

Norwich Walk-in Centre: Pre-Engagement Activity Feedback June 2022



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EXECUTIVE SUMMARY

Overview

The purpose of the pre-engagement activities was to gain meaningful insight into people's experiences of using Norwich Walk-In Centre.

At the heart of the pre-engagement was an online survey which ran from 8 June – 26 June 2022. Engagement with the survey was facilitated via a variety of channels and means. Interviewers were stationed at the Walk-in Centre over three days of the pre-engagement period, and a survey station was also in situ at the centre during the survey period. In addition, postcards and posters promoting the survey were distributed in the Walk-in Centre itself and across partner practices, as well as other high footfall venues, such as The Forum. And, the survey was promoted consistently across the Norfolk and Waveney CCG social media channels.

114 respondents took part in the survey; a sample size which provides indicative findings overall.

As well as the survey, respondents were invited to attend focus groups, but despite 1 in 10 of the respondents expressing an interest in the focus groups, the preference remained for online engagement.

There was also a concerted focus on inclusive engagement, and connecting with and seeking the views of a wide participant base. This included sharing the survey with community and specialist groups to promote to their clients and users, and having 121 conversations with representatives of these groups to gain an understanding of the needs and experiences of different members of the community.

Key Themes

There are a number of key themes that emerged throughout the survey feedback:

- **An essential service** – the Walk-in Centre is, clearly, a much-needed service for the local community. Feedback indicates that many visitors struggle to book an appointment at the GP surgery where they are registered, and turn to the Walk-in Centre to plug the gap.
- **Convenient location** – on the whole, the Walk-in Centre is thought to be in an accessible location. However, noting the high likelihood of travelling by car, and the lack of designated and / or free parking available for visitors.
- **I can 'just walk-in'** – not having to make an appointment is the most influential factor when making the decision to visit the Walk-in Centre. Indeed, when asked whether they would prefer to be able to book an appointment, respondents are most likely to say 'no' (42%) (and noting that a further 27% are unable to give a view).
- **Broad satisfaction with opening hours** – current opening hours meet expectations and needs for most, although some would like to see a 24/7 service (reinforcing how highly valued the service is).
- **Long waiting times** – there are some complaints of having to wait a long time to be seen, although this does appear to be an expectation of many visitors.

- **Issues with waiting outside** – there are also some complaints of having to wait outside, and with no shelter or seating provided for when weather is bad or waiting times are long (and when feeling ill).
- **Room for improvement** – although many are satisfied (to some degree) with prompted aspects of the service they receive at the Walk-in Centre, there is always room for improvement to achieve top ratings, in areas such as the treatment of visitors by staff (clinical expertise, dignity and respect, friendliness and attentiveness), as well as the cleanliness and comfort of facilities.
- **Communications and clarity** – are key for inclusive engagement, ensuring that everyone is able to access the information they need to use the Walk-In Centre. Communications and clarity can also help to make it feel **safe** for diverse participants to engage with the centre.

SURVEY KEY FINDINGS

A. YOUR USE OF THE WALK-IN CENTRE

Whether ever visited the Walk-in Centre (Rouen Road, Norwich)

1. Of the 114 respondents, 97 had ever visited the Walk-in Centre (85%) (*N.B. it was important to be as inclusive as possible, affording everyone the opportunity to give their views, whether they have visited or not*).

Number of times visited the Walk-in Centre in the past year

2. 73% of those who have ever visited the Walk-in Centre have visited in the past year.

3. With 29% having visited once, and 57% once or twice in the past year.

4. 1 in 20 are frequent visitors of more than five times in the past year.

Preferred method of transport to the Walk-in Centre

5. The car is the most preferred means of transport to the Walk-in Centre (48% of those who have ever visited).

6. A notable 34% travel on foot.

Convenience of location of Walk-in Centre

7. 74% of those who have ever visited the Walk-in Centre rate the convenience of its location as quite or very good; with 29% giving the top rating of 'very good'.

8. 23% rate the convenience of location as quite or very poor therefore; with 7% giving the lowest rating of 'very poor'.

B. YOUR LAST VISIT TO THE WALK-IN CENTRE

Reasons for choosing to visit the Walk-in Centre

9. Thinking of their last visit to the Walk-in Centre, the key reason for choosing to do so is not being able to get an appointment at their GP surgery (46%); and 26% say their GP surgery was closed.

10. A notable number (23%) mention not having to make an appointment as a reason for visiting.

Purpose of last visit to the Walk-in Centre

11. The purpose of their last visit varies widely.

12. With 12% having visited for skin issues.

13. 7% spontaneously mention having visited for UTIs and / or ear issues (e.g. infections)

Length of time waited in waiting room at last visit

14. Around a fifth (21%) waited less than 15 minutes in the waiting room at their last visit.

15. With 41% waiting less than half an hour.

16. Around two thirds were attended to within an hour (63%).

17. And around a third (32%) an hour or longer.

Whether advised to follow up with an HCP

18. 43% of respondents were advised to follow up with an HCP of some kind during their last visit.

19. And most likely with a GP / doctor (16%) and / or were directed to A&E (14%).

Whether registered with a GP / doctor

20. All respondents who have ever visited the Walk-in Centre say they are registered with a GP.

21. 24% are registered at Norwich Practices Health Centre (situated at the Walk-in Centre); and, therefore, 76% are registered elsewhere.

Whether tried to get appointment with own GP / doctor

22. Before visiting the Walk-in Centre. 46% tried to get an appointment with their own GP.

23. Meaning that 54% didn't try to do so; although 33% say this was because it was outside of normal GP hours.

24. 57% of those registered at the Norwich Practices Health Centre (next door to the Walk-in Centre) had tried to get an appointment with their own GP.

Agreement with statement, 'I am treated with dignity and respect at the Walk-in Centre'

25. 81% agree with the statement, 'I am treated with dignity and respect at the Walk-in Centre'; 67% **strongly** agree.

26. 8% disagree with the statement, and all of these **strongly** disagree.

Satisfaction with treatment / advice received when visiting the Walk-in Centre

27. 83% are satisfied with the treatment / advice they have received at the Walk-in Centre; 52% are **very** satisfied.

28. 7% are dissatisfied to some degree.

Reasons for satisfaction ratings for treatment / advice received

29. Those very satisfied with the treatment / advice received are most likely to spontaneously cite prompt service, friendly staff and / or effective treatment as reasons for giving this top rating

30. Those less than fully satisfied are likely to mention long wait times and their 'issue' not having been resolved.

Satisfaction with opening hours

31. Most respondents (86%) are satisfied with the current opening hours of 7 am – 9 pm, 7 days a week (and, therefore, 14% are not).

Reasons for dissatisfaction with opening hours

32. Dissatisfied respondents would like to see extended opening hours; some would like the Centre to be open later into the night by 1 or 2 hours; but others would like to see a 24/7 service.

Influence of prompted factors in the decision to visit the Walk-in Centre

33. The most influential factor in making the decision to visit the Centre is not having to make an appointment.

34. Accessibility is also highly influential, such as the Centre's proximity to home and being easy to get to.

35. The Centre's opening hours (7 am – 9pm, 7 days a week) have some notable influence.

36. Short waiting times is the least influential of the eight prompted factors.

Rating of the Walk-in Centre for prompted factors

37. The proportion of respondents rating the Walk-in Centre as quite or very good for prompted factors ranges from 71% to 78%. Findings are broadly similar across factors.

38. Clinical expertise of staff is most likely to achieve the top rating of 'very good' (51%), but only marginally more so than friendliness / attentiveness of staff (48%) and cleanliness and comfort of facilities (47%).

39. With the range of services offered achieving slightly lower ratings than other prompted factors (40% 'very good').

Whether would prefer to book an appointment at the Walk-in Centre

40. 31% would prefer to book an appointment at the Walk-in Centre instead of 'walking in'.

41. 42%, however, would rather just 'walk-in'.

42. With 27% unable to give a view.

C. ANY OTHER COMMENTS YOU MAY HAVE ABOUT THE WALK-IN CENTRE

Any other comments about the Walk-in Centre

43. As might be expected, comments are varied and wide-ranging.

44. Some take the opportunity to say what a valuable and essential service the Walk-in service provides.

45. And some criticisms of the service are raised, with two key themes emerging:

- A dislike of queuing / waiting outside, especially as no shelter or seating provided
- Too long wait times

D. RESPONDENT PROFILE

Age

46. A good spread of respondents by age. The large majority (89%) are under the age of 65.

47. One in four are aged 35-44.

How would respondents describe themselves

48. The sample has a female bias, with 65% describing themselves as female.

49. And 29% as male.

50. 2% prefer to self-describe; and 4% prefer not to say.

Home location

51. As might be expected, nearly all respondents live in Norfolk; with the large majority in Norwich (70%); and 20% live in South Norfolk.

52. Norwich respondents are most likely to live in the Golden Triangle (18% of those who live in Norwich) or Mile Cross (12%).

Ethnic group

53. The majority of respondents (80%) describe themselves as White – English / Welsh / Scottish / Northern Irish / British.

Working status

54. 66% are currently in employment; most likely working full-time (44%). 18% are working part-time and 4% are self-employed.

55. 16% are not currently in employment (although some are seeking work, some are unable to do so due to illness / injury / disability / caring or domestic commitments). In fact, 7% are permanently sick or disabled.

56. 9% are retired

57. 6% are currently in education.

Interest in taking part in pre-engagement focus groups

58. One in 10 respondents expressed an initial interest in taking part in one of three focus groups.

59. Noting that, due to GDPR concerns, respondents were not asked to provide any personal contact details, but invited to contact The Engaging People Company for further information.

INCLUSIVE ENGAGEMENT

60. Communications and clarity are key for inclusive engagement and can help to make the centre feel like a safe and welcoming environment.

61. There is potential to provide further information, knowledge, and tools that empower staff to inclusively engage with people.

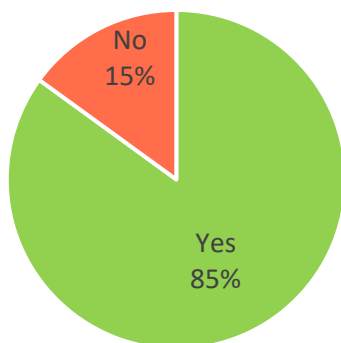
62. There is scope to continue the conversations with community and specialist groups to shape the detail of the walk-in service going forward so that it truly delivers an inclusive service

SURVEY DETAILED FINDINGS

Part A: Your use of the Walk-in Centre

1. Whether ever visited the Walk-in Centre in Norwich (Rouen Road)

As might be expected, the large majority of respondents respond that they have ever visited the Walk-in Centre in Norwich (85%).



RESPONSE	%
Yes	85
No	15

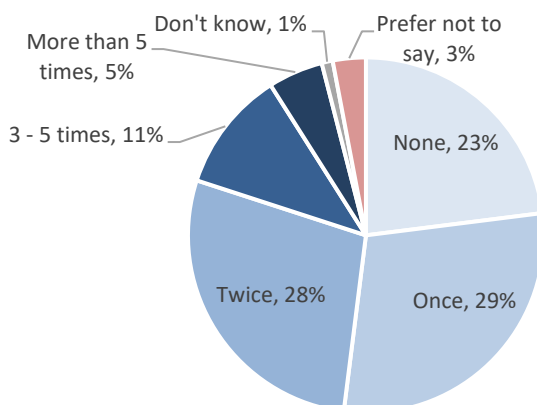
Response rate to this question: 114 people (100% of all survey respondents)

2. (If ever visited) Number of times visited the Walk-in Centre in the past year

Around three quarters of those who have ever visited the Walk-in Centre have visited in the past year (73%) (N.B. 1% are unable to give a view and 3% prefer not to say).

29% have visited once in the past year; and 57% once or twice.

A small number (1 in 20) have visited more than 5 times in the past year.



NO. OF TIMES VISITED IN PAST YEAR	%	
None – I haven't visited in the past year	23	73%
Once	29	
Twice	28	
3 – 5 times	11	
More than 5 times	5	
Don't know	1	
Prefer not to say	3	

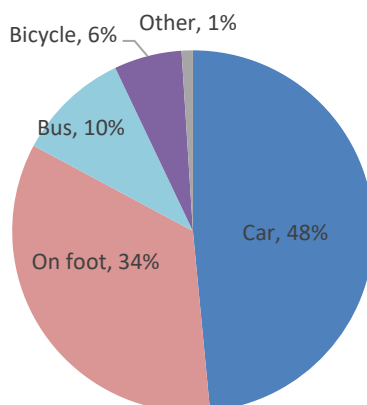
Response rate to this question: 97 people (100% of eligible survey respondents)

3. (If ever visited) Preferred method of transport to the Walk-in Centre

Most prefer to travel to the Walk-in Centre by car – and by around half of those who have ever visited the Walk-in Centre (48%).

Notably, around a third travel on foot (34%).

The bus is preferred by 10% and bicycle by 6%.



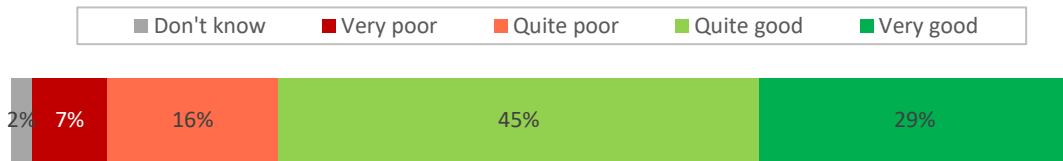
PREFERRED METHOD OF TRANSPORT	%
Car	48
On foot	34
Bus	10
Bicycle	6
Other	1
Taxi	0

Response rate to this question: 96 people (99% of eligible survey respondents)

4. (If ever visited) Convenience of location of Walk-in Centre

Around three quarters of those who have ever visited the Walk-in Centre rate the convenience of its location as quite or very good (74%). Indeed, around three in 10 (29%) give the top rating of ‘very good’.

Around a quarter, therefore, rate the convenience of location as quite or very poor (23%); with 7% giving the lowest rating of ‘very poor’.



RATING OF CONVENIENCE OF LOCATION	%	
Don't know	2	
Very poor	7	23
Quite poor	16	
Quite good	45	74
Very good	29	

Response rate to this question: 97 people (100% of eligible survey respondents)

PART B: Your last visit to the Walk-in Centre

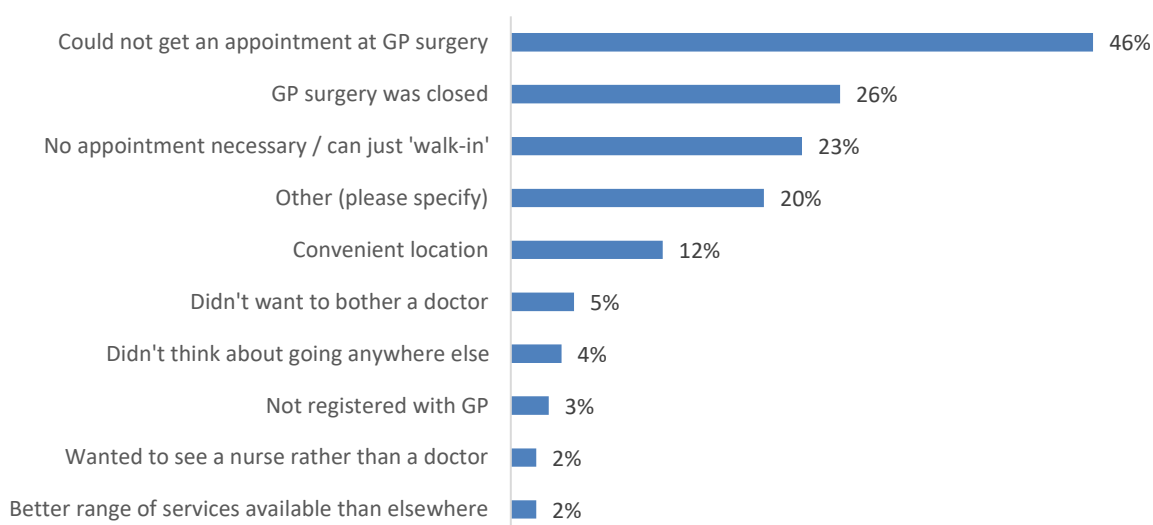
5. Reasons for choosing to visit the Walk-in Centre

Not being able to get an appointment at their GP surgery is the key reason for choosing to visit the Walk-in Centre at their last visit (46%). And 26% say their GP surgery was closed.

Not having to make an appointment / being able to 'walk-in' was a reason to visit for a notable number of respondents (23%).

12% mention convenient location.

(N.B. Multiple response)



REASON	%
Could not get an appointment at GP surgery	46
GP surgery was closed	26
No appointment necessary / can just 'walk-in'	23
Other (please specify) *	20
Convenient location	12
Didn't want to bother a doctor	5
Didn't think about going anywhere else	4
Not registered with GP	3
Wanted to see a nurse rather than a doctor	2
Better range of services available than elsewhere	2
*Other comments:	
Key 'other' reasons for choosing to visit the Walk-in Centre include:	
<ul style="list-style-type: none"> • For blood tests • Advised by 111 • Alternative to going to A&E • Weekend (no appointments at GP surgery) • Difficult to get appointment at GP surgery 	

[Other] "There was nowhere else to go other than A&E which I knew was busy. My practice refused to see me on the day and I knew I needed antibiotics for tonsillitis which is why I went even though it was hugely inconvenient, thank goodness I have transport is all I can say!"

[Other] "Wanted quick advice - not to wait for weeks to see a doctor."

[Other] "Weekend so GP surgery closed."

[Other] "Didn't know whether the problem was bad enough to make a GP appointment."

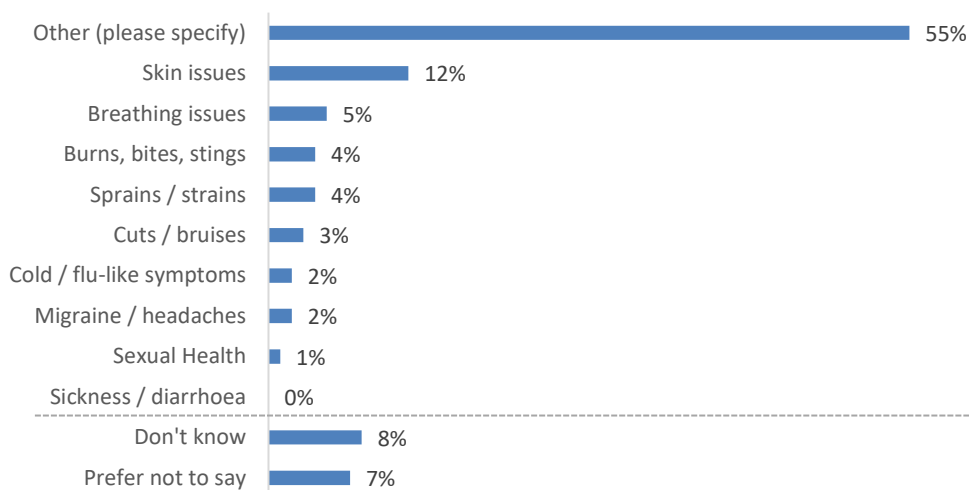
[Other] "Didn't want to take up a place at A&E."

Response rate to this question: 97 people (100% of eligible survey respondents)

6. Purpose of last visit to Walk-in Centre

The purpose of their last visit to the Walk-in Centre varies widely (N.B. a notable number of 'other' responses).

However, skin issues are mentioned by 12%. UTIs and ear issues / infections are spontaneously mentioned by 7% respectively.



PURPOSE	%
Other (please specify) *	55
Skin issues	12
Cold / flu-like symptoms	2
Migraine / headaches	2
Breathing issues	5
Burns, bites, stings	4
Sprains / strains	4
Cuts / bruises	3
Sexual Health	1
Sickness / diarrhoea	0
<i>Don't know</i>	8
<i>Prefer not to say</i>	7
*Other comments	
Key 'other' purposes for visiting include:	
<ul style="list-style-type: none"> • UTI (7 respondents / 7%) • Ear issues / infection (7 respondents / 7%) • Blood test (6 respondents / 6%) • Stomach issues / pain (4 respondents / 4%) • Foot / toenail issues (4 respondents / 4%) • Tonsillitis / sore throat (3 respondents / 3%) • Eye issues (3 respondents / 3%) • Back issues (3 respondents / 3%) 	

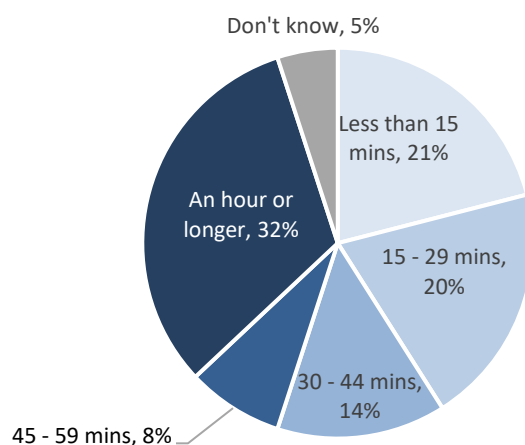
Response rate to this question: 97 people (100% of eligible survey respondents)

7. Length of time waited in waiting room at last visit

At their last visit to the Walk-in Centre, around a fifth of respondents (21%) waited less than 15 minutes in the waiting room; and 41% less than half an hour.

Around two thirds (63%) were seen within an hour.

However, around one in three (32%) waited for an hour or longer.



LENGTH OF TIME	%
Less than 15 minutes	21
15 – 29 minutes	20
30 – 44 minutes	14
45 – 59 minutes	8
An hour or longer	32
Don't know	5

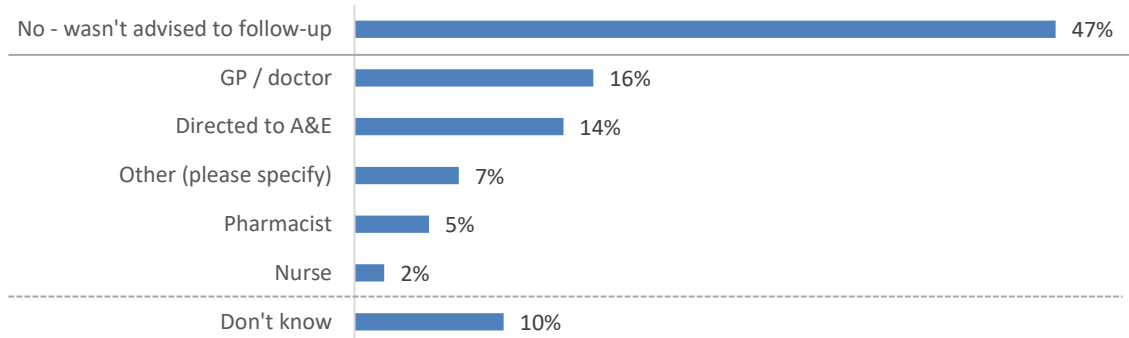
Response rate to this question: 97 people (100% of eligible survey respondents)

8. Whether advised to follow up with an HCP

During their last visit to the Walk-in Centre, 43% of respondents were advised to follow up with a healthcare professional of some kind. (N.B. 47% were **not** advised to do so, and a further 10% were unable to give a view).

Most likely they were advised to follow up with a GP / doctor (16%) and / or directed to A&E (14%).

(N.B. Multiple response)



RESPONSE	%
<i>No – wasn't advised to follow up with another HCP</i>	47
GP / doctor	16
Directed to A&E	14
Other (please specify) *	7
Pharmacist	5
Nurse	2
<i>Don't know</i>	10

***Other comments**

If citing 'other' HCPs they were advised to follow up with, respondents were most likely advised to return to the Walk-in Centre (N.B. numbers are extremely small).

[Other] "I was advised to chase up my referral with the NNUH."

[Other] "Return to walk in centre."

[Other] "Sent to Medical Assessment Unit at local hospital by ambulance."

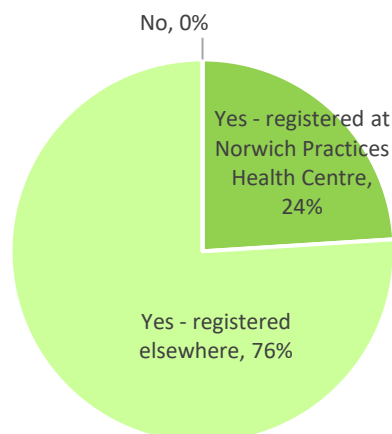
[Other] "Told about ear clinic."

[Other] "Was advised to get a private appointment if we could afford it because NHS waiting times are so long."

Response rate to this question: 97 people (100% of eligible survey respondents)

9. Whether registered with a GP / doctor

Interestingly, all respondents who have ever visited the Walk-in Centre say they are registered with a GP / doctor; with around a quarter registered at Norwich Practices Health Centre (24%) and, therefore, around three quarters say they are registered elsewhere (76%).



RESPONSE	%
Yes – registered elsewhere	76
Yes – registered at Norwich Practices Health Centre (situated at the Walk-in Centre, Rouen Road)	24
No	0

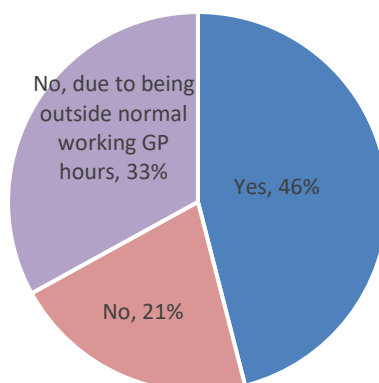
Response rate to this question: 97 people (100% of eligible survey respondents)

10. (If registered with a GP / doctor) Whether tried to get an appointment with their own GP / doctor

Just under half of respondents (46%) tried to get an appointment with their own GP before visiting the Walk-in Centre.

Meaning that over half (54%) didn't, although 33% didn't do so as it was outside of normal working GP hours.

Over half (57%) of those registered at Norwich Practices Health Centre (situated at the Walk-in Centre) had tried to get an appointment with their own GP (N.B. and 42% of those registered elsewhere).



RESPONSE	%
Yes	46
No	21
No, due to being outside normal working GP hours	33

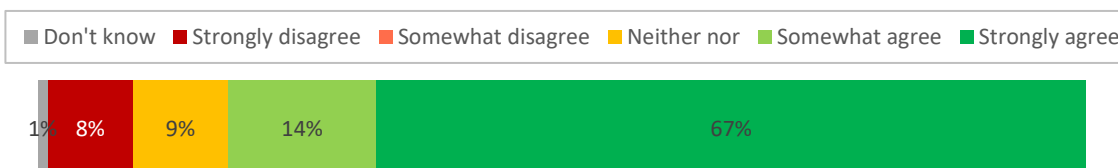
Response rate to this question: 96 people (99% of eligible survey respondents)

11. Agreement with statement, 'I am treated with dignity and respect at the Walk-in Centre'

81% of respondents agree with the statement, 'I am treated with dignity and respect at the Walk-in Centre', with around two thirds (67%) **strongly** agreeing.

However, conversely, 8% disagree with the statement and, indeed, all of these respondents **strongly** disagree.

A further 9% neither agree nor disagree with the statement.



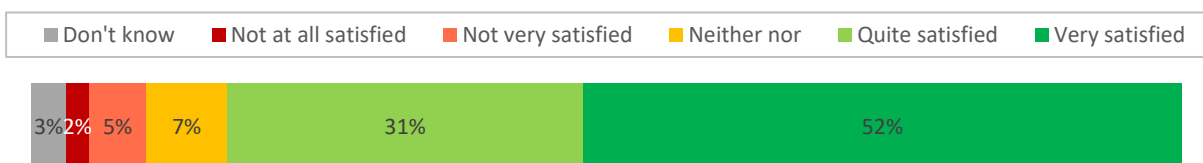
AGREEMENT WITH STATEMENT, 'I am treated with dignity and respect at the Walk-in Centre'	%	
Don't know	1	
Strongly disagree	8	8
Somewhat disagree	0	
Neither agree nor disagree	9	
Somewhat agree	14	81
Strongly agree	67	

Response rate to this question: 97 people (100% of eligible survey respondents)

12. Satisfaction with treatment / advice received when visiting the Walk-in Centre

83% of respondents are satisfied with the treatment / advice they have received when visiting the Walk-in Centre (83%), with over half (52%) **very** satisfied.

7% say they are dissatisfied to some degree; with a further 7% neither satisfied nor dissatisfied.



SATISFACTION WITH TREATMENT / ADVICE RECEIVED	%	
Don't know	3	
Not at all satisfied	2	7
Not very satisfied	5	
Neither satisfied nor dissatisfied	7	
Quite satisfied	31	83
Very satisfied	52	

Response rate to this question: 97 people (100% of eligible survey respondents)

13. Reasons for satisfaction rating for treatment / advice received

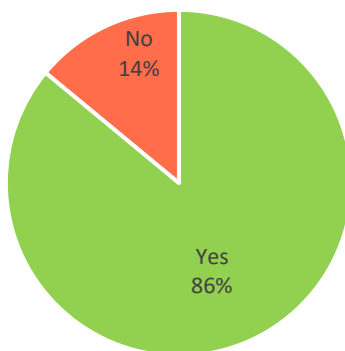
VERY SATISFIED:	
<p>Key themes emerging:</p> <ul style="list-style-type: none"> • Prompt service • Friendly staff • Effective treatment 	<div style="border: 2px solid green; border-radius: 15px; padding: 10px; margin-bottom: 10px;"> <p><i>[Very satisfied] "Always receive excellent attention, seen promptly."</i></p> </div> <div style="border: 2px solid green; border-radius: 15px; padding: 10px; margin-bottom: 10px;"> <p><i>[Very satisfied] "Was treated initially by a doctor and then a nurse, both were very professional, amiable, and considerate."</i></p> </div> <div style="border: 2px solid green; border-radius: 15px; padding: 10px;"> <p><i>[Very satisfied] "I was treated promptly, considerately and effectively by all the staff. They were professional and did a good job in sorting out my problem - first rate service, thank you."</i></p> </div>

	<p><i>[Very satisfied] "I had an issue that needed dealing with, I came at a time of my convenience, was quickly treated and left. There were no appointments at my doctors surgery within a timescale acceptable so I went to the walk-in centre. The issue did not merit a trip to A&E."</i></p>
<p>QUITE SATISFIED:</p>	
<p>Key themes emerging:</p> <ul style="list-style-type: none"> • Pleasant / friendly staff BUT ... • Long wait times • 'Issue' wasn't resolved 	<p><i>[Quite satisfied] "Pleasant and polite but obviously very busy."</i></p> <p><i>[Quite satisfied] "Had to wait a very long time to see anyone, but was diagnosed quickly (with shingles) - however not given that much information about caring for condition."</i></p> <p><i>[Quite satisfied] "My visit was ok but demand appears to greatly exceed supply here."</i></p>
<p>DISSATISFIED:</p>	
<p>Numbers are too small for any key themes to be drawn out:</p>	<p><i>[Not very satisfied] "The nurse didn't take my pain seriously, even though I as quite obviously I'm a lot of pain. Misdiagnosed me, said I'd just sprained it. Although I couldn't stand up straight or bend my leg or lift my leg. Made me feel like I was wasting her time."</i></p> <p><i>[Not very satisfied] "The wait time is too much. Also the problem is not prioritised (sic), it's always sequential even if someone has more emergency (sic) medical need. My daughter (9yrs) who had severe ear pain which was unbearable (sic) for her. When I asked the reception to prioritise (sic) they denied."</i></p> <p><i>[Not at all satisfied] "Arrived an hour before closing and told couldn't be seen as they were busy."</i></p>

14. Satisfaction with opening hours

The large majority of respondents (86%) are satisfied with the opening hours of the Walk-in Centre (7 am – 9 pm, 7 days a week).

Hence, 14% are not satisfied.



RESPONSE	%
Yes	86
No *	14

Response rate to this question: 97 people (100% of eligible survey respondents)

15. Reasons for dissatisfaction with opening hours

Those who are dissatisfied with current opening hours would like to see extended hours; some would like hours to extend later into the night (by 1 or 2 hours), but others think the service should be available 24/7. And, typically, with a view to alleviating pressure on A&E.

“It should be open 24 hours. There also needs to be way more walk-in centres around Norfolk. It’s crazy that Rouen Road is the only one!”

“It’s not that they are bad, but if they were available longer, it would limit calls to 111 that mean a trip to the N&N’s A&E department. We have 2 young children so often need assistance in the night rather than the day. If the walk-in centre had been open at the times I’d called 111, on almost every occasion I would have opted for the walk-in centre as my first choice.”

“Think it should be open until 10-11 pm as it used to be when in Castle Quarter.”

“Turned away at 8pm ...obviously opening hours are not sufficient.”

“It depends on the purpose of the centre, which is not clear. If it's an (undesirable) overspill for GP surgeries, then the hours are OK. If it's an emergency centre, then it should be 24/7”

Response rate to this question: 14 people (100% of eligible survey respondents)

16. Influence of prompted factors in the decision to visit the Walk-in Centre

Not having to make an appointment is the most influential factor in making the decision to visit the Walk-in Centre.

Followed by factors relating to the Centre’s accessibility – its proximity to home and being easy to get to.

The Centre’s opening hours of 7 am – 9 pm, 7 days a week, carry some notable influence.

Least influential of the prompted factors is an expectation of short waiting times.

ITEM	Total score *	OVERALL RANK
I don't have to make an appointment	554	1
It's close to home	518	2
It's easy to get to	504	3
Opening hours (7 am – 9 pm, 7 days a week)	476	4
It's close to work / place of education	389	5
It's more convenient than making an appointment at my regular GP surgery	373	6
It's easy to find parking	361	7
An expectation of short waiting times	316	8

** Score is a weighted calculation. Items ranked first are valued higher than the following ranks, the score is a sum of all weighted rank counts.*

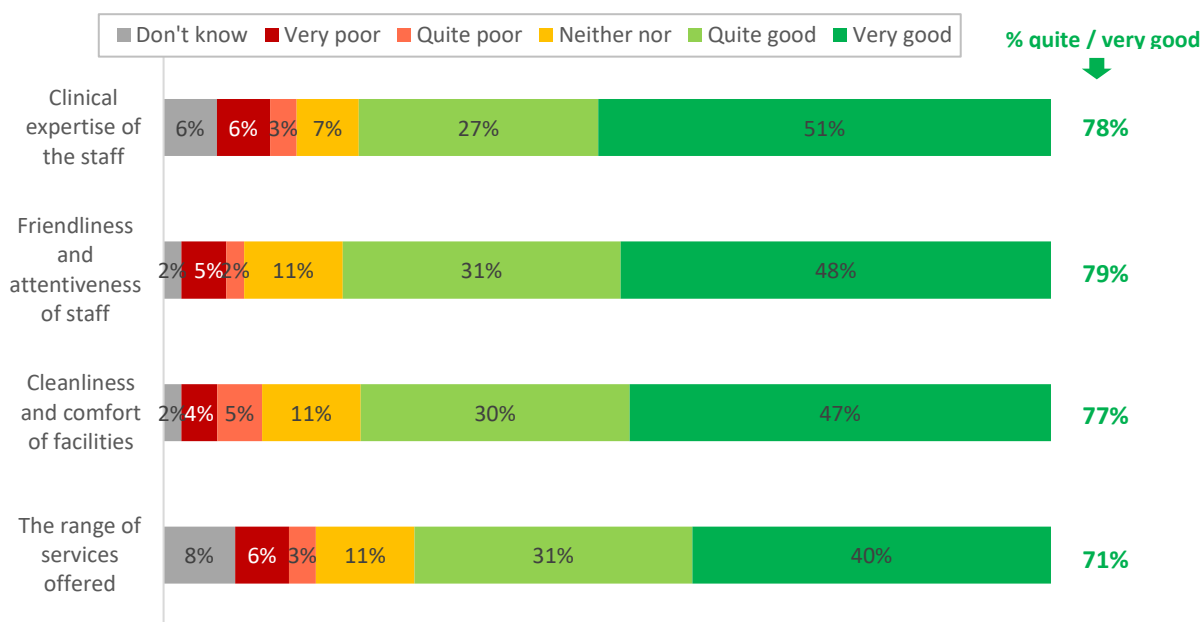
Response rate to this question: 97 people (100% of eligible survey respondents)

17. Rating of the Walk-in Centre for prompted factors

The proportion of respondents rating the Walk-in Centre as quite or very good for prompted factors ranges from 71% to 78%. Indeed, findings are broadly similar across all factors.

Clinical expertise of staff is most likely to achieve the top rating of ‘very good’ than other factors (51%), albeit only marginally so.

The range of services offered achieves slightly lower ratings than other prompted factors (40% ‘very good’), but noting that some respondents have been unable to give a view – 8%.



Ordered by % ‘very good’

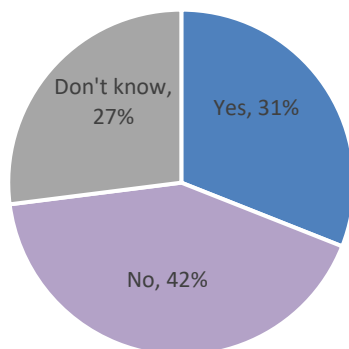
Response rate to this question: 97 people (100% of eligible survey respondents)

18. Whether would prefer to book an appointment at the Walk-in Centre

Around a third of respondents (31%) say they would prefer to book an appointment at the Walk-in Centre instead of just ‘walking in’.

However, 42% would prefer to just ‘walk-in’.

Around a quarter (27%) are unable to give a view.



RESPONSE	%
Yes	31
No	42
Don't know	27

Response rate to this question: 97 people (100% of eligible survey respondents)

PART C: Any other comments about the Walk-in Centre

19. (ALL RESPONDENTS) Whether have any other comments about the Walk-in Centre

All respondents, regardless of whether they have ever visited the Walk-in Centre, were invited to make any other comments about the Walk-in Centre (N.B. those who have never visited may still have an opinion on the service).

As might be expected, comments are varied and wide-ranging.

Some use the opportunity to comment on how essential and valuable they think the service is.

Criticisms of the service are also raised, with two key themes emerging:

- Dislike of waiting / queuing outside (especially as no seating or shelter provided)
- Too long wait times

A few mentions of parking issues (expensive / no dedicated parking).

**Response rate to this question: 53 people (46% of all survey respondents)*

Comments received include: (N.B. Appendix 1 shows the full set of responses)

"Thank you for providing this essential service so well."

"A valued 'last resort' if GP not available or at non-practice times."

"I find it extremely satisfactory for me - I have no ongoing health problems that need a doctor so the lovely nurses there are an ideal option. Every time I have visited they've been so helpful and nice and can direct you to other options if necessary."

"It is a much used and essential service. We really need many more of them dotted around the county. Walk in centres are convenient to use and take the pressure off A&Es and GP surgeries. In America there are urgent care/walk in centres on every corner. We need more!"

"This facility is vital, sadly because I cannot get an appointment at my own surgery (Roundwell Medical Centre). This has been very stressful as I have worried about how I would ever see a doctor again? The Walk In Centre literally could not have been better, it had a full waiting room, but I was seen in just over 1 hour and I was treated with real dignity and respect. I am now changing my doctors surgery, so hopefully I won't need to use this facility in the future, but without it, there's a danger of people not having access to a doctor at all!"

"I really like the Centre, and am grateful that we have it. Longer hours would be great as I said, but I also can't fault the current provision for what it actually offers and achieves. It's a great supplement to the GP service for planned appointments and the N&N for emergencies.

The telephone wait times are quite long, and of course, being a sit-and-wait service means you don't know how long you'll be there for - but the benefits of its service far outweigh these issues. I know many people who don't live near such a service and I'm so pleased that I do, given the ages of our children in particular.

The staff are always helpful and kind, and understanding of my questions and concerns."

"During lockdown there were sometimes queues outside (not on the day I visited). Some sort of shelter from the rain might be useful in similar situations in future."

"Found having to queue outside annoying & it was not made clear why this was, what would happen when you got inside. This needs to be resolved. More staff needed on reception."

"How do we get seating (e.g. benches) outside? Is it an issue for the council? I waited 30 mins outside before getting in - was getting a bit dizzy / light headed as I was in pain. Same thing happened last year too!"

"Having to come back for dressings it would have been handy to have an appointment."

"The walk-in centre experience was generally good. However, a few points of note:

Whilst there are parking facilities in the area, being in the centre of Norwich incurs parking fees that add up considerably if the stay is for a few hours. The centre would be better placed on the outskirts of Norwich where free parking should be an option."

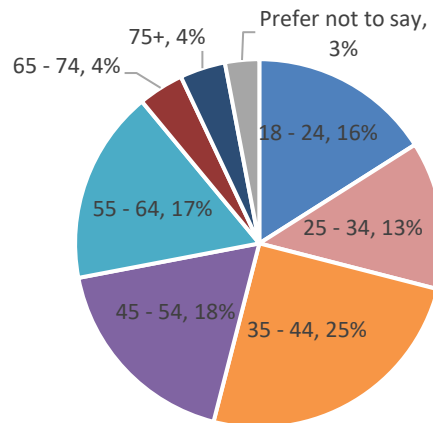
"Yes it's in the city so good for buses but still requires a decent walk from either Castle Meadow, St Stephen's or bus station to get to it. Wasn't ideal for me when I had breathing problems. I got a taxi home instead."

Part D: Respondent profile

20. Respondent age

There is a good spread of respondents by age. The large majority (89%) are under the age of 65.

One in four respondents are aged 35- 44.

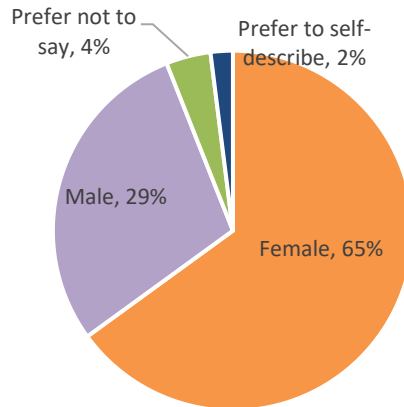


AGE GROUP	%
18 – 24	16
25 – 34	13
35 – 44	25
45 – 54	18
55 – 64	17
65 – 74	4
75+	4
Prefer not to say	3

Response rate to this question: 114 people (100% of all survey respondents)

21. (How would respondents describe themselves

The sample has a female bias, with around two thirds of respondents describing themselves as female (65%) and 29% as male. 2% prefer to self-describe. 4% prefer not to say.

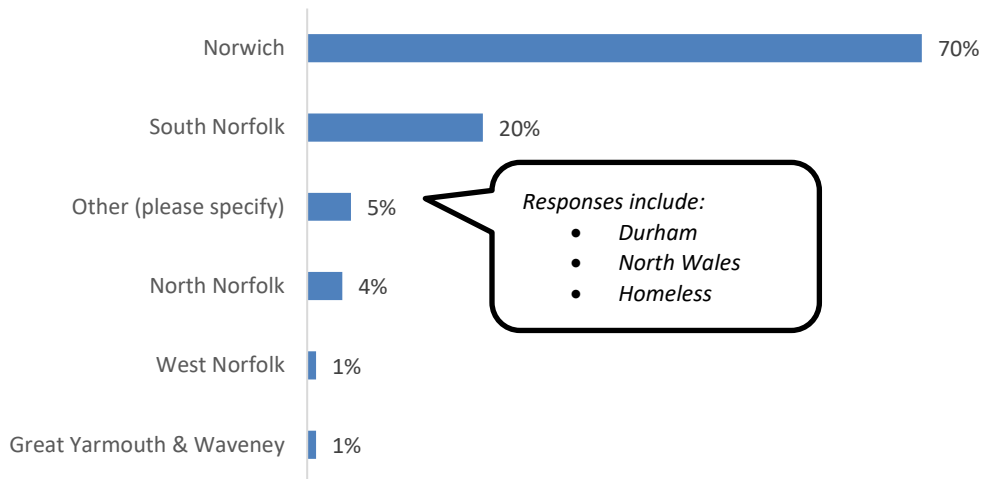


RESPONSE	%
Female	65
Male	29
Prefer not to say	4
Prefer to self-describe	2

Response rate to this question: 113 people (99% of all survey respondents)

22. Respondent home location

As might be expected, nearly all respondents live in Norfolk, and the large majority reside in Norwich (70%); with a notable proportion (20%) in South Norfolk.



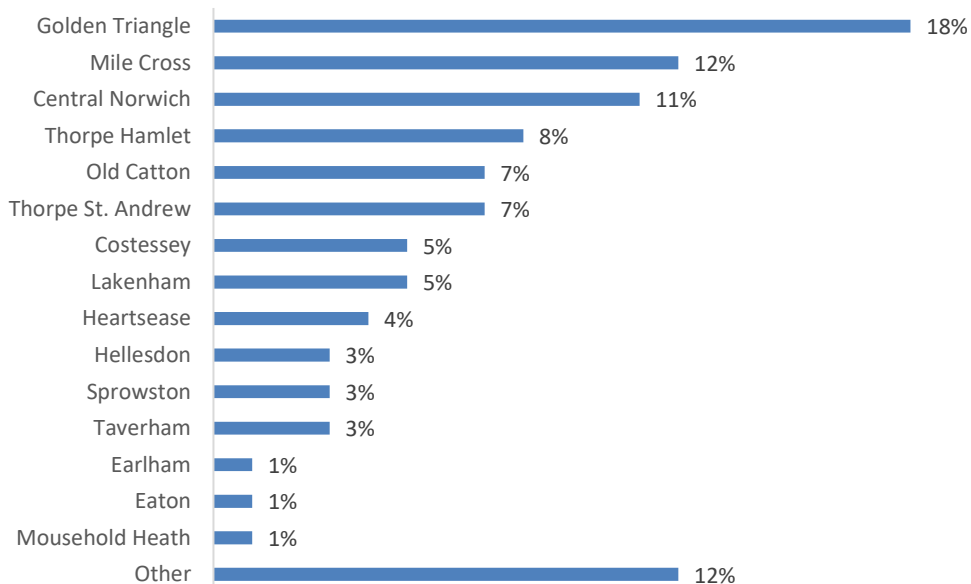
HOME LOCATION	%
Norwich	70
South Norfolk	20
Other (please specify)	5
North Norfolk	4
West Norfolk	1
Great Yarmouth & Waveney	1

Response rate to this question: 112 people (98% of all survey respondents)

23. (If live in Norwich) Respondent Norwich home location

When asked to specify where in Norwich they live, there is a good spread across the city.

However, Norwich respondents are most likely to live in the Golden Triangle (18% of those who live in Norwich) or Mile Cross (12%).



Response rate to this question: 76 people (97% of eligible survey respondents)

24. Respondent ethnic group

The majority of respondents describe themselves as White – English / Welsh / Scottish / Northern Irish / British (80%).

ETHNIC GROUP	%
White – English / Welsh / Scottish / Northern Irish / British	80
White – Irish	3
White – Gypsy or Irish Traveller	0
White – Roma	1
Any other White background	4
Mixed – White & Black Caribbean	2
Mixed – White & Black African	0
Mixed – White & Asian	3
Any other Mixed or Multiple ethnic background	0
Asian or Asian British – Indian	1
Asian or Asian British – Pakistani	0
Asian or Asian British – Bangladeshi	0
Asian or Asian British – Chinese	1
Any other Asian background	1
Black or Black British – Caribbean	0
Black or Black British – African	1
Any other Black background	0

Arab	0
Prefer not to say	4
Other	1

Response rate to this question: 114 people (100% of all survey respondents)

25. Respondent working status

Two thirds of respondents are currently in employment (66%), and most likely working full-time (44%). 18% work part-time and 4% are self-employed.

16% are currently not in employment (although some are seeking work, some are unable to do so due to illness / injury / disability / caring or domestic commitments). Indeed, 7% are permanently sick or disabled.

9% are retired.

6% are currently in education.

WORKING STATUS	%
Working full-time	44
Working part-time	18
Self-employed	4
Unemployed and seeking work	3
Studying at school / college / university	6
Caring for house / children / other dependants	3
Unable to work due to short-term illness / injury	3
Permanently sick / disabled	7
Retired	9
Prefer not to say	4

Response rate to this question: 114 people (100% of all survey respondents)

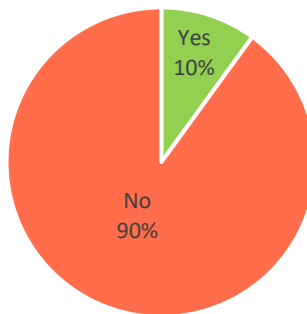
WORKING STATUS (Grouped)	%
Working full-time	44
Working part-time	18
Self-employed	4
IN EMPLOYMENT	66
Studying at school / college / university	6
IN EDUCATION	6
Retired	9
RETIRED	9
Permanently sick / disabled	7
Caring for house / children / other dependants	3
Unemployed and seeking work	3
Unable to work due to short-term illness / injury	3
NOT CURRENTLY IN EMPLOYMENT	16
Prefer not to say	4

Response rate to this question: 114 people (100% of all survey respondents)

26. Interest in taking part in focus groups (pre-engagement phase)

One in 10 respondents expressed an initial interest in taking part in one of three focus groups (two in person – one at lunchtime, one in the evening; one online in the evening), scheduled to be held after closure of the online survey.

However, noting that, due to GDPR concerns, respondents were not asked to provide any personal contact details, but invited to contact The Engaging People Company for further information.



INCLUSIVE ENGAGEMENT

27. Connecting with diverse participants

We were keen to take an inclusive approach around the engagement and the first aspect of this was sharing and promoting the survey with a wide variety of community groups and specialist organisations. We wanted to connect with the service users and clients of these groups and organisations and ensure they had access to the survey to add their views and insights.

We shared the online survey – and postcards, as required – with groups and organisations. We also shared translated versions of the survey – in Polish, Portuguese, Lithuanian, Russian, and Romanian – with groups working with non-native English speakers. These languages were chosen as they are the most common non-English languages in Norwich.

We promoted the survey with the following organisations and specialist groups:

Age UK Norfolk	Supporting older people
Assist Trust	Supporting people with learning disabilities
Bridge Plus	Supporting Black, Asian and ethnic minority organisation
Build Charity	Supporting people with disabilities
Deaf Connexions	Supporting deaf people and their families
English Plus	Providing free English classes in Norwich
Equal Lives	A disability rights organisation
Julian Support	Supporting people with mental health difficulties
Nansa	Supporting people with Special Educational Needs and Disabilities
New Routes Integration	Providing migrant and asylum seeker support
Norfolk and Waveney Mind	Providing mental health support
Norwich Door to Door Bookings	Providing transport for people with limited mobility
Norfolk LGBT+ Group	Providing LGBT+ support
Norfolk Polonia CIC	Supporting the Polish community in Norfolk
Pathways Norwich	Homelessness support
The Benjamin Foundation	Supporting children, young people, and families
The Feed	Preventing homelessness and hunger in Norwich
Vision Norfolk	Supporting people with sight loss
YMCA	Supporting young people

In addition, we also connected with organisations that have links into community and specialist groups to share the survey across their channels:

Community Action Norfolk	Engaging with the Voluntary, Community, and Social Enterprise sector (VCSE) in Norfolk
Voluntary Norfolk	Supporting the voluntary sector in Norfolk

28. Feedback from community and specialist groups

The second part of our work around inclusive engagement was gaining 121 feedback – written and in person - with representatives of community and specialist groups. The purpose of this was to gain insight around the experiences of clients and users of these groups, and identify any areas for improvement. This approach was particularly important in ensuring that the groups and organisations could advocate on behalf of their clients and users.

We invited all the groups and organisations detailed on the previous page to provide 121 feedback directly to us in a safe and supportive way. From these conversations, we were able to identify some points around providing an inclusive service at the walk-in centre:

- **Communications:** this is at the heart of inclusive engagement, whether providing access to different languages, a BSL translator, verbal updates, or visual communication. And, Plain English needs to be the benchmark for all communications;
- **Clarity:** this theme sits alongside communications. It is essential that there is clarity around the walk-in centre offer, what people have to do, and what happens next if people are referred;
- **Safe:** people need to feel it is a safe and welcoming environment for them to visit, and much of this can be afforded through effective communications;
- **Staff:** the staff are the first point of contact for people using the walk-in centre and there is potential to provide further information, knowledge, and tools that empower staff to inclusively engage with people. For example, ensuring everyone understands the availability of Language Line;
- **Access:** ensuring that access for all is facilitated through practical measures such as low-level access, handrails to stairs;
- **Awareness:** being aware of when a person has additional needs and requires support;
- **Collaboration:** there is scope to continue the conversations with these community and specialist groups to shape the detail of the walk-in service going forward so that it truly delivers an inclusive service.

The full set of feedback around inclusive engagement can be found at appendix 2.

29. Focus groups

We invited people to take part in focus group and although respondents expressed an interest in these – one in 10 respondents in the survey said they would be interested in attending – this didn't translate into attendance. We did have just one conversation which reflected the themes already detailed elsewhere in this report. The preference for the public was to engage online.

Appendix 1: Survey - Any other comments about the Walk-in Centre

A text message would be helpful when you can go in as I can't sit in the waiting room and have to wait outside for my slot.
a valued 'last resort' if GP not available or at non-practice times.
A very valuable service
Awkward place to get to by car. Need to battle through city traffic and find parking. Bus too erratic to use
During lockdown there were sometimes queues outside (not on the day I visited). Some sort of shelter from the rain might be useful in similar situations in future.
Enhance your services, (including ear clear on site), get nurses that are highly knowledgeable/qualified & a highly qualified doctor!!! & pay them accordingly to their knowledge& efficiently instead of hourly pay 😊
Found having to queue outside annoying & it was not made clear why this was, what would happen when you got inside. This needs to be resolved. More staff needed on reception.
Happy with service
Having to come back for dressings it would have been handy to have an appointment
How do we get seating (e.g. benches) outside? Is it an issue for the council? I waited 30 mins outside before getting in - was getting a bit dizzy / light headed as I was in pain. Same thing happened last year too!
I did not understand the influence question simple English would be better
I find it extremely satisfactory for me - I have no ongoing health problems that need a doctor so the lovely nurses there are an ideal option. Every time I have visited they've been so helpful and nice and can direct you to other options if necessary.
I really can't remember what happened but I was out and I was in a lot of pain effecting my throat. I had previously suffered anaphylactic shock and had to go to hospital, so with this worry and because it was a Sunday a friend took me to the walk-in centre. I was prescribed Benzylamine, which made the problem worse, and I then had ulcers on the roof on my mouth. On the Monday I made an appointment to see Dr Musvibe and the surgery and she prescribed me a different medicine that cleared the whole problem up, the doctor also advised me to stop taking the medication prescribed by the wall in centre
I really like the Centre, and am grateful that we have it. Longer hours would be great as I said, but I also can't fault the current provision for what it actually offers and achieves. It's a great supplement to the GP service for planned appointments and the N&N for emergencies.
The telephone wait times are quite long, and of course, being a sit-and-wait service means you don't know how long you'll be there for - but the benefits of its service far outweigh these issues. I know many people who don't live near such a service and I'm so pleased that I do, given the ages of our children in particular.
The staff are always helpful and kind, and understanding of my questions and concerns.
I was given a card asking me to complete this survey, but neither the QR code or URL worked and I had to Google it.
I know the queue frequently good onto the pavement. This was not a problem for me, but it's not good for people who are sick, by definition.

I am very concerned that the walk-in centre is becoming the de facto Norwich GP surgery. It must be extremely inconvenient and expensive for many and lack the continuity of a local surgery.
I've used it several times over the years and have always been treated well
If you are going to have people queuing at the door, a shelter to protect from the elements would help. Some of us are too chronically ill to deal with extreme heat or cold
It is a much used and essential service. We really need many more of them dotted around the county. Walk in centres are convenient to use and take the pressure off A&Es and GP surgeries. In America there are urgent care/walk in centres on every corner. We need more!
It's ridiculous that the receptionist at my own GP sent me to the walk- in centre. I should be able to see my own GP and not be told there is no appointment available
Just a comment about page 16 - I couldn't rank my answers, it kept changing them once I clicked out of number box so that order isn't my order most influential is not needing an appointment as struggle to get one at GP surgery least influential is near work or education
Lack of ENT knowledge by nursing staff
Lack of parking. Steep steps. Obviously short of staff as couldn't be seen. Over an hour from home so not convenient
needs either longer open hours or another site
Never had to use the walk-in centre because the doc surgery . Take care of their patients. Unless I have to used walk in centre. But I feel some time they can' not help you. Coz I have taken my twin there they couldn't help her. Asked her go bk to see her GP. If had some professional doc that can help be a bonus. Won't need to go back and forward.
No
No comments
Nothing I can think of at the moment
Quite an efficient service
Thank you for providing this essential service so well 😊
The fact I was told I would have to wait with everyone else in the queue for a walk-in blood test, chances were by time I got to front it would've been gone 12pm and too late, so I've booked it with GP but have had to wait 8 weeks for a phlebotomy appt!
The lady wearing black at the front welcoming people in is lovely. As was the young man on the desk.
The next time I went, I waited so long (close to 2 hours) that I just gave up and left.
The parking is shocking
the place is not ideal up a hill
The ranking section of this survey 1 to 8 did not work it stayed at its set level port survey
The walk-in centre experience was generally good. However, a few points of note: <ul style="list-style-type: none"> • Whilst there are parking facilities in the area, being in the centre of Norwich incurs parking fees that add up considerably if the stay is for a few hours. The centre would be better placed on the outskirts of Norwich where free parking should be an option • We visited our local GP where we are registered en-route and they were most unhelpful and inconsiderate not even offering to examine a nasty hand wound stating they were too busy. Local practices seem overly willing to defer patients to your walk-in centre rather than expend any effort or time themselves. I have personally seen this happen on numerous occasions and it doesn't feel fair to the patient, or indeed yourselves to have to absorb all of the demand. This is further exacerbated as patients often vent their frustrations on the walk-in centre staff. The local practices should be penalised and financially decremented for this behaviour given their

funding is based on the patients they have on record. Their funding should be directly linked to the level of care and attention they actually provide.
The walk-in centre is vital when patients are being turned away from GP surgeries. Providing an important and hopefully efficient service. I think improvements will only come about if GPs can return to pre pandemic services. Walk in centres are like a third-class carriage - too many people for too few clinicians
the walk-in centre usually has a long wait, with no seating
There is no covered outside waiting area, I understand the need for Covid precautions but it does seem harsh to require people to wait outside when it's raining
They are a very helpful facility to have. sometimes it can be quicker and more beneficial to go straight to A&E.
This facility is vital, sadly because I cannot get an appointment at my own surgery (Roundwell Medical Centre). This has been very stressful as I have worried about how I would ever see a doctor again? The Walk In Centre literally could not have been better, it had a full waiting room, but I was seen in just over 1 hour and I was treated with real dignity and respect. I am now changing my doctors surgery, so hopefully I won't need to use this facility in the future , but without it, there's a danger of people not having access to a doctor at all!
This is a great model of service because it reduces the cost if missed appointments. Staff have great customer service skills and are used to a diverse range of people. It is apparent that they are working as quickly as possible but with full knowledge. All surgeries should include a model like this. Our own surgeries had to be dragged back to work which had done a lot to damage community relations that have irretrievably broken down due to their messages throughout Covid to stay away and how overstretched and overwhelmed they were. There were no updates which left us older people in the dark. At least when you go to walk in centre they make you feel like a human and don't complain.
Too far from bus to A & E needs a different location
Users often have to queue outside, whatever the weather. It needs improved waiting areas with more seating.
Very nice receptionist
Wait times are the only negative from my experiences
Waiting outside since covid , not good if you are poorly with a temperature due to tonsillitis !
Watching outside was not a pleasant experience as there is no we're to sit down or get a drink. My last visit I waited outside for over 4hr I have Rheumatoid arthritis and was in a lot of pain. I
We need some facility for patient to seek help when GP practices are closed or unable to offer appointments to stop patients presented in A&E inappropriately.
Yes it's in the city so good for buses but still requires a decent walk from either Castle Meadow, St Stephens or bus station to get to it. Wasn't ideal for me when I had breathing problems. I got a taxi home instead.

Appendix 2: Inclusive Engagement Feedback

New Routes Integration

New Routes work with asylum seekers and refugees arriving from abroad.

Language is a huge issue for new arrivals. They have experienced a couple of incidences where clients have been turned away at the walk-in centre because they didn't speak the language. This was resolved successfully but it is important that staff know what to do if they have a person who is a non-English speaker. It's important that the staff know they can just pick up the phone to language line.

The communications could be clearer – plain English – or in different languages so people understand what's expected of them. For example, a poster around blood appointments needing to take place before 12.30pm could be in alternate languages or plain English.

It also needs to be clearer what happens next – for example, if a person has to go to A and E. Where do they go, how do they get there? There needs to be better signposting, and help with costs of transport if possible.

People need to be made to feel safe. There could be better training for staff. And there is a safe surgeries toolkit that is being developed by Dr Emily Clark which the walk-in centre could adopt. It would be great if the CCG could champion this.

On arrival in Norwich, people are provided with a welcome pack which includes information about GP services. Also, registration has to be done online which can be a barrier for new arrivals: online registration is not the easiest way for refugees. And asking for proof of address and ID can create additional barriers.

In terms of the biggest health issues, they are frequently mental health challenges. But they do not go to the walk-in centre for support with this; it doesn't seem like the space for this support. New Routes works with St Barnabas around mental health support.

There are also cultural issues to consider. For example, a Muslim lady would need to see a female doctor. There are also different cultural perceptions of the health service, and vaccinations, which are nuanced and can impact on engagement.

New Routes is pleased to see this engagement from the CCG and would be keen to be involved in future, including around offering training sessions for walk-in centre staff, or practitioners coming into the service to introduce health topics to people.

Deaf Connexions

Deaf Connexions provides a range of services to deaf people and their families.

(written feedback)

"Our Deaf British Sign Language (BSL) Community used to use the walk-in centre a lot pre 2019 and it worked really well and gave our Deaf Community much needed support. In 2019 the BSL Interpreter provision contract changed and the organisation providing the BSL Interpreters require more notice to provide an Interpreter and so you could no longer get a same day BSL Interpreter, so this made the walk in for same day appointments virtually unusable. I do know that occasionally our Deaf community will attend, especially when advised to go there via their GP surgery.

“I believe the walk-in centre was offering a remote video BSL service but the majority of our Deaf Community prefer and need face to face in order to fully understand.”

Vision Norfolk

Supporting people with sight loss

(written feedback)

“ I think decent, colourful, bold signage is a key, so people with some remaining vision know exactly where they are. I am not sure how your signing in procedure works, but if patients are having to sign in themselves, avoid touch screens, these are often seen in doctors surgeries and can be very inaccessible for blind and partially sighted people to access, in fact, many people, regardless of whether they experience sight loss can find this sort of thing difficult.

“The key one is the staff having decent awareness of anyone with sight loss, so good communication, speaking to the individual, not anyone who brings them along, that kind of thing, and offering guiding if needs be. Communication is key. Same too if anyone is having a procedure done.”

(verbal feedback)

It would be useful to be guided to a chair by the receptionist, help to a seat, like a hand on the back, is really helpful. There has been less help generally of this sort since Covid.

On arrival, if the receptionist could make a note that a person had additional needs during the visit so when treatment is provided they are aware. Also, if the receptionist could point out where the toilets, water etc are on arrival. Awareness of additional needs is important.

When it's the person's turn to go through, it's important to go up to that person and let them know as they may not be aware. It would also be useful if people could introduce themselves as it's not possible to read badges. And, it can be helpful if people can explain where we're going when moving to a treatment room – can't see where we're going. If there a number of people talking, it's helpful if everyone can introduce themselves before speaking as we can't see who's speaking.

People can feel anxious anyway about attending the walk-in centre so important that access doesn't add to anxiety.

It isn't possible for visually impaired people to use the touch screen. But at the walk-in centre, it is discreet enough to be able to register with the receptionist.

Someone who is visually impaired wouldn't be able to read a board with waiting times. Again, if the receptionist could describe the wait – for example, there are three people in front of you – that would be helpful.

Safe access to the building is important for visually impaired people, and especially safe pedestrian access. In addition, making sure the steps have markings on them and a handrail from the top step to the bottom.

The littlest things can make a big difference.

YMCA

Supporting young people

“The young people at 'My Place' hostel are very appreciative of the walk-in centre facility. The only negative thing I have ever heard is about waiting time – but we all understand that sometimes are busier than others so accept this issue.”

Appendix 3: Survey Questions

The NHS Norwich Walk-In Centre provides important healthcare services, including treatment of minor illness and injury, to those who need it in Norwich and the surrounding area, whether registered with the walk-in centre or another practice or not registered with the NHS at all.

The NHS in Norfolk and Waveney is committed to listening to, and engaging with, local people and communities, so that we can look at ways to improve and develop health and care services for the future. We are inviting people to share their feedback and experiences about local NHS walk-in services, to ensure these important services continue to be delivered effectively and best meet local people's needs.

However you choose to have your say, please do tell us what you think because your views are incredibly important in helping us to develop and improve services for the future.

Can you spare a few minutes to complete this survey?

Part A: Your use of the Walk-in Centre

Firstly, we would like to ask about your use of the Walk-in Centre along Rouen Road in Norwich, a healthcare centre that doesn't require an appointment, which offers a range of NHS services, including free consultations, minor treatments, health information and advice on self-care ...

1. **Have you ever visited the Walk-in Centre in Norwich (Rouen Road)?** *Please select one option only*
 - Yes **Go to Q2**
 - No **Go to Q19**

2. **(If ever visited) How many times have you visited the Walk-in Centre in Norwich (Rouen Road) in the past year?** *Please select one option only*
 - None - I haven't visited in the past year
 - Once
 - Twice
 - 3 – 5 times
 - More than 5 times
 - Don't know
 - Prefer not to say

3. **What is your preferred method of transport when visiting the Walk-in Centre?** *Please select one option only*
 - On foot
 - By bicycle
 - By car
 - By bus
 - By taxi
 - Other

4. **How convenient is the location of the Walk-in Centre on Rouen Road for you to travel to?** *Please select one option only*
- Very poor
 - Quite poor
 - Quite good
 - Very good
 - Unsure

Part B: Your last visit to the Walk-in Centre

The following questions are about your last visit to the Walk-in Centre in Norwich (Rouen Road) ...

5. **Thinking about your last visit to the Walk-in Centre, why did you choose to do so?** *Please select all that apply*
- Could not get an appointment at GP surgery
 - No appointment necessary / can just 'walk-in'
 - GP surgery was closed
 - Convenient location
 - Didn't want to bother a doctor
 - Wanted to see a nurse rather than a doctor
 - Not registered with GP
 - Better range of services available than elsewhere
 - Didn't think about going anywhere else
 - Other (please specify)
6. **Again, thinking about your last visit to the Walk-in Centre, what was the purpose of your visit?** *Please select all that apply*
- Cold / flu-like symptoms
 - Migraine / headaches
 - Breathing issues
 - Skin issues
 - Sexual Health
 - Burns, bites, stings
 - Sprains / strains
 - Cuts / bruises
 - Sickness / diarrhoea
 - Other (please specify)
 - Don't know
 - Prefer not to say
7. **How long did you have to wait in the waiting room before seeing a healthcare professional?** *Please select one option only*
- Less than 15 minutes
 - 15 - 29 minutes
 - 30 - 44 minutes
 - 45 – 59 minutes
 - An hour or longer

- Don't know
8. **During your visit, were you advised to follow up with a healthcare professional?** *Please select all that apply*
- No - wasn't advised to follow-up with another healthcare professional
 - GP / doctor
 - Directed to Emergency Department / A&E
 - Pharmacist
 - Nurse
 - Other (please specify)
 - Don't know
9. **Are you registered with a GP / doctor?** *Please select one option only*
- Yes – registered at Norwich Practices Health Centre (situated at the Walk-in Centre, Rouen Road)
 - Yes – registered elsewhere
 - No
10. **(If you are registered with a GP / doctor) Did you try and get an appointment with your own GP / doctor?** *Please select one option only*
- Yes
 - No
 - No, due to being outside normal GP working hours
11. **Please rate how strongly you agree or disagree with the following statement ... 'I am treated with dignity and respect at the Walk-in Centre'.** *Please select one option only*
- Strongly disagree
 - Somewhat disagree
 - Neither agree nor disagree
 - Somewhat agree
 - Strongly agree
 - Don't know
12. **Overall, how satisfied are you with the treatment / advice you have received when visiting the Walk-in Centre?** *Please select one option only*
- Not at all satisfied
 - Not very satisfied
 - Neither satisfied nor dissatisfied
 - Quite satisfied
 - Very satisfied
 - Don't know
13. **(Refer to satisfaction rating given at Q12) Why do you say that?** *Please type in response*
14. **The Walk-in Centre in Norwich (Rouen Road) is open from 7 am – 9 pm 7 days a week. Are you satisfied with these opening hours?** *Please select one option only*

- Yes
- No

15. (If not satisfied) Why not? Please type in response

16. There are lots of reasons why you might choose to use the Walk-in Centre. Thinking about your last visit, please rank in order of influence in making the decision to visit, where 1 = the most influential and 8 = the least influential.

- It's close to home
- It's close to work / place of education
- It's easy to get to
- It's easy to find parking
- I don't have to make an appointment
- An expectation of short waiting times
- Opening hours (7 am – 9 pm, 7 days a week)
- It's more convenient than making an appointment at my regular GP surgery

17. How would you rate the Walk-in Centre for each of the following factors: Please select one option only per row

	Very poor	Quite poor	Neither nor	Quite good	Very good	Don't know
The range of services offered	1	2	3	4	5	DK
Clinical expertise of the staff	1	2	3	4	5	DK
Cleanliness and comfort of facilities	1	2	3	4	5	DK
Friendliness and attentiveness of staff	1	2	3	4	5	DK

18. Would you prefer to book an appointment at the Walk-in Centre instead of just "walking in"?

Please select one option only

- Yes
- No
- Don't know

Part C: Any other comments you may have about the Walk-in Centre

19. Please use the space below to make any other comments about the Walk-in Centre in Norwich (Rouen Road) (e.g. likes, dislikes, suggested improvements ...): *Please type in response*

Part D: About you

Finally, we would like to ask a few questions about you. This information will be used to help us to develop the future of healthcare services and ensure that we continue to provide walk-in and GP services that benefit the public.

20. What is your age? *Please select one option only*

- Under 18
- 18 - 24
- 25 - 34
- 35 - 44
- 45 - 54
- 55 - 64
- 65 - 74
- 75+
- Prefer not to say

21. Which of the following would you use to describe yourself? *Please select one option only*

- Male
- Female
- Prefer to self-describe (please specify)
- Prefer not to say

22. Where do you live? *Please select one option only*

- Great Yarmouth and Waveney
- Norwich
- North Norfolk
- West Norfolk
- South Norfolk
- Other (please specify)

23. (If you live in Norwich) Where in Norwich do you live? Please select one option only

- Bowthorpe
- Costessey
- Earlham
- Eaton
- Golden Triangle
- Heartsease
- Hellesdon
- Lakenham
- Larkman
- Mile Cross
- Mousehold Heath
- Old Catton
- Sprowston
- Taverham
- Thorpe Hamlet
- Thorpe St. Andrew
- Other (please specify)

24. What is your ethnic group? Please select one option only

- White – English/Welsh/Scottish/Northern Irish or British
- White – Irish
- White - Gypsy or Irish Traveller
- White – Roma
- Any other White background

- Mixed – White & Black Caribbean
- Mixed – White & Black African
- Mixed – White & Asian
- Any other Mixed or Multiple ethnic background

- Asian or Asian British – Indian
- Asian or Asian British – Pakistani
- Asian or Asian British – Bangladeshi
- Asian or Asian British – Chinese
- Any other Asian background

- Black or Black British – Caribbean
- Black or Black British – African
- Any other Black background

- Arab
- Any other ethnic group
- Prefer not to say

25. **Which of the following best describes your working status? Please select one option only**
- Working full-time
 - Working part-time
 - Self-employed
 - Unemployed and seeking work
 - Studying at school / college / university
 - Caring for house / children / other dependents
 - Unable to work due to short-term illness / injury
 - Permanently sick / disabled
 - Retired
 - Prefer not to say
26. **We are holding three focus groups to help us shape local walk-in and GP services. Two of the focus groups require you to attend in person, and one is being held online. Would you like to join us? If you would like to take part in one of these sessions, please email Michelle Gant, from The Engaging People Company at: michelle@engaging-people.co.uk who will be able to book you on to a session and provide you with further details about getting involved. If so, please indicate which group you would like to attend:**
- No – I would not like to attend any of the focus groups
 - Yes – **in person on Tuesday 28th June 2022 from 1pm – 2pm at NWES, Rouen Road, Norwich, NR1 1RB (next to Norwich Walk-in Centre)**
 - Yes – **online on Wednesday 29th June 2022 from 6pm – 7pm**
 - Yes – **in person on Thursday 30th June 2022 from 5.30pm – 6.30pm at NWES, Rouen Road, Norwich, NR1 1RB (next to Norwich Walk-in Centre)**

Thank you very much for your time.