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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

Health Services Research Unit Centre for Research in the Social Sciences University of Kent at Canterbury Copyright 1976 - Gillian Dyche - John Bevan

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THE PILOT STUDY FOR THE PATIENT SURVEY

A note on procedure and response rates

1 ×

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

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

^{*} for example with a covering note from a patient giving an explanation

SHOREHAM-BY-SEA HEALTH CENTRE STUDY

1.	How many times have you visited a <u>doctor</u> 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 comple page 16, Question 55.	ete the <u>last section only</u> , start:	ing at		
2.		times of surgery hours, which or most convenient for your?	f the		
		box beside the most convenient to convenient time, and a '3' besi			
		8 a.m 10 a.m.			
		10 a.m 12 p.m.			
		12 p.m 2 p.m.			
		2 p.m 4 p.m.			
		4 p.m 6 p.m.			
		6 p.m 7.30 p.m.			
		7.30 p.m 9 p.m.			
з.	Thinking back to the <u>las</u> Centre,	st time you visited a <u>doctor</u> at t	the Health		
	(a) At what time did you	1 come			
	Please tick <u>one</u> between	8 a.m 10 a.m.			
		10 a.m 12 p.m.			
		12 p.m 2 p.m.			
		2 p.m 4 p.m.			
		4 p.m. ~ 6 p.m.			
		6 p.m 7.30 p.m.			

1 --

	(b) On that occasion did	you:	
	Please tick those which	apply	Yes No
		Come alone	
		With children	
		With another adult person(s)	
ч.		d the <u>doctor</u> at the Health Centre any of the following activities:	did you
	Please tick as many as a	pply	
		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 whi convenient than the doct	ch the Health Centre is open more or's old surgery hours?	or <u>less</u>
	Please tick <u>one</u>	(a) More convenient	
		(b) Less convenient	
		(c) About the same	
	If 'More' or 'Less conve	nient', please say why:	
			• • • •
			• • • •
6.		argery do you find that in the Hea ier, to see the doctor and make a	
	Please tick <u>one</u> (i)	Seeing the Doctor without an app	ointment
		Easier in the Health Centre	
		Easier in the old surgery	
		About the same	

		(ii)	Making an appointment to see the	Doctor
nes.		Please tick <u>one</u>	My doctor did not have an appointment system in the old surgery	
2 (4)			Easier in the Health Centre	
17			Easier in the old surgery	
			About the same	
	7.		of the following staff at the Herself or to take someone else?	alth Centre
		Please tick those which apply	Mental Welfare Officer	
_			Dentist	
nid			Speech Therapist	
nu			Eye Specialist	
			District Nurse	
 -			Home Help	
			Educational Psychologist	
 			Surgery Nurse	
-			Health Visitor	
-	8.		the following clinics at the Heal rself, or to take someone else?	th Centre
 		Please tick those which apply	Rehabilitation Clinic (for strokes etc.)	
-			Cervical Smear Clinic	
- -			Family Planning Clinic	
_			Ante-natal Clinic	
-			Child Health Clinic	
-			Hearing Clinic	
16			School Eye Clinic	
-			Chiropody Clinic	
-			Mothercraft	
-			Speech Therapy	
-			Physiotherapy	
-			Welfare Foods	

9.	Have you been attended the Health Centre opene	at home by any of the following pd in March, 1970?	people since
	Please tick those which apply	Mental Welfare Officer	
		Chiropodist	
		Speech Therapist	
		Eye Specialist	
		District Nurse	
		Home Help	
		Educational Psychologist	
		Home Nurse	
		Health Visitor	
10.		al as an outpatient (including to to be seen yourself or to take so	casualty)since
	Please tick one	Yes	
		No	
	If 'Yes', at which hosp	ital 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 hosp:	ital or hospitals?	
	Please tick	Southlands	
		Other hospitals	
	If 'Other' please give n	name of hospital(s):	

12.	31 March, 1970?	al as an inpatient on or at any t	ime arter
	Please tick <u>one</u>	Yes	
		No	
	If 'Yes', in which hosp	ital or hospitals?	
	Please tick	Southlands	
		Other hospitals	
	If 'Other' please give	name of hospital(s):	• • • • • •
	·		•••••
13.	At which of the following your doctor?	ng places would you prefer to be	seen by
		box beside your first choice, a 3' beside your third choice etc.	'2' beside
		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 choice in a few words?	prefer the place you mentioned a	s your first
	•••••••	•••••••••••••	
	•••••	• • • • • • • • • • • • • • • • • • • •	•••••
15.	How did you travel to the	he Health Centre at Shoreham on y	our <u>last</u> visit?
	Please tick those which		
		Walk	
		Bus	
		Car	
		Taxi	
		Rail	
		Motor-cycle	
		Bicycle	
		Other	

*0° 1

40°1

en: r

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 <u>one</u>	(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	ne Health Centre?	
	Please tick	Yes		
		No		
	If 'Yes' could you plea the Health Centre are?	se say what the difficulties in t	travelling to	

	•••••			
18.	Which of the following Shoreham Health Centre?	statements apply to you when you	go to the	
	Please tick <u>one</u>	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 doc Centre, do you:	tor or other medical staff at the	e Health	
		Usually use the stairs		
		Usually use the lifts		
		Usually walk up the ramp		
	What do you think about	this method of getting to the He	alth Centre?	
		• • • • • • • • • • • • • • • • • • • •	••••	
	••••••	• • • • • • • • • • • • • • • • • • • •	••••	

.

20.	Generally speaking do you like the Health Centre more or less than the doctor's old surgery?						
	Please tick one	<u>2</u>	I like the			ntre more tha	n
			I like the more than			old surgery h Centre	
			I like the	two	place	s about the s	ame
			I don't li	ke ei	ther p	place	
21.	Please could yo	ou give y	our reasons	for	this	choice?	
			• • • • • • • • • •	••••	••••		
	• • • • • • • • • • • • • •		• • • • • • • • • • •	• • • • •	• • • • •	• • • • • • • • • • • •	•••••
22.	Please tick any the Health Cent				h you	think best d	escribe
	Comfortable		Overcrowde	d		Informal	
	Grim		Quiet			Unfriendly	
	Warm		Confusing			Well lit	
	Dark		Cold			Clear Directions	
	Friendly		Noisy			Cheerful	
	Formal		Uncrowded			Uncomforta	ble
23.	What are the ma	in featu	res about t	he He	alth (Centre buildi	ng you like
	Please tick as	many as	•			D4-5 1 1	N - 17. ·
			rar	Like	_	Particularly Dislike	No Views Either Way
	Layout of the b	uilding					
	Car parking arr	rangement	s				
	Lifts						
	Colour of decor (blue and whit						
	Fitted carpet						
	Seating arrange	ments					
	Patient call sy	stem					
	Nearness of oth e.g. chiropody						

1. 6

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24.	What do you think about	t the size of the Health Centre?	
	Please tick <u>one</u>	Too small	
		About the right size	
		Too big	
25.	Do you think the waiting	ng areas in the Health Centre are	:
	Please tick one	Too large	
		About the right size	
		Too small	1
26.	If you could choose, wherever to look like?	nat would you prefer the doctor's	waiting
	Please put a 'l' by you a '3' by your third cho	or first choice, a '2' by your se	cond choice,
		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	<u> </u>
		Like a railway waiting room	
		Like an airport lounge	
		Other, please state:	
		***************************************	••••
27.	How do you think the ch	airs in the waiting areas should	be arranged?
	Please tick <u>one</u>	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

	Important to have	Not Important to have
(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) A clock		
(h) Children's playroom		
(i) Toys		
(j) Tea and coffee vending machine		
(k) Toilet facilities nearby		
(1) Background music		
(m) Clear directions to the surgery		
(n) Other, please state:		
	• • • • • • • • • • • • • • • • • • • •	• • • • • • • • •
		• • • • • • • • •
Are there any other things which you as a area should or should not have?	patient fee	l the waiting
•••••	• • • • • • • • • • •	
•••••	• • • • • • • • • •	•••••
		• • • • • • • • • • • • •

29.

30.	Did you have any difficu into the doctor's surger		way from the w	aiting area	
	Please tick <u>one</u>	Yes			
		No			
	If 'Yes', was this just	on your first vis	it?		
	Please tick <u>one</u>	First visit			
		Other visits			
	Can you say what made it	difficult?	• • • • • • • • • • • • • • • • • • • •	•••••	
	•••••				
		• • • • • • • • • • • • • • • • • • • •			
31.	Do you think it is imporand know you by name?	tant for the rece	ptionist to re	cognise you	
	Please tick <u>one</u>	Extremely impo	rtant		
		Important			
		Don't mind eit	her way		
		Unimportant			
		Extremely unim	portant		
32.	What is your opinion about having a separate room in which to be examined?				
	Please tick <u>one</u>	Prefer being e surgery	xamined in the		
		Prefer being e separate room			
		Don't mind eit	her way		
33.	Comparing the Health Cenwhat the receptionists s	tre with the old eem like in both	surgery, could places?	you say	
	Please tick as many as ye	ou think apply.			
			New Centre	Old Surgery	
		Friend ly			
		Unfriendly			
		Homely			
		Brisk			
		Rude			
		Polite			
		Reassuring			

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 'l' 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 write in	
		• • • • • • • • • • • • • • • • • • • •	• • • • • •
•		***************************************	•••••
35.	What age do you think is	ideal for a doctor's receptioni	st?
	Please tick <u>one</u>	19 and under	
		20 - 29 years	
		30 - 39 years	
		40 - 49 years	
		50 - 59 year s	
		60 years or more	
36.	Is the receptionist's age	important?	
	Please tick one	Yes	
		No	
	Could you say why you thin	nk this?	•••••
	••••••	• • • • • • • • • • • • • • • • • • • •	* * * * * * * *
37.	Compared with the old surgin the Health Centre to ca	gery, what do you think of the all for the next patient to see	method used 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 under- stand at the Health Centr than at old surgery	e 🔲
		(a) About the same	

38.	you from the waiting area		our doctor's surgery?	to carr
	Please put a 'l' by your and a '3' by your third c		choice, a '2' by your second and so on.	l choice
		(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 me	thods	you may think a good idea.	
		• • • • •		• • • •
		• • • • •		••••
39.	Could you say what you fe to the receptionist?	el ab	out the matter of privacy whe	n talking
	Please tick <u>one</u>	Ιť	hink privacy in unimportant	
		Ιť	hink privacy is important	
40.			ess privacy in the Health Cen when talking to the reception	
	Please tick <u>one</u> (a) Mor	e privacy at the Health Centr	'e
	(b) Mor	e privacy at the old surgery	
	(0) Abo	ut the same	
41.	Please comment on what yo the Health Centre.	ou thi	nk about the reception arrang	gements at
	•••••	••••	••••••	• • • •
	•••••	••••	• • • • • • • • • • • • • • • • • • • •	• • • •

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, please write in)	, Dr	
43.	Thinking back to the last Centre, did you see your o	time you visited a doctor at the own doctor?	Health
	Please tick one	Yes	
		Ио	
다 나.	How many times have you so not your own doctor?	een a doctor at the Health Centre	who is
	Please tick <u>one</u>	None	
		1 - 4 times	
		5 - 9 times	
		10 or more times	
45.		llable when you wish to see him a e available later in the day, whi r to do?	
	Please tick <u>one</u>	See another doctor who is at the Centre	
		See your own doctor later on the same day	
	If neither of these, pleas	se 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 <u>one</u>	See another doctor	
		See your own doctor another day	
	If neither of these, please	se say what you would do:	
			•••••
		• • • • • • • • • • • • • • • • • • • •	•••••
47.	Have you had to contact you Health Centre, that is sin	our doctor outside the opening honce March, 1970?	ours of the
	Please tick one	Yes	
		No	
	If 'Yes' would you say it doctor when the Health Cer	was difficult or easy to contact ntre is closed?	t your
		Easy	
		Difficult	
	Comments:	• • • • • • • • • • • • • • • • • • • •	• • • • • •
	•••••	• • • • • • • • • • • • • • • • • • • •	• • • • • •
	*******************	• • • • • • • • • • • • • • • • • • • •	• • • • • •
48.	Could you say how you wou night?	ld contact your doctor in an emen	gency at
	•••••		•••••
	•••••	•••••	• • • • • •
	•••••	• • • • • • • • • • • • • • • • • • • •	• • • • • •
49.		your prescriptions made up at the me chemist, or chemists if more	
		• • • • • • • • • • • • • • • • • • • •	• • • • • •
50.	Why do you normally go to	this chemist?	
	Please tick those which a	pply. Nearby	
		Friendly	
		Open at convenient times	
		Other, please state:	
		••••••••	

51.	1. 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 f patients?	for improving the chemist service	for		
			• • • • •		
	•••••	••••••			
53.	Generally speaking has the changed now the Health Cen	medical care you get from the do tre is open?	octor		
	(a) Medical care has Health Centre ope	changed for the better since ened			
	(b) Medical care has Health Centre ope	changed for the worse since ned			
	(c) Medical care has	stayed the same			
54.		eds what kind of Health Centre bui you suggest any improvements that			
	••••••	*************************	• • • • •		

	•••••	••••••	• • • • •		
	•••••	•••••			
55.	Contd. overleaf.				

LAST SECTION

55.	How far from each of the following places do you live?				
	Please tick		Shoreham Health Centre	Doctor's Old Surgery	
	Under ½ mile				
	½ mile up to 1 mile				
	1 mile up to 2 miles				
	2 miles up to 3 miles				
	3 miles or more				
56.	Do you have the use of a	car to get to	the Health Centr	re?	
	Please tick one	Always, or n	nearly always		
		Sometimes			
		Never			
57.	Are you on the telephone?				
	Please tick one	Yes			
		No			
58.	What is your occupation? involves.	Please descri	ibe what your job	actually	
	•••••	• • • • • • • • • • • • • • • • • • • •		• • • • • • • • • • • • • • • • • • • •	
		• • • • • • • • • • • • • •	• • • • • • • • • • • • • • • •	• • • • • • • •	
	• • • • • • • • • • • • • • • • • • • •			• • • • • • • • •	
59.	How old were you when you	left school?			
	•••••	• • • • • • • • • • • • • • • • • • • •	• • • • • • • • • • • • • • • •	• • • • • • • • •	

60.	Did you receive any further edu	ncation?	
	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 qualific	cations, please tick those wh	nich apply
	(a) Higher degree		
	(b) Postgraduate diploma		
	(c) First degree (B.A., B.	Sc., etc.)	
	(d) Other university diplo	oma, or equivalent	
	(e) Professional examinati	ions (e.g. law, etc.)	
	(f) Art/Music qualification	on	
	(g) Teachers certificates		
	(h) Nursing qualification		
	(i) City and Guilds		
	(j) HND or HNC		
	(k) GCE 'A' level		
	(1) GCE 'O' level		
	(m) CSE		
	(n) RSA		
	(o) Other, please state		

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 on	<u>e</u>	None			
			1 - 4 times	5		
			5 - 9 times	5		
			10 - 19 times	3		
			20 or more ti	imes		
	If 'None', ple 7, question 21		lete the <u>last</u> se	ection o	nly, startin	ng at page
2.	Generally spea		you like the new surgery?	, Health	Centre more	or less
	Please tick on	<u>e</u>	I like the He than the doc			
			I like the do			
			I like the tw same	o place	s about the	
			I don't like	either	place	
3.	Please could y	ou give	your reasons for	this c	hoice?	
		• • • • • • •	• • • • • • • • • • • • • • •			
		• • • • • • •	• • • • • • • • • • • • • • • • • • • •	•••••	• • • • • • • • • • • • • • • • • • • •	••••
					• • • • • • • • • • • • • • • • • • • •	• • • • •
4.	Please tick an Health Centre		words below whi ham-by-Sea.	.ch you	think <u>best</u> o	escribe the
	Comfortable		Overcrowded		Informal	
	Grim		Quiet		Unfriendly	
	Warm		Confusing		Well lit	
	Dark		Cold		Clear Directions	
	Friendly		Noisy		Cheerful	
	Formal		Uncrowded		Uncomforta	hle 🗔

5.	What are the main features or dislike?	s about the Health	n Centre buildi	ing you like
	Please tick as many as you	ı like:		
		Particularly Like	Particularly Dislike	No Views Either Way
	Layout of the building			
	Car parking arrangements			
	Lifts			
	Colour of the decorations (blue and white)			
	Fitted carpet			
	Seating arrangements			
	Patient call system			
	Nearness of other services e.g. chiropody, mother ca	1 1		
	Other features please stat	te:		
	•••••			
	••••••		• • • • • • • • • • • • • • • • • • • •	•••••
	••••••			••••
6.	What do you think about th	ne size of the Hea	ilth Centre?	
	Please tick <u>one</u>	Too small		
	P.	About the right si	ze	
	ī	Coo big		
7.	Do you think the waiting a	reas in the Healt	th Centre are:	
	Please tick <u>one</u>	oo large		
	A	bout the right si	ze	

Too small

	8.		ou could choos ook like?	se, what would you prefe	er the doctor's	s waiting room
				by your first choice, and choice and so on.	'2' by your so	econd choice,
ı			Like	it is now in the Healt	th Centre	
•			Like	a hospital outpatients	' department	
•			Like	a lounge or sitting-room	om at home	
			Like	a modern pub		
•			Like	an hotel lounge		
			Like	a railway waiting-room		
•			Like	an airport lounge		
•			Other	r, please state:		
•			••••	• • • • • • • • • • • • • • • • • • • •		• • • • • • • • • • • • • • • • • • • •
			• • • •	• • • • • • • • • • • • • • • • • • • •	• • • • • • • • • • • • • • • • • • • •	• • • • • • • • • • • •
•	9.	How	do you think t	the chairs in the waitin	ng areas should	d be arranged?
•		Plea	se tick <u>one</u>	Against the walls		<u> </u>
•				In rows		
M				In small groups		
_				Just scattered about		
 	10.	Do y	ou think the f	Following should be prov	vided in or nea	ar the waiting area?
-		Plea	se tick as mar	ny as you think apply.		
-					Important to have	Not important to have
•		(a)	Magazines and	l books		
-		(b)	planning, a	rmation, e.g. family addresses of dentists, sickness benefits		
-		(c)	Flowers/plant	cs		
B		(4)	Tables			
-		(e)	Comfortable c	chairs		
 		(f)	Pictures			
		(g)	Clock			
-		(h)	Children's pl	ayroom		

/ (i) Contd. overleaf

		- ft -	Tomostont	Not important
			Important to have	Not important to have
	(i) Toys			
	(j) Tea and coffee vendin	g machines		
	(k) Toilet facilities nea	rby		
	(1) Background music			
	(m) Clear directions to t	he surgery		
	(n) Other, please state:			
		••••••	• • • • • • • • • • • •	• • • • • • • • •
		• • • • • • • • • • • • • • • • • • • •	• • • • • • • • • • • • • • • • • • • •	• • • • • • • •
11.	Are there any other thing area should or should not		a patient feel	the waiting
		* * * * * * * * * * * * * * * * * * * *		
	•••••	• • • • • • • • • • • • • • • •	• • • • • • • • • • • • • • • • • • • •	• • • • • • • •
12.	Did you have any difficul into the doctor's surgery		way from the	waiting area
	Please tick one	Yes		
		No		
	If 'Yes', was this just on	n your first vis	sit?	
	Please tick <u>one</u>	First visit		
		Other visits		
	Can you say what made it	difficult?		
	,.,	• • • • • • • • • • • • • • • • • • • •		*****
	•••••	• • • • • • • • • • • • • • • • • • • •		•••••
	•••••	••••••		•••••
13.	What is your opinion about examined?	t having a separ	rate room in w	hich to be
	Please tick <u>one</u>	Prefer being e surgery	examined in th	е
		Prefer being e separate room	examined in a	
		Don't mind eit	ther way	

14.	Comparing the Health Cent the receptionists seem li			d you say what
	Please tick as many as yo	u think apply.		
			New Centre	Old Surgery
		Friendly		
		Unfriendly		
		Homely		
		Brisk		
		Rude		
		Polite		
		Reassuring		
		Off-putting		
15.	Do you think it is import and know you by name?	ant for the recep	otionist to re	ecognise you
	Please tick <u>one</u>	Extremely impor	rtant	
		Important		
		Don't mind eith	er way	
		Unimportant		
		Extremely unimp	ortant	
16.	Which qualities do you the should have? Could you so 'l' in the box beside the beside the next important important thing, and so on	ay how important thing you think thing and a '3'	these are by most importan	putting a nt, a '2'
		Well educated		
		Well spoken		<u> </u>
		Efficient		
		Homely		
		Well groomed		
		Polite		
		Other please st	ate:	
		••••••	•••••	•••••

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 thi	nk this?	
	••••••		••••
	•••••		•••••
		••••••••	
19.	Generally speaking has the changed now the Health Center of the change o	e medical care you get from the contre is open?	loctor
		e has changed for the better ealth Centre opened.	
		e has changed for the worse ealth Centre opened.	
	(c) Medical car	e has stayed the same	
20.		rds what kind of Health Centre bu you suggest any improvements that	
		••••••	
	•••••	• • • • • • • • • • • • • • • • • • • •	
	••••••	• • • • • • • • • • • • • • • • • • • •	•••••
	•••••	••••••	• • • • •
	•••••	• • • • • • • • • • • • • • • • • • • •	
	• • • • • • • • • • • • • • • • • • • •	• • • • • • • • • • • • • • • • • • • •	

LAST_SECTION

•	21.	How far from each of the	following place	es do you live?	
ı		Please tick		Shoreham Health Centre	Doctor's Old Surgery
•		Under ½ mile			
•		$\frac{1}{2}$ mile up to 1 mile			
•		1 mile up to 2 miles			
		2 miles up to 3 mile	s		
•	22.	Do you have the use of a	car to get to	the Health Centre	?
		Please tick <u>one</u>	Always, or ne	arly always	
			Sometimes,		
ı			Never		
	23.	Are you on the telephone?			
		Please tick <u>one</u>	Yes		
			No		
	24.	What is your occupation? involves.	Please descri	be what your job	actually
		•••••			• • • • • • •
		********************	• • • • • • • • • • • • •	• • • • • • • • • • • • • • • • • • • •	
	25.	How old were you when you	left school?	• • • • • • • • • • • • • • • • • • • •	• • • • • • •
	26.	Did you receive any furth	er education?		
		Please tick those which ap	pply		
			(a) None		
			(b) University	7	
			(c) Polytechni College	ic/Technical	
			(d) College of	F Education	
			(e) College of	Further Education	on
			(f) Evening In	estitute	
			(g) Correspond	dence Course	
			(h) Other, ple	ease state:	
			• • • • • • • • •	• • • • • • • • • • • • • • • • • • • •	• • • • • • •

27.	If you did receive any apply.	qualifications, please tick those who	ich
	(a) Higher degree	
	(b) Postgraduate diploma	
	(0) First degree (M.A., B.Sc., etc.)	
	(d) Other university diploma, or equivalent	
	(e	<pre>) Professional examinations (e.g. law, etc.)</pre>	
	(f) Art/Music qualification	
	(g) Teachers certificate	
	(h) Nursing qualification	
	(i) City and Guilds	
	(j) HND or HNC	
	(k) GCE 'A' level	
	(1) GCE '0' level	
	(m) CSE	
	(n) RSA	
	(0	Other, please state:	
		••••••	. .

SHOREHAM-BY-SEA HEALTH CENTRE STUDY

1.	How many times have you visited a <u>doctor</u> at the Shoreham Health Centre since it opened in March 1970, either to see him yourself or to take someone else?				
	Please tick <u>one</u>	None			
		1 - 4 times			
		5 - 9 times			
		10 - 19 times			
		20 or more times			
	If 'None', please complete Question 40.	e the <u>last section only</u> , starting	at page 12,		
2.	If you could choose the twould be the most convenient	imes of surgery hours, which of the	he following		
	Please put a 'l' 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.				
		8 a.m 10 a.m.			
		10 a.m 12 p.m.			
		12 p.m 2 p.m.			
		2 p.m 4 p.m.			
		4 p.m 6 p.m.			
		6 p.m 7.30 p.m.			
		7.30 p.m 9 p.m.			
3.	Thinking back to the <u>last</u>	time you visited a doctor at the	Health Centre		
	(a) At what time did you	come			
	Please tick <u>one</u> be	tween			
		8 a.m 10 a.m.			
		10 a.m 12 p.m.			
		12 p.m 2 p.m.			
		2 p.m 4 p.m.			
		4 p.m 6 p.m.			
		6 p.m 7.30 p.m.			

	(b) On that occasion did you:				
	Please tick those whic	h apply	Yes	No	
		Come alone			
		With children			
		With another adult person or persons			
4.	The last time you visited your visit with any of the	the <u>doctor</u> at the Health Cer following activities:	ntre di	id you combine	
	Please tick as many as app	ly			
		Shopping			
		Visit to friends or relation	ons		
		Seeing other medical or well staff at the Health Centre (e.g. health visitor, denti social worker, etc.)			
		Other activities, please st	ate		
5.	Are the hours during which convenient than the doctor	the Health Centre is open more of the Health Centre is open more of the Health Centre is open more open more of the Health Centre is open more	nore or	less	
	Please tick <u>one</u>	(a) More convenient			
		(b) Less convenient			
		(c) About the same			
	If 'More' or 'Less conveni	ent [†] , please say why:			
	•••••	••••••	• • • • •		
	•••••	• • • • • • • • • • • • • • • • • • • •	• • • • • •	• • • • •	
6.		ery do you find that in the r to see the <u>doctor</u> and make			
	Please tick one	(i) Seeing the doctor with	out an	appointment	
		Easier in the Health Centre	•		
		Easier in the old surgery			
		About the same			

		(ii) Making an appointment to se	e the doctor
	Please tick <u>one</u>	My doctor did not have an appoin ment system in the old surgery	t
		Easier in the Health Centre	
		Easier in the old surgery	
		About the same	
7.	-	of the following staff at the Heal self or to take someone else?	th Centre
	Please tick those which a	pply	
		Mental Welfare Officer	
		Dentist	
		Chiropodist	
		Speech Therapist	
		Eye Specialist	
		District Nurse	
		Home Help	
		Educational Psychologist	
		Surgery Nurse	
		Health Visitor	
8.		ne following clinics at the Health self, or to take someone else?	Centre
	Please tick those which a		
		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 the Health Centre opened i	home by any of the following people n 1970:	le since
	Please tick those which ap	ply	
		Mental Welfare Officer	
		Chiropodist	
		Speech Therapist	
		Eye Specialist	
		District Nurse	
		Home Help	
		Educational Psychologist	
		Health Visitor	
10.		as an outpatient (including to cas er to be seen yourself or to take	
	Please tick <u>one</u>	Yes	
		No	
	If 'Yes', at which hospital	or hospitals?	
	Please tick	Southlands	
		Other hospitals	
	If 'Other' please give nam	e of hospital(s)	
		•••••	• • • • •
11.	Have you visited anyone in	hospital since 31 March, 1970?	
	Please tick one	Yes	
		No	
	If 'Yes', at which hospita	l or hospitals?	
	Please tick	Southlands	
		Other hospitals	
	If 'Other' please give nam	e of hospital(s).	

12.	Have you been in hospital 31 March, 1970?	as an inpatient on or at any time	after
	Please tick <u>one</u>	Yes	
		No	
	If 'Yes', in which hospit	al or hospitals?	
	Please tick	Southlands	
		Other hospitals	
	If 'Other' please give na	me of hospital(s).	
			• • • • •
13.	At which of the following your doctor?	places would you prefer to be see	n by
		ox beside your first choice, a '2' beside your third choice etc.	beside
		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 pr first choice in a few wor	efer the place you mentioned above ds.	as your
			• • • • •
15.	How did you travel to the visit?	Health Centre at Shoreham on your	last
	Please tick those which a	pply	
		Walk	
		Bus	
		Car	
		Taxi	
		Rail	
		Motor-cycle	
		Bicycle	
		Other	
	If 'Other' please give de	tails:	• • • •

16.	Compared with the old sur to the Health Centre more	gery do you find that you are able easily or not?	e to travel
	Please tick <u>one</u>	(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 d Centre?	ifficulties in travelling to the I	Health
	Please tick	Yes	
		No	
	If 'Yes', please say what Health Centre are.	the difficulties in travelling to	o the
	•••••	• • • • • • • • • • • • • • • • • • • •	
			 .
18.	Shoreham Health Centre?	atements apply to you when you go	to the
	Please tick <u>one</u>	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' pl	ease give details:	• • • • •
			* * 1 * * *
		•••••	
19.	When you visit your docto Centre, do you:	r or other medical staff at the He	ealth
	Please tick <u>one</u>	Usually use the stairs	
		Usually use the lifts	
		Usually walk up the ramp	
	What do you think about t	his method of getting to the Healt	th Centre?
		• • • • • • • • • • • • • • • • • • • •	
	******	•••••	

20.	Generally speaking do you than the doctor's old sur	like the new Health Centre more or less gery?
	Please tick <u>one</u>	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 you	r reasons for this choice.

22.	-	gery, what do you think of the method used all 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.		thods would you prefer to be used to call to your doctor's surgery?
	Please put a '1' by your : '3' by your third choice a	first choice, a '2' by your second and a 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 me	thods you may think a good idea.
	•••••	••••••••••••

24.	Could you say what you to the receptionist?	feel about the matter of privacy w	hen talking
	Please tick one	I think privacy is unimportant	
		I think privacy is important	
25.		re or less privacy in the Health Curgery when talking to the recepti	
	Please tick <u>one</u>	(a) More privacy at the Health Centre	
		(b) More privacy at the old surgery	
		(c) About the same	
26.	Please comment on what yat the Health Centre.	you think about the reception arra	ngements
	••••••		• • • • • •
	•••••	• • • • • • • • • • • • • • • • • • • •	• • • • • •
	• • • • • • • • • • • • • • • • • • • •		••••
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 Centre, did you see your	st time you visited a doctor at the own doctor?	e Health
	Please tick one	Yes	
		No	

29. How many times have you seen a doctor at the Health Ce not your own doctor?			who is	
	Please tick one	None		
		1 - 4 times		
		5 - 9 times		
		10 or more times		
30.		available when you wish to see him a t will be available later in the day, ou prefer to do?		
	Please tick <u>one</u>	See another doctor who is at the Centre		
		See your own doctor later on the same day		
	If neither of these, p	please say what you would do:		
	•••••	• • • • • • • • • • • • • • • • • • • •	••••	
			••••	
	•••••		• • • •	
31.		not available <u>at all</u> at the Health Ce e him about a <u>non urgent</u> matter, whice efer to do?		
	Please tick one	See another doctor		
		See your own doctor another day		
	If neither of these, p	lease say what you would do:		
			••••	
			••••	
		• • • • • • • • • • • • • • • • • • • •	••••	
32.	Have you had to contact Health Centre, that is	t your doctor outside the opening hou , since March 1970?	rs of the	
	Please tick <u>one</u>	Yes		
		No		
	If 'Yes', would you say doctor when the Health	y it was difficult or easy to contact Centre is closed?	your	
		Easy		
		Difficult		
	Comments	• • • • • • • • • • • • • • • • • • • •	• • • • •	
		• • • • • • • • • • • • • • • • • • • •	•••••	

33.	Could you say how you night?	would contact your doctor in an emer	gency at		
	• • • • • • • • • • • • • • • • • • • •				
	•••••		• • • •		
			• • • •		
34.		et your prescriptions made up at the f the chemist, or chemists if more t			
	• • • • • • • • • • • • • • • • • • • •		• • • •		
	••••••				
			••••		
35.	Why do you normally go	to this chemist?			
	Please tick those which	h apply			
		Nearby			
		Friendly			
		Open at convenient times			
		Other, please state:			

•		•••••	• • • •		
36.	How convenient is this	chemist for you?			
	Please tick <u>one</u>	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?	3
	•••••	
	•••••	
	•••••••••••••••••••••••••••••••••••••••	

Please turn to the next page

LAST SECTION

40.	How far from each of	the following place	ces do you live?			
	Please tick		Shoreham Health Centre	Doctor's Old Surgery		
	Under ½ mile					
	$\frac{1}{2}$ mile up to 1 mile	3				
	1 mile up to 2 mile	es				
	2 miles up to 3 mil	les				
	3 miles or more					
41.	Do you have the use of	Do you have the use of a car to get to the Health Centre?				
	Please tick one	Always, or near	ly always			
		Sometimes				
		Never				
42.	Are you on the telepho	one?				
	Please tick <u>one</u>	Yes				
		No				
43.	What is your occupation involves.	on? Please descr	ibe what your job	actually		
	***************************************		• • • • • • • • • • • • • • • • • • • •	• • • • • •		
	•••••	• • • • • • • • • • • • • • • • • • • •		• • • • • • • •		
	• • • • • • • • • • • • • • • • • • • •	• • • • • • • • • • • • • • • • • • • •	• • • • • • • • • • • • • • •	• • • • • • •		
	********	• • • • • • • • • • • • • • • •	• • • • • • • • • • • • • • • • •	• • • • • • •		
44.	How old were you when you left school?					
45.	Did you receive any fo	urther education?				
	Please tick those which					
		(a) None				
		(b) University				
		(c) Polytechnic	Technical Colleg	ge		
		(d) College of H	Education			
		(e) College of E	Further Education	ı		
		/(f) Contd. over]	leaf			

					(f)	Evening Institute	
					(g)	Correspondence Course	
					(h)	Other, please state:	
	• *						• • • •
		v					
6.	If you	did	receive	any	qual	Lifications, please tick those wh	ich apply
					(a)	Higher degree	
					(b)	Postgraduate diploma	
					(c)	First degree (M.A., B.Sc., etc.)	
					(a)	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	
						GCE '0' level	
					(m)	CSE	
					(n)		
					(0)	Other, please state:	