

Middleton Health Centre (unregistered element) Survey Results

Introduction.

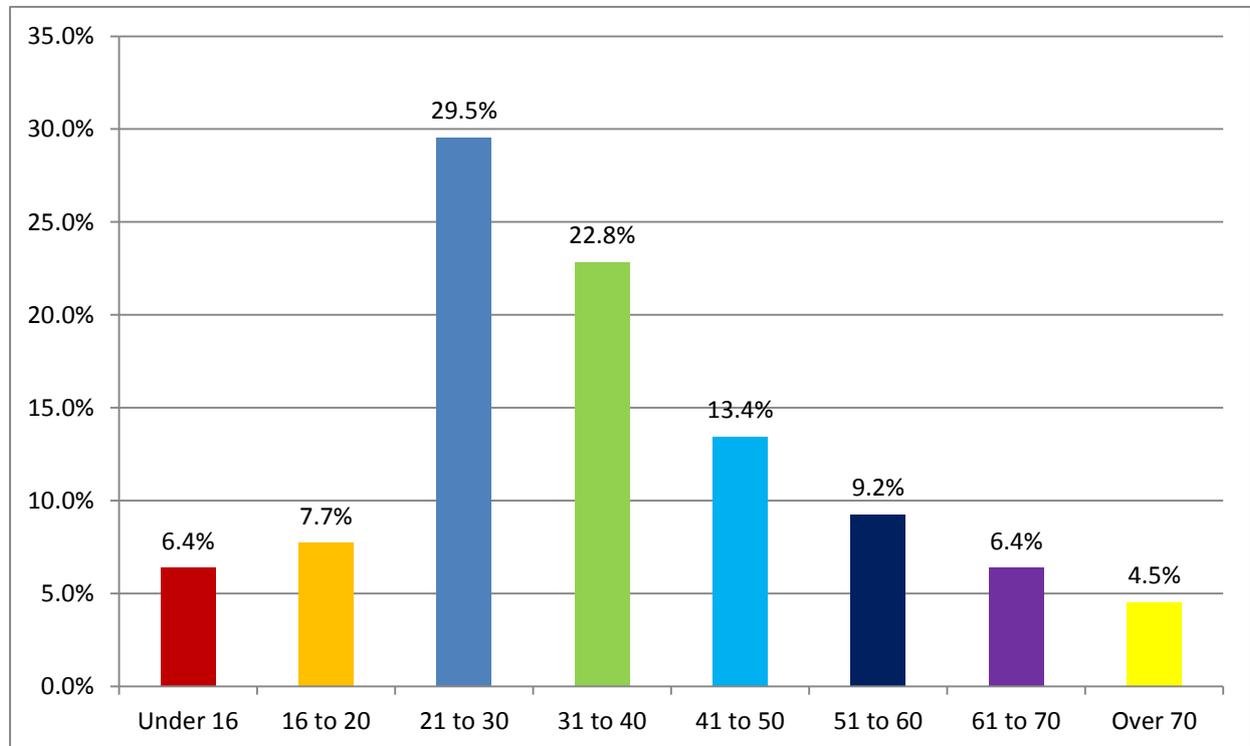
The survey was administered using the Survey Monkey platform which has allowed both on line and hard copy surveys to be used. The consultation period ran for 4 weeks up to the 6th November. A total of 619 responses were received. **A copy of the survey is included at Appendix 4.**

Demographic of Respondents.

Of those stating which category they were responding as (589) 85.2% said they were responding as patients, 13.2% as a carer and 8.8% as local residents. Some respondents categorised themselves as more than one type e.g. both patients and local residents, this means the overall percentage will total more than 100%.

In terms of gender 69% of respondents were female and 31% male.

The demographic of respondents in terms of age has been unusual in that the majority of respondents were between the ages of 21 and 40 years old (52.3%). The chart below shows the full breakdown of respondent's age. (base 596)



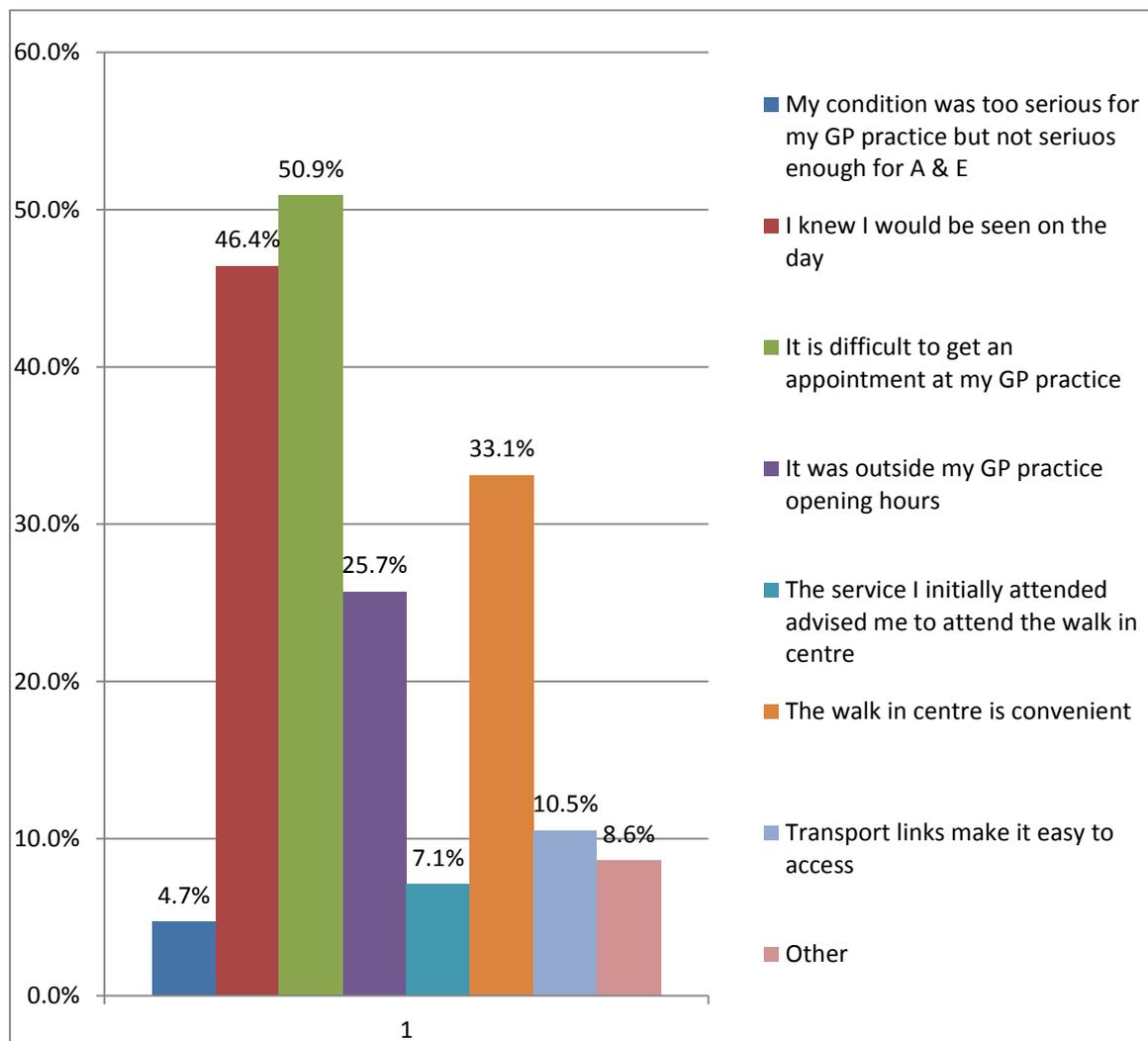
In terms of ethnicity the majority categorised themselves from a White British background (78.5%), the next largest categories were White Other (7.8%), African or Black African (4.9%). Minority groups other than African or Black African made up much smaller percentages; Pakistani or British Pakistani 1.9%, Chinese or British Chinese 0.7%. (base 596)

7% of respondents stated they had a disability and 25% a long term health condition.

The geographical breakdown of respondents in terms of their post code was interesting. 63% of respondents had an M24 post code designating a Middleton address, 19% had an M9 post code for Blackley Manchester and 5.5% an M40 post code, also Blackley Manchester.

The Survey.

Respondents were asked why they used the walk in centre on their last visit. This was a mandatory question and therefore all 619 respondents answered. The chart below shows the full breakdown of responses

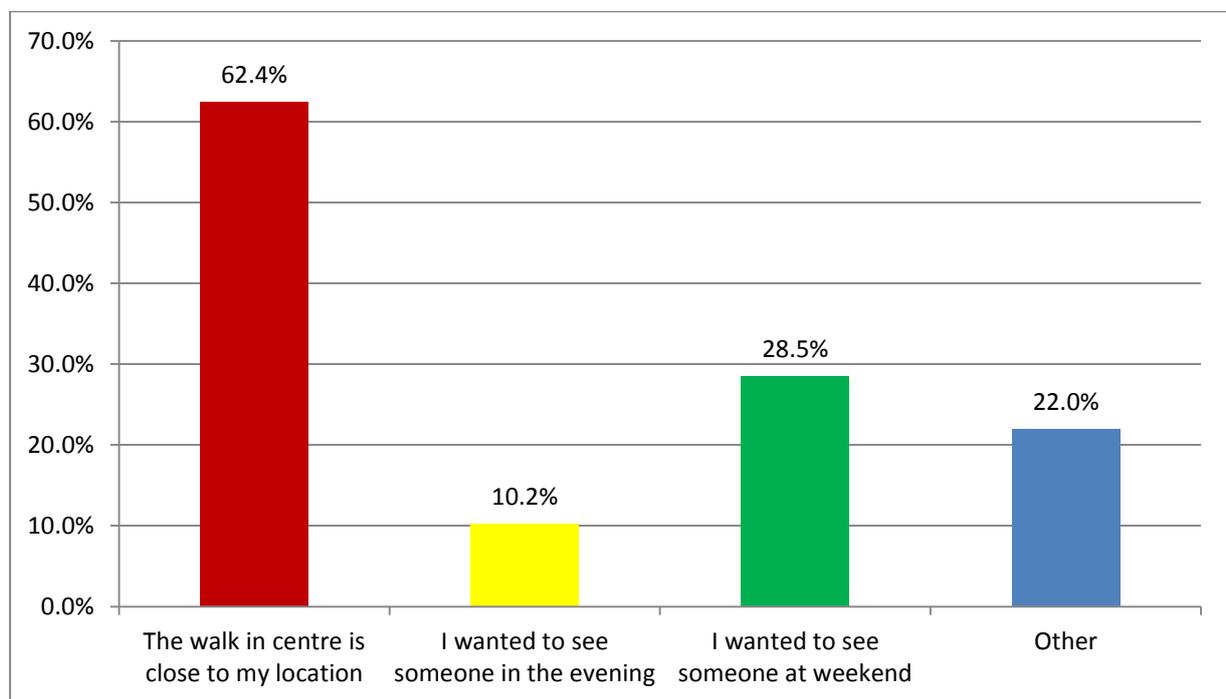


The most popular response was, “It is difficult to get an appointment at my GP Practice” (50.1%), followed by “I knew I would be seen on the day” (46.4%). The most unpopular response was “My condition was too serious for my GP practice but not serious enough for A and E” (4.7%). **Comments from the “other” response are included at Appendix 1.**

Respondents were asked “If you said it was difficult to get an appointment with your GP in question 1 did you contact your GP Practice before attending the Walk in Centre?” 64% stated they had done. (base 457).

Respondents were then asked, “If in question 1 you said you attended the Walk in Centre because it was more convenient, why was this?” The chart below shows the responses.

Comments from the “other” responses are included at Appendix 2.



Clearly the most popular response was the walk in centre being close.

The fourth question in the survey gave respondents the opportunity to comment on the proposals being made by the Heywood, Middleton and Rochdale CCG (HMRCCG); 234 people responded with comments. The responses have been categorised into those broadly supporting the proposals, those against, those with mixed views and those whose views are not clear. 67% of comments were broadly in favour of the proposals, 19% against, 7% unclear and 6% mixed.

All comments are included at Appendix 3.

Respondents were asked if they had their own transport and if they used public transport; 54.4% said they had their own transport (base 610) and 56% said they used public transport

(base 601). These are not mutually exclusive figures, so some have their own transport but still also use public transport.

Observations

Demographics – this survey has two unusual characteristics compared to other surveys used by HMR CCG:

- The age range of respondents is different to that normally seen for a general survey not targeted at a particular group of the population. Just over half of respondents come from the 21 to 40 age range; normally the pattern would be to see higher participation with older age groups.
- The largest BME grouping of respondents, though with a small proportion of total responses, is the African/Black African grouping with 4.9% of respondents compared to the ONS mid-term estimates from 2010 for the borough of Rochdale of 1.2%.

Use of the Walk in Centre

From responses to question 1 and from comments listed it appears that patients are not using the Walk in Centre as an emergency measure but as a way of accessing additional GP provision with the most popular reason for visiting the centre on the last visit being, “It is difficult to get an appointment at my GP Practice” (50.1%), followed by “I knew I would be seen on the day” (46.4%). Compare this with the 4.7% who attended because “My condition was too serious for my GP practice but not serious enough for A and E”

Appendix 1 – Question 1 “other” responses.

I recently moved to Middleton

Moved house and in between GPs

Nearer work

No appointments for 2 weeks available

Visiting family

Can come in after work

GP not really trusted

to get inhalers

no appointments at GP

I was visiting my family so couldn't go to normal GP

no appointment was available

This is our GP practice and my daughter is a baby so we have been told to use the walk in.

out of hours on Sunday

Out of GP hours

This is my first visit here but it was recommended in the past by medical people

tried OTC medication for 2 weeks needed to see a doctor

Walk in is my GP

Employer would not authorise within work hours

My Gp is 2 hours away

You are sure to be seen

Excellent walk in centre, medical attention on the same day

Only use walk in centre in emergency

It is a valuable resource and should be kept open

needed to be seen asap

never been before

first visit

for my bloods taken

Only opportunity to have my regular blood test is on Saturday

3 weeks to see a GP

too far from my sons doctors

With my nephew 14 Middleton is most convenient location

good service

It is a must for Middleton people and takes a huge weight off the NHS

Medication

needed facility

Blood test

Don't do blood test at my surgery

Can rarely get treated by my GP

Blood tests appointment would have taken 3 weeks at surgery

from outside area

screening

on holiday

never been

dont have a GP

Am not registered with a GP

No appointment at GP

I haven't used it - I didn't realise that as a resident of the Borough this was open to me - I thought it was just for residents of Middleton.

My son needed to see a doctor immediately - had been picked up from nursery ill

My son was ill & my own doctors was closed.

I could not get an appointment with my G.P

I am a patient at the walk in centre

However, the service I then required from the 'walk in centre' I was told they could not provide (a speculum exam) and I was told by the walk in at Middleton I had to use A and E!! Why the professionals at the walk in centre cannot do a speculum exam is beyond me! And sort of defeats the object of the place when you are sending people to a and e for Non urgent care!!!

My practice is the Middleton centre I wish I had never signed up as I now can't use the walk in service during the week and getting an appointment is a nightmare

Appendix 2. Question 3 “other” responses.

I needed to see a doctor over the weekend? Quiried if I needed A & E so came to walk in centre instead

My daughters 2 weeks old and needed seeingasap. It was Sunday so no Docs open

To see someone asap

I have moved house an am considering registering here

Don't need to wait days for an appointment

I needed to call in the afternoon

soon as possible

open early

Takes too long to get an appointment

It is easy

it is closed at weekend

Knew I could come in and be seen that day

Needed to be seen on the same day

No other avenue to persue to see a GP

didn't want to wait very long with coughing

Needed to see someone same dayu

Able to see a doctor on the day

I needed to see a GP because my symptoms became worse during the day

I wanted to see someone straight away and my GP surgery would make me wait until tommorrow to call them for an appointment

If I went to A & E it would take all night

easy to get from work

Can be seen there and then

Away from home

Easier to go

Walk In is my GP

Couldn't get to see my GP

Last minute knew it would be too late to be seen at GP

short car journey drive in pain to get at GP

I needed to see someone urgent

I couldn't be seen at my GPs as there was no answer

you can get to see a doctor anytime of day

I needed to see someone immediately

bus route and easily accessible

Surgery was closed that day also in too much pain

Also I knew I would be seen

i was at work and wouldn't have been able to get to my GP on Kirkway

Wanted to see someone as soon as possible

Our GP only has a small amount of appointments that day. When they are gone that's it

Because it was a weekend and I needed to be seen for work and health reasons

2 weeks waiting time for an appointment

Have a serious pain

close to my GP surgery

Because you get seen on the day

I work nights so I sleep in the day

My GP was shut

I needed to see someone on the day and no available appointments at my GP

I could come and be seen during the day

need to see someone today

I wanted to see someone asap to get eye looked at

Bloods

needed to see GP asap

Appendix 3 - Comments from question 4.

Broadly in favour of the proposals.

Any extra services people can access at a time convenient to them is important

Very good. at my doctors it is automated phone service - very difficult to get through

Brilliant and I think it would be

Good idea

About time someone thought of this

Good idea but will need more emergency appointments

Sounds good

Very good

Much needed

Good idea

Very good

This would be helpful as we often struggle to get seen at our own GP

These are good because it can be difficult to get an appointment at the doctors but the wait can be long so if you can book in advance it would save waiting times

I think it will be a good idea as people will be seen faster

Sounds like it could be very useful for some people

I think this is a very good idea, about time Middleton was treated better

Excellent

The hub sounds like a great idea especially for myself as I work full time so evening = weekend appointments would be good

7 day access would be more convenient due to work commitment

Excellent idea. weekend and bank holiday slots should help ease the strain on A & E depts.

I like that you will be able to book in advance not always possible at surgery

Good idea

Great idea

Good

I think these proposals are spot on, this is the way forward

Good

Great

There is always a need for out of hours appointments and crucial emergency appointments too. A valued service is always needed locally

Good idea

good

Excellent

I think the proposals are great for people that need medical attention outside of GP opening hours

Very good

The plans are a good start but still need to have walk in and children's services

Useful for people in full time work

Good idea

This is a really good idea, as it is becoming extremely difficult booking an appointment with the GP surgery

Good Idea

Good idea

Sounds good but will there be a guarantee that this will stick or improve if needed??

Great if they give what they say and don't start changing after a couple of months

Very good

All the above sound better than my local GP Woodside Medical Centre, which is near impossible to get an appointment with

I think they will improve the service

Would be good and convenient

very brilliant proposal I second it

Brilliant proposal I second it

Sounds good as it is difficult to get an appointment with GP

Excellent proposals

They sound like a good idea

Good

Its not bad at all

Excellent

Excellent

Good

good, patients / people need a place to go when there's no other option

Sounds excellent

Good, would be satisfied with these plans

I think they sound very positive

Good idea

good idea patients will use this

This is a brilliant idea

Very good

This will be a great service to allow the public to have access to a doctors service 24/7 which in todays busy on line / PC world is essential

Excellent idea that will be good for people working long hours etc.

Good idea

Much needed. GP surgeries to limited for people in work

Great news keep up the good work

This would be useful to me as it would be easier to book appointments outside of working hours

Fab

Excellent idea, often find it difficult to get a GP appointment

I think it is a great proposal. The walk in centre is a very useful practice to have in Middleton as our normal GPs are so difficult to get into

very beneficial and helpful. I appreciate this service

This would be great

Good idea

Very good

good idea as you never know when you will require assistance so having flexible options is good

Think this would help

Good idea

sufficient

Extremely useful

I think that would be brilliant

Good make people feel they can be seen dealt with

I think they are brilliant

Excellent

The proposal is good for patients or people that live locally but as we live outside the catchment area this wouldn't apply to us.

Very good idea

Very good idea

These proposals would be very helpful to me as I can never see my doctor after work hours and find it hard to book in at 8am-8:15am. Normally I book 2 weeks ahead which is inappropriate if ill with no warning

Think this is a good idea

Good idea, necessary

if well staffed its a good idea

I think this sounds a fantastic idea

Anything that makes seeing a doctor, or accessing health services is a good idea

To meet the demand of those who are in need of the service

Good idea

Sounds like a very good idea

Very good

I think this is a very good convenient service

I think this is a good idea

good

Extended 7 day access to GPs should be a priority and will ease pressure on A & E

Would like it to be in the centre of Middleton

Yes they are good

Good idea

Very good

Excellent and help working people

I would welcome this service

I think it is a good idea

They sound good but there is always the need for immediate access. sometimes the simple answers are take the strain off the GP and hospitals

sounds good

All seem rather good

good idea

Good idea

I think it is brilliant because GP practices are filled up these days and most can't offer day on services

Sounds like it would be a good idea

Better being open 7 days a week as someone may need to be seen on a certain day

I think it is a very good idea

Excellent idea especially as it is local to us

Very good. this walk in centre is ideal for this proposal. On the day appointments are essential for the public and need to have on line booking system for us

Good idea more availability

good idea

I think it is a good idea, gives more access for people to see a doctor, freeing up A & E from people who don't need to be there

Great

for very useful

This is brilliant. I use the walk in more than going to my doctors

Think they're a great idea

Perfect for working people

It is a good way to see a doctor out of hours practice

Sounds like a very good service

Great

will make it easier to see a doctor

Ok

Good to have a service on hand and knowing it is there when you need it

fantastic idea much better for working families

This is a brilliant idea and its easy accessible for all

This will be a very good thing to work with

I think it is a good thing because people need medical attention as soon as possible and because the centre is local makes it easier and faster access instead of travelling long distances or having to wait for over a week for treatment

Very useful

It will be an improvement. But will they offer enough appointment slots for the demand

Excellent

Very good

Absolutely crucial for people who need local accessible services with flexible times

It sounds really good, fingers crossed, then after that access to GP will be much easier than now

go ahead very good. Why are they closing the drop ins down. it is a public service and is needed

Good idea for people getting seen 7 days a week without having to wait a week for GP and excessive hours of the day

Excellent

This is a very good idea for people who work during the week and work doesn't like you taking time off and with many conditions which require regular blood samples it can be done at the weekend will be good.

I think it is a very good idea

The bees knees mate - very good proposal

good

They are good

They sound good

Good ideas

Sounds useful but worried about staff morale

that sounds ok

If the working hours of the doctors & nurses are considered too, then 7 days a week availability of appointments is ideal for patients. Will 4 'hubs' be enough for the whole of the Borough? Will MIDDLETON, as an area of high deprivation be considered with high priority? Being able to make appointments in advance is essential, my current practice requires you to continually ring from 8:30 am on the day. This is not convenient with work commitments & there are appointments which need to be booked in advance, which are not urgent, but still essential for general health & well-being.

Broadly against

I still think the same issues you face at the GP will apply, i.e. never get one of the additional slots. I think the hub will impact on A & E as there will be an increase in non A & E patients attending. I think GPs should have a 7 day week and walk ins work alongside them. Also concerned about things like continuity of care using the hub.

If there are no walk in appointments there will be more people at A & E. My GP offers current on the day appointments and they go very quickly. so if you need an appointment late in the day you won't get one

I have used the walk in centre for blood tests. I found it a lot easier than going to North Manchester

Would prefer walk in centre to remain as it works well

I think this is a budget saving exercise, the patients are secondary needing to make an appointment at one of these "hubs" is not the same as the walking in and seeing a clinician in the possible 2 hour window out of hours

Good idea but will probably incur long waiting times at high demand periods

Great in theory but probably won't work in practice. My current GP tried extending opening hours but demand simply increased

I would prefer it to stay as it is as it is so valuable to the community

It's not providing the same service as the walk in centre as appointments are not guaranteed

Why change

How can GP services offer 7 day access when they can't even manage 5 day access. At the walk in centre you are guaranteed to be seen on the day. the new proposals can't guarantee that

It sounds good but I have my concerns - our walk in centre works well - if it isn't broken don't fix it

I feel that the walk in centre is an important service and it serves a lot of people. It would be a shame to replace this valuable service

Still require the out of hours walk in centre, otherwise A and E departments will be constantly busy for illnesses that can be dealt with in a walk in centre

Think that this is ridiculous as a mother of 4 I constantly struggle to see a GP with my children and constantly have to resort to using walk ins.

Walk in centre offers a similar service why change? Just add to the services already provided

I think it would be difficult to make an appointment to visit on the day and more people would go to A & E. The drop in is very good for children

Not as convenient or reassuring as knowing that you will see a doctor when you walk in as you do with the walk in centre

It doesn't sound like there will be many on the day urgent appointments

I prefer the walk in facility. Its the convenience and this facility that makes me choose it as my own GP

Available already at GP surgery, no difference. Just need walk in centre open and GP surgery to open 7 days a week

I think it sounds good but I get that already through the Walk in Centre and GP so no point

What if my children become suddenly ill where do I go then? A & E - Rubbish idea

This is another backdoor Government cut to this area

I take children to and from school. To make an appointment with my GP I would have to queue outside from 7:30 am until it opens at 8am to guarantee an appointment on the day or wait approx 2 weeks for an appointment. This is not an acceptable arrangement as too many people would have to change routine to allow me to see the GP on the day

I believe the plans will work not as well as the centre does now as my doctors is very hard to get into and if you can not they expect you to go and wait till a doctor can fit you in

The walk in centre in Middleton is essential

All that will happen here is the walk in centre will get booked up like other doctors

Still not as useful as walk in centre. Once appointments are implemented it becomes bureaucratic

These are disgraceful leave Middleton Walk in centre alone

The more the walk in centre is open the better it is , it is very hard to get an appointment at my GP (my GP is very inconsistent)

Concerned that things that are urgent to me e.g. extreme Exzema will not be seen a surgent - like now 3 weeks wait at GP

I disagree. The main reason I use a walk in centre is to walk in and be seen asap guaranteed. A hub would take away that certainty with only a number of walk in places available - differing only slightly from a GP surgery. Where I struggle as it is to get an appointment to be seen.

I think the walk in centre should remain open because you don't need to go through the costing process

The walk in centre is valuable to Middleton for those who cannot get appointments at a GP

Don't think it will be best for people

Doctors deserve time off with families. Being open 52 weeks a year is too much. Walk in centre is fab as if you can't get an appointment with GP you can be seen here

If this is needed it should be catered for, stop closing our NHS

The Middleton walk in centre is the most convenient centre and it is much easier when unable to get in with my own doctor

I think the walk in centre works well as it is

Leave the walk in centre alone

This practise is perfect for Middleton, I am a patient there but can also be seen on the same day if needed which was impossible at my last practise, the doctors there are efficient and get the job done quickly rather than come back in two to three weeks and we will see how things are which is what I use to get

Whilst the hubs will give an increased number of daily appointments, once these appointments have been filled there will be no access to a doctor on the day. This will result in people queueing up to an hour or more before the surgery opens and constantly engaged telephone lines in order to gain a same day appointment. This happens at many surgeries now and causes great difficulty for the elderly, infirm, parents with school children and those working. The Walk-In Centre allows a patient to see a doctor providing they are willing to wait. Also because of its location it is the ideal place to centralise clinics and other medical services. It is a great resource for the people of Middleton, why change it?

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Unclear

I think this is a great idea, I really need the ability to have a walk in centre near me. I have recurring Asthma issues and need to get check-ups and looked at regularly

i don't have enough information to make an opinion at the moment

I feel children should be able to see their GP and not have to be seen at walk in centre as children get anxious and distressed when they see lots of different doctors

Does this apply to people who are not registered as patients? If yes then I support it.

The weekend service is essential which I think is most comforting. This service is available in an emergency

Anything that increases the services at Middleton is a great thing. Its a fantastic hub and easy to get to for all

Very good and convenient

We need a hub in Middleton as it is very convenient at Middleton

Cause more stress trying to get to another place

The walk in centre element.... support

as I have mentioned below my husband doesn't drive so if an appointment was made at one of the other places it would be very hard to get to.

I need routine blood tests on a Saturday at Middleton

More convenient for those who need it

I think it is very easy and convenient

In my case I would have had to wait to see someone as the centre is outside of the area it is a weekend

As long as you can get appointments I don't mind where.

If it is not an emergency to get one of the every day appa and my doc has no appointments either for that day and it is not an A & E what can I do? This is when I use the walk in and I use it often. I have 6 children plus I work so the walk in is so handy for me.

Will the ethos of the staff at the Middleton Health Centre be maintained? Will more doctors & nurses be employed to cover the extra hours?

Please consider the well-being of doctors & nurses too e.g. Increase in patient hours needs more doctors & nurses employed. Longer hours for patients with same day & pre-bookable appointments is ideal.

Mixed

Good if it works but it could end up like the doctors - all booked up. A walk in centre is still needed.

The fact more appointments are available is positive. However this needs to be underpinned by correct support and better ability to make appointment today. I called my GP before getting through to say no appointment available

Good idea in principle; depends on numbers of "extra" appointments available each day. Current walk in facilities ensure that each patient is seen when they present

Is this actually realistic? Concern that although this seems good for patients this may put extreme pressure on Doctors, nurses and health professionals

Unsure Really

The proposal is quite good, but I think the walk in element should still be maintained especially for those acute cases ... and doesn't want to go to A & E

Providing you can definitely be seen on the day that you require medical intervention. This is the beauty of a drop in - you are guaranteed that you will be seen on the day. Would prefer the reassurance and convenience of the drop in centre remaining

I really value being able to walk in when an issue arises. On the day appointments should be maintained

Appointments would be able to avoid sitting for hours but worry it would be like trying to ring my surgery - none available

good as I work 9 - 5 Monday - Friday but the 24 hour service / long walk in centre hours are good too

This will not help those people who don't know about the services. How will people find out about these hubs? For vulnerable people like those with mental health needs or the homeless - a walk in centre is a more accessible method of getting health care services. How will the phone appointments work - its not easy to get through on the phone lines for GPs at the moment and sometime I give up waiting on the phone because it takes so long and which then means rather than getting an appointment with a GP I get to crisis point and end up having to go to the hospital. From the proposals for these hubs there will not be as much access at the weekend as the walk in centre is open from 8am - 6pm on both Saturdays and Sundays .

My goodness me! We seem to be going round in circles with this so called ' out of hours' . My gp, Peterloo MC is supposed to offer out of hours now. Extended with its own gps on two days a week and 'out of hours ' run by bardoc each night. Can I as a working person access these - WITH GREAT DIFFICULTY! If you're telling me that these new hubs will close at 7. Then in my opinion its a waste of time and money. As a person who works in central mcr I cannot make an appointment before 7 as that's when I get home from work. NO I cannot get out of work early (as I've been asked many times by reception staff at my surgery when trying to book an appointment!) ironically I also work for the NHS and its not that keen on letting its own staff out of work early to tend to their own health needs! So the new hubs need to be valuable to all the community. Not just those whom have time on their hands and can choose all day every day to visit their GP! Are these new hubs being operated by our gps or bardoc doctors?? When you want to see a gp, you want a gp! Preferably one from your own surgery! Its no good offering a service with doctors whom no nothing about you, your condition or your health record. Incidentally having had to use the bardoc facility last year several times in a row, having tried to access my own gp unsuccessfully - I was eventually told by my own gp that I couldn't get any more medication from the out of hours "

because I hadn't seen one of my own gps for some time" This would be quite funny if it wasn't so serious !!!! does peterloo offer appointments that I can access after 7 - NO! In fact I have great difficulty getting any kind of appointment. Even telephone appointments at peterloo are set up to fail - you have to wait for a gp to phone you when they are ready!! MMMMMM so I'm expected to wait around all afternoon and take a call when it suits the doctor!! Well I for one cant do that in my work place and im sure others share my frustrations with this. Are the 'hubs" in supermarkets! I hope the answer is NO! " so tell me about how your father died.." Ping pong " Joe blogs to checkout please" (over the tannoid!) I was actually asked this in sainsburys! Hardly a place conducive to this matter, and hence I did not reply!! So from my point of view the "hubs" need to be accessible for working people with realistic appointment times. They need to be operated by actual gps of HMR and not an out of hours provider. And they need to be actually able to treat you - and not send you on your merry way to A and E because they don't " store or are unable to use speculums" !!

Longer hours can only help people

Sounds good

Appendix 4. – The Survey

HEALTHIER PEOPLE,
BETTER FUTURE



Middleton Health Centre Unregistered Patient Element (Walk In Centre)

Middleton Health Centre Unregistered Element

Heywood, Middleton and Rochdale CCG (HMR CCG) propose changes to the way in which primary care access is delivered across the borough over 7 days per week. This will have an impact on the walk-in-centre element at Middleton Health Centre given that this contract is due to expire. HMR CCG's proposal is that we would allow the Walk-in element of the contract to expire, however, the GP practice (registered patients element) would remain. There are also plans to deliver a local Middleton extended hours hub which will offer evening and weekend appointments (described in Q4 below).

However, it is important to understand patients views and so we want to hear from as many people as possible about the future plans. Thank you for taking the time to let us know your views. It would help us if you could fill in the following information as appropriate:

* 1. Please tell us why you used the walk in centre on your last visit. Please tick any box that applies.

- My condition was too serious for my GP Practice but not serious enough for A and E
- I knew I would be seen on the day
- It is difficult to get an appointment at my GP Practice
- It was outside my GP Practice opening hours
- The service I initially attended advised me to attend the Walk in Centre.
- The Walk in Centre is convenient
- Transport links make it easy to access
- Other (please specify)

2. If you said it was difficult to get an appointment with your GP in question 1 did you contact your GP Practice before attending the Walk in Centre?

- Yes
- No

3. If in question 1 you said you attended the Walk in Centre because it was more convenient, why was this? Please tick any box that applies.

- The Walk in Centre is close to my location
- I wanted to see someone in the evening
- I wanted to see someone at the weekend
- Other (please specify)

4. HMR CCG are committed to delivering easy access to GP services and plan to implement extended 7 day access with a local hub in Middleton offering evening and weekend appointments. The Middleton site will be one of four in the borough.

Patients will be able to book routine appointments at the hub in advance. There will also be a number of urgent 'on the day' appointments available at each hub site. The hubs will offer GP and practice nurse appointments with an initial triage to ensure patients are seen by the most appropriate clinician.

Diagnostic services including routine blood tests will be available at each hub. The hubs will offer a significant number of extra appointment slots each week and will be open 52 weeks per year with increased capacity available during bank holidays and in periods of significantly increased demand. Please use the box below to tell us what you think of these proposals.

5. Do you have your own transport?

- Yes
- No

Please enter any comments here.

6. Do you use public transport?

- Yes
- No

Please use this space for any comments

7. Are you responding as a.... (Please tick any box that applies to you)

- Patient Member of staff
 Carer On Behalf of an organisation
 Local Resident

Please tell us which organisation or any other capacity in which you have responded

8. What gender are you?

- Male Unsure
 Female I would rather not say
 Transgender

9. How old are you?

- Under 16 31 to 40 61 to 70
 16 to 20 41 to 50 Over 70
 21 to 30 51 to 60

10. Please tell us what you consider to be your ethnic background (e.g. White British, Pakistani, British Pakistani)

11. Do you consider yourself to have a disability?

- Yes
 No
 Prefer not to say

If yes, what disability?

12. Do you consider yourself to have a long term health condition

- Yes
- No
- Prefer not to say

If yes, what is the condition?

13. Please tell us the first part of your postcode (e.g. OL12, M24)

**Thank you for taking time to complete this questionnaire. If you have completed the questionnaire on a paper copy please hand it to the reception staff at the Walk in Centre or post it to; Freepost RTGA-LJBY-SYAB, NHS HMR Clinical Commissioning Group, PO Box 100, Rochdale, OL16 9NP
Otherwise just click the "Done" button.**