

## Hawthorn Medical Centre - Paper copy

### Changes in the Walk-in Centre Service

**As you may be aware, patients who are registered with a doctor at Hawthorn Medical Centre are no longer able to use the Walk-in service based on site. We'd like to hear your views regarding the changes and the services available to patients.**

\* 1. Are you registered as a patient at Hawthorn Medical Centre?

- Yes
- No (go to question 5)

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### If you are a registered patient at Hawthorn Medical Centre

2. How would you rate the standard of service provided by the registered GP service?

- Poor
- Average
- Good
- Very Good
- Excellent

Other Comments

3. How long do you usually have to wait for a routine GP appointment?

- 0-1 day,
- 2-7 days,
- 8-14 days,
- longer than 14 days

Other Comments

4. As a registered patient have you noticed much change in access to same day appointments in the last 6 months?

- Yes – Better Access
- No real change
- Yes – Worse access
- Don't know

Other Comments

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5. Have you required an urgent appointment on the day with a GP in the last 6 months?

- Yes
- No (go to question 7)

6. If you answered yes to the previous question please explain what happened:

- I was seen/dealt with on the day by my own GP surgery
- I was seen in the Walk-in Centre at Hawthorn
- I used the out of hours hub
- I used a different walk-in service
- I went to A&E
- I went to the pharmacy
- I wasn't seen on the day I was given a telephone consultation
- I wasn't seen on the day I had to wait for an appointment
- Other
- Other (please specify)

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\* 7. Have you used or do you also use the Walk-in Centre service there?

- Yes
- No (go to question 10)

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\* 8. How would you rate the standard of service provided by the Walk-in Centre?

- Poor
- Average
- Good
- Very Good
- Excellent

Comment

9. If you have been unable to access the walk-in service as a registered patient please tell us where you went instead:

- alternative walk-in service
- out of hours hub at West Point
- A&E department
- Pharmacy
- Other
- Other (please specify)

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\* 10. Do you know where the nearest other Walk-in Centres to the Hawthorn are located? (there are two others in Manchester)

Yes

No

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#### Walk-in Centres in Manchester

**There are two other Walk-in Centres in Manchester. They are found at:**

- 1. The Manchester Royal Infirmary next to the Accident & Emergency Centre**
- 2. Boots the Chemist in Manchester Arndale in the city centre**

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11. Are you able to access these alternative services easily if you have to?

Yes

No

Other Comments

12. What would be the issues or problems you would face by travelling to another walk-in centre?

13. Any other comments

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Thank you for your time and your response

The information we collect from this survey will be used to inform our local partners in health and social care regarding service improvement.

In order for us to ensure we're doing a good job and reaching as many of you as possible we politely ask that you complete the equal opportunities monitoring section of this survey.

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### Equal Opportunities Monitoring Section

We are committed to equality of opportunity for everyone.

To assess whether our policy is effective, we need to monitor our service users and to do this we need the information requested below. This will also enable us to comply with our obligations under current legislation.

#### 14. Gender:

- Male
- Female

#### 15. Relationship Status

- Single
- Married
- Civil Partnership
- In a long-term relationship
- Divorced
- Widowed

#### 16. Age

- <18
- 18 - 29
- 30 - 44
- 45 - 59
- 60+

#### 17. Do you consider yourself disabled?

- Yes
- No

18. Ethnic origin

- White British
- White Irish
- White European
- Other White
- Black Caribbean
- Black African
- Other Black
- Indian
- Pakistani
- Bangladeshi
- Other Asian
- White & Black Caribbean
- White & Black African
- White & Asian
- Other Mixed
- Chinese
- Sub-Saharan
- Traveller
- Other (please specify)

19. Religion and/or Belief

- Christian
- Muslim
- Buddhist
- Sikh
- Hindu
- Jewish
- Non-religious
- Other (please specify)

20. Sexual Orientation

- Heterosexual/straight
- Gay man
- Lesbian/gay woman
- Bisexual
- Prefer not to say
- Other (please specify)

21. Is your current gender the same as the gender you were assigned at birth?

- Yes
- No

22. Please use the box below to provide us with any comments or suggestions you may have on how we may improve our equal opportunities monitoring

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**Thank you for taking the time to complete this survey**

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