

# Brunswick Health Centre: Your NHS Wales Experience Questionnaire

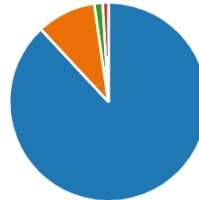
218 Responses

05:26 Average time to complete

Closed Status

1. How recent was the experience you are thinking of?

In the last 6 months	192
Between 6 months and 1 year a...	21
Between 1 and 2 years ago	3
More than 2 years ago	2



2. Did you feel that you were listened to?

Always	148
Usually	39
Sometimes	24
Never	7



3. Were you able to speak in Welsh to staff if you needed to?

Always	6
Usually	8
Sometimes	2
Never	11
Not applicable	191



4. From the time you realised you needed to use this service, was the time you waited:

Shorter than expected	72
About right	96
A bit too long	31
Much too long	19



5. Did you feel well cared for?

Always	148
Usually	45
Sometimes	19
Never	6



6. If you asked for assistance, did you get it when you needed it?

Always	86
Usually	36
Sometimes	17
Never	3
Not applicable	75



7. Did you feel you understood what was happening in your care?

Always	137
Usually	44
Sometimes	29
Never	8



8. Were things explained to you in a way that you could understand?

Always	147
Usually	41
Sometimes	23
Never	7



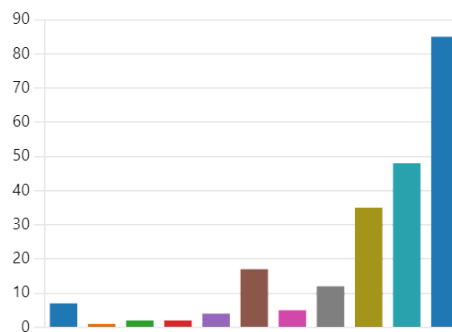
9. Were you involved as much as you wanted to be in decisions about your care?

Always	137
Usually	45
Sometimes	26
Never	9



10. Using a scale of 0 – 10 where 0 is very bad and 10 is excellent, how would you rate your overall experience?

0 (very bad)	7
1	1
2	2
3	2
4	4
5 (average)	17
6	5
7	12
8	35
9	48
10 (excellent)	85



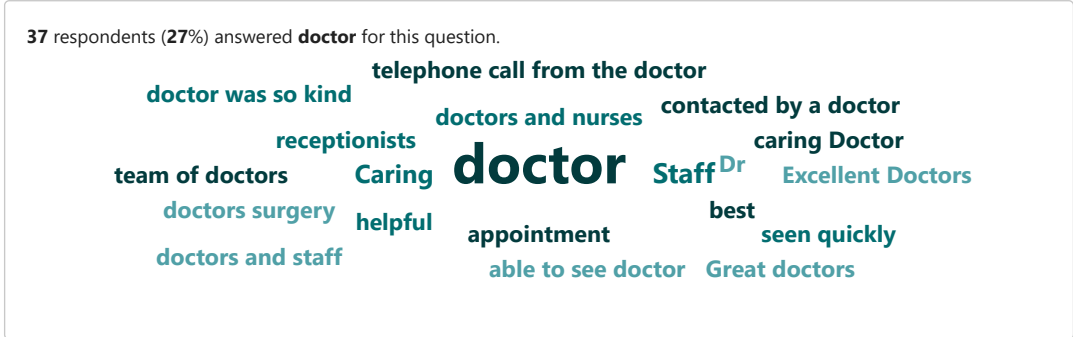
11. Was there anything particularly good about your experience that you would like to tell us about?

143  
Responses

Latest Responses

"Always responded to appointment requests "  
 "My GP did what he could to the point where I needed to be referred to Speci...  
 "I was listened to. I have a hearing impairment and the doctor understood an..."

[Update](#)



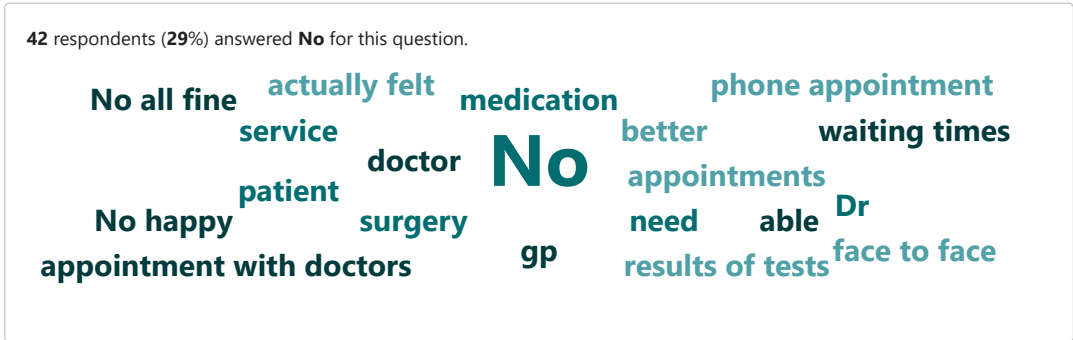
12. Was there anything that we could change to improve your experience?

149  
Responses

Latest Responses

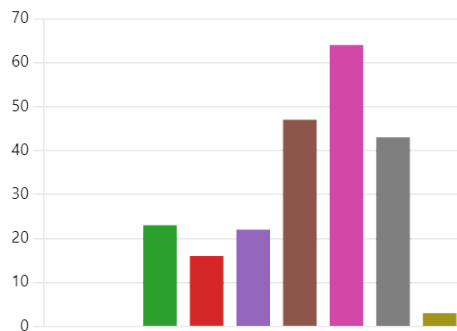
"The whole NHS system needs to change "  
 "No"

[Update](#)



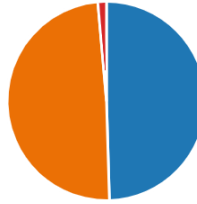
13. What is your age

0 - 15 years	0
16 - 24 years	0
25 - 34 years	23
35 - 44 years	16
45 - 54 years	22
55 - 64 years	47
65 - 74 years	64
75 + years	43
I prefer not to say	3



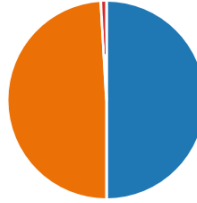
14. What is your gender?

Male	107
Female	106
Other	0
I prefer not to say	3



15. At birth, were you described as:

Male	109
Female	107
Other	0
I prefer not to say	2



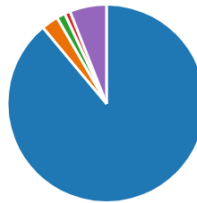
16. Are your day-to-day activities limited because of a health problem or disability which has lasted, or is expected to last, at least 12 months?

Yes, a lot	74
Yes, a little	65
Not at all	70
I prefer not to say	7



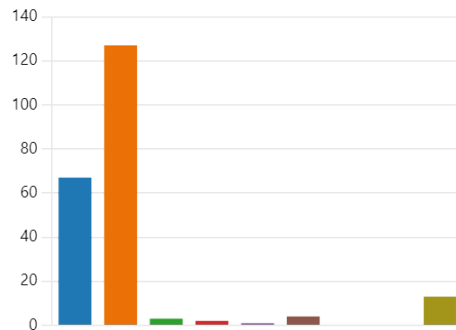
17. Which of the following options best describes how you think of yourself?

Heterosexual or straight	193
Gay or lesbian	6
Bisexual	3
Other	2
I prefer not to say	13



18. What is your religion? (Please choose one option that best describes your religion)

No religion	67
Christian (all denominations)	127
Buddhist	3
Hindu	2
Jewish	1
Muslim	4
Sikh	0
Any other religion	0
I prefer not to say	13



19. What is your ethnic group? (Please choose one option that best describes your ethnic group or background)

White: Welsh	142
White: Irish	3
White: English	20
White: Northern Irish	0
White: Scottish	2
White: Gypsy or Irish Traveller	0
White: British	18
White: Other	4
Mixed / multiple ethnic groups: ...	0
Mixed / multiple ethnic groups: ...	1
Mixed / multiple ethnic groups: ...	1
Any other mixed / multiple ethn...	0
Asian / Asian British: Indian	1
Asian / Asian British: Pakistani	0
Asian / Asian British: Bangladeshi	3
Asian / Asian British: Chinese	1
Any other Asian background	0
Black / African / Caribbean / Bla...	10
Black / African / Caribbean / Bla...	1
Any other Black / African / Carib...	1
Other ethnic group: Arab	0
Any other ethinc group	0
I prefer not to say	9

