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SHOREHAM-BY-SEA HEALTH CENTRE

The views of some of the patients and family doctors

by

Gillian Dyche and John Bevan

May 1976

Appendix 4
CONTENTS

APPENDIX 4

THE PILOT STUDY FOR THE PATIENT SURVEY 1
   A note on procedure and response rates 1

TABLE

QUESTIONNAIRES
   Q.1
   Q.2
   Q.3
THE PILOT STUDY FOR THE PATIENT SURVEY

A note on procedure and response rates

The pilot study was undertaken to pretest three questionnaires of different lengths. The two shorter questionnaires Q.2 and Q.3 were made up of sub samples of the questions appearing in the longest questionnaire Q.1 and between them included all questions in that questionnaire.

The sample of the patients used for the pilot survey was systematic random sub sample of 256 of those selected in the main sampling process from the list of Doctors A - F.

In August 1971 the 256 persons selected were duly sent one of the questionnaires Q.1, Q.2, Q.3. The questionnaires were allocated to members of this sample on a systematic random basis - and in fact 86 received Q.1, 85 Q.2 and 85 Q.3.

By August 26, the date on which the first reminder was sent out, 48 per cent of the Q.1s had been returned, 45 per cent of the Q.2s and 50 per cent of the Q.3s. By September 14, when the second reminder was posted to the non respondents, together with a fresh copy of the questionnaire, the respective percentages of the questionnaires returned were Q.1 56 per cent, Q.2 65 per cent, Q.3 73 per cent.

The final return rate was as follows - Q.1 81 per cent, Q.2 84 per cent, and Q.3 88 per cent. Not all the questionnaires returned were completed or usable. The final numbers of usable questionnaires were - Q.1 58 (70 per cent), Q.2 55 (69 per cent), and Q.3 62 (81 per cent). The percentage in brackets is the number of usable questionnaires expressed as a percentage of the number in the original sample approached less those known definitely to have been uncontactable by virtue of having died, moved away and/or changed to a doctor outside the health centre (see Table).

Q.3, the medium length questionnaire, appeared to have produced a somewhat better response rate than either Q.1 or Q.2. The samples involved were, however, very small and the difference between the response rates for Q.3 and either of Q.1 and Q.2 were not significant in a statistical sense.

Since for the main survey it was envisaged that we would either send Q.1 (modified as necessary) to all of the main survey sample (that is apart from those approached in the pilot survey) or Q.2 and Q.3 to half each of
that sample, it was decided to use Q.1 with the following changes -

a) The layout of the questionnaire was tightened up so reducing the number of pages from 19 foolscap to 15.

b) Questions 26, 27, 29, 51 and 60 were omitted (using the numbering of Q.1).

c) The wording or the range of responses allowed were altered in the case of questions 4, 7, 16, 19, 23, 31, 34, 41, 49, 50, 53, 56, 57, 58 and 61 (the numbering once again is that of Q.1).

d) Questions 24, 50, 51 and 53 were added (using the numbering of the questionnaire adopted for the main surveys).

Copies of Q.1, Q.2 and Q.3 follow (note these have been retyped on A4 paper instead of the original foolscap so that the number of pages taken up by each in this report is different from that of the corresponding questionnaire (as given in the table) actually sent to the patients in the pilot survey).
# TABLE

## RESPONSE TO THE PILOT SURVEY

<table>
<thead>
<tr>
<th></th>
<th>Q.1 (longest)</th>
<th>Q.2 (shortest)</th>
<th>Q.3 (medium length)</th>
<th>Overall Qs 1, 2 and 3</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of pages (foolscap)</td>
<td>19</td>
<td>10</td>
<td>14</td>
<td></td>
</tr>
<tr>
<td>Number of questions</td>
<td>61</td>
<td>27</td>
<td>46</td>
<td></td>
</tr>
<tr>
<td>Number of questionnaires sent out</td>
<td>86</td>
<td>85</td>
<td>85</td>
<td>256</td>
</tr>
<tr>
<td>Completed questionnaires</td>
<td>58</td>
<td>55</td>
<td>62</td>
<td>175</td>
</tr>
<tr>
<td>Other response</td>
<td>12</td>
<td>16</td>
<td>13</td>
<td>41</td>
</tr>
<tr>
<td>made up of -</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other returns*</td>
<td>8</td>
<td>9</td>
<td>5</td>
<td>22</td>
</tr>
<tr>
<td>Post Office returns</td>
<td>3</td>
<td>4</td>
<td>7</td>
<td>14</td>
</tr>
<tr>
<td>Substitutes</td>
<td>1</td>
<td>2</td>
<td>0</td>
<td>3</td>
</tr>
<tr>
<td>Died</td>
<td>0</td>
<td>1</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>Patient of another G.P.</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>Non response</td>
<td>16</td>
<td>14</td>
<td>10</td>
<td>40</td>
</tr>
</tbody>
</table>

* for example with a covering note from a patient giving an explanation
Q1

SHOREHAM-BY-SEA HEALTH CENTRE STUDY

1. How many times have you visited a doctor at the Shoreham Health Centre since it opened in March 1970, either to see him yourself or to take someone else?

Please tick one

<table>
<thead>
<tr>
<th>None</th>
<th>1 - 4 times</th>
<th>5 - 9 times</th>
<th>10 - 19 times</th>
<th>20 or more times</th>
</tr>
</thead>
<tbody>
<tr>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
</tr>
</tbody>
</table>

If 'None', please complete the last section only, starting at page 16, Question 55.

2. If you could choose the times of surgery hours, which of the following would be the most convenient for you?

Please put a '1' in the box beside the most convenient time, a '2' beside the next most convenient time, and a '3' beside the third most convenient time.

(a) At what time did you come

Please tick one

<table>
<thead>
<tr>
<th>8 a.m. - 10 a.m.</th>
<th>10 a.m. - 12 p.m.</th>
<th>12 p.m. - 2 p.m.</th>
<th>2 p.m. - 4 p.m.</th>
<th>4 p.m. - 6 p.m.</th>
<th>6 p.m. - 7.30 p.m.</th>
<th>7.30 p.m. - 9 p.m.</th>
</tr>
</thead>
<tbody>
<tr>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
</tr>
</tbody>
</table>

3. Thinking back to the last time you visited a doctor at the Health Centre,

(a) At what time did you come
(b) On that occasion did you:

Please tick those which apply

Come alone
With children
With another adult person(s)  

4. The last time you visited the doctor at the Health Centre did you combine your visit with any of the following activities:

Please tick as many as apply

Shopping
Visit to friends or relations
Seeing other medical or welfare staff at the Health Centre
(e.g. health visitor, dentist, social worker, etc.)
Other activities, please state:

.................................
.................................

5. Are the hours during which the Health Centre is open more or less convenient than the doctor's old surgery hours?

Please tick one
(a) More convenient
(b) Less convenient
(c) About the same

If 'More' or 'Less convenient', please say why:

.................................
.................................
.................................

6. Compared with the old surgery do you find that in the Health Centre it is more difficult or easier, to see the doctor and make an appointment?

Please tick one

(i) Seeing the Doctor without an appointment
Easier in the Health Centre
Easier in the old surgery
About the same
(ii) Making an appointment to see the Doctor

| Please tick one | My doctor did not have an appointment system in the old surgery | □ |
|                | Easier in the Health Centre | □ |
|                | Easier in the old surgery | □ |
|                | About the same | □ |

7. Have you been to see any of the following staff at the Health Centre either to visit them yourself or to take someone else?

| Please tick those which apply | Mental Welfare Officer | □ |
|                              | Dentist | □ |
|                              | Speech Therapist | □ |
|                              | Eye Specialist | □ |
|                              | District Nurse | □ |
|                              | Home Help | □ |
|                              | Educational Psychologist | □ |
|                              | Surgery Nurse | □ |
|                              | Health Visitor | □ |

8. Have you been to any of the following clinics at the Health Centre either to go to them yourself, or to take someone else?

| Please tick those which apply | Rehabilitation Clinic (for strokes etc.) | □ |
|                              | Cervical Smear Clinic | □ |
|                              | Family Planning Clinic | □ |
|                              | Ante-natal Clinic | □ |
|                              | Child Health Clinic | □ |
|                              | Hearing Clinic | □ |
|                              | School Eye Clinic | □ |
|                              | Chiropody Clinic | □ |
|                              | Mothercraft | □ |
|                              | Speech Therapy | □ |
|                              | Physiotherapy | □ |
|                              | Welfare Foods | □ |
9. Have you been attended at home by any of the following people since the Health Centre opened in March, 1970?

Please tick those which apply

- Mental Welfare Officer
- Chiropodist
- Speech Therapist
- Eye Specialist
- District Nurse
- Home Help
- Educational Psychologist
- Home Nurse
- Health Visitor

10. Have you been to hospital as an outpatient (including to casualty) since 31 March, 1970, either to be seen yourself or to take someone else?

Please tick one

- Yes
- No

If 'Yes', at which hospital or hospitals?

Please tick

- Southlands
- Other hospitals

If 'Other' please give name of hospital(s): ..........................

11. Have you visited anyone in hospital since 31 March, 1970?

Please tick one

- Yes
- No

If 'Yes', at which hospital or hospitals?

Please tick

- Southlands
- Other hospitals

If 'Other' please give name of hospital(s): ..........................
12. Have you been in hospital as an inpatient on or at any time after 31 March, 1970?

Please tick one

Yes [ ]
No [ ]

If 'Yes', in which hospital or hospitals?

Please tick

Southlands [ ]
Other hospitals [ ]

If 'Other' please give name of hospital(s): ....................
...................................................................................................................................................

13. At which of the following places would you prefer to be seen by your doctor?

Please put a '1' in the box beside your first choice, a '2' beside your second choice, a '3' beside your third choice etc.

- At his old surgery premises [ ]
- At the Health Centre [ ]
- At a hospital outpatient department [ ]
- At home [ ]
- At the doctor's home [ ]

14. Can you explain why you prefer the place you mentioned as your first choice in a few words?

...................................................................................................................................................
...................................................................................................................................................

15. How did you travel to the Health Centre at Shoreham on your last visit?

Please tick those which apply

Walk [ ]
Bus [ ]
Car [ ]
Taxi [ ]
Rail [ ]
Motor-cycle [ ]
Bicycle [ ]
Other [ ]
16. Compared with the old surgery do you find that you are able to travel to the Health Centre more easily or not?

Please tick one

(a) Easier to travel to the Health Centre

(b) More difficult to travel to the Health Centre

(c) About the same

17. Do you have any special difficulties in travelling to the Health Centre?

Please tick

Yes

No

If 'Yes' could you please say what the difficulties in travelling to the Health Centre are?

..........................................................................
..........................................................................

18. Which of the following statements apply to you when you go to the Shoreham Health Centre?

Please tick one

I usually go to the surgery from home

I usually go to the surgery from work

I usually go to the surgery from other places

If 'from other places' please give details: .................

..............................................................
..............................................................

19. When you visit your doctor or other medical staff at the Health Centre, do you:

Usually use the stairs

Usually use the lifts

Usually walk up the ramp

What do you think about this method of getting to the Health Centre?

..............................................................
..............................................................
..............................................................
20. Generally speaking do you like the Health Centre more or less than the doctor's old surgery?

Please tick one

- I like the Health Centre more than the doctor's old surgery
- I like the doctor's old surgery more than the Health Centre
- I like the two places about the same
- I don't like either place

21. Please could you give your reasons for this choice?

..................................................................
..................................................................
..................................................................
..................................................................
..................................................................

22. Please tick any of the words below which you think best describe the Health Centre at Shoreham-by-Sea.

- Comfortable
- Grim
- Warm
- Dark
- Friendly
- Formal
- Overcrowded
- Quiet
- Confusing
- Cold
- Noisy
- Uncomfortable
- Informal
- Unfriendly
- Well lit
- Clear
- Cheerful

23. What are the main features about the Health Centre building you like or dislike?

Please tick as many as you like

<table>
<thead>
<tr>
<th>Particulary Like</th>
<th>Particulary Dislike</th>
<th>No Views</th>
<th>Either Way</th>
</tr>
</thead>
<tbody>
<tr>
<td>Layout of the building</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Car parking arrangements</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Lifts</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Colour of decorations (blue and white)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Fitted carpet</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Seating arrangements</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Patient call system</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Nearness of other services e.g. chiropody, mother care</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Other features, please state:

..................................................................
..................................................................
24. What do you think about the size of the Health Centre?

Please tick one

- Too small
- About the right size
- Too big

25. Do you think the waiting areas in the Health Centre are:

Please tick one

- Too large
- About the right size
- Too small

26. If you could choose, what would you prefer the doctor's waiting room to look like?

Please put a '1' by your first choice, a '2' by your second choice, a '3' by your third choice and so on.

1. Like it is now in the Health Centre
2. Like a hospital outpatients department
3. Like a lounge or sitting room at home
4. Like a modern pub
5. Like a hotel lounge
6. Like a railway waiting room
7. Like an airport lounge
8. Other, please state:

27. How do you think the chairs in the waiting areas should be arranged?

Please tick one

- Against the walls
- In rows
- In small groups
- Just scattered about
28. Do you think the following should be provided in or near the waiting area? Please tick as many as you think apply

<table>
<thead>
<tr>
<th>Important to have</th>
<th>Not Important to have</th>
</tr>
</thead>
<tbody>
<tr>
<td>(a) Magazines and books</td>
<td>☐</td>
</tr>
<tr>
<td>(b) Medical information, e.g. family planning, addresses of dentists, mass X-ray, sickness benefits</td>
<td>☐</td>
</tr>
<tr>
<td>(c) Flowers/plants</td>
<td>☐</td>
</tr>
<tr>
<td>(d) Tables</td>
<td>☐</td>
</tr>
<tr>
<td>(e) Comfortable chairs</td>
<td>☐</td>
</tr>
<tr>
<td>(f) Pictures</td>
<td>☐</td>
</tr>
<tr>
<td>(g) A clock</td>
<td>☐</td>
</tr>
<tr>
<td>(h) Children's playroom</td>
<td>☐</td>
</tr>
<tr>
<td>(i) Toys</td>
<td>☐</td>
</tr>
<tr>
<td>(j) Tea and coffee vending machine</td>
<td>☐</td>
</tr>
<tr>
<td>(k) Toilet facilities nearby</td>
<td>☐</td>
</tr>
<tr>
<td>(l) Background music</td>
<td>☐</td>
</tr>
<tr>
<td>(m) Clear directions to the surgery</td>
<td>☐</td>
</tr>
<tr>
<td>(n) Other, please state:</td>
<td>☐</td>
</tr>
</tbody>
</table>

29. Are there any other things which you as a patient feel the waiting area should or should not have?

.......................................................................................................................
.......................................................................................................................
......................................................................................................................
30. Did you have any difficulty finding your way from the waiting area into the doctor's surgery?

Please tick one

- Yes
- No

If 'Yes', was this just on your first visit?

Please tick one

- First visit
- Other visits

Can you say what made it difficult? ........................................

.................................................................

31. Do you think it is important for the receptionist to recognise you and know you by name?

Please tick one

- Extremely important
- Important
- Don't mind either way
- Unimportant
- Extremely unimportant

32. What is your opinion about having a separate room in which to be examined?

Please tick one

- Prefer being examined in the surgery
- Prefer being examined in a separate room
- Don't mind either way

33. Comparing the Health Centre with the old surgery, could you say what the receptionists seem like in both places?

Please tick as many as you think apply.

<table>
<thead>
<tr>
<th></th>
<th>New Centre</th>
<th>Old Surgery</th>
</tr>
</thead>
<tbody>
<tr>
<td>Friendly</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Unfriendly</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Homely</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Brisk</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Rude</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Polite</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Reassuring</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Off-putting</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
34. Which qualities do you think a receptionist in a doctor's surgery should have? Could you say how important these are by putting a '1' in the box beside the thing you think most important, a '2' beside the next important thing and a '3' beside the third important thing, and so on.

<table>
<thead>
<tr>
<th>Quality</th>
<th>1</th>
<th>2</th>
<th>3</th>
</tr>
</thead>
<tbody>
<tr>
<td>Well educated</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Well spoken</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Efficient</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Homely</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Well groomed</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Polite</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other: please write in</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

35. What age do you think is ideal for a doctor's receptionist?

Please tick one

- 19 and under
- 20 - 29 years
- 30 - 39 years
- 40 - 49 years
- 50 - 59 years
- 60 years or more

36. Is the receptionist's age important?

Please tick one

- Yes
- No

Could you say why you think this? ........................................

37. Compared with the old surgery, what do you think of the method used in the Health Centre to call for the next patient to see the doctor?

Please tick one

Do you think it is

(a) Easier to understand at Health Centre than at old surgery

(b) More difficult to understand at the Health Centre than at old surgery

(c) About the same
38. Which of the following methods would you prefer to be used to call you from the waiting area to your doctor's surgery?

Please put a '1' by your first choice, a '2' by your second choice and a '3' by your third choice and so on.

(a) The doctor to call your name over a loud speaker  
(b) The receptionist to call out your name  
(c) The doctor to enter the waiting room and call you personally.  
(d) A flashing light and buzzer by the doctor's name.  
(e) The doctor to appear on closed circuit TV and call you personally.

Please state any other methods you may think a good idea.

........................................................................................................
........................................................................................................

39. Could you say what you feel about the matter of privacy when talking to the receptionist?

Please tick one  
I think privacy is unimportant  
I think privacy is important

40. Do you feel you have more or less privacy in the Health Centre compared with the old surgery when talking to the receptionist?

Please tick one  
(a) More privacy at the Health Centre  
(b) More privacy at the old surgery  
(c) About the same

41. Please comment on what you think about the reception arrangements at the Health Centre.

........................................................................................................
........................................................................................................
........................................................................................................
42. Who is your own doctor?
   Please tick one
   Dr. Forrester Wood
   Dr. Gordon
   Dr. Harrison
   Dr. James
   Dr. Jones
   Dr. Riddle
   Dr. Stafford
   Dr. Stanwell
   Dr. Titley
   Dr. Watson
   Dr. Westmorland-White

   (A doctor not on the list, Dr. ................. please write in)

43. Thinking back to the last time you visited a doctor at the Health Centre, did you see your own doctor?
   Please tick one
   Yes
   No

44. How many times have you seen a doctor at the Health Centre who is not your own doctor?
   Please tick one
   None
   1 - 4 times
   5 - 9 times
   10 or more times

45. If your doctor is not available when you wish to see him about a non urgent matter, but will be available later in the day, which of the following would you prefer to do?
   Please tick one
   See another doctor who is at the Centre
   See your own doctor later on the same day

   If neither of these, please say what you would do:
   ..............................................................
   ..............................................................
46. If your own doctor is not available at all at the Health Centre on the day you wish to see him about a non urgent matter, which of the following would you prefer to do?

Please tick one

- See another doctor
- See your own doctor another day

If neither of these, please say what you would do:

.................................................................

.................................................................

47. Have you had to contact your doctor outside the opening hours of the Health Centre, that is since March, 1970?

Please tick one

- Yes
- No

If 'Yes' would you say it was difficult or easy to contact your doctor when the Health Centre is closed?

- Easy
- Difficult

Comments: .................................................................

.................................................................

48. Could you say how you would contact your doctor in an emergency at night?

.................................................................

.................................................................

49. Where do you usually get your prescriptions made up at the moment? Please give the name of the chemist, or chemists if more than one.

.................................................................

.................................................................

50. Why do you normally go to this chemist?

Please tick those which apply.

- Nearby
- Friendly
- Open at convenient times

Other, please state:

.................................................................

.................................................................
51. How convenient is this chemist for you?

Please tick one
- Extremely convenient
- Convenient
- Fairly convenient
- Not very convenient
- Extremely inconvenient

52. Have you any suggestions for improving the chemist service for patients?

........................................................................
........................................................................
........................................................................
........................................................................

53. Generally speaking has the medical care you get from the doctor changed now the Health Centre is open?

(a) Medical care has changed for the better since Health Centre opened

(b) Medical care has changed for the worse since Health Centre opened

(c) Medical care has stayed the same

54. Could you say in a few words what kind of Health Centre building you would like to have? Can you suggest any improvements that might be made?

........................................................................
........................................................................
........................................................................
........................................................................

55. Contd. overleaf.
LAST SECTION

55. How far from each of the following places do you live?

Please tick

<table>
<thead>
<tr>
<th>Distance</th>
<th>Shoreham Health Centre</th>
<th>Doctor's Old Surgery</th>
</tr>
</thead>
<tbody>
<tr>
<td>Under ¼ mile</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>¼ mile up to 1 mile</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>1 mile up to 2 miles</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>2 miles up to 3 miles</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>3 miles or more</td>
<td>☐</td>
<td>☐</td>
</tr>
</tbody>
</table>

56. Do you have the use of a car to get to the Health Centre?

Please tick one

- Always, or nearly always ☐
- Sometimes ☐
- Never ☐

57. Are you on the telephone?

Please tick one

- Yes ☐
- No ☐

58. What is your occupation? Please describe what your job actually involves.

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59. How old were you when you left school?

........................................................................................................................................
60. Did you receive any further education?

Please tick those which apply:

(a) None
(b) University
(c) Polytechnic/Technical College
(d) College of Education
(e) College of Further Education
(f) Evening Institute
(g) Correspondence Course
(h) Other, please state:

........................................
........................................

61. If you did receive any qualifications, please tick those which apply.

(a) Higher degree
(b) Postgraduate diploma
(c) First degree (B.A., B.Sc., etc.)
(d) Other university diploma, or equivalent
(e) Professional examinations (e.g. law, etc.)
(f) Art/Music qualification
(g) Teachers certificate
(h) Nursing qualification
(i) City and Guilds
(j) HND or HNC
(k) GCE 'A' level
(l) GCE 'O' level
(m) CSE
(n) RSA
(o) Other, please state

........................................
........................................
1. How many times have you visited a doctor at the Shoreham Health Centre since it opened in March 1970, either to see him yourself or to take someone else?

Please tick one

- None
- 1 - 4 times
- 5 - 9 times
- 10 - 19 times
- 20 or more times

If 'None', please complete the last section only, starting at page 7, question 21.

2. Generally speaking do you like the new Health Centre more or less than the doctor's old surgery?

Please tick one

- I like the Health Centre more than the doctor's old surgery
- I like the doctor's old surgery more than the Health Centre
- I like the two places about the same
- I don't like either place

3. Please could you give your reasons for this choice?

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4. Please tick any of the words below which you think best describe the Health Centre at Shoreham-by-Sea.

Comfortable □ Overcrowded □ Informal □
Grim □ Quiet □ Unfriendly □
Warm □ Confusing □ Well lit □
Dark □ Cold □ Clear Directions □
Friendly □ Noisy □ Cheerful □
Formal □ Uncrowded □ Uncomfortable □
5. What are the main features about the Health Centre building you like or dislike?

Please tick as many as you like:

<table>
<thead>
<tr>
<th>Feature</th>
<th>Particularly Like</th>
<th>Particularly Dislike</th>
<th>No Views Either Way</th>
</tr>
</thead>
<tbody>
<tr>
<td>Layout of the building</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Car parking arrangements</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Lifts</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Colour of the decorations (blue and white)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Fitted carpet</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Seating arrangements</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Patient call system</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Nearness of other services e.g. chiropody, mother care</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other features please state:</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

6. What do you think about the size of the Health Centre?

Please tick one

- Too small
- About the right size
- Too big

7. Do you think the waiting areas in the Health Centre are:

Please tick one

- Too large
- About the right size
- Too small
8. If you could choose, what would you prefer the doctor's waiting room to look like?

Please put a '1' by your first choice, a '2' by your second choice, a '3' by your third choice and so on.

- Like it is now in the Health Centre
- Like a hospital outpatients' department
- Like a lounge or sitting-room at home
- Like a modern pub
- Like a hotel lounge
- Like a railway waiting-room
- Like an airport lounge
- Other, please state:

9. How do you think the chairs in the waiting areas should be arranged?

Please tick one
- Against the walls
- In rows
- In small groups
- Just scattered about

10. Do you think the following should be provided in or near the waiting area?

Please tick as many as you think apply.

(a) Magazines and books
(b) Medical information, e.g. family planning, addresses of dentists, mass X-ray, sickness benefits
(c) Flowers/plants
(d) Tables
(e) Comfortable chairs
(f) Pictures
(g) Clock
(h) Children's playroom

/ (i) Contd. overleaf
11. Are there any other things which you as a patient feel the waiting area should or should not have?

........................................................................................................................
........................................................................................................................

12. Did you have any difficulty finding your way from the waiting area into the doctor's surgery?

Please tick one

Yes

No

If 'Yes', was this just on your first visit?

Please tick one

First visit

Other visits

Can you say what made it difficult?

........................................................................................................................
........................................................................................................................
........................................................................................................................

13. What is your opinion about having a separate room in which to be examined?

Please tick one

Prefer being examined in the surgery

Prefer being examined in a separate room

Don't mind either way
14. Comparing the Health Centre with the old surgery, could you say what the receptionists seem like in both places?
Please tick as many as you think apply.

<table>
<thead>
<tr>
<th></th>
<th>New Centre</th>
<th>Old Surgery</th>
</tr>
</thead>
<tbody>
<tr>
<td>Friendly</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Unfriendly</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Homely</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Brisk</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Rude</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Polite</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Reassuring</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Off-putting</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

15. Do you think it is important for the receptionist to recognise you and know you by name?
Please tick one

<table>
<thead>
<tr>
<th></th>
<th>Extremely important</th>
<th>Important</th>
<th>Don't mind either way</th>
<th>Unimportant</th>
<th>Extremely unimportant</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

16. Which qualities do you think a receptionist in a doctor's surgery should have? Could you say how important these are by putting a '1' in the box beside the thing you think most important, a '2' beside the next important thing and a '3' beside the third important thing, and so on.

Well educated
Well spoken
Efficient
Homely
Well groomed
Polite
Other please state:

................................................
................................................
17. What age do you think is ideal for a doctor’s receptionist?

Please tick one

- 19 and under
- 20 - 29 years
- 30 - 39 years
- 40 - 49 years
- 50 - 59 years
- 60 years or more

18. Is the receptionist’s age important?

Please tick one

- Yes
- No

Could you say why you think this?

.............................................................................................................................
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.............................................................................................................................

19. Generally speaking has the medical care you get from the doctor changed now the Health Centre is open?

(a) Medical care has changed for the better since the Health Centre opened.

(b) Medical care has changed for the worse since the Health Centre opened.

(c) Medical care has stayed the same

20. Could you say in a few words what kind of Health Centre building you would like to have? Can you suggest any improvements that might be made?

.............................................................................................................................
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Please turn to next page
LAST SECTION

21. How far from each of the following places do you live?
   Please tick

<table>
<thead>
<tr>
<th>Shoreham Health Centre</th>
<th>Doctor's Old Surgery</th>
</tr>
</thead>
<tbody>
<tr>
<td>Under ( \frac{1}{2} ) mile</td>
<td>□</td>
</tr>
<tr>
<td>( \frac{1}{2} ) mile up to 1 mile</td>
<td>□</td>
</tr>
<tr>
<td>1 mile up to 2 miles</td>
<td>□</td>
</tr>
<tr>
<td>2 miles up to 3 miles</td>
<td>□</td>
</tr>
</tbody>
</table>

22. Do you have the use of a car to get to the Health Centre?
   Please tick one

   Always, or nearly always □
   Sometimes, □
   Never □

23. Are you on the telephone?
   Please tick one

   Yes □
   No □

24. What is your occupation? Please describe what your job actually involves.

   ..............................................................
   ..............................................................
   ..............................................................

25. How old were you when you left school? ..............................................

26. Did you receive any further education?
   Please tick those which apply

   (a) None □
   (b) University □
   (c) Polytechnic/Technical College □
   (d) College of Education □
   (e) College of Further Education □
   (f) Evening Institute □
   (g) Correspondence Course □
   (h) Other, please state: □

   ..............................................................
   ..............................................................
27. If you did receive any qualifications, please tick those which apply.

(a) Higher degree

(b) Postgraduate diploma

(c) First degree (M.A., B.Sc., etc.)

(d) Other university diploma, or equivalent

(e) Professional examinations (e.g. law, etc.)

(f) Art/Music qualification

(g) Teachers certificate

(h) Nursing qualification

(i) City and Guilds

(j) HND or HNC

(k) GCE 'A' level

(l) GCE 'O' level

(m) CSE

(n) RSA

(o) Other, please state:

..................................................
1. How many times have you visited a doctor at the Shoreham Health Centre since it opened in March 1970, either to see him yourself or to take someone else?

Please tick one

- None
- 1 - 4 times
- 5 - 9 times
- 10 - 19 times
- 20 or more times

If 'None', please complete the last section only, starting at page 12, Question 40.

2. If you could choose the times of surgery hours, which of the following would be the most convenient for you?

Please put a '1' in the box beside the most convenient time, a '2' beside the next most convenient time, and a '3' beside the third most convenient time.

<table>
<thead>
<tr>
<th>Time Interval</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>8 a.m. - 10 a.m.</td>
<td>□</td>
</tr>
<tr>
<td>10 a.m. - 12 p.m.</td>
<td>□</td>
</tr>
<tr>
<td>12 p.m. - 2 p.m.</td>
<td>□</td>
</tr>
<tr>
<td>2 p.m. - 4 p.m.</td>
<td>□</td>
</tr>
<tr>
<td>4 p.m. - 6 p.m.</td>
<td>□</td>
</tr>
<tr>
<td>6 p.m. - 7.30 p.m.</td>
<td>□</td>
</tr>
<tr>
<td>7.30 p.m. - 9 p.m.</td>
<td>□</td>
</tr>
</tbody>
</table>

3. Thinking back to the last time you visited a doctor at the Health Centre, (a) At what time did you come

Please tick one between

<table>
<thead>
<tr>
<th>Time Interval</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>8 a.m. - 10 a.m.</td>
<td>□</td>
</tr>
<tr>
<td>10 a.m. - 12 p.m.</td>
<td>□</td>
</tr>
<tr>
<td>12 p.m. - 2 p.m.</td>
<td>□</td>
</tr>
<tr>
<td>2 p.m. - 4 p.m.</td>
<td>□</td>
</tr>
<tr>
<td>4 p.m. - 6 p.m.</td>
<td>□</td>
</tr>
<tr>
<td>6 p.m. - 7.30 p.m.</td>
<td>□</td>
</tr>
</tbody>
</table>
4. The last time you visited the doctor at the Health Centre did you combine your visit with any of the following activities:

Please tick those which apply

<table>
<thead>
<tr>
<th>Activity</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Come alone</td>
<td></td>
<td></td>
</tr>
<tr>
<td>With children</td>
<td></td>
<td></td>
</tr>
<tr>
<td>With another adult person or persons</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

(b) On that occasion did you:

Please tick those which apply

<table>
<thead>
<tr>
<th>Activity</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Come alone</td>
<td></td>
<td></td>
</tr>
<tr>
<td>With children</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other activities, please state</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

5. Are the hours during which the Health Centre is open more or less convenient than the doctor's old surgery hours?

Please tick one

|奏 | (a) More convenient |     |
| (b) Less convenient |     |
| (c) About the same  |     |

If 'More' or 'Less convenient', please say why:

..........................................................................................................

..........................................................................................................

6. Compared with the old surgery do you find that in the Health Centre it is more difficult or easier to see the doctor and make an appointment?

Please tick one

|奏 | (i) Seeing the doctor without an appointment |     |
|    | Easier in the Health Centre                 |     |
|    | Easier in the old surgery                   |     |
|    | About the same                              |     |
(ii) Making an appointment to see the doctor

Please tick one

- My doctor did not have an appointment system in the old surgery
- Easier in the Health Centre
- Easier in the old surgery
- About the same

7. Have you been to see any of the following staff at the Health Centre either to visit them yourself or to take someone else?

Please tick those which apply

- Mental Welfare Officer
- Dentist
- Chiropodist
- Speech Therapist
- Eye Specialist
- District Nurse
- Home Help
- Educational Psychologist
- Surgery Nurse
- Health Visitor

8. Have you been to any of the following clinics at the Health Centre either to go to them yourself, or to take someone else?

Please tick those which apply

- Rehabilitation Clinic (for strokes etc.)
- Cervical Smear Clinic
- Family Planning Clinic
- Ante-natal Clinic
- Child Health Clinic
- Hearing Clinic
- School Eye Clinic
- Chiropody Clinic
- Mothercraft
- Speech Therapy
- Physiotherapy
- Welfare Foods
9. Have you been attended at home by any of the following people since the Health Centre opened in 1970:

Please tick those which apply

- Mental Welfare Officer
- Chiropodist
- Speech Therapist
- Eye Specialist
- District Nurse
- Home Help
- Educational Psychologist
- Health Visitor

10. Have you been to hospital as an outpatient (including to casualty) since 31 March, 1970, either to be seen yourself or to take someone else?

Please tick one

- Yes
- No

If 'Yes', at which hospital or hospitals?

Please tick

- Southlands
- Other hospitals

If 'Other' please give name of hospital(s)

..........................................................

11. Have you visited anyone in hospital since 31 March, 1970?

Please tick one

- Yes
- No

If 'Yes', at which hospital or hospitals?

Please tick

- Southlands
- Other hospitals

If 'Other' please give name of hospital(s)

..........................................................
12. Have you been in hospital as an inpatient on or at any time after 31 March, 1970?
   Please tick one
   Yes
   No

If 'Yes', in which hospital or hospitals?
   Please tick
   Southlands
   Other hospitals

If 'Other' please give name of hospital(s).

13. At which of the following places would you prefer to be seen by your doctor?
   Please put a '1' in the box beside your first choice, a '2' beside your second choice, a '3' beside your third choice etc.
   At his old surgery premises
   In the Health Centre
   At a hospital outpatient department
   At home
   At the doctor's home

14. Please explain why you prefer the place you mentioned above as your first choice in a few words.

15. How did you travel to the Health Centre at Shoreham on your last visit?
   Please tick those which apply
   Walk
   Bus
   Car
   Taxi
   Rail
   Motor-cycle
   Bicycle
   Other

If 'Other' please give details: ........................................
16. Compared with the old surgery do you find that you are able to travel to the Health Centre more easily or not?

Please tick one  (a) Easier to travel to the Health Centre  
                 (b) More difficult to travel to the Health Centre  
                 (c) About the same

17. Do you have any special difficulties in travelling to the Health Centre?

Please tick Yes  
              No

If 'Yes', please say what the difficulties in travelling to the Health Centre are.

........................................................................................................
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........................................................................................................

18. Which of the following statements apply to you when you go to the Shoreham Health Centre?

Please tick one  I usually go to the surgery from home  
                 I usually go to the surgery from work  
                 I usually go to the surgery from other places

If 'from other places' please give details:  .........................

........................................................................................................

19. When you visit your doctor or other medical staff at the Health Centre, do you:

Please tick one  Usually use the stairs  
                 Usually use the lifts  
                 Usually walk up the ramp

What do you think about this method of getting to the Health Centre?

........................................................................................................
20. Generally speaking do you like the new Health Centre more or less than the doctor's old surgery?

Please tick one

I like the Health Centre more than the doctor's old surgery
I like the doctor's old surgery more than the Health Centre
I like the two places about the same
I don't like either place

21. Please could you give your reasons for this choice.

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22. Compared with the old surgery, what do you think of the method used in the Health Centre to call for the next patient to see the doctor?

Please tick one

Do you think it is:

(a) Easier to understand at Health Centre than at old surgery
(b) More difficult to understand at the Health Centre than at old surgery
(c) About the same

23. Which of the following methods would you prefer to be used to call you from the waiting area to your doctor's surgery?

Please put a '1' by your first choice, a '2' by your second and a '3' by your third choice and so on.

(a) The doctor to call your name over a loud speaker
(b) The receptionist to call out your name
(c) The doctor to enter the waiting room and call you personally
(d) A flashing light and buzzer by the doctor's name
(e) The doctor to appear on closed circuit TV and call you personally

Please state any other methods you may think a good idea.

........................................................................................................................................
........................................................................................................................................
24. Could you say what you feel about the matter of privacy when talking to the receptionist?
   Please tick one:  
   I think privacy is unimportant  
   I think privacy is important

25. Do you feel you have more or less privacy in the Health Centre compared with the old surgery when talking to the receptionist?
   Please tick one:  
   (a) More privacy at the Health Centre  
   (b) More privacy at the old surgery  
   (c) About the same

26. Please comment on what you think about the reception arrangements at the Health Centre.

.................................................................
.................................................................
.................................................................

27. Who is your own doctor?
   Please tick one:  
   Dr. Forrester Wood
   Dr. Gordon
   Dr. Harrison
   Dr. James
   Dr. Jones
   Dr. Riddle
   Dr. Stafford
   Dr. Stanwell
   Dr. Titley
   Dr. Watson
   Dr. Westmorland-White

   (A doctor not on the list please write in)  
   Dr. ...............  

28. Thinking back to the last time you visited a doctor at the Health Centre, did you see your own doctor?
   Please tick one:  
   Yes
   No
29. How many times have you seen a doctor at the Health Centre who is not your own doctor?

Please tick one

- None
- 1 - 4 times
- 5 - 9 times
- 10 or more times

30. If your doctor is not available when you wish to see him about a non urgent matter, but will be available later in the day, which of the following would you prefer to do?

Please tick one

- See another doctor who is at the Centre
- See your own doctor later on the same day

If neither of these, please say what you would do:

........................................................................................................................................
........................................................................................................................................

31. If your own doctor is not available at all at the Health Centre on the day you wish to see him about a non urgent matter, which of the following would you prefer to do?

Please tick one

- See another doctor
- See your own doctor another day

If neither of these, please say what you would do:

........................................................................................................................................
........................................................................................................................................

32. Have you had to contact your doctor outside the opening hours of the Health Centre, that is, since March 1970?

Please tick one

- Yes
- No

If 'Yes', would you say it was difficult or easy to contact your doctor when the Health Centre is closed?

- Easy
- Difficult

Comments
........................................................................................................................................
........................................................................................................................................
........................................................................................................................................
33. Could you say how you would contact your doctor in an emergency at night?

34. Where do you usually get your prescriptions made up at the moment? Please give the name of the chemist, or chemists if more than one.

35. Why do you normally go to this chemist? Please tick those which apply
   Nearby
   Friendly
   Open at convenient times
   Other, please state:

36. How convenient is this chemist for you? Please tick one
   Extremely convenient
   Convenient
   Fairly convenient
   Not very convenient
   Extremely inconvenient

37. Have you any suggestions for improving the chemist service for patients?
38. Generally speaking has the medical care you get from the doctor changed now the Health Centre is open?

   (a) Medical care has changed for the better since Health Centre opened
   [ ]

   (b) Medical care has changed for the worse since Health Centre opened
   [ ]

   (c) Medical care has stayed the same
   [ ]

39. Could you say in a few words what kind of Health Centre building you would like to have? Can you suggest any improvements that might be made?

   ..........................................................
   ..........................................................
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   ..........................................................
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   ..........................................................
   ..........................................................
   ..........................................................

Please turn to the next page
LAST SECTION

40. How far from each of the following places do you live?
Please tick

<table>
<thead>
<tr>
<th>Distance</th>
<th>Shoreham Health Centre</th>
<th>Doctor's Old Surgery</th>
</tr>
</thead>
<tbody>
<tr>
<td>Under ½ mile</td>
<td></td>
<td></td>
</tr>
<tr>
<td>½ mile up to 1 mile</td>
<td></td>
<td></td>
</tr>
<tr>
<td>1 mile up to 2 miles</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2 miles up to 3 miles</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3 miles or more</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

41. Do you have the use of a car to get to the Health Centre?
Please tick one

- Always, or nearly always
- Sometimes
- Never

42. Are you on the telephone?
Please tick one

- Yes
- No

43. What is your occupation? Please describe what your job actually involves.

....................................................
....................................................
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....................................................
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....................................................
....................................................

44. How old were you when you left school? .........................

45. Did you receive any further education?
Please tick those which apply

(a) None
(b) University
(c) Polytechnic/Technical College
(d) College of Education
(e) College of Further Education

/(f) Contd. overleaf
(f) Evening Institute  
(g) Correspondence Course  
(h) Other, please state:

........................................

.................................

46. If you did receive any qualifications, please tick those which apply.

(a) Higher degree  
(b) Postgraduate diploma  
(c) First degree (M.A., B.Sc., etc.)  
(d) Other university diploma, or equivalent  
(e) Professional examinations (e.g. law, etc.)  
(f) Art/Music qualification  
(g) Teachers certificate  
(h) Nursing qualification  
(i) City and Guilds  
(j) HND or HNC  
(k) GCE 'A' level  
(l) GCE 'O' level  
(m) CSE  
(n) RSA  
(o) Other, please state:

........................................