



Norwich Walk-In centre and GP services in Norwich - The Bridge Plus+ survey

Dear all,

The NHS is asking people what they think about the Walk-In Centre in Norwich (Rouen Road) and about GP services in Norwich. We think it is very important that everyone can give feedback on this consultation. One of the things that the consultation talks about is the future of the Norwich walk-in centre on Rouen Road – to decide whether it should stay open or not.

Please help us by answering this survey. It is completely anonymous. We will put all our responses together and will send the summary to the NHS.

* Required

Firstly, we have some questions about the Walk-In Centre In Norwich (ON ROUEN ROAD)

1. In the last 12 months, how many times have you visited the Walk-in centre in Norwich *

- 0 - GO TO QUESTION 7
- 1
- 2
- 3
- More than 3 times

2. If you have visited the Walk-In Centre at least once since January 2022, was it (select all answers that apply)

- for yourself
- for your child(ren)
- with someone else (other family member, friend etc)

3. WHY did you/the person you were with visit the Walk-in centre instead of going to your GP? (please select all answers that apply)

- The GP practice told us to go to the Walk-in centre instead - they didn't have appointments available
- I/they decided to go to the Walk in centre because my GP practice didn't have an appointment when I wanted it (wait was too long)
- The Walk in Centre is easier to access than my GP practice so I prefer to go to the Walk-In centre
- NHS 111 told me/told them to go to the Walk-in centre
- I am not /they are not registered with a GP practice in Norwich so I/they always go to the Walk-in centre when I/they need medical care
- Other

4. When you visited the Walk-In Centre, did you/the person you were with get the medical help you/they needed?

- Yes
- No

5. Please give a score to show how happy or unhappy you are with the care/service you received when you visited the Walk-In Centre?

- 1 = very unhappy/it was not good at all
- 2 = Not good overall but some things were ok
- 3 = It was ok but many things could be improved
- 4 = good overall I but some aspects could still be improved
- 5 = very good, everything was fine

6. If the Walk-in Centre shut, how will it affect you/people you know who use it?

- It will affect me in a positive way
- It will affect me in a negative way
- It will not affect me, either way
- I don't know

About GP services in Norwich

**7. Thinking about the GP surgery you are registered with, do you have any problems getting appointments and medical care?
Please select all relevant options:**

- No, I don't have any problems, I am happy with the medical care at my GP practice
- They don't have appointments when I need one – long wait for appointments
- I wanted to see a GP and they gave me an appointment with a nurse
- Appointments have to be booked online and I don't know how to do that
- I need to phone them to make an appointment but I find it hard to explain my problem on the phone
- I try to ring the GP number but there is no answer/there is a long wait
- I can't always get a face-to-face appointment - they offer phone appointments instead
- I need an interpreter but they don't always give me one
- I am not registered with a GP - go to question 11
- Other

8. Please give a score between 1 and 5 to tell us how happy/not happy you are with your current GP practice

- 1 = I am never happy with the care/service I get at my GP practice – it is never what I need
- 2 = I am rarely happy with the care/service I get at my GP practice – most of the time it is not what I need
- 3 = It's ok but there are many things that could be improved
- 4 = I am happy with most things at my GP practice but they could still improve on some aspects
- 5 = I am always happy with everything at my GP practice

9. What would improve the access to medical care at your GP practice?

- If I didn't have to wait for more than 2 days for an appointment
- If I could just walk in, if I didn't need an appointment to get medical help at my GP practice,
- If I could easily go by bus/walk to my GP
- If my GP practice offered face-to-face appointments more easily/more often
- if booking an appointment was quick and easy
- If my GP practice offered me an interpreter so I understand everything my GP/nurse is saying
- Other

10. Do you have any other comments about the Norwich Walk-In Centre or your GP practice? please tell us here

About yourself

All the information collected through this survey will be completely anonymous and no

11. Your age

- 18-24
- 25-49
- 50-64
- 65+
- Prefer not to say

12. Your Gender

- Male
- Female
- Other
- Prefer not to say

13. Your Immigration/residency status:

- Refugee status
- Indefinite leave to remain
- EU pre-settled status
- EU settled status
- Other limited leave to remain
- British citizen
- Asylum-seeker
- Other
- Prefer not to say

14. What is your nationality?

15. Your ethnicity

- English/Welsh/Scottish/Northern
- Irish/British
- Irish
- Gypsy or Irish Traveller
- Any other White background
- White and Black Caribbean
- White and Black African
- White and Asian
- Any other Mixed/Multiple ethnic background
- Indian
- Pakistani
- Bangladeshi
- Chinese
- Any other Asian background
- African
- Caribbean
- Any other Black/African/Caribbean background
- Arab
- Any other ethnic group
- Prefer not to say

16. Your household *

- Single, no child(ren)
- Single, with child(ren)
- Couple, no child(ren)
- Couple, with child(ren)

17. Your health

- I have long-term health issues and/or disabilities
- i don't have any long-term health issues nor disabilities
- Prefer not to say

18. **Your household – work and benefits (please select all options that apply)**

- I work part-time
- I work full-time
- I am in receipt of Universal Credit/JSA/IS/ESA
- someone at home is in receipt of DLA/PIP
- Other

19. the type of accomodation you live in

- Social housing (local authority, housing association)
- Private rented accomodation
- I am an asylum-seeker living in a flat/house
- I am an asylum-seeker living in a hotel
- Other

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