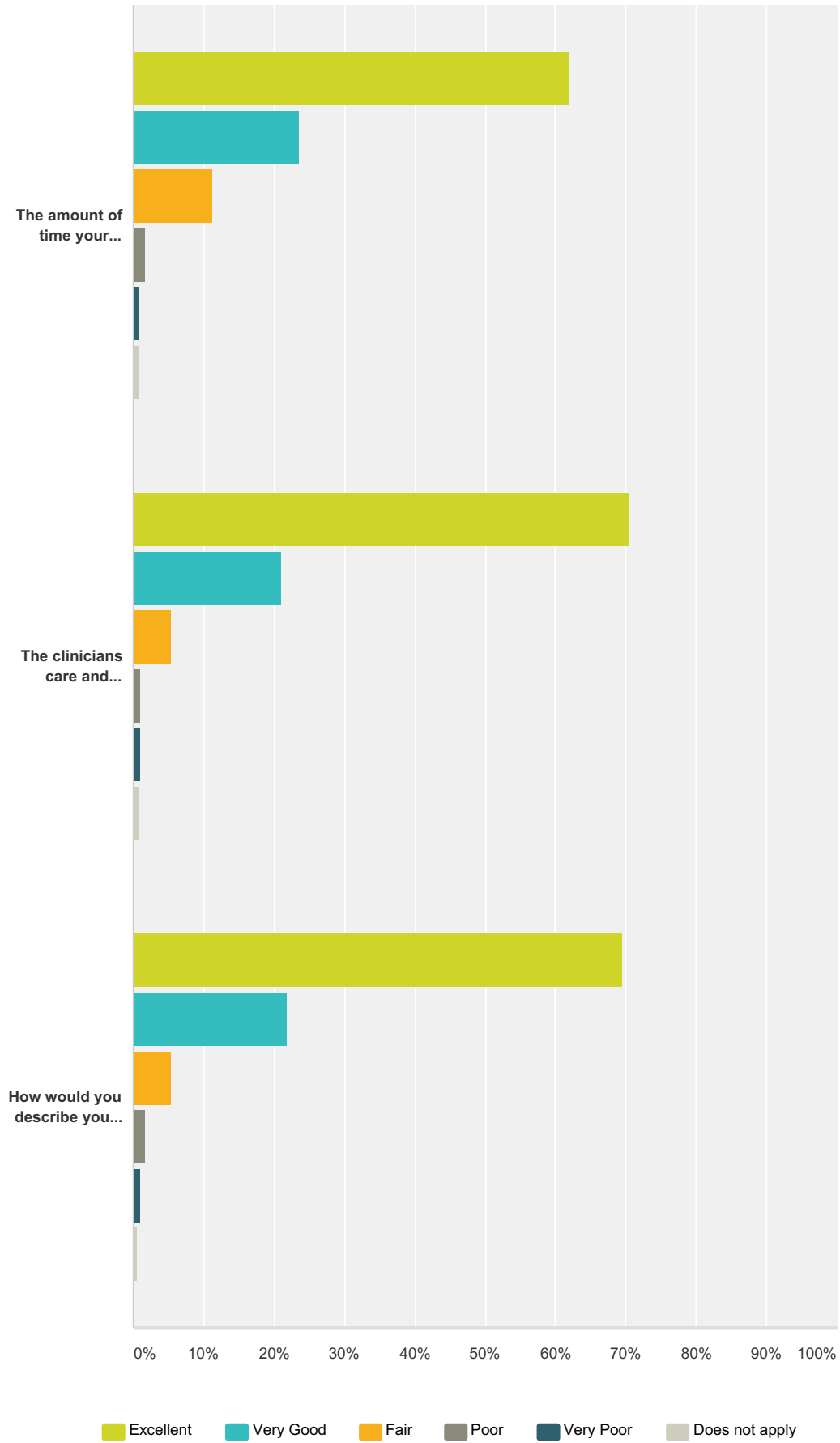


Answer Choices	Responses
Yes	62.23% 234
No	36.44% 137
Not applicable	1.33% 5
Total	376

Q21 Thinking about your consultation with the GP or nurse today, how do you rate the following?

Answered: 376 Skipped: 10

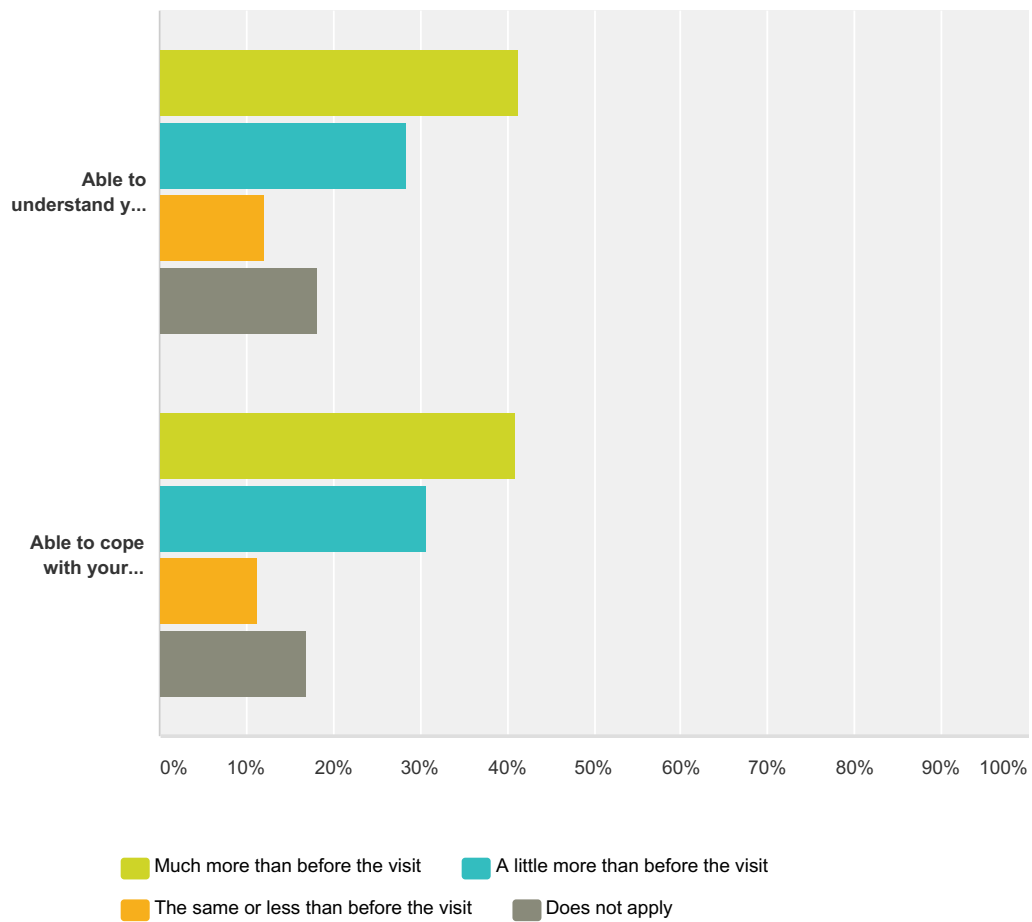




	Excellent	Very Good	Fair	Poor	Very Poor	Does not apply	Total
How well did the clinician listen to what you had to say?	75.00% 282	20.48% 77	1.86% 7	0.80% 3	1.33% 5	0.53% 2	376
How much did the clinician involve you in decisions about your care?	70.48% 265	18.62% 70	5.59% 21	1.60% 6	1.06% 4	2.66% 10	376
How well did the clinician explain your problems or any treatment that you need?	68.62% 258	22.07% 83	4.52% 17	1.60% 6	0.80% 3	2.39% 9	376
The amount of time your clinician spent with you today?	61.97% 233	23.67% 89	11.17% 42	1.60% 6	0.80% 3	0.80% 3	376
The clinicians care and concern for you?	70.67% 265	21.07% 79	5.33% 20	1.07% 4	1.07% 4	0.80% 3	375
How would you describe your overall consultation?	69.60% 261	21.87% 82	5.33% 20	1.60% 6	1.07% 4	0.53% 2	375

Q22 After seeing the GP or nurse today are you?

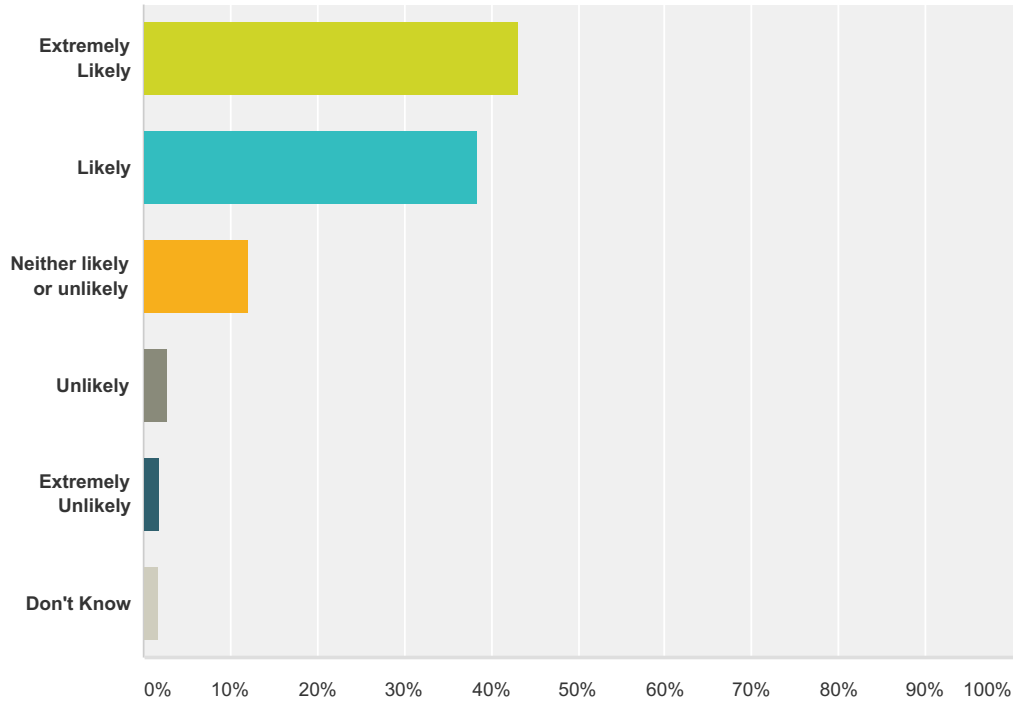
Answered: 373 Skipped: 13



	Much more than before the visit	A little more than before the visit	The same or less than before the visit	Does not apply	Total
Able to understand your problem(s) or illness?	41.29% 154	28.42% 106	12.06% 45	18.23% 68	373
Able to cope with your problem(s) or illness?	40.97% 152	30.73% 114	11.32% 42	16.98% 63	371

Q23 How likely are you to recommend our GP practice to friends and family if they needed similar care or treatment?

Answered: 372 Skipped: 14



Answer Choices	Responses	Count
Extremely Likely	43.28%	161
Likely	38.44%	143
Neither likely or unlikely	12.10%	45
Unlikely	2.69%	10
Extremely Unlikely	1.88%	7
Don't Know	1.61%	6
Total		372