

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

64

Responses

37:57

Average time to complete

Active

Status

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

0 - GO TO QUESTION 7	17
1	12
2	12
3	5
More than 3 times	18



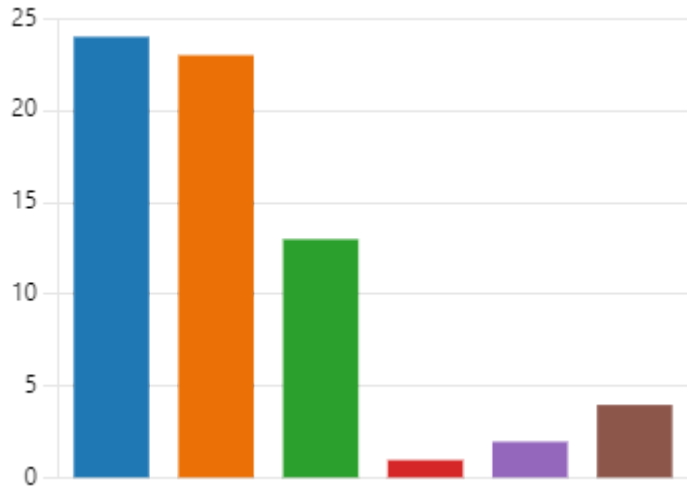
2. If you have visited the Walk-In Centre at least once since January 2022, was it (select all answers that apply)

for yourself	29
for your child(ren)	27
with someone else (other family...	5



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... 24
- I/they decided to go to the Wal... 23
- The Walk in Centre is easier to a... 13
- NHS 111 told me/told them to ... 1
- I am not /they are not registre... 2
- Other 4



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

- Yes 40
- No 7



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 go... 3
- 2 = Not good overall but some ... 2
- 3 = It was ok but many things c... 8
- 4 = good overall I but some asp... 11
- 5 = very good, everything was fi... 23



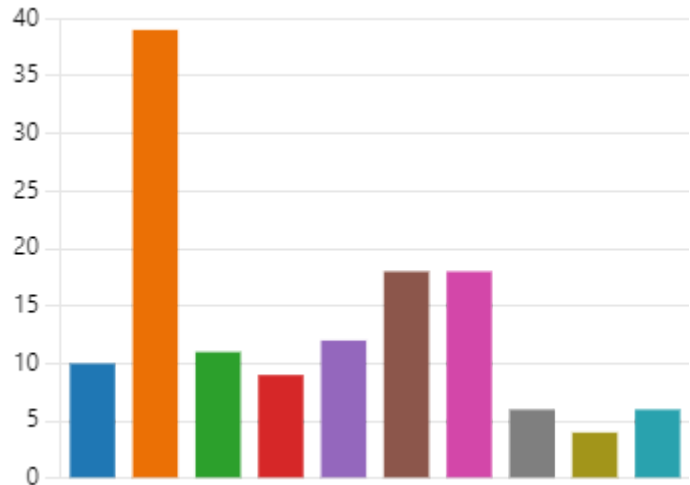
6. If the Walk-in Centre shut, how will it affect you/people you know who use it?

- It will affect me in a positive way 2
- It will affect me in a negative way 43
- It will not affect me, either way 1
- I don't know 1



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... 10
- They don't have appointments ... 39
- I wanted to see a GP and they g... 11
- Appointments have to be booke... 9
- I need to phone them to make a... 12
- I try to ring the GP number but t... 18
- I can't always get a face-to-face ... 18
- I need an interpreter but they d... 6
- I am not registered with a GP - ... 4
- Other 6



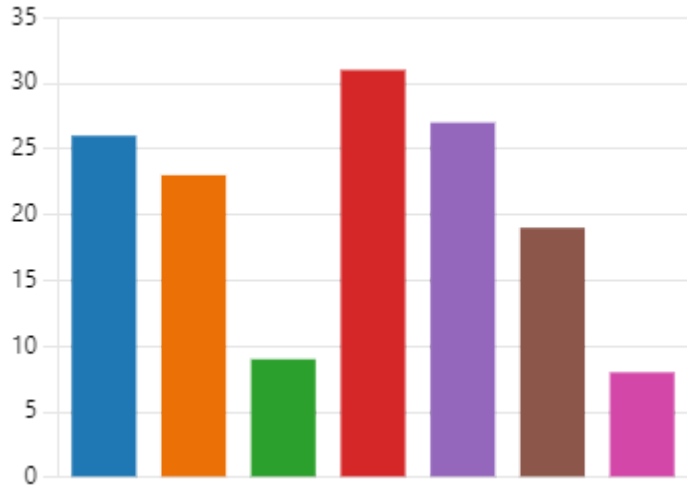
8. Please give a score between 1 and 5 to tell us how happy/not happy you are with your current GP practice

- 1 = I am never happy with the c... 10
- 2 = I am rarely happy with the c... 9
- 3= It's ok but there are many thi... 14
- 4 = I am happy with most thing... 16
- 5 = I am always happy with ever... 12



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

- If I didn't have to wait for more ... 26
- If I could just walk in, if I didn't n... 23
- If I could easily go by bus/walk t... 9
- If my GP practice offered face-t... 31
- if booking an appointment was ... 27
- If my GP practice offered me an ... 19
- Other 8



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

27
Responses

Latest Responses

"the walk in centre is very helpful for my children. the GP sur...

"To me walk-centre is very important because is easy reach. "

11. Your age

- 18-24 0
- 25-49 48
- 50-64 13
- 65+ 3
- Prefer not to say 0



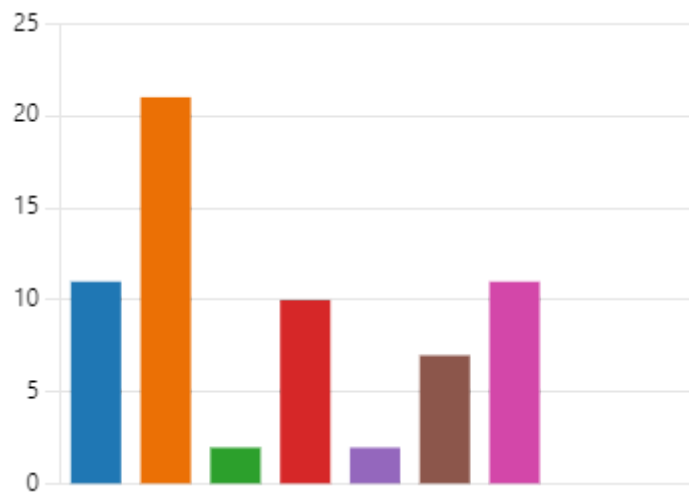
12. Your Gender

● Male	22
● Female	41
● Other	0
● Prefer not to say	0



13. Your Immigration/residency status:

● Refugee status	11
● Indefinite leave to remain	21
● EU pre-settled status	2
● EU settled status	10
● Other limited leave to remain	2
● British citizen	7
● Asylum-seeker	11
● Other	0
● Prefer not to say	0



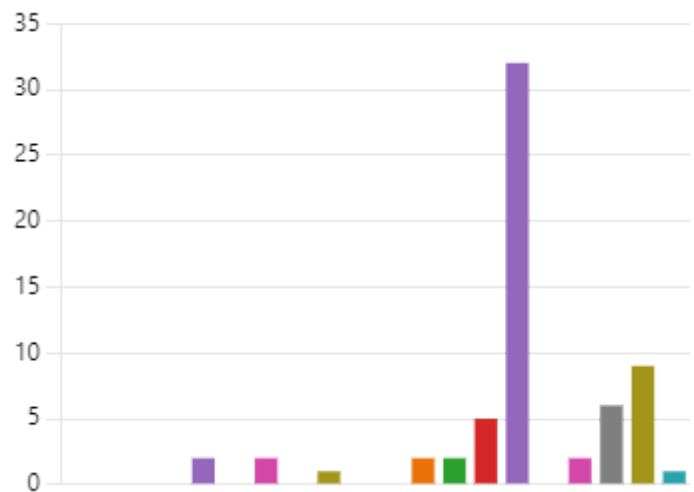
14. What is your nationality?

60
Responses

Latest Responses
"Senegambia "

15. Your ethnicity

English/Welsh/Scottish/Northern	0
Irish/British	0
Irish	0
Gypsy or Irish Traveller	0
Any other White background	2
White and Black Caribbean	0
White and Black African	2
White and Asian	0
Any other Mixed/Multiple ethn...	1
Indian	0
Pakistani	0
Bangladeshi	2
Chinese	2
Any other Asian background	5
African	32
Caribbean	0
Any other Black/African/Caribbe...	2
Arab	6
Any other ethnic group	9
Prefer not to say	1



16. Your household

Single, no child(ren)	10
Single, with child(ren)	23
Couple, no child(ren)	9
Couple, with child(ren)	22



17. Your health

- I have long-term health issues a... 29
- i don't have any long-term healt... 28
- Prefer not to say 0



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

- I work part-time 18
- I work full-time 8
- I am in receipt of Universal Cred... 33
- someone at home is in receipt o... 9
- Other 5



19. the type of accomodation you live in

- Social housing (local authority, ... 41
- Private rented accomodation 5
- I am an asylum-seeker living in ... 2
- I am an asylum-seeker living in ... 8
- Other 4

