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WOODLANDS HEALTH CENTRE, PADDOCK WOOD

A "Before and After" Study of the
Workload of the General Practitioners
and of the Views and Experiences
of Patients

By

John Bevan and Gail Baker

1977

H.S.R.U. Report No. 26

Health Services Research Unit,
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A NOTE ON THE STRUCTURE OF THE REPORT

This report comprises a description of methods used in the study, a comprehensive set of tables derived from data collected and a commentary on these under a number of headings.

It is suggested that the reader who wishes to gain a quick impression of the findings of the study should read the report in the following order:-

Summary

Discussion

Contents list of the text, to identify particular sections of further interest which, in turn, will refer the reader to the relevant tables.

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SUMMARY

This is a report of a study of the work of a three-principal practice and of the views and experiences of some of the patients before and after the opening of a health centre which replaced the old main surgery of the practice - the branch surgery of the practice continued to function. The work of the practice was studied over the period August 1970 to May 1972 using an augmented form of the L Book. The centre opened in January 1971. A sample of patients was questioned just before the centre opened and then again about one and a half years later. On this latter occasion a fresh sample of patients was also questioned. In addition a survey of all main surgery attenders concerning the method of transport they used to the surgery and the origin of their journey was undertaken for two three-week periods, one just before the health centre opened and the other a year later.

Throughout the period of study the number of patients registered with the practice was almost unchanged. The size and content of the work-load appeared to have been little affected by the opening of the centre, though there was some evidence of a small shift of work away from the branch surgery to the centre; and the existence of a treatment room nurse was no doubt the reason for the much increased rate of referral of cases by the doctor to the nurse - who also did some direct minor casualty work herself.

It appeared that the health centre was much more conveniently located from the point of view of distance from the patients' homes than the main surgery that it replaced and a greater proportion of those patients who lived in Paddock Wood (where about 70 per cent of the patients who normally attended the main surgery lived) walked to the surgery when the centre was opened and a smaller proportion came by car.

Even before the health centre opened a number of respondents to the patient survey would have preferred to have been seen in the health centre rather than the old main surgery. When the centre was opened the great majority of those who normally attended the main surgery indicated a preference for being seen at the centre; no other site obtained the support of more than a few percent of respondents, except "home" in the case of a number of the elderly. Respondents to the survey after the health centre was opened reported that they saw the doctor more frequently, and failed to seek attention from him, when they thought they needed it, less

often, than respondents to the before survey when reporting about an analagous period before that survey.

Branch surgery attenders were almost unanimous in their preference for the branch surgery as the place for seeing their doctor and all their answers indicated the extremely favourable view they took of the surgery. This was particularly the case among those over 60 years of age. However, about a third of the branch surgery attenders had been to the centre for some purpose since it opened and it was the place they would be most likely to contact in the event that they had a minor accident.

The health centre then appears to have been a considerable success from the point of view of patients who look to Paddock Wood as the place they would attend their doctor's surgery but for those in outlying districts served by the branch surgery the location of the surgery in their midst was much more important than more sophisticated premises and a wide range of services some miles away.

INTRODUCTION

This study relates to a health centre originally built to accommodate the main surgery of a group of three doctors serving the large village of Paddock Wood and the surrounding rural area, and certain associated local authority services. The origin of the study was an invitation in 1970 from the three-doctor practice at Paddock Wood, Kent, who planned in the fairly near future to move into a health centre, to explore the possibility of their collaborating with members of the University of Kent in a research project of mutual interest.

The doctors were particularly interested for various reasons in studying the content of their work, using the L Book. (For further details see page 8 and appendix 1). It was found that, by suitably augmenting the basic L Book recording schedule (while keeping the same format), it would be possible to collect workload data of the kind we wanted to obtain for our "before and after" studies of health centres. So the same recording scheme was used to serve two different purposes, one of which (i.e. that concerned with the "before and after" health centre study) is described in this report. It was also agreed that two other data collecting schemes would be used, namely: (1) the "journey to the surgery scheme" (see page 9 and appendix 2), and (2) surveys of patients' opinions about and experiences of the health centre and associated primary health care services (see page 10 and appendices 3 and 4). Data were collected, using one or more of these means, for six months before Woodlands Health Centre opened (on 18th January, 1971) and eighteen months afterwards.

OBJECTIVES

- (1) To obtain indications of the magnitude and characteristics of the workload of the group practice proposing to move into Woodlands Health Centre and to note any changes which occur following the move to the health centre.
- (2) To compare opinions and information on experiences of patients relating to the health centre, the premises it replaced and relevant practice activities, at times before and after the centre opened.

BACKGROUND TO THE STUDY - THE PRACTICE AND THE POPULATION SERVED;
THE FORMER SURGERY PREMISES AND THE HEALTH CENTRE; OTHER HEALTH
SERVICES IN THE LOCALITY

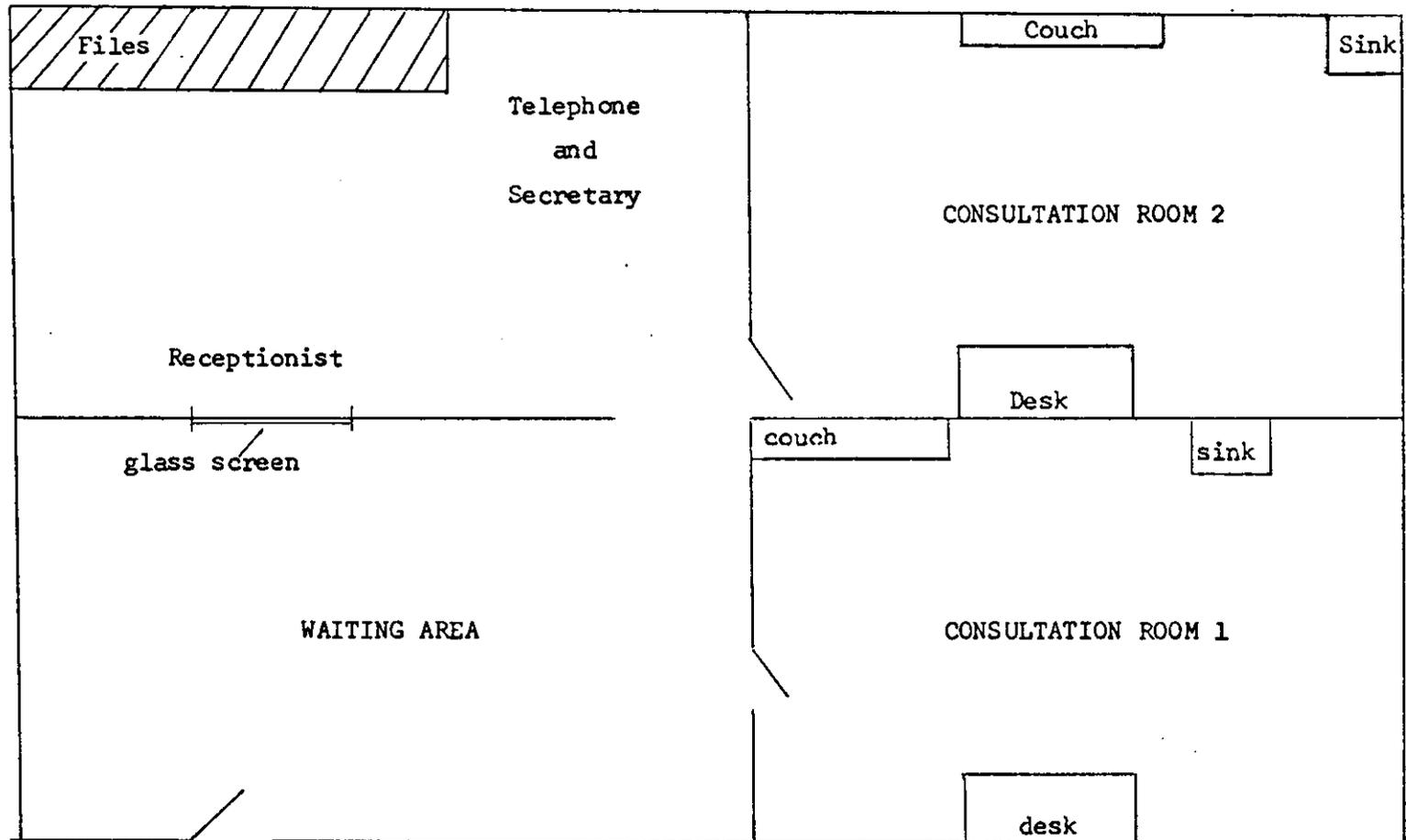
In 1970 when the study commenced, the group practice consisted of three partners who joined the practice in 1948 (Doctor 3), 1967 (Doctor 2) and 1969 (Doctor 1). The number of patients on the practice list in November 1970 was 9,146, of which 852 were over 65 years of age. These numbers increased slightly during the period of the study (see Table 1). Throughout the study, the number of private patients of the practice was negligible. The area covered by the practice is shown on Map 1. Patients were drawn mainly from Paddock Wood itself (population in 1971, 4,820, see Table 3), in which the practice had a virtual monopoly, and two villages, East Peckham (where the practice had recently built a small branch surgery premises) and Five Oak Green. There were also some patients in adjacent villages and surrounding countryside, although none was more than five miles from the main surgery. Map 1 also shows the surgeries of adjacent practices.

The nearest general hospitals were in Pembury and Tunbridge Wells which were respectively $3\frac{1}{2}$ and 5 miles from Paddock Wood. Pembury Hospital (about 400 beds) provided an open-access pathological service for the doctors of the practice and the Kent and Sussex hospital at Tunbridge Wells (about 300 beds) full radiological services. Throughout the study, health visitors, nurses and midwives employed by the Kent County Council were attached to the practice.

Before the practice moved to the health centre its main surgery was located in the senior partner's house, three quarters of a mile from the centre of Paddock Wood village. It was in fact a conversion of what had previously been a very large dining room of this house. The layout of the surgery premises is shown in Plan 1. It can be seen that the accommodation was very restricted. Toilet facilities for doctors, patients and secretaries were in the main body of the house and could only be reached through Consulting Room 1. There was no permanent base for the attached local authority staff. However, a meeting was held once a week in a flat in the senior partner's house proper and this was used latterly as a temporary base for the health visitors. The doctors ran well-baby clinics in the local church hall (for other services provided before the centre opened, see Chart 1).

PLAN 1

PLAN OF THE OLD MAIN SURGERY PREMISES LOCATED IN THE SENIOR PARTNER'S HOME (MASCALLS)



PLAN 2

WOODLANDS HEALTH CENTRE, PADDOCK WOOD

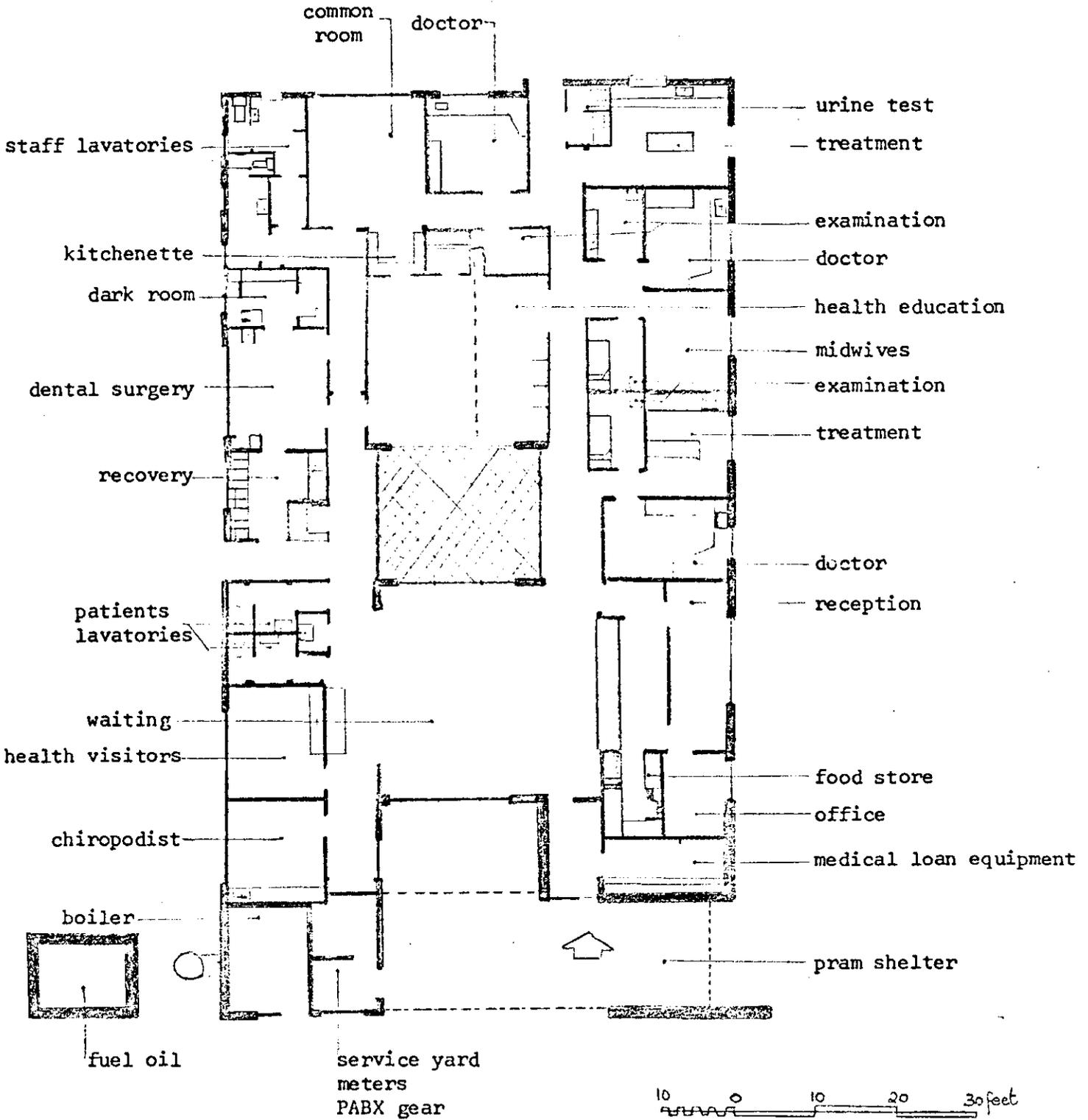


CHART 1

PADDOCK WOOD HEALTH CENTRE
Services available at Centre

Service available	Availability before Centre opened
Well-baby clinics 4 per month (2 with doctors, 2 with health visitors only)	Held in Church Hall, Paddock Wood
Inoculation clinic 1 per month	Held in Church Hall, Paddock Wood
Ante-natal clinic 2 per week	1 per week, held at former surgery premises
Relaxation classes 1 per week About 12 attend per session, (about 20 would come if room)	Not available
Family Planning Woman Doctor (who also works for F.P.A.) 1 per week, daytime	Same as before
District Nurse in treatment room <u>during surgery times</u> (Casualties unless very minor, go to Pembury or Kent & Sussex Hospitals, depending on rota). Nurse mainly supplements doctor (injections, dressings, ear syringes, etc.)	Not available
School Dental 1 per week	Available at Tunbridge Wells
Chiropody 1 per week (well-booked)	Not available

N.B. East Peckham, and Capel with Five Oak Green, have their Well-Baby and Inoculation sessions in halls at East Peckham and Capel.

Rotas The three doctors in practice share rota covering area, sometimes employing locums.

The centre opened on 18th January, 1971. It was located close to the centre of Paddock Wood in a recently-built residential area on land originally purchased by the practice. The health centre was a one-storey building (see Plan 2) and provided main surgery accommodation for the group practice (which continued to use the branch surgery at East Peckham - a morning surgery was held there each weekday by one doctor throughout the period of study - Doctor 3 one day a week, Doctors 1 and 2 two days a week each). The centre was also used by the local authority attached staff, local authority dental services and chiropody services. (See Chart 1 for a list of sessions provided at the time when the centre opened).

From April 1971 to the end of the study period (31st May, 1972), there was usually a trainee doctor attached to the practice. Otherwise there were no changes in health services locally during the period of the study, apart, of course, from those mentioned above associated with the opening of the health centre itself. Subsequent to the study, the practice grew at a rather faster rate than during the study period (see Table 2) due to residential development and, at the time of writing, there are four partners and plans for enlarging the health centre. (The practice also participated in further studies in association with the Health Services Research Unit of the University of Kent, see, for example, Warren, 1976).

METHODS OF STUDY

Data for the study were collected in four ways:-

- i) The L Book, a form which recorded the doctors' workload.
- ii) A Journey to Surgery form, which recorded how patients travelled to the surgery.
- iii) A Patient Survey, a postal questionnaire sent to a sample of patients for their views.
- iv) Information from the 1971 Census which gave background information on some characteristics of the practice area.

The data recorded on the forms and questionnaire, listed (i) - (iii) above, were collected both before and after the health centre opened in Paddock Wood. The census data relates to 1971 only. The two forms and questionnaires used in the study are described in turn below.

i) The L Book

For a copy of the L Book form, see Appendix 1 and the accompanying detailed glossary. The form, produced by the Royal College of General Practitioners to be used in recording in general practices, has been described in their journal*.

The form has space for 25 'items', each item being information relating to a diagnostic code for a particular patient. The forms are completed chronologically, so that surgeries or home visiting sessions will be recorded on a sequence of forms. If a patient has more than one diagnostic code, because of multiple illness or other problems, that patient will be recorded for a corresponding number of times. So a patient with two 'problems' will take up two 'item' lines on the form.

The form has been designed to record both specified basic information (such as the sex, date of birth, marital status and name of patient), and any information the researcher wants, in unheaded but numbered columns.

* 1967, The L Book, JRCGP, 14, 289-293

It has also been designed for transferring to an 80 column punch card for computing purposes, each 'item' taking up one card.

The information was recorded on the form by receptionists in the practice, from the N.H.S. record cards kept by the doctors. This was a time-consuming job which had to be done meticulously over a long period and a specially employed part time receptionist/clerical assistant did most of this demanding work. Recording began in August 1970 and ended at the end of May 1972, the health centre opening on 31st January, 1971.

Inevitably some items of information were better recorded than others. Dates of birth and marital status were not always available. Social status, not surprisingly, was not always completed. The doctors also abandoned early on in the study an attempt to record whether they were conducting an overt or covert psychiatric interview with a patient in a consultation. Otherwise, basic information such as diagnostic code, number of attendances and origin of consultation was well recorded, all these being items which should be completed for all diagnoses. However, where information only applies to certain patients (e.g. examinations made, referrals or investigations) there is no way of checking if these were under-recorded.

ii) The Journey to Surgery form

For a copy of this form, see Appendix 2. This form was used for two short periods of time, one before and one after the opening of the health centre, to record details about the travel of patients to the surgery. These recording periods were for three weeks each, the first from 11th November 1970 to 2nd December 1970, the second from 24th November 1971 to 15th December 1971.

The recording was done by the receptionists as patients came to the reception counter, in the main surgery at Paddock Wood for the first survey, and in the health centre for the second survey. The Journey to Surgery form was not used for recording at the East Peckham branch surgery. The first 'Journey to Surgery' survey recorded patients and those accompanying them going to see the doctors of the practice, the second survey, at the health centre, also included patients¹ going to see the nurse there.

The form used recorded basic data (such as name, date-of-birth and sex of patient) in exactly the same format as the L Book, and these details

¹ and those accompanying them.

could be filled in by the receptionist using the names of patients coming for appointments. Any failures to attend could later be deleted and extra patients added in. The patient, on arrival for his appointment, was asked by the receptionist for details about his journey, including method of travel, miles travelled and name of place travelled from. Like the L Book, the columns on the form corresponded in numbering to columns to be used on a punch card and so the information was easily coded and transferred for computing.

iii) The Patient Survey

A survey of patient opinion was conducted using postal questionnaires, both before and after the health centre opened. (For copies of the 'before' and 'after' questionnaires and letters sent, see Appendices 3 and 4).

The questionnaires for the first survey were sent to a one in ten systematic random sample of patients aged 18 and over, the sample being drawn from the patient records kept at the main Paddock Wood surgery and the branch surgery at East Peckham. For the second survey, the same patients were sent questionnaires - which enabled comparisons of their views both before and after experiencing the health centre - and a further one in ten sample was also drawn, this time from the age-sex register of the practice. The first sample numbered 618 patients, the second additional sample 566 patients. The first survey was sent out at the end of December 1971, the second survey in July 1972, (for details of the response rate, see Table 32). In each, up to two reminders were sent to those who had not so far replied.

The sampling frame¹ gave some information about the patient such as age, registered G.P. and (quite often) marital status, which was coded for use in data processing. The majority of the questions in the 'before' and 'after' surveys were identical. A few questions in the first survey which would have been inappropriate in the second (e.g. Question 10, asking patients if they knew their doctor was moving to a health centre) were deleted. The questionnaire for the second survey included some extra questions on seeing a nurse in the surgery and on occupation and household composition.

¹ i.e. for the before sample, patient record cards and for the after (fresh) sample, the age/sex register.

iv) 1971 Census Information

The census was used to obtain background information about the practice area. Enumeration districts coinciding with the geographical area of the practice were combined to form four sub areas. These comprise Paddock Wood; East Peckham; Five Oak Green; and the rest of the practice area consisting of the outlying rural parts. These sub areas were compared with the practice area as a whole and with England and Wales. The 100% sample in 1971 gave information on the age and sex distribution of the population and on car ownership. Information about travel to work, industry and socio-economic groupings was obtained from the 1971 10% sample census. (See Tables 3 - 7).

THE PRACTICE AREA AND ITS POPULATION*

Paddock Wood itself is a large village with some industrial development, located on the main London-Ashford, Kent railway line. The rest of the area is relatively rural but within a few miles of the towns of Tunbridge Wells, Tonbridge and Maidstone. Information from the 1971 census, see Tables 3 to 7, gives some further indication of the character of the area.

The population of the practice area as a whole and Paddock Wood in particular was somewhat younger than that of England and Wales (Table 3). Also on the basis of Tables 1 and 2 it would appear that the population registered with the practice was intermediate in its average age between that for Paddock Wood and the practice area as a whole (if it is assumed that a disproportionately large number of those whose age was unknown from the age/sex register (Table 2) were over 65 years of age).

The distribution of those in employment by industry did not for the practice area as a whole differ greatly from that for England and Wales (especially bearing in mind that this Table is based on a 10% sample) except, of course, there was a rather higher percentage in the practice area engaged in agriculture and a somewhat lower percentage engaged in manufacturing and mining than in England and Wales. Paddock Wood itself, however, was more like England and Wales in these respects. (See Table 7).

The distribution of economically active or retired persons by socio-economic group for part of the practice area and England and Wales is shown in Table 6 (also based on the 10% sample). Again the area as a whole did not differ greatly from England and Wales in this respect - such differences as there were probably reflecting the characteristics of employment by industry discussed in the previous paragraph and the fact that there is some commuting to London.

Like many rural areas, the practice area generally tended to be better off than England And Wales in terms of the proportion of households with one or more car (see Table 4) - though the population of the 'rest

* Note: Throughout this section, we are talking about the total population of the area, about one third of which was registered with other practices.

of the practice area' (that is outside the three main village areas) was least well off in this respect, although relatively remote from the main surgery at Paddock Wood.

Table 5 suggests that, although a considerable proportion of those in employment worked outside the local authority (defined in pre-reorganisation terms) in which they lived, they were no more likely than those in England and Wales as a whole to travel to work by car. A relatively high proportion, especially in Paddock Wood, travelled to work by train including a number travelling to London. Bus services were little used for purposes of travelling to work in the practice area generally. (The practice area appeared to be served by two regular bus routes, each at the time of the study providing an hourly service in each direction in which it operated; one of these ran between Tonbridge and Paddock Wood via Five Oak Green and the other between Tunbridge Wells and Maidstone, via East Peckham and Paddock Wood.)

A STUDY OF THE WORKLOAD OF THE PRACTICE DOCTORS BASED ON THE L BOOK RECORDS

Introduction - Notes on Tables 8 - 21

(1) In each table, data are given for four five-month periods - one (August to December 1970) was just before the health centre opened; the next (January to May 1971) was almost entirely in the period immediately following the opening of the health centre; then there were two matching periods a year later than the original two (August to December 1971 and January to May 1972). The first of these allows a comparison with the before period (August - December 1970) and the second a comparison of a period after the centre had been open a year with one immediately following the change to the health centre (i.e. January - May 1971).

The rationale for presenting the results in this way was that any effect that moving into a health centre may have would not necessarily reveal itself immediately, so that data sometime after the opening was necessary. Again, there may be some transitory effects associated with moving to a new building which will not persist. It was also necessary to take into account the fact that workload magnitude can vary a good deal over the calendar year in general practice (see, for example, Dawes and Bevan 1976) - hence it was decided to compare results of like periods. The choice of periods lasting five months was simply because it was only possible to collect data for five months before the opening of the health centre and it was thought preferable to make the subsequent three "after" periods of the same length.

In examining the data on workload for changes associated with the move to the centre, we have looked both for changes which may be causally linked with the move to new premises and changes which may be unrelated causally to the move but which might themselves give rise to changes which at first sight may seem to be causally linked to the opening of the centre (although the link would, in fact, be spurious).

(2) Note that most of the tables refer to items of services (provided at various sites - the old main surgery or health centre, the branch surgery and on home visits) rather than contacts (that is to say, surgery consultations or home visits). In view of the way the L Book recording is arranged, and the relative constancy of the rate of items of service per contact during the recording periods (see Table 9), this seemed the

easiest way to proceed and to present no problem of interpretation. Table 9 provides the information necessary to recalculate certain rates, here presented as rates per item of service (for example, examination rates per item) as rates per consultation.

(3) Note also, in presenting data for each principal of the practice, the results relate to surgery sessions associated nominally with the doctor in question. Throughout the period of the study, the practice had a very large list per doctor and locums were called in to help out on a fairly regular basis. The net result (see Table 20) was that of the order of 80 per cent of the items of service in the surgery associated with the name of a principal were in fact carried out by him as distinct from a locum (that is a doctor other than a partner of the practice). The situation was further complicated by illness suffered by the senior partner (Doctor 3) in the latter part of the study (from which he died in 1974). Home visits recorded under a doctor's name were almost invariably undertaken by the doctor in question except during the last session in the case of Doctor 3 for the reasons mentioned above. For these reasons, we shall almost entirely concentrate our attention in this report on the combined results for all doctors; though in a number of the tables we do, in fact, present separately the results associated with the name of each doctor in the sense mentioned above - this was considered to be a natural sub-division of the workload of the practice by the partners - though not, of course, exclusively undertaken by the named doctor.

The Workload - Its Magnitude and Origin

Table 8 suggests that any differences in the number of consultations (or in the number of items of service) per period between the four periods which data are presented were more to do with different patterns of morbidity than to any effect of the health centre. Generally it appeared, however, that a slightly higher proportion of the number of items of service were being provided at the health centre than was the case at the surgery replaced (61.2 per cent in the "before" recording session and 62.4 per cent,

64.4 per cent and 63.7 per cent respectively in the three "after" sessions). The proportion of items of service provided at the branch surgery was virtually the same in the first three recording sessions (in the range 19.9 per cent to 20.1 per cent) but somewhat lower in the fourth recording session (18.2 per cent). No clear trend in the proportion of items of service which were provided on home visits emerged - at first the proportion appeared to be declining; however, it was at its highest level in the final study period (the percentages in the four recording sessions were respectively 16.9 per cent, 16.3 per cent, 14.4 per cent and 17.4 per cent).

The number of items of service per consultation generally appeared to be slightly lower at all sites after the health centre was opened (see Table 9). However, if consultations are considered rather than items of service, the remarks in the first paragraph would still apply generally.

From the results for males and females of various ages, it appears that in the case of males, apart from those over the age of 65, there was a consistently greater likelihood of those attended being seen in the health centre (as distinct from the branch surgery or on home visits) compared with the proportion seen in the before period at the old main surgery premises. This change was accompanied by a corresponding decline in the proportion seen in the branch surgery and to some extent on home visits. In the case of those over 65, no changes of this kind were apparent, indeed a slightly higher proportion of those over 65 years of age appeared to be seen at the branch surgery (see Table 10).

In the case of females, there was overall a greater likelihood of their being seen in the health centre than in the surgery it replaced but no consistent pattern as regards proportion of items of service provided at the branch surgery and on home visits.

Diagnosis

Table 11 presents the classification of items of service by diagnosis.

The distribution of items by diagnosis was much the same in each recording period. The main differences between the before period and the after period appeared to be the following:-

A higher proportion of items in the after period were classified as "diseases of the respiratory system" (category 8) and as "diseases of bones and organs of movement" (category 13) and a lower proportion as "deliveries and complications of pregnancy, child-birth and puerperium" (category 11) and "prophylactic procedures" (category 18). Looking at the distribution, by location of consultation, of items within each diagnostic category, in most categories there appeared to be small increases in the proportion seen at the main surgery following the opening of the health centre - the increase was somewhat larger than average in the case of administrative procedures (category 19) and diagnostic category 3, "allergies etc.", and the proportion was lower in the case of diagnostic category 11, "deliveries and complications of pregnancy etc." and category 18, "prophylactic procedures" (due primarily to a marked drop in numbers of such items recorded at the main surgery following the opening of the health centre which was not accompanied by much change in the numbers seen at the branch surgery in each period).

Origin of Workload

In the first two recording sessions following the opening of the centre (see Table 12) there was a consistent tendency at all sites for the proportion of patient initiated (as opposed to doctor initiated) items of service* to increase. However, in the last recording session when the workload was generally much the heaviest of the four sessions, this trend was reversed.

* Strictly items of service on consultation so initiated.

Examinations

Table 13 suggests the proportion of items of service involving any examination (of the kinds recorded) was slightly lower in the health centre than in the main surgery it replaced. The same trend was in evidence for home visit items and, apart from the last session, for branch surgery consultations.

Turning to particular types of examination, the number per period of examinations of the abdomen was relatively and absolutely much decreased in the after periods, particularly in the case of contacts in the health centre.

Examinations of the chest appeared to be made in about the same numbers relative to all items of service in the four study periods - there was some suggestion that a slightly higher proportion of such examinations took place in the health centre than was the case in the main surgery in the before period. The same remarks apply in respect of vaginal examinations.

The number of contacts in which more than one of the listed types of examination were undertaken was definitely lower relatively and absolutely following the opening of the health centre - and a rather higher proportion of such consultations took place in the health centre than was the case in the main surgery in the before period.

The Use of Examination Rooms

The health centre, unlike the premises it replaced and the branch surgery, had examination rooms adjacent to the consulting rooms (see plan 2). Table 14 suggests that in the normal consulting work of the doctors in the first session after the opening of the health centre, only about 4 per cent of the items of service involved the use of the examination room and the proportion dropped much further in later recording sessions.

Investigations

It appears that in the recording session immediately following the opening of the health centre, the number of contacts involving one or

more investigations (see table 15) increased, particularly in the case of those at the main surgery but thereafter in the later recording sessions, the investigations reverted to more or less pre-health centre level. This was the pattern in particular in the case of haemoglobin investigation. In the case of "other lab. tests" the higher levels in evidence in the first post-health centre recording session persisted in the remaining two thereafter. Numbers of X-ray investigations remained more or less constant in relation to the contacts throughout the study as did the proportion of contacts involving multiple requests - the number of multiple requests was initially very small and, if anything, falling, following the opening of the health centre. (The above remarks refer in particular to investigations initiated at contacts in the main surgery or health centre. Numbers of contacts in the branch surgery involving examinations showed no persistent trend of any kind - the numbers were very few - nor was there any trend apparent as regards investigations arranged in the course of home visits where the numbers were even smaller).

Referrals

Overall, the referral rate per contact remained almost unchanged throughout the study. A marked exception to this was in the case of referrals to the nurse which greatly increased (see Table 16) in number following the opening of the centre. Before, in the old main surgery premises, there was a shortage of accommodation which prevented a nurse from consulting at the same time as the doctors. Even so, when the health centre was functioning, only about one per cent of the contacts resulted in a referral to the nurse. Out-patient referrals per contact appeared to be declining marginally following the opening of the centre.

Minor Operations (Table 17)

The numbers of these recorded as being undertaken by the doctors of the practice or initiated by them but undertaken at a hospital, appeared to be lower in the health centre than in the old main surgery, possibly because some of these procedures were being referred to the nurse.

Ante-Natal Cases (Table 18)

Curiously, the only change that appeared to have taken place was the much increased incidence of such contacts in the branch surgery (this could be partly a consequence of the age structure for families in East Peckham as compared with other parts of the practice area - see Table 3).

Casualty Cases and Night Visits

Tables 19a and b. There was no change over the period of study in the very small proportion of contacts described as casualties. However, night calls (strictly speaking items of service on night calls) appeared to have doubled in number following the opening of the health centre.

The Day of Week on which Consultations took place (Table 21)

Very little change in the distribution of items of service by day of week was noticed. It appeared, however, that the proportion of items of service in a week taking place on Monday, Saturday and Sunday went up following the opening of the health centre and down on Tuesdays and possibly Fridays.

THE JOURNEY TO SURGERY STUDY (TABLES 22 - 31)

Introduction

This study (see page 9) covered two periods of three weeks; the first period - 11th November to 2nd December 1970 - being before the health centre opened, and the second - 24th November to 15th December 1971 - being after the health centre opened. In each case the study related only to patients and those accompanying them (see note below Table 22) attending the old main surgery (before phase of the study) to see a doctor of the practice or attending the health centre (after phase of the study) to see a doctor of the practice or a nurse. On neither occasion was any study made of attenders at the East Peckham Branch Surgery.

The Age/Sex Distribution of Persons Attending the Main Surgery or Health Centre (Table 22)

Almost exactly the same number of patients attended the doctors in the two study periods and the respective distributions for age and sex were also remarkably similar. Compared with those who came to see the doctor, those coming to see the nurse included a higher proportion of the over 65s and relatively few of the under 15s; they were also more likely to be males.

Origin of Journey and Method of Travel to the Surgery (Table 23)

The great majority of attenders in both periods of the study came from Paddock Wood itself, though, among those seen by the doctor, the proportion (70 per cent) was somewhat lower to the health centre than was the case in the before period (77 per cent) to the old main surgery. Very few came from East Peckham because, no doubt, of the branch surgery but numbers from there in the after phase were more than double those in the before phase so that it may be that the health centre was exerting some attraction. Otherwise the proportions attending from the other areas of the practice were much the same in both recording sessions. The nurse's patients tended more often to come from Paddock Wood than those of the doctor.

Attenders from Paddock Wood itself, both those going to see the nurse and those attending the doctor, were much more likely to walk to the health centre than to the doctor's old main surgery and less likely to travel by car. They were very unlikely to use any other form of transport both in the before and after periods of the study. This change was probably a consequence of the more central position of the health centre in Paddock Wood village as compared with the old surgery. The change of location had hardly any effect on the method of travel to the surgery reported by those living outside Paddock Wood itself.

The Distance of the Journey to the Surgery (Tables 24 and 25)

The more central location of the health centre seems, for Paddock Wood patients, to have had a dramatic effect on the length of their journeys to the surgery. 44 per cent of the doctors' patients and 33 per cent of the nurse's reported a journey of less than a quarter-mile to the health centre compared with only 6 per cent in the before stage when speaking of the journey to the old main surgery. The effect for attenders living outside Paddock Wood was less marked but generally the average journey distance was somewhat less to the health centre than to the old surgery. Table 25 shows distances travelled to the surgery for attenders in the various age groups. There did not appear to be any major differences between the age groups in this respect. As we shall, in the next section, be considering method of travel to the surgery in relation to age group, it is worth noting that attenders over 65 years of age certainly did not appear to live any closer to the health centre than attenders as a whole, whereas, those under 15 years of age did live marginally closer on average.

Method of Travel to Surgery in Relation to Age and Sex (Tables 26 - 28, 30)

In the before phase of the study, the over 65 year old attenders were the most likely to come by car and the least likely to walk. In the after study, however, over 65s tended to be less likely than other attenders to come by car and correspondingly more likely to walk. In the before phase, male and female attenders appeared on average to be making journeys of about the same distance to the surgery, though, in the after phase, the

journey for males (especially those attending the nurse) tended to be longer on average than those for females. Both before and after the opening of the health centre men were more likely than women to attend by car, especially in the case of those attending the nurse.

Type of Origin of Journey (Table 29)

The great majority of attenders for the doctor (89 per cent) before and after the opening of the health centre travelled from home. The proportion of attenders coming to see the nurse from home was slightly lower - more coming to her from work, possibly because of her minor casualty role.

Distribution of attenders by Time of Start of Surgery Session Attended (Table 31)

Atenders at the health centre appeared to come more often to evening (after 4.30 p.m.) surgeries (especially those coming to see the nurse (than was the case for those attending (the doctors) in the old main surgery.

RESULTS FROM THE SURVEYS OF PATIENT OPINION AND EXPERIENCE

The Respondents Compared with the Samples Approached

The Survey Before the Health Centre Opened - December 1970
to January 1971

There was a very high response rate to the survey undertaken just before the centre opened, especially if those who were apparently uncontactable, for example, by virtue of having moved away, are excluded. (See Table 32). Table 33 shows, moreover, that the age/sex distributions of the respondents and the original sample were almost identical.

The After Survey - July to August 1972

The response when the original sample, i.e. those approached in the before survey, were approached again 18 months later was predictably rather poorer; this was, however, partly a consequence of a decision to exclude those who were clearly, from their answers to certain questions in the after questionnaire (not included in the before questionnaire) not the persons to whom the questionnaire had been addressed. Compared with the sample approached, there was a relative shortage of males among the respondents but the distribution by age for both males and females was quite similar (see Table 34) to those of the sample approached. Both the sample approached and the respondents, it would have been anticipated, would have been on average marginally older than the current practice population simply because it was a sample originally identified 18 months previously; however, in fact, their age distributions were very similar to those of the fresh sample of patients (Table 35) first approached for the July 1972 survey.

The distribution by age of the fresh "after" (July 1972) sample was very close to that for the practice population as in Table 2 (taking account of the fact that the 0 to 17 years age group were excluded) and to that for the population of Paddock Wood itself in the 1971 census (Table 3). The population of the practice area as a whole (Table 3) contained relatively speaking more people in the 20 to 24 age group and more people over 45 years of age than the sample and practice populations. Among the men in the before sample (December 1970 - January 1971), there was a relative excess compared with the after sample in the age group 18 to 24 years and a relative deficit of persons in the 25 to 44 age group.

A Note on Before/After Comparisons

Throughout the report on the patient surveys, we shall be comparing results from the before survey with those from the after survey of patients.

Where we wish to contrast the views or experiences of the practice population (over 18 years) at the time of the after survey with those of the analogous population at the time of the before survey, the best we can do is to compare the corresponding results from the before survey respondents with those of the respondents from the fresh after sample. The results of the survivors of the before sample who replied also to the after questionnaire are also presented but we have to accept that they are in some sense an unrepresentative group by virtue of their all still being tracable, age at the time of the after survey and willingness to answer both our questionnaires. The main purpose for our study of this potentially atypical group, however, is that we obtain an indication of the extent to which individuals were changing their views or reporting changed experience. Tables 64 to 71 are particularly concerned with tabulating data on transitions of this kind.

Where did the Respondents Normally Attend their Doctor - Main Surgery at Paddock Wood (Mascalls before the health centre opened and the health centre afterwards) or the Branch Surgery at East Peckham? (Tables 36 & 44.

In each of the three sets of respondents (before, after survivors and after fresh), just over half (51 to 53 per cent) lived in Paddock Wood and about a quarter (25 to 26 per cent) in East Peckham. Also, virtually all those living in Paddock Wood and Five Oak Green said they would normally attend the main surgery of the health centre, while the great majority of those in the rest of the practice, apart from East Peckham, said they would do this too (85 to 91 per cent in the various surveys).

If the opening of the health centre was going to have any effect on the surgery normally attended by members of the practice population, it is most likely that this would be found among those living in or near East Peckham. In fact, there was some increase in the proportion of East Peckham respondents in both after survey samples compared with before who said they would attend normally the surgery at Paddock Wood and this appeared to be largely accounted for by women under 45 years (perhaps to attend ante-natal clinics at the health centre). The East Peckham over

65s in particular continued to be almost unanimous in giving East Peckham branch surgery as the surgery they normally attended. Despite the small changes mentioned above, it should be borne in mind that at least 85 per cent of the East Peckham respondents in the after surveys stated that they would normally attend the East Peckham surgery. Hardly any other members of the practice population in any of the surveys indicated that they would normally attend the East Peckham branch surgery.

Looking at the survivors' cross-tabulated answers to both surveys (Table 62), there again appeared very little evidence of change, though it did seem that a small number (5 per cent) of East Peckham attenders at the before stage had transferred to the health centre by the time of the after survey.

Respondents to the Before Survey: Source of Knowledge, if any, of the Forthcoming Opening of the Health centre.

69 per cent (Table 37) of those attending the main surgery at Paddock Wood reported that they knew that a health centre was to open in January 1971. The most frequently mentioned source of information for this group had been "newspaper" followed by "other patients" and then the "other sources" as the third most common (this would include being told by the doctor or practice staff). Hardly anyone reported gaining information from a notice in the waiting room. Frequent attenders at the surgery in the previous 12 months were more likely to know of the opening of the health centre than less frequent attenders, predictably enough, and also more likely to have heard of its opening from the doctor or staff of the practice, and correspondingly less likely to learn from newspapers (the proportion being told by other patients was more or less the same regardless of frequency of attendance).

Of those who said that they normally attended East Peckham branch surgery, only 35 per cent knew of the opening of the health centre.

At the Time of the After Survey How many of the Respondents had been to the Health Centre?

More than 80 per cent (Table 45) both among the fresh sample and survivors of those who said they normally attended the main surgery at Paddock Wood, indicated they had been to the health centre for some reason

by the time of the survey. The comparable figure for East Peckham attenders was around 40 per cent (this was the proportion of fresh sample respondents - the proportion was lower in the case of the survivors).

At Which Premises would Patients Prefer to see their Doctor?

The Before Survey

In the before survey, respondents were asked to choose between the existing surgery (that is whichever one they normally attended), the health centre, or 'don't mind'. There were considerable differences between those who normally attended the Paddock Wood main surgery and those normally attending the East Peckham branch surgery (in the rest of this section referred to as 'main surgery attenders' and 'branch surgery attenders', respectively).

Main Surgery Attenders

Among the main surgery attenders (Table 38a) just over half did not mind where they saw their doctor, a third opted for the health centre and 10 per cent for the present surgery. Women were slightly more likely to favour the health centre and less likely not to mind where they saw the doctors. The youngest age group (18 to 24 years), particularly the men, were most likely not to mind where they saw the doctor and least likely to prefer the health centre. The over-65s were, as a group, similar in the proportions opting for the various alternatives, to those under 65 years of age taken as a whole. The number of visits paid to the surgery by respondents to see a doctor in the previous year (Table 39a) did not appear to be related to their preferences. Those who lived in Paddock Wood itself (Table 44a) were more likely than those living elsewhere to favour the health centre.

Those who knew that the health centre was to open (Table 40) were rather more likely to opt for the health centre as were those (Table 41) who thought the existing waiting room in Mascalls was unsatisfactory¹ (this was very small and generally thought by the doctors to be unsatisfactory - even so, only about one third of the respondents did not find it satisfactory).

Those who reported that they normally obtained an appointment on the day requested (Table 43a) (and the great majority, 85%, did) were also more likely to favour a health centre than those who did not.

¹ than the respective complementary groups.

Branch Surgery Attenders

Two-thirds of these preferred to see the doctor at the branch surgery (Table 38a), 13 per cent would have preferred the health centre and a quarter did not mind. Women were somewhat more likely to be in favour of the health centre than men. No one over 60 years of age was found to prefer the health centre and it was among this group that there was virtually unanimous support for the branch surgery.

Relatively frequent attenders, that is 5 or more attendances in the previous year to see their doctor, (Table 39a) were more likely to favour the health centre as were those who already knew of the health centre from some source (Table 40) and those who thought the East Peckham waiting room was unsatisfactory (Table 41) (just over half held this view) than the corresponding complementary groups.

Only 11 of the 128 branch surgery attenders reported that they did not normally get an appointment on the day requested (Table 43a) so it is not possible to compare their preferences with those of the group who did normally get an appointment on the day requested. However, those making appointments by telephone, as distinct from calling at the surgery for this purpose, were more likely to opt for the health centre or not to mind where they were seen than those who normally called at the surgery for an appointment (Table 42a). (Almost all the Paddock Wood main surgery attenders made appointments by telephone - 95 per cent fell into this category).

The After Surveys

In the after survey, respondents were asked to choose between the old main surgery, East Peckham branch surgery, the health centre (Paddock Wood) or at home (not a possibility offered in the before questionnaire) or 'don't mind'. Once again there were considerable differences between those normally attending the health centre and those normally attending the branch surgery.

Health Centre Attenders

About three-quarters of these respondents (74 per cent of the survivors and 79 per cent of the fresh sample respondents) stated a preference for

the health centre (Table 38b, c). None of the other options obtained more than a few per cent of support. Men were slightly more likely to opt for the health centre than women and the over-65s were somewhat less likely to favour health centres - mostly because a higher proportion of this age group - about 20 per cent - favoured being seen at home, rather than because of a preference for any other site.

Once again, those who lived in Paddock Wood were more likely to favour the health centre than those living outside the village (Tables 44b, c). Those who had paid one or more visits to the doctor in the previous year were more likely to favour the health centre than those who had paid no such visits (otherwise there was no apparent difference in preference among those visiting less or relatively frequently in the previous year). (Tables 39b, c). Those who normally obtained an appointment on the day requested (and over 80 per cent did) (Table 43b, c) were a little more likely to favour the health centre than those who did not. Whether an appointment was made by telephone or by calling at the surgery (and a somewhat higher proportion of respondents in the after survey compared with the before survey did call at the surgery for this purpose perhaps because it was more conveniently located) (Tables 42b, c) seemed to be generally unrelated to preferences as to where to see the doctor - except that nearly all those who favoured being seen at home happened to be on the telephone.

Thus, at the time of the after survey, the great majority of those who normally attended the Paddock Wood main surgery, that is, the health centre, stated a preference for the health centre with little support for any other site except 'at home' among a proportion of the elderly. Since the question in the after questionnaire was different from that in the questionnaire for the before survey, it is not easy to assess the meaning of changes of view on the part of the survivors who participated in both surveys. However, it appears (Table 63) that most of those who opted for the health centre before continued to do so, apart from a number who had changed to the new option 'at home'. Three-quarters of those who opted for the old main surgery and of those who did not mind transferred their allegiance to the health centre.

Branch Surgery Attenders

About two-thirds of this group (64 per cent of survivors and 67 per cent of fresh sample respondents) opted for the branch surgery, 11 - 12

per cent for the health centre and a similar proportion did not mind. In the fresh sample (Table 38c) women were slightly more in favour of the health centre than the men but the numbers involved were very small. The elderly (over 60 years of age), as before, were almost unanimous in opting for the branch surgery.

Most of those opting for the health centre (Tables 39b, c) were to be found among those who said they had visited their doctor on five or more occasions in the previous year (although this group constituted less than 30 per cent of the total of respondents in question).

As before, virtually all the branch surgery attenders said they normally obtained an appointment to see the doctor on the day they requested (Tables 43b, c). More, at the time of the after survey, were using the telephone to obtain an appointment (Tables 42b, c) than two years previously and it was among this group that most of those favouring the health centre were located - they were also much less likely than those who normally called at the surgery to make an appointment to favour the branch surgery, possibly this was because those with the telephone were more likely to have access to a car.

Table 63 shows that, although there was a net slight decline in the number opting for the branch surgery at the time of the after study compared with the before, this was largely accounted for by changes to the 'at home' category. Otherwise, there were a number of changes of opinion. For example, on both occasions, ten persons stated a preference for the health centre but only three of those who originally did so also gave the same answer in the after survey.

A Comparison of Experiences and Practices, with Some Possible Relevance to the Opening of the Health Centre, Reported by Respondents in the Before and After Surveys

Introduction

The last section gave an indication of respondents' preferences as to where they saw their doctors and explored possible explanations for their preferences. In this section, we search for changes in experience or practice reported by respondents which might be in some sense associated

with the opening of the health centre (that is, of course, not the same as saying the changes were caused by the health centre opening).

Proportion of Respondents Attending the Main Surgery at Paddock Wood (Mascalls before the Health Centre Opened) and the Branch Surgery at East Peckham.

It has already been noted that when the health centre opened, there was evidence that a slightly greater proportion of respondents from East Peckham normally attended the Paddock Wood rather than the East Peckham branch compared with the before situation (see also results on page 15 from the 'L' Book analyses). Moreover, a study of the survivors (Table 62) suggested that this was at least in part due to an actual change in allegiance on the part of a small number (about 5 per cent) of those who had previously been branch surgery attenders (virtually all branch surgery attenders came from East Peckham, and of respondents living in other parts of the practice area virtually all normally attended Paddock Wood surgery both before and after the opening of the health centre).

The Proportion of Respondents Obtaining an Appointment to see the Doctor on the Day which they Requested it

In the case of main surgery attenders (Table 51) slightly lower proportions (among both the survivors and fresh sample respondents) reported that they did obtain an appointment on the day for which it was requested when the health centre opened than did so in the before survey - the converse was the case for branch surgery attenders¹. Table 67 shows, moreover, that among the survivors who answered both our questionnaires a greater number of people among the main surgery attenders showed a shift to saying that they did not normally obtain an appointment on the day requested and changed their answer in the opposite direction. The converse was the case for survivors who were branch surgery attenders (note that this may or may not represent a factual difference between the health centre and branch surgery experience - it may have something to do with the strong sense of loyalty possibly of a defensive character felt by branch surgery attenders who may have felt that it was important to say that everything was perfectly satisfactory in the branch surgery so as not to give any grounds for closing it).

¹ In the case of the survivors

Normal method of obtaining appointments reported by respondents

Among main surgery attenders, the telephone was used by a lower proportion when the health centre was opened (survivors and fresh sample respondents) than in the days of the old main surgery. The converse was the case among branch surgery attenders (see Tables 50 and 66).

The number of visits paid to the surgery to see the doctor by respondents (according to their report) in the year previous to each survey

Among main surgery attenders (Table 46) respondents from the fresh sample reported slightly greater average number of attendances per year than the respondents in the before survey (in the case of males this was 4.6 addition on average per year compared with 3.9 and, in the case of females, 6.5 compared with 6.1). This increase was apparent in all of the age groups for males. In the case of the female respondents, the picture was much less clear but it seems that there may have been slightly increased average attendance rate among those under 45 years of age and a slightly decreased attendance rate among those over 45 years of age. (The survivors in the case of both men and women reported lower annual rates than did the before respondents and indeed Table 67 indicates that this decrease on the part of the survivors was largely due to a decrease in the persons attending a relatively large number of times per year - ten or more that is, in the year preceding the after survey).

In the case of branch surgery attenders, both for men and women (and in virtually all age groups, though numbers are very small) there was a decline in the number of attendances per year at the time of the after survey compared with the before situation. This conclusion held both when we considered the survivors and the fresh sample. Moreover, Table 64 suggests that the survivors, according to them, were making on average 4.0 attendances in the year before the after survey compared with 5.3 at the time of the before survey. (This drop among the survivors was much sharper for branch surgery attenders than the main surgery attenders, where the decrease was from 4.8 to 4.5 attendances per annum).

The number of home visits in the year preceding the surveys

Among the fresh sample male respondents who reported they normally attended the main surgery, overall there was a slightly greater average

number of home visits reported in the year before the survey, compared with the reported experience of the analogous group of respondents in the before survey. Those over 60 years of age accounted for this difference. In the after survey, the average rate per year for those under 60 years of age was lower than that reported by this age group in the before survey.

Among women respondents who normally attended the main surgery, overall the fresh sample respondents reported a decrease, though a slight one, in the number of home visits in the year preceding the after survey compared with the corresponding figure for the before survey; once again, the figure was slightly greater in the after survey among the over 65s and generally lower for all other age groups, except the 18 to 24 years of age.

The results for the survivors in the after survey were very similar to those for the fresh sample in the case of women. Male survivors reported a slightly reduced home visit rate compared with the before respondents.

In the case of branch surgery attenders, among male respondents, both survivors and those in the fresh sample, the reported home visiting rate was definitely lower at the time of the after survey than at the time of the before. In the case of females, respondents from the fresh sample reported a slightly higher rate of home visiting at the time of the after survey than was the case for the before survey respondents but the survivors reported a lower rate. The generally lower rates both among men and women in the main and branch surgery attenders is confirmed by study of Table 65 showing how individuals changed in their reported number of home visits for the preceding year in the two surveys.

In the case of main surgery attenders, the combined surgery and home visiting rate appeared for men and to a lesser extent for women to be greater at least for the fresh sample of respondents in the year preceding the after survey than was the case with the before respondents in the year preceding the before survey. In the case of branch surgery attenders, rates were substantially down for men and women whether we considered the fresh sample respondents or the survivors and indeed by the time of the after surveys the contact rates quoted by branch surgery attenders was substantially lower than those quoted by the main surgery attenders.

Average number of times respondents had felt the need in the year preceding the survey to see a doctor but felt unable to go to the surgery for one reason or another

On average, attenders at the main surgery in both the before and after surveys reported that on just less than one occasion per year they had felt a need of this kind. The figure was slightly lower in the case of the after survey (see Table 48). In cases of branch surgery attenders, broadly similar figures held and, once again, figures were lower in the after survey than the before survey.

Number of times in the year preceding the survey the respondents had felt the need for a home visit but had not called the doctor out

Table 49 suggests that both among main surgery attenders and branch surgery attenders the average number of times when respondents had felt the need for a home visit at the time of the after survey but not called the doctor out was lower than at the time of the before survey (see also Table 69).

Generally, it would appear that the number of times the respondents felt the need for a doctor's attention but did not obtain this, for one reason or another, was lower overall when the health centre was opened. So it seems reasonable to conclude that respondents did not perceive the arrangements either at the health centre or the branch surgery at the time of the after survey as constituting any greater barrier to their obtaining care.

The Preference of Respondents when they wished to see a Doctor about a Non-Urgent Matter and their own Doctor is not Available at all at the Surgery on the day when they wished to see him - would they prefer to see another Doctor or to see their own Doctor another Day?

This question was included to see whether the opening of the health centre was associated with any weakening in the link between a patient and his doctor. In the case of branch surgery attenders, since only one doctor was available at the branch at any one day, of course, a determination to see one's own doctor at the surgery might lead either to a journey to the health centre or a wait of up to a week before he next came to the branch.

In the case of main surgery attenders, in the before survey (Table 57), about two-thirds would have opted to see another doctor rather than wait to see their own. By the time of the after survey, both the fresh sample respondents and the survivors were slightly less likely to be prepared to see another doctor (61 per cent and 62 per cent were so prepared respectively compared with 67 per cent in the before survey). This difference was apparent for men and women respondents (see Table 55) and in the over 60s age group and the 25 to 44 years age group. Also, apart from the small number of very frequent attenders (20 plus in the year preceding each survey), the shift in favour of waiting for one's own doctor was apparent for both less frequent and relatively frequent attenders.

Branch surgery attenders were at the time of the before study marginally more likely to be prepared to see another doctor than main surgery attenders, but at least in the case of fresh sample respondents were less so at the time of the after survey (70 per cent were prepared to see another doctor at the before stage and 57 per cent of the fresh sample respondents at the after stage - the survivors, however, included 70 per cent who would have been prepared to wait) (Table 57).

From Table 70, it appears that, in the case of main surgery attenders, there had been quite a sizable number of respondents who had shifted their preference in one way or another by the time of the after survey with a net movement in favour of waiting for one's own doctor. The East Peckham survivors appeared to be just as likely to change their opinion but in this case the changes in different directions virtually cancelled one another out.

Staff other than the Doctor who attended Respondents in the Year preceding each Survey (Table 56)

Main Surgery Attenders

In the case of the district nurse, the proportion of respondents reporting that they had been attended by her in the previous year had more than trebled at the time of the after survey, both among the fresh sample respondents and the survivors. Most of the increase predictably consisted of contacts in the surgery - there was accommodation in the health centre for a nurse and this had not been the case in the old main surgery.

Overall, by contrast, contacts with the health visitor had remained almost unchanged if not falling, though a much larger proportion of such contacts took place in the surgery.

Among women, the number of reported contacts with midwives had declined substantially.

A chiropodist was not available at Paddock Wood before the opening of the health centre but it appeared that only about one per cent of the respondents to the after surveys had been attended by a chiropodist in the preceding year.

Branch Surgery Attenders

In the case of the branch surgery attenders, actual numbers reporting seeing any of the staff in question were very small but the changes were generally in the same direction as those reported by the main surgery attenders.

In the after survey only, respondents were asked whether they had attended a surgery where the nurse helped the doctor and in fact 20 per cent of the survivors and 23 per cent of the fresh sample respondents said they had (Table 61). The corresponding figures for branch surgery attenders were much the same, higher if anything. Both among main and branch surgery attenders, those who had attended the surgery where a nurse helped the doctor were considerably more likely to think that she was an advantage to the patient than those who had not.

Some Further Views of Respondents to the After Survey on the Health Centre or Related Matters

In the after survey, those approached were asked the following question (originally used by Dr. Cartwright¹). "If you cut your hand badly at home at 3 o'clock on a Tuesday afternoon, and, although the bleeding soon stopped you thought it would need seeing to by someone what would you do?"

Among those who normally attended the health centre, over 70 per cent indicated that they would go to the health centre with this problem (Table 60)

¹ Cartwright, 1967.

and the next most popular site for attention was Pembury hospital indicated by 19 per cent of the fresh sample respondents and 15 per cent of the survivors. No other possibility obtained more than 4 per cent support.

In the case of branch surgery attenders, 45 per cent both of the fresh sample respondents and of the survivors said they would go to the health centre, 25 per cent to Pembury hospital and 15 per cent to the branch surgery.

So it was clear that the health centre was seen even by nearly half of the branch surgery attenders as having a minor casualty function. One reason why the health centre may have been thought of as an appropriate place to go with a minor injury is the existence there of a treatment room staffed for much of the day by a nurse. We know both in the Journey to Surgery study (see Table 22) and from the Patient Survey itself (see Table 61) that a number of persons had attended the nurse in the preceding year and whilst the L Book analysis (Table 16) suggests that some of these were due to referrals from the doctors it seems likely also that the nurse was attracting a number of direct attendances.

Those approached in the after surveys were also asked in an open question to indicate the advantages and disadvantages of the health centre. Among the main surgery attenders, easily the most popular advantage cited was of a kind classified by us as 'better facilities and premises' (Table 59). (39 per cent of the fresh respondents and 37 per cent of the survivors gave this advantage). Convenient location was the next most popular advantage cited (by 11 per cent of the fresh respondents and 12 per cent of the survivors), and almost equal numbers gave centralised services as an advantage. Hardly any of the main surgery attenders indicated any disadvantages at all or any other advantages.

Branch surgery attenders were much less likely to list any advantages and, in fact, 'better facilities and premises' was the only category of advantage to command more than a handful of respondents as supporters, (21 per cent of the fresh sample respondents and 15 per cent of the survivors). Most branch surgery attenders did not state any disadvantages either and of those who did most cited the inconvenience of the location of the health centre from their point of view.

RESULTS FROM THE PATIENTS SURVEY ABOUT JOURNEY TO THE SURGERY

Method of Travel to Surgery

(a) Those who normally attended the main surgery in Paddock Wood (i.e. Mascalls at the time of the before survey and the health centre afterwards)

It appeared (Table 54) that the opening of the health centre had been associated with a decrease in the proportion using a car to attend the surgery and an increase in the proportion of those walking to the surgery. The proportions coming by bus were the same in both surveys.

Two-thirds of the respondents to the before survey and almost identical proportions of the survivors and fresh sample respondents lived in Paddock Wood. Table 54 suggests that it was in the case of those living in Paddock Wood that the change in method of travel to the surgery associated with the opening of the health centre took place. (48 per cent in the before survey said they came to the surgery by car, compared with 34 per cent of the fresh sample respondents in the after survey, and 35 per cent in the before survey normally walked to the surgery compared with 51 per cent among the fresh sample respondents. In the case of the survivors, in the after survey 42 per cent said they normally came by car to the surgery and 46 per cent reported walking to the surgery). There was very little change among main surgery attenders living elsewhere.

The change when the health centre was opened in favour of walking and against using the car to travel to the surgery was in evidence for both the men and women respondents, though both before and after women were much less likely than men to use the car to come to the surgery (Table 52).

Those over 65 years old were the age group least likely to attend by car both before and after the opening of the health centre. However, (Table 53) among the fresh sample respondents in this age group who normally attended the main surgery, 78 per cent lived in Paddock Wood itself compared with 60 per cent among the comparable group in the before survey and among the survivors. In the case of the fresh sample respondents over 65 years of age, an increased proportion walked to the surgery and came to the surgery by car. However, the main difference was a marked decline in proportion

compared with the before survey respondents attending by bus (this had been the most common method of travel for those of 65 years of age in the before survey). The "survivors" in this age group also reported an increased proportion walking to the surgery and a decline in the proportion using the bus but marginally fewer of this group came by car.

Table 71 shows how the survivors changed their method of travel attending the health centre compared with the method used for going to the old main surgery. In this particular group, the main net change was an increase in the number walking to the health centre with a small decline in the numbers travelling by car and bus. In fact about 20 per cent of those travelling by bus and car to the old main surgery said they would normally go on foot to the health centre (conversely a number of people who previously walked or used other means of travel opted for the car as a means of getting to the health centre so that the number using this means of travel to the surgery was only slightly less at the time of the after survey than at the time of the before survey.

(b) Those who normally attended the branch surgery in East Peckham

Virtually all branch surgery attenders, it will be recalled, lived in East Peckham itself.

At the time of the before survey, 53 per cent of the respondents said that they would walk to the surgery and 32 per cent went by car (Table 54). Among the fresh sample respondents in the after survey, a slightly greater proportion, 61 per cent, said they would normally walk to the branch surgery and 24 per cent said they would travel there by car. Among the survivors the same proportion said they would walk as in the before survey and slightly fewer said they would use the car. The bus was used by very few to travel in either survey, apparently.

Very few of the over 60s, men or women, travelled to the branch surgery by car according to their report in any of the surveys, the great majority saying that they would normally walk there (Table 52).

Travel Difficulties (for journeys to the main surgery)

Hardly anybody who reported normally attending the branch surgery in either of the surveys indicated any difficulties in travelling there so

the whole of this section relates to difficulties in travelling to the main surgery at Paddock Wood. In the before survey 12 per cent said they experienced difficulties of this kind; at the time of the after survey 10 per cent of the fresh sample respondents and 8 per cent of the survivors reported difficulties in travelling to the health centre. Women in both before and after surveys were much more likely to report travel difficulties than men but Table 53 suggests that the changed location of the health centre did have the effect of reducing the proportion experiencing this difficulty among women but not among men (probably because the former were less likely to use a car to travel to the surgery - nearly all women experiencing difficulties in the after survey did so because of 'poor bus services' (see Table 53a).

Type of Origin of Journey to Surgery (i.e. home or work) (Table 58)

In the case of those who said they normally attended the main surgery women but not men were slightly more likely to start the journey to the surgery from work when attending the health centre than was the case with the old main surgery. In the case of the branch surgery attenders a higher proportion of both men and women at the time of the after survey said they would start normally from home than at the time of the before survey.

DISCUSSION

For the Paddock Wood practice and its patients, the opening of the health centre meant that the main surgery was accommodated in much more spacious and generally satisfactory premises and also more centrally located within the village. The primary health care staff using the health centre on a regular basis were initially not much different in terms of numbers and variety of professions from those based at the old surgery premises (the main differences were the addition of school dentistry and chiropody). However, the range of accommodation available in the centre made it possible for many more staff to be working there at the same time (previously (see Chart 1) a number of sessions of various kinds were held at a local church hall); and the existence of a pleasant and conveniently located common room made it easier for staff to meet formally and informally.

A small purpose-built branch surgery at East Peckham continued to function throughout the study.

The study suggests that the health centre had had little impact on the nature and magnitude of the work-load as a whole of the doctors, though they were referring many more patients to the nurse when the centre was in existence than was the case in the old main surgery. It was clear moreover that she was seeing a number of patients directly in the health centre treatment room. The fact that the health centre was open throughout the day and had rather better facilities than either the surgery replaced or the branch surgery at East Peckham may have had the effect of increasing the proportion of certain types of contact undertaken at the main surgery as opposed to in the branch surgery or at home. For instance, although there was no increase in the proportion or number of contacts involving an examination, a higher proportion of them took place at the health centre than at the old main surgery. Interestingly, examination rooms which were available in the health centre but not the old surgery appeared to be hardly used at all. The decline in the number of items of service recorded by the doctors in the "prophylactic activities" category may be a consequence of the greater convenience of such things as inoculations clinics held in the centre. The apparent decrease in the proportion of ante-natal consultations as recorded by the doctor may again be a consequence of fewer of these occurring within the normal surgery sessions when the number of ante-natal clinics proper was increased from one per week in the old main surgery to two per week in the centre.

It is clear, however, that East Peckham patients continued to use their branch surgery with almost the same frequency as in the days of the old main surgery. It seems possible that of the order of 5 per cent of these patients had transferred their allegiance to the health centre as the surgery they normally attended. The remainder gave the impression from their answers to the patients survey of being fiercely loyal to the branch surgery. This was particularly the case with the over 60s and those who did not normally use a car to attend the surgery (most of the over 60s came into this category in the case of branch surgery attenders).

For Paddock Wood patients especially, the location of the health centre appeared to be much more convenient than the surgery replaced in the terms of distance from their homes. This probably explains the increased tendency emerging both in the postal surveys of patients and in the "journey to surgery" study for patients to come to the surgery on foot rather than use the car or bus (although the health centre had a very good car park). They were also more likely to call at the health centre to make an appointment rather than to 'phone, compared with the situation when the old main surgery was open.

Given that for patients living in Paddock Wood, and also to some extent those living elsewhere, the opening of the health centre meant that the surgery was much more conveniently located and moreover provided much more agreeable and adequate facilities, it is hardly surprising that most main surgery attenders indicated that they preferred the health centre as the site at which they preferred to be seen by their doctor. Hardly any other option except "at home" in the case of elderly patients received more than a few per cent of support.

Respondents to the patient surveys appeared to find, however, that they were slightly less likely to get an appointment on the day they asked for in the health centre than was the case in the old surgery. On the other hand, they were less likely to report in the after survey that they had experienced a need for care from the doctor but had not, for some reason or another, taken steps to obtain this, than those who responded to the before survey. "Main surgery attenders" reported on average a greater number of attendances at the health centre and a greater number of home visits received from the doctor, in the year preceding the after survey, than was reported for an analagous period by respondents in the before survey. So it would appear that the respondents to the after survey see

themselves as having at least as ready access to care from their doctor as did the respondents to the before survey. Moreover, the additional service of the treatment room nurse appeared to have been experienced by a number of patients; among those who had attended the nurse in this way almost all saw this as an advantage to the patient.

The branch surgery attenders reported lower average consultation rates at the surgery and lower home visiting rates, in the after survey as compared to the before survey. This was not accompanied by any increase in the number of occasions they felt themselves in need of doctors care but had not for one reason or another obtained it, in fact they were more likely than those normally attending the health centre to report that they normally obtained an appointment to see a doctor on the day when they requested it. The very strong support manifested for the branch surgery may at least in part be due to a fear that there was some plan to close the branch surgery once the health centre was open and that the survey of patients that we conducted was related to this in some way. Thus there was an added stimulus to give favourable answers to ensure that no pretext was given to the doctors to close the branch surgery. There is no doubt that for these patients, situated as they were some miles from Paddock Wood, the location of the branch surgery was all-important for 'ordinary' surgery contacts. However, the health centre was probably relevant to East Peckham residents as a base for some practice activities. At least a third of the branch surgery attenders had been to the health centre for some purpose or other and it was the most commonly cited place, of those mentioned in the questionnaire, which they would approach if they had a minor accident.

For the patients, then, the conclusion emerges that this health centre was an improvement in many ways compared to the premises it replaced. It also formed a focus for professional activities not previously available in the locality, at least outside the large towns a few miles away; for example films and other presentations were arranged for staff at the centre to which those from neighbouring practices were invited. Also the size of the premises enabled the practice to take a trainee on a regular basis. Moreover, though at the time when it opened the health centre was unusually spacious in relation to its function, such has been the development of the need for services in the locality that it is now being extended; something that was possible on the site chosen for it. Had a health centre not been built in Paddock Wood, it was clear that some alternative fairly drastic action would have been needed in order to provide premises for services needed there now.

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GENERAL NOTES ON TABLES

- (1) Where percentages are calculated, they are given correct either to the nearest whole number or to one decimal place. The decision as to which of these to adopt in the case of a particular table, or entry in a table, depended partly on the size of the denominator on which the percentage was based and partly on context.

Thus, for example, in the tables based on the 1971 census (100% sample), we have presented percentages correct to one decimal place since they were based on numbers of the order of a thousand or more. In the case of those based on the 10% sample, however, we have given percentages to the nearest whole number, except for England and Wales.

For tabulations based on the L book sheets, we have usually presented percentages correct to one decimal place, except where the denominator on which the percentage was based, was less than 150. Below that figure, we have calculated percentages to the nearest whole number except where the denominator was very small indeed. The rationale for this was:-

- (a) that we were often interested in searching for changes in relatively small percentages (for example, the percentage of examinations of a certain type among all surgery items of service) and these changes would be expected to be relatively small in absolute magnitude.
- (b) At the risk of conveying a spurious impression of precision, it seemed better to err on the side of providing percentages correct to too many decimal places rather than too few - rather than vary the accuracy of the calculations within any one table more than was absolutely necessary. The reader is urged to note the denominator on which any percentage is based and to bear in mind the change in percentage corresponding to a change of one unit in the numerator (for example, where the denominator is 50 an increase of one in the numerator, say from 29 to 30, has the effect of increasing the corresponding percentage by two, i.e. from 58% to 60% in this example).

In the case of the data on journey to the surgery, we have presented percentages only to the nearest whole number, although it would have often been computationally reasonable to give them correct to one decimal place. This was because the percentages, changes in which we were interested, were generally sufficiently large that working to the nearest whole number seemed adequate for purposes of interpretation.

- (2) Note generally that percentages in a given row or column (or sub-row or sub-column) will not always add where relevant to 100%, due to rounding effects.

TABLE 1

TOTAL NUMBERS OF PATIENTS (AND NUMBERS OVER 65 YEARS OF AGE)
REGISTERED WITH THE DOCTORS OF THE PRACTICE AT THE BEGINNING
AND END OF THE STUDY

DOCTOR	BEGINNING OF STUDY (18/11/70)		END OF STUDY (8/11/72)	
	ALL PATIENTS REGISTERED	THOSE OVER 65 YEARS	ALL PATIENTS REGISTERED	THOSE OVER 65 YEARS
1	3128	240	2949	242
2	1763	61	2452	74
3	4255	551	3862	533
ALL DOCTORS	9146	852	9263	849

Source: Executive Council Quarterly Returns.

TABLE 2

AGE/SEX REGISTER COUNT¹ FOR THE WHOLE PRACTICE
(30th March, 1973)

AGE GROUP	MALE		FEMALE		TOTAL	
	No.	%	No.	%	No.	%
0 - 14	1457	29.2	1383	27.4	2840	28.3
15 - 19	266	5.3	298	5.9	564	5.6
20 - 24	260	5.2	278	5.5	538	5.4
25 - 44	1599	32.1	1595	31.6	3194	31.9
45 - 59	652	13.1	652	12.9	1304	13.0
60 - 64	151	3.0	184	3.6	335	3.3
65 and over	326	6.5	467	9.3	793	7.9
Unknown	268	5.4	191	3.8	459	4.6
Totals (100%)	4,979		5,048		10,027	

¹ This was the count made before any corrections were done.
 (See Warren, 1976).

NOTES ON TABLES BASED ON 1971 CENSUS

The data in Tables 3 to 7 for Paddock Wood, East Peckham, Five Oak Green (Capel), the rest of the practice area, and the practice area were obtained from the Small Area Statistics (Ward Library) for the following enumeration districts.

Paddock Wood:

Paddock Wood	3434	3346/A22
Paddock Wood	3435	3346/A23
Paddock Wood	3436	3346/A24
Paddock Wood	3437	3346/A25
Paddock Wood	3438	3346/A26
Paddock Wood	3439	3346/A27
Paddock Wood	3440	3346/A28
Paddock Wood	3441	3346/A29
Paddock Wood	3442	3346/A30

East Peckham:

East Peckham	2909	3348/A14
East Peckham	2910	3348/A15
East Peckham	2911	3348/A16
East Peckham	2912	3348/A17
East Peckham	2913	3348/A18

Five Oak Green:

Capel	3397	3346/A17
Capel	3398	3346/A18
Capel	3399	3346/A19
Capel	3400	3346/A20
Capel	3401	3346/A21

Rest of Practice Area:

Hadlow	3406	3346/A14
Hadlow	3408	3346/A16
Horsmonden	3423	3346/A31
Brenchley	3391	3346/A41
Brenchley	3392	3346/A42
Brenchley	3394	3346/A44
Yalding	2838	3342/A48
Yalding	2840	3342/A50
Yalding	2842	3342/A52
Yalding	2843	3342/A53
Nettlestead	2818	3342/A55
Nettlestead	2819	3342/A56

Practice Area: The sum of all the above.

TABLE 3
DISTRIBUTION BY AGE AND SEX OF THE POPULATION RESIDENT IN PADDOCK WOOD, EAST PECKHAM, FIVE OAK GREEN (CAPEL)
THE REST OF THE PRACTICE AREA, THE WHOLE PRACTICE AREA, AND ENGLAND AND WALES - FROM THE CENSUS OF 1971

AGE (YEARS)	PADDOCK WOOD			EAST PECKHAM			FIVE OAK GREEN			REST OF PRACTICE AREA			WHOLE PRACTICE AREA			ENGLAND AND WALES		
	Males %	Females %	Persons %	Males %	Females %	Persons %	Males %	Females %	Persons %	Males %	Females %	Persons %	Males %	Females %	Persons %	Males %	Females %	Persons %
0 - 14	31.3	30.3	30.8	28.3	27.0	27.7	28.2	24.2	26.1	22.6	21.9	22.2	27.6	25.2	26.9	25.1	22.5	23.7
15 - 19	5.0	5.2	5.1	6.2	6.1	6.1	6.5	5.5	6.0	6.9	6.7	6.8	6.0	5.9	5.9	7.2	6.5	6.8
20 - 24	6.1	5.6	5.8	7.1	7.6	7.4	6.4	9.7	8.0	6.7	5.7	6.2	6.5	6.6	6.6	7.9	7.4	7.7
25 - 44	32.0	31.3	31.7	30.7	30.0	30.1	30.1	27.8	29.0	24.3	22.4	23.3	29.2	27.8	28.5	25.1	23.3	24.2
45 - 59	14.9	14.3	14.6	15.6	16.0	15.8	15.2	15.3	15.3	19.9	19.5	19.7	16.6	16.4	16.5	18.6	18.4	18.5
60 - 64	3.2	3.9	3.6	3.6	3.7	3.6	4.7	4.3	4.5	6.5	6.4	6.4	4.5	4.7	4.6	5.6	6.0	5.8
65 and over	7.6	9.3	8.5	8.5	10.1	9.3	8.9	13.3	11.1	13.1	17.4	15.3	9.6	12.5	11.1	10.5	16.0	13.3
TOTALS (100%) (All Ages)	2360	2460	4820	1473	1470	2943	1023	1035	2058	2011	2160	4171	6867	7125	13992	23582950	25066595	48749575

Source: (England and Wales) Office of Population Censuses and Surveys: Census 1971 Great Britain, Age, Marital Condition and General Tables: London H.M.S.O. 1973.

(Other areas) Office of Population Censuses and Surveys: Census 1971. Small Area Statistics (Ward Library) (100%) Household. (For enumerated districts as listed before Table 3.)

TABLE 4

DISTRIBUTION OF HOUSEHOLDS¹ AND PERSONS¹ BY NUMBER OF CARS (INCLUDING VANS) AVAILABLE FOR USE BY MEMBERS OF HOUSEHOLD IN PADDOCK WOOD, EAST PECKHAM, FIVE OAK GREEN (CAPEL), THE REST OF THE PRACTICE AREA, THE WHOLE PRACTICE AREA AND ENGLAND AND WALES - FROM THE CENSUS OF 1971

NO. OF CARS AVAILABLE TO HOUSEHOLD	PADDOCK WOOD		EAST PECKHAM		FIVE OAK GREEN		REST OF PRACTICE AREA		WHOLE PRACTICE AREA		ENGLAND AND WALES	
	HOUSE-HOLDS	PERSONS	HOUSE-HOLDS	PERSONS	HOUSE-HOLDS	PERSONS	HOUSE-HOLDS	PERSONS	HOUSE-HOLDS	PERSONS	HOUSE-HOLDS	PERSONS
	%	%	%	%	%	%	%	%	%	%	%	%
0	32.6	25.8	27.3	20.9	29.4	23.9	34.9	27.8	31.8	25.1	48.2	41.4
1	56.7	61.2	56.4	60.0	56.2	58.9	47.0	48.2	53.5	56.7	42.8	47.2
2 or more	10.6	13.0	16.2	19.1	14.4	17.2	18.1	23.9	14.7	18.2	9.0	11.4
TOTAL (100%) HOUSEHOLDS/ PERSONS	1,504	4,802	948	2,942	687	2,055	1,449	4,173	4,588	13,972	16,509,905	47,296,180

Source: (England and Wales) Office of Population Censuses and Surveys: Census 1971 England and Wales. Availability of cars, London HMSO 1973

(Other areas) Office of Population Censuses and Surveys: Census 1971. Small Area Statistics (Ward Library) House page. (for enumerated districts as listed before Table 3)

¹ Households (or persons resident in these households) present at time of enumeration.

TABLE 5

METHOD OF TRAVEL TO WORK BY PERSONS IN EMPLOYMENT FOR
PADDOCK WOOD, EAST PECKHAM, FIVE OAK GREEN (CAPEL), THE
REST OF THE PRACTICE AREA, THE WHOLE PRACTICE AREA AND
ENGLAND AND WALES - BASED ON 10% SAMPLE: 1971 CENSUS

AREA	WORKING IN/OUTSIDE L.A. AREA	M E T H O D O F T R A N S P O R T							ALL (100%)
		CAR %	BUS %	TRAIN %	MOTOR CYCLE %	PEDAL CYCLE %	FOOT OR NONE %	OTHER & NOT STATED %	
PADDOCK WOOD	IN L.A.	25	2	2	1	18	44	9	119
	OUT L.A.	28	4	60	2	0	3	2	90
	ALL	26	3	27	1	10	26	6	209
EAST PECKHAM	IN L.A.	29	2	3	2	14	40	10	58
	OUT L.A.	49	19	20	0	8	4	0	84
	ALL	41	12	13	1	11	18	4	142
FIVE OAK GREEN (CAPEL)	IN L.A.	41	13	0	2	9	22	13	46
	OUT L.A.	52	11	30	5	0	2	0	44
	ALL	47	12	14	3	4	12	7	90
REST OF PRACTICE AREA	IN L.A.	30	2	0	5	10	39	15	103
	OUT L.A.	51	9	18	1	4	15	3	80
	ALL	39	5	8	3	7	28	9	183
PRACTICE AREA	IN L.A.	29.8	3.4	1.2	2.5	13.2	38.3	11.7	326
	OUT L.A.	43.6	10.7	32.9	1.7	3.4	6.4	1.3	298
	ALL	36.4	6.9	16.3	2.1	8.5	23.1	6.7	624
ENGLAND AND WALES		36.5	23.8	6.6	1.6	4.5	19.8	7.2	2,109,797

Source: (England and Wales) Office of Population Censuses and Surveys: Census 1971
England and Wales work place and transport to work tables, Part II (10% sample)
London HMSO 1975.

(Other areas) Office of Population Censuses and Surveys: Census 1971
Small Area Statistics (Ward Library) (10% sample) (for enumerated
districts as listed before Table 3)

TABLE 6

DISTRIBUTION FOR ECONOMICALLY ACTIVE OR RETIRED PERSONS BY
SOCIO-ECONOMIC GROUP FOR PADDOCK WOOD, EAST PECKHAM, FIVE OAK GREEN
(CAPEL), THE REST OF THE PRACTICE AREA, THE WHOLE PRACTICE AREA
AND ENGLAND AND WALES: CENSUS 1971 10% SAMPLE

SOCIO-ECONOMIC GROUP ¹	PADDOCK WOOD %	EAST PECKHAM %	FIVE OAK GREEN %	REST OF PRACTICE AREA %	PRACTICE AREA %	ENGLAND & WALES %
Employers and managers: 1, 2, 13	10	10	13	11	10.8	8.8
Professional workers: 3, 4	3	4	1	3	2.9	3.2
Intermediate non-manual workers: 5	6	7	5	4	5.4	6.9
Junior non-manual workers: 6	22	26	21	13	20.1	19.0
Foremen, supervisors + skilled manual workers: 8, 9	22	13	12	15	16.4	21.6
Personal service workers, semi-skilled manual workers, agricultural workers: 7, 10, 15	18	21	23	25	21.9	17.4
Unskilled manual workers: 11	7	4	10	5	6.5	6.9
Own account workers (other than professional) 12, 14	4	7	3	9	5.9	3.9
Armed forces and inadequately described occupations: 16, 17	8	6	11	14	10.0	12.0
All (100%)	246	163	107	241	757	2,750,352

Source: (England and Wales) Office of Population Censuses and Surveys: Census 1971 Great Britain Economic Activity Part IV. London HMSO 1975.
 (Other areas) Office of Population Censuses and Surveys: Census 1971 Small Area Statistics (Ward Library) (10% sample) (for enumerated districts as listed before Table 3)

¹ The socio-economic group is as defined in the 1970 classification of occupations (HMSO 1970). Briefly these are:-

- (1) Employers and managers in central and local government, industry, commerce, etc. - large establishments.
- (2) Employers and managers in industry, commerce, etc. - small establishments.
- (3) Professional workers - self employed.
- (4) Professional workers - employees
- (5) Intermediate non-manual workers.
- (6) Junior non-manual workers
- (7) Personal service workers.
- (8) Foremen and supervisors - manual.
- (9) Skilled manual workers.
- (10) Semi-skilled manual workers.
- (11) Unskilled manual workers.

TABLE 6 (continued)

- (12) Own account workers (other than professional)
- (13) Farmers - employers and managers
- (14) Farmers - own account
- (15) Agricultural workers
- (16) Members of armed forces
- (17) Occupation inadequately described

TABLE 7

DISTRIBUTION OF EMPLOYED PERSONS BY INDUSTRY FOR PADDOCK WOOD, EAST PECKHAM, FIVE OAK GREEN (CAPEL), THE REST OF THE PRACTICE AREA, THE WHOLE PRACTICE AREA AND ENGLAND AND WALES - CENSUS 1971 10% SAMPLE

AREA	WORKING IN/OUTSIDE L.A. AREA	INDUSTRY OF EMPLOYMENT ³							ALL (100%)
		AGRI-CULTURE %	MINING %	MANU-FACTURE %	CON-STRUCTION %	UTILITIES & TRANSPORT %	DISTRIBU-TION AND SERVICES %	NATIONAL & LOCAL GOV'T AND DEFENCE %	
PADDOCK WOOD	IN L.A.	11	0	42	3	7	34	3	119
	OUT L.A.	0	0	28	8	18	43	3	90
	ALL	6	0	36	5	11	38	3	209
EAST PECKHAM	IN L.A.	16	0	22	19	5	36	2	58
	OUT L.A.	2	0	31	8	12	38	8	84
	ALL	8	0	27	13	9	37	6	142
FIVE OAK GREEN	IN L.A.	20	0	28	9	7	35	2	46
	OUT L.A.	0	0	20	2	14	57	7	44
	ALL	10	0	24	6	10	46	4	90
REST OF PRACTICE AREA	IN L.A.	29	0	25	7	2	33	1	103 ¹
	OUT L.A.	6	1	34	5	4	43	6	79
	ALL	19	1	29	6	3	37	3	182 ¹
PRACTICE AREA	IN L.A.	18.7	0	31.3	8.0	4.9	34.4	1.8	326
	OUT L.A.	2.4	0.3	29.3	6.4	11.8	43.8	5.1	297
	ALL	10.9	0.2	30.3	7.2	8.2	38.8	3.9	623
ENGLAND & WALES		2.5	1.6	34.5	6.9	8.1	38.9	6.6	21,568,500 ²

¹ Includes three persons for whom industry was "other" or not stated.

² Includes 168,240 persons for whom industry was "other" or not stated.

³ The industry headings are grouped orders of the Standard Industrial Classification (revised edition, HMSO 1968) as follows:-

	M.L.H. order
Agriculture (including Forestry and Fishing)	I
Mining (including Quarrying)	II
Manufacture	III - XIX
Construction	XX
Utilities and Transport	XXI, XXII
Distribution and services	XXIII - XXVI
National and Local Government service and Defence	XXVII

Source: (England and Wales) Office of Population Censuses and Surveys: Census 1971. Great Britain Economic Activity Part II (10% sample) HMSO 1975.

(Other areas) Office of Population Censuses and Surveys: Census 1971. Small Area Statistics (Ward Library) (10% sample). (For enumerated districts as listed before Table 3)

TABLE 8
DISTRIBUTION OF ITEMS OF SERVICE¹ AND CONSULTATIONS²
BY TYPE OF CONSULTATION AND BY DOCTOR FOR THE FOUR STUDY PERIODS

CONSULTATION TYPE	P E R I O D							
	Before Health Centre opened		After Health Centre Opened					
	Aug - Dec 1970		Jan - May 1971		Aug - Dec 1971		Jan - May 1972	
	ITEMS	CONS'NS	ITEMS	CONS'NS	ITEMS	CONS'NS	ITEMS	CONS'NS
<u>DOCTOR 1</u>								
SURGERY (MAIN)	2981	2765	3197	2998	2853	2675	3279	3123
SURGERY (BRANCH)	916	886	1079	1031	778	778	891	876
HOME VISIT	723	629	807	757	652	604	782	741
UNCLASSIFIED	84	84	45	40	18	18	27	27
ALL	4704	4364	5128	4826	4301	4075	4979	4767
<u>DOCTOR 2</u>								
SURGERY (MAIN)	2478	2311	3144	2848	2719	2526	3127	2807
SURGERY (BRANCH)	1176	1113	1330	1288	1186	1138	1384	1281
HOME VISIT	714	599	952	780	899	737	1092	863
UNCLASSIFIED	115	110	89	88	99	96	54	53
ALL	4483	4133	5515	5004	4903	4497	5657	5004
<u>DOCTOR 3</u>								
SURGERY (MAIN)	2778	2436	3057	2702	2536	2314	3234	2891
SURGERY (BRANCH)	586	548	608	583	571	552	477	465
HOME VISIT	839	715	702	616	265	236	759	695
UNCLASSIFIED	69	50	54	41	15	11	28	28
ALL	4272	3749	4421	3942	3387	3113	4498	4079
<u>ALL DOCTORS</u>								
SURGERY (MAIN)	8237	7512	9398	8548	8108	7515	9640	8821
SURGERY (BRANCH)	2678	2547	3017	2902	2535	2468	2752	2622
HOME VISIT	2276	1943	2461	2153	1816	1577	2633	2299
UNCLASSIFIED	268	244	188	169	132	125	109	108
ALL	13459	12246	15064	13772	12591	11685	15134	13850

¹ Item of Service = an entry in the L Book relating to a particular diagnosis.

² Consultation = Home visit or surgery consultation.

TABLE 9
RATIOS OF ITEMS OF SERVICE PER CONSULTATION BY TYPE
OF CONSULTATION AND BY DOCTOR FOR THE FOUR STUDY PERIODS

CONSULTATION TYPE	P E R I O D			
	Before Health Centre opened	After Health Centre opened		
	Aug - Dec 70	Jan - May 71	Aug - Dec 71	Jan - May 72
<u>DOCTOR 1</u>				
SURGERY (MAIN)	1.08	1.07	1.07	1.05
SURGERY (BRANCH)	1.03	1.05	1.00	1.02
HOME VISIT	1.15	1.07	1.08	1.06
UNCLASSIFIED	1.00	1.13	1.00	1.00
ALL	1.08	1.06	1.06	1.04
<u>DOCTOR 2</u>				
SURGERY (MAIN)	1.07	1.10	1.08	1.11
SURGERY (BRANCH)	1.06	1.03	1.04	1.08
HOME VISIT	1.19	1.22	1.22	1.27
UNCLASSIFIED	1.05	1.01	1.03	1.02
ALL	1.08	1.10	1.09	1.13
<u>DOCTOR 3</u>				
SURGERY (MAIN)	1.14	1.13	1.10	1.12
SURGERY (BRANCH)	1.07	1.04	1.03	1.03
HOME VISIT	1.17	1.14	1.12	1.09
UNCLASSIFIED	1.38	1.32	1.36	1.00
ALL	1.14	1.12	1.09	1.10
<u>ALL DOCTORS</u>				
SURGERY (MAIN)	1.10	1.10	1.08	1.09
SURGERY (BRANCH)	1.05	1.04	1.03	1.05
HOME VISIT	1.17	1.14	1.15	1.15
UNCLASSIFIED	1.10	1.11	1.06	1.01
ALL	1.10	1.09	1.08	1.09

See notes below table 8.

TABLE 10

DISTRIBUTION OF ITEMS OF SERVICE BY TYPE OF CONSULTATION BY AGE
AND SEX OF RECIPIENTS AND BY DOCTOR FOR THE FOUR STUDY PERIODS

- (1) This Table, which takes up 12 pages, is arranged in the following order:-

Pages 1 to 4 - Males: Items of service by consultation type by doctor (one page for each study group).

Pages 5 to 8 - Females: Items of service by consultation type by doctor (one page for each study group).

Pages 9 to 12 - A few patients whose sex was not recorded (Note: because the numbers are small, where there was no entry in any category, it has been left blank).

- (2) Percentages within any section of a column are based on the figure in the corresponding "all" row immediately below.

- (3) See also notes below Table 8.

BEFORE HEALTH CENTRE OPENED

August - December 1970

MALES

CONSULTATION TYPE	AGE GROUP (YEARS)										ALL ITEMS OF SERVICE No. %					
	0 - 14		15 - 24		25 - 44		45 - 59		60 - 64			65 AND OVER		UNKNOWN		
	No.	%	No.	%	No.	%	No.	%	No.	%		No.	%	No.	%	
<u>DOCTOR 1</u>																
SURGERY (MAIN)	397	67	82	59	291	75	148	67	31	44	69	33	119	63	1137	63
SURGERY (BRANCH)	111	19	47	34	73	19	64	29	28	40	28	13	13	7	364	20
HOME VISIT	71	12	6	4	22	6	7	3	10	14	110	52	51	27	277	15
UNCLASSIFIED	10	2	4	3	4	1	2	1	1	1	4	2	7	4	32	2
ALL	589	100	139	100	390	100	221	100	70	100	211	100	190	100	1810	100
<u>DOCTOR 2</u>																
SURGERY (MAIN)	364	59	101	71	225	61	97	49	27	33	70	32	81	47	965	54
SURGERY (BRANCH)	170	27	33	23	112	31	78	39	32	40	48	22	19	11	492	27
HOME VISIT	71	11	6	4	21	6	16	8	22	27	94	44	53	31	283	16
UNCLASSIFIED	14	2	3	2	8	2	7	4	0	0	4	2	18	11	54	3
ALL	619	100	143	100	366	100	198	100	81	100	216	100	171	100	1794	100
<u>DOCTOR 3</u>																
SURGERY (MAIN)	359	71	105	74	296	77	147	76	47	73	99	36	100	68	1153	68
SURGERY (BRANCH)	55	11	21	15	45	12	28	14	10	16	16	6	9	6	184	11
HOME VISIT	80	16	12	9	28	7	18	9	6	9	155	57	34	23	333	20
UNCLASSIFIED	9	2	3	2	14	4	1	1	1	2	2	1	4	3	34	2
ALL	503	100	141	100	383	100	194	100	64	100	272	100	147	100	1704	100
<u>ALL DOCTORS</u>																
SURGERY (MAIN)	1120	65	288	68	812	71	392	64	105	49	238	34	300	59	3255	61
SURGERY (BRANCH)	336	20	101	24	230	20	170	28	70	33	92	13	41	8	1040	19
HOME VISIT	222	13	24	6	71	6	41	7	38	18	359	51	138	27	893	17
UNCLASSIFIED	33	2	10	2	26	2	10	2	2	1	10	1	29	6	120	2
ALL	1711	100	423	100	1139	100	613	100	215	100	699	100	508	100	5308	100

AFTER HEALTH CENTRE OPENED

January - May 1971

MALES

CONSULTATION TYPE	AGE GROUP (YEARS)										ALL ITEMS OF SERVICE No. %					
	0 - 14		15 - 24		25 - 44		45 - 59		60 - 64				65 AND OVER		UNKNOWN	
	No.	%	No.	%	No.	%	No.	%	No.	%			No.	%	No.	%
<u>DOCTOR 1</u>																
SURGERY (MAIN)	407	66	94	70	345	75	141	64	38	52	59	20	97	54	1181	60
SURGERY (BRANCH)	127	20	34	25	97	21	58	26	21	29	73	25	27	15	437	22
HOME VISIT	81	13	6	4	13	3	20	9	14	19	164	55	49	27	347	18
UNCLASSIFIED	6	1	1	1	4	1	0	0	0	0	0	0	6	3	17	1
ALL	621	100	135	100	459	100	219	100	73	100	296	100	179	100	1982	100
<u>DOCTOR 2</u>																
SURGERY (MAIN)	508	66	138	67	331	70	137	64	36	34	98	32	129	65	1377	61
SURGERY (BRANCH)	172	22	57	28	117	25	54	25	46	43	42	14	14	7	502	22
HOME VISIT	75	10	12	6	22	5	23	11	24	22	169	55	46	23	371	16
UNCLASSIFIED	16	2	0	0	5	1	1	0	1	1	0	0	10	5	33	1
ALL	771	100	207	100	475	100	215	100	107	100	309	100	199	100	2283	100
<u>DOCTOR 3</u>																
SURGERY (MAIN)	436	72	95	74	311	80	176	80	34	64	120	50	117	62	1289	71
SURGERY (BRANCH)	81	13	28	22	60	15	26	12	9	17	15	6	19	10	238	13
HOME VISIT	81	13	6	5	20	5	16	7	9	17	104	43	46	24	282	15
UNCLASSIFIED	5	1	0	0	0	0	1	0	1	2	2	1	7	4	16	1
ALL	603	100	129	100	391	100	219	100	53	100	241	100	189	100	1825	100
<u>ALL DOCTORS</u>																
SURGERY (MAIN)	1351	68	327	69	987	74	454	70	108	46	277	33	343	60	3847	63
SURGERY (BRANCH)	380	19	119	25	274	21	138	21	76	33	130	15	60	11	1177	19
HOME VISIT	237	12	24	5	55	4	59	9	47	20	437	52	141	25	1000	16
UNCLASSIFIED	27	1	1	0	9	1	2	0	2	0	2	0	23	4	66	1
ALL	1995	100	471	100	1325	100	653	100	233	100	846	100	567	100	6090	100

AFTER HEALTH CENTRE OPENED

August - December 1971

MALES

CONSULTATION TYPE	AGE GROUP (YEARS)															
	0 - 14		15 - 24		25 - 44		45 - 59		60 - 64		65 AND OVER		UNKNOWN		ALL ITEMS OF SERVICE	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
<u>DOCTOR 1</u>																
SURGERY (MAIN)	368	67	60	61	291	75	193	76	34	52	67	38	89	63	1092	66
SURGERY (BRANCH)	114	21	30	30	70	18	33	14	11	17	31	18	20	14	309	19
HOME VISIT	70	13	7	7	25	6	26	11	19	29	77	44	30	21	254	15
UNCLASSIFIED	1	0	2	2	0	0	0	0	1	2	0	0	3	2	7	0
ALL	553	100	99	100	386	100	242	100	65	100	175	100	142	100	1662	100
<u>DOCTOR 2</u>																
SURGERY (MAIN)	393	65	110	72	311	73	157	66	41	55	83	24	128	61	1223	60
SURGERY (BRANCH)	135	22	32	21	83	19	63	26	24	32	58	17	28	13	423	21
HOME VISIT	59	10	9	6	29	7	17	7	8	11	204	58	43	20	369	18
UNCLASSIFIED	17	3	1	1	3	1	1	0	1	1	4	1	11	5	38	2
ALL	604	100	152	100	426	100	238	100	74	100	349	100	210	100	2053	100
<u>DOCTOR 3</u>																
SURGERY (MAIN)	386	81	73	75	185	78	147	79	20	74	106	63	94	71	1011	76
SURGERY (BRANCH)	67	14	14	14	43	18	33	18	4	15	16	10	19	14	196	15
HOME VISIT	23	5	8	8	7	3	7	4	3	11	45	27	18	14	111	8
UNCLASSIFIED	1	0	2	2	1	0	0	0	0	0	1	1	1	1	6	0
ALL	477	100	97	100	236	100	187	100	27	100	168	100	132	100	1324	100
<u>ALL DOCTORS</u>																
SURGERY (MAIN)	1147	70	243	70	787	75	487	73	95	57	256	37	311	64	3326	66
SURGERY (BRANCH)	316	19	76	22	196	19	129	19	39	23	105	15	67	14	928	18
HOME VISIT	152	9	24	7	61	6	50	7	30	18	326	47	91	19	734	15
UNCLASSIFIED	19	1	5	1	4	0	1	0	2	1	5	1	15	3	51	1
ALL	1634	100	348	100	1048	100	667	100	166	100	692	100	484	100	5039	100

AFTER HEALTH CENTRE OPENED

January - May 1972

MALES

CONSULTATION TYPE	AGE GROUP (YEARS)															
	0 - 14		15 - 24		25 - 44		45 - 59		60 - 64		65 AND OVER		UNKNOWN		ALL ITEMS OF SERVICE	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
<u>DOCTOR 1</u>																
SURGERY (MAIN)	452	71	100	72	341	78	215	66	58	68	95	36	74	54	1335	66
SURGERY (BRANCH)	117	18	23	17	71	16	37	11	19	22	36	13	33	24	336	17
HOME VISIT	60	9	14	10	27	6	72	22	8	9	136	51	29	21	346	17
UNCLASSIFIED	6	1	1	1	1	0	0	0	0	0	0	0	2	1	10	0
ALL	635	100	138	100	440	100	324	100	85	100	267	100	138	100	2027	100
<u>DOCTOR 2</u>																
SURGERY (MAIN)	451	61	115	61	343	73	179	65	35	46	84	22	112	55	1319	56
SURGERY (BRANCH)	186	25	57	30	89	19	69	25	30	39	75	19	45	22	551	24
HOME VISIT	92	12	17	9	34	7	26	9	11	14	229	59	38	19	447	19
UNCLASSIFIED	12	2	0	0	1	0	2	1	0	0	2	1	7	3	24	1
ALL	741	100	189	100	467	100	276	100	76	100	390	100	202	100	2341	100
<u>DOCTOR 3</u>																
SURGERY (MAIN)	502	74	88	80	295	84	191	85	62	67	134	45	124	76	1396	73
SURGERY (BRANCH)	72	11	18	16	35	10	23	10	6	7	19	6	4	2	177	9
HOME VISIT	96	14	4	4	17	5	11	5	23	25	146	49	31	19	328	17
UNCLASSIFIED	5	1	0	0	3	1	0	0	1	1	1	0	5	3	15	1
ALL	675	100	110	100	350	100	225	100	92	100	300	100	164	100	1916	100
<u>ALL DOCTORS</u>																
SURGERY (MAIN)	1405	69	303	69	979	78	585	71	155	61	313	33	310	62	4050	64
SURGERY (BRANCH)	375	18	98	22	195	16	129	16	55	22	130	14	82	16	1064	17
HOME VISIT	248	12	35	8	78	6	109	13	42	17	511	53	98	19	1121	18
UNCLASSIFIED	23	1	1	0	5	0	2	0	1	0	3	0	14	3	49	1
ALL	2051	100	437	100	1257	100	825	100	253	100	957	100	504	100	6284	100

BEFORE HEALTH CENTRE OPENED

August - December 1970

FEMALES

CONSULTATION TYPE	AGE GROUP (YEARS)										ALL ITEMS OF SERVICE					
	0 - 14		15 - 24		25 - 44		45 - 59		60 - 64				65 AND OVER		UNKNOWN	
	No.	%	No.	%	No.	%	No.	%	No.	%			No.	%	No.	%
<u>DOCTOR 1</u>																
SURGERY (MAIN)	373	63	285	71	748	70	216	67	44	85	85	30	91	53	1842	64
SURGERY (BRANCH)	144	24	85	21	193	18	72	22	3	6	30	13	16	10	551	19
HOME VISIT	61	10	25	6	122	11	30	9	5	10	157	55	41	26	441	15
UNCLASSIFIED	12	2	4	1	12	1	4	1	0	0	4	1	9	6	45	2
ALL	590	100	399	100	1075	100	322	100	52	100	284	100	157	100	2879	100
<u>DOCTOR 2</u>																
SURGERY (MAIN)	339	60	265	58	583	62	153	62	23	48	55	21	90	51	1508	56
SURGERY (BRANCH)	136	24	148	33	247	26	75	30	18	38	48	19	11	6	683	26
HOME VISIT	75	13	32	7	85	9	16	6	5	10	149	58	68	38	430	16
UNCLASSIFIED	12	2	9	2	18	2	3	1	2	4	4	2	8	5	56	2
ALL	562	100	454	100	933	100	247	100	48	100	256	100	177	100	2677	100
<u>DOCTOR 3</u>																
SURGERY (MAIN)	300	66	193	62	492	66	250	69	44	71	191	49	149	65	1619	63
SURGERY (BRANCH)	64	14	84	27	143	19	63	17	7	11	34	9	7	3	402	16
HOME VISIT	84	18	26	8	105	14	46	13	11	18	163	42	67	29	502	20
UNCLASSIFIED	7	2	6	2	6	1	4	1	0	0	3	1	6	3	32	1
ALL	455	100	309	100	746	100	363	100	62	100	391	100	229	100	2555	100
<u>ALL DOCTORS</u>																
SURGERY (MAIN)	1012	63	743	64	1823	66	619	66	111	69	331	36	330	59	4969	61
SURGERY (BRANCH)	344	21	317	27	583	21	210	23	28	17	120	13	34	6	1636	20
HOME VISIT	220	14	83	7	312	11	92	10	21	13	469	50	176	31	1373	17
UNCLASSIFIED	31	2	19	2	36	1	11	1	2	1	11	1	23	4	133	2
ALL	1607	100	1162	100	2754	100	932	100	162	100	931	100	563	100	8111	100

AFTER HEALTH CENTRE OPENED

January - May 1971

FEMALES

CONSULTATION TYPE	AGE GROUP (YEARS)															
	0 - 14		15 - 24		25 - 44		45 - 59		60 - 64		65 AND OVER		UNKNOWN		ALL ITEMS OF SERVICE	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
<u>DOCTOR 1</u>																
SURGERY (MAIN)	399	65	198	59	942	71	216	64	41	62	123	43	94	61	2013	64
SURGERY (BRANCH)	139	23	104	31	240	18	96	28	18	27	27	9	14	9	638	20
HOME VISIT	74	12	30	9	144	11	27	8	7	11	134	47	42	27	458	15
UNCLASSIFIED	4	1	1	0	10	1	0	0	0	0	1	1	5	3	21	1
ALL	616	100	333	100	1336	100	339	100	66	100	285	100	155	100	3130	100
<u>DOCTOR 2</u>																
SURGERY (MAIN)	456	62	251	58	648	59	211	66	21	35	74	19	99	50	1760	55
SURGERY (BRANCH)	166	23	132	30	332	30	67	21	29	48	61	16	39	20	826	26
HOME VISIT	89	12	43	10	97	9	39	12	8	13	249	65	50	25	575	18
UNCLASSIFIED	19	3	7	2	13	1	2	1	2	3	2	1	9	5	54	2
ALL	730	100	433	100	1090	100	319	100	60	100	386	100	197	100	3215	100
<u>DOCTOR 3</u>																
SURGERY (MAIN)	339	71	179	74	566	72	278	76	104	82	196	53	101	54	1763	69
SURGERY (BRANCH)	83	17	44	18	134	17	49	13	12	9	34	9	14	7	370	14
HOME VISIT	53	11	18	7	86	11	37	10	11	9	138	38	69	37	412	16
UNCLASSIFIED	2	0	2	1	5	1	2	1	0	0	0	0	4	2	15	1
ALL	477	100	243	100	791	100	366	100	127	100	368	100	188	100	2560	100
<u>ALL DOCTORS</u>																
SURGERY (MAIN)	1194	65	628	62	2156	67	705	69	166	66	393	38	294	54	5536	62
SURGERY (BRANCH)	388	21	280	28	706	22	212	21	59	23	122	12	67	12	1834	21
HOME VISIT	216	12	91	9	327	10	103	10	26	10	521	50	161	30	1445	16
UNCLASSIFIED	25	1	10	1	28	1	4	0	2	1	3	0	18	3	90	1
ALL	1823	100	1009	100	3217	100	1024	100	253	100	1039	100	540	100	8905	100

AFTER HEALTH CENTRE OPENED

August - December 1971

FEMALES

CONSULTATION TYPE	AGE GROUP (YEARS)															
	0 - 14		15 - 24		25 - 44		45 - 59		60 - 64		65 AND OVER		UNKNOWN		ALL ITEMS OF SERVICE	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
<u>DOCTOR 1</u>																
SURGERY (MAIN)	307	71	250	74	795	73	187	65	46	53	114	40	61	56	1760	67
SURGERY (BRANCH)	88	20	70	21	181	17	70	24	25	29	20	7	15	14	469	18
HOME VISIT	36	8	16	5	107	10	31	11	16	18	152	53	30	28	388	15
UNCLASSIFIED	4	1	0	0	3	0	0	0	0	0	1	0	2	2	10	0
ALL	435	100	336	100	1086	100	288	100	87	100	287	100	108	100	2627	100
<u>DOCTOR 2</u>																
SURGERY (MAIN)	331	60	258	58	508	54	157	63	29	47	101	27	104	50	1488	53
SURGERY (BRANCH)	144	26	156	35	315	34	60	24	21	34	52	14	13	6	761	27
HOME VISIT	65	12	29	7	106	11	31	12	10	16	207	56	74	36	522	19
UNCLASSIFIED	8	1	3	1	5	1	1	0	2	3	9	2	17	8	45	2
ALL	548	100	446	100	934	100	249	100	62	100	369	100	208	100	2816	100
<u>DOCTOR 3</u>																
SURGERY (MAIN)	309	76	201	76	507	76	213	71	78	82	137	63	77	72	1522	74
SURGERY (BRANCH)	72	18	55	21	124	19	65	22	15	16	38	17	6	6	375	18
HOME VISIT	22	5	7	3	37	6	20	7	2	2	42	19	21	20	151	7
UNCLASSIFIED	1	0	0	0	1	0	1	0	0	0	1	0	3	3	7	0
ALL	404	100	263	100	669	100	299	100	95	100	218	100	107	100	2055	100
<u>ALL DOCTORS</u>																
SURGERY (MAIN)	947	68	709	68	1810	67	557	67	153	63	352	40	242	57	4770	64
SURGERY (BRANCH)	304	22	281	27	620	23	195	23	61	25	110	13	34	8	1605	21
HOME VISIT	123	9	52	5	250	9	82	10	28	11	401	46	125	30	1061	14
UNCLASSIFIED	13	1	3	0	9	0	2	0	2	1	11	1	22	5	62	1
ALL	1387	100	1045	100	2689	100	836	100	244	100	874	100	423	100	7498	100

AFTER HEALTH CENTRE OPENED

January - May 1972

FEMALES

CONSULTATION TYPE	AGE GROUP (YEARS)										ALL ITEMS OF SERVICE					
	0 - 14		15 - 24		25 - 44		45 - 59		60 - 64				65 AND OVER		UNKNOWN	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
<u>DOCTOR 1</u>																
SURGERY (MAIN)	378	72	257	72	834	70	225	63	53	79	118	39	76	49	1941	66
SURGERY (BRANCH)	92	18	74	21	227	19	91	26	12	18	29	10	27	18	552	19
HOME VISIT	51	10	27	8	114	10	39	11	2	3	151	51	48	31	432	15
UNCLASSIFIED	2	0	0	0	8	1	0	0	0	0	1	0	3	2	14	0
ALL	523	100	358	100	1183	100	355	100	67	100	299	100	154	100	2939	100
<u>DOCTOR 2</u>																
SURGERY (MAIN)	384	65	252	62	686	57	190	58	63	56	100	25	130	53	1805	55
SURGERY (BRANCH)	137	23	116	29	388	32	73	22	36	32	49	12	33	14	832	25
HOME VISIT	65	11	36	9	135	11	61	19	14	12	253	62	75	31	639	19
UNCLASSIFIED	8	1	2	0	3	0	5	2	0	0	4	1	5	2	27	1
ALL	594	100	406	100	1212	100	329	100	113	100	406	100	243	100	3303	100
<u>DOCTOR 3</u>																
SURGERY (MAIN)	376	78	249	77	581	73	306	78	60	63	181	52	85	61	1838	71
SURGERY (BRANCH)	54	11	46	14	102	13	48	12	24	25	19	5	7	5	300	12
HOME VISIT	48	10	28	9	110	14	37	9	11	12	146	42	45	32	425	17
UNCLASSIFIED	4	1	0	0	2	0	0	0	0	0	2	1	3	2	11	0
ALL	482	100	323	100	795	100	391	100	95	100	348	100	140	100	2574	100
<u>ALL DOCTORS</u>																
SURGERY (MAIN)	1138	71	758	70	2101	66	721	67	176	64	399	38	291	54	5584	63
SURGERY (BRANCH)	283	18	236	22	717	22	212	20	72	26	97	9	67	12	1684	19
HOME VISIT	164	10	91	8	359	11	137	13	27	10	550	52	168	31	1496	17
UNCLASSIFIED	14	1	2	0	13	0	5	0	0	0	7	1	11	2	52	1
ALL	1599	100	1087	100	3190	100	1075	100	275	100	1053	100	537	100	8816	100

BEFORE HEALTH CENTRE OPENED

August - December 1970

DISTRIBUTION BY AGE OF THOSE FOR WHOM SEX NOT KNOWN

CONSULTATION TYPE	AGE GROUP (YEARS)							
	0 - 14 No.	15 - 24 No.	25 - 44 No.	45 - 59 No.	60 - 64 No.	65 AND OVER No.	UNKNOWN No.	ALL ITEMS OF SERVICE No.
<u>DOCTOR 1</u>								
SURGERY (MAIN)						1	1	2
SURGERY (BRANCH)							1	1
HOME VISIT							5	5
UNCLASSIFIED							6	6
ALL						1	13	14
<u>DOCTOR 2</u>								
SURGERY (MAIN)	1				1		3	5
SURGERY (BRANCH)							1	1
HOME VISIT								0
UNCLASSIFIED							6	6
ALL	1				1		10	12
<u>DOCTOR 3</u>								
SURGERY (MAIN)	1		3				2	6
SURGERY (BRANCH)								0
HOME VISIT							4	4
UNCLASSIFIED							3	3
ALL	1		3				9	13
<u>ALL DOCTORS</u>								
SURGERY (MAIN)	2		3		1	1	6	13
SURGERY (BRANCH)							7	7
HOME VISIT							4	4
UNCLASSIFIED							15	15
ALL	2	0	3	0	1	1	32	39

AFTER HEALTH CENTRE OPENED

January - May 1971

DISTRIBUTION BY AGE OF THOSE FOR WHOM SEX NOT KNOWN

CONSULTATION TYPE	AGE GROUP (YEARS)							ALL ITEMS OF SERVICE No.
	0 - 14 No.	15 - 24 No.	25 - 44 No.	45 - 59 No.	60 - 64 No.	65 AND OVER No.	UNKNOWN No.	
<u>DOCTOR 1</u>								
SURGERY (MAIN)			1				2	3
SURGERY (BRANCH)	1						3	4
HOME VISIT							2	2
UNCLASSIFIED							7	7
ALL	1		1				14	16
<u>DOCTOR 2</u>								
SURGERY (MAIN)			2				5	7
SURGERY (BRANCH)	1						1	2
HOME VISIT	1					1	4	6
UNCLASSIFIED							2	2
ALL	2		2			1	12	17
<u>DOCTOR 3</u>								
SURGERY (MAIN)			1				4	5
SURGERY (BRANCH)								
HOME VISIT							8	8
UNCLASSIFIED							23	23
ALL			1				35	36
<u>ALL DOCTORS</u>								
SURGERY (MAIN)			4				11	15
SURGERY (BRANCH)	2						4	6
HOME VISIT	1					1	14	16
UNCLASSIFIED							32	32
ALL	3		4			1	51	69

AFTER HEALTH CENTRE OPENED

August - December 1971

DISTRIBUTION BY AGE OF THOSE FOR WHOM SEX NOT KNOWN

CONSULTATION TYPE	AGE GROUP (YEARS)							ALL ITEMS OF SERVICE No.
	0 - 14 No.	15 - 24 No.	25 - 44 No.	45 - 59 No.	60 - 64 No.	65 AND OVER No.	UNKNOWN No.	
<u>DOCTOR 1</u>								
SURGERY (MAIN)							1	1
SURGERY (BRANCH)								
HOME VISIT	1					2	7	10
UNCLASSIFIED							1	1
ALL	1					2	9	12
<u>DOCTOR 2</u>								
SURGERY (MAIN)			1				7	8
SURGERY (BRANCH)							2	2
HOME VISIT							8	8
UNCLASSIFIED	1						15	16
ALL	1		1				32	34
<u>DOCTOR 3</u>								
SURGERY (MAIN)			1	1			1	3
SURGERY (BRANCH)								
HOME VISIT							3	3
UNCLASSIFIED							2	2
ALL			1	1			6	8
<u>ALL DOCTORS</u>								
SURGERY (MAIN)			2	1			9	12
SURGERY (BRANCH)							2	2
HOME VISIT	1					2	18	21
UNCLASSIFIED	1						18	19
ALL	2		2	1		2	47	54

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DISTRIBUTION BY AGE OF THOSE FOR WHOM SEX NOT KNOWN

CONSULTATION TYPE	AGE GROUP (YEARS)							ALL ITEMS OF SERVICE No.
	0 - 14 No.	15 - 24 No.	25 - 44 No.	45 - 59 No.	60 - 64 No.	65 AND OVER No.	UNKNOWN No.	
<u>DOCTOR 1</u>								
SURGERY (MAIN)	1						2	3
SURGERY (BRANCH)			2	1				3
HOME VISIT	1						3	4
UNCLASSIFIED							3	3
ALL	2		2	1			8	13
<u>DOCTOR 2</u>								
SURGERY (MAIN)							3	3
SURGERY (BRANCH)							1	1
HOME VISIT	1					1	4	6
UNCLASSIFIED							3	3
ALL	1					1	11	13
<u>DOCTOR 3</u>								
SURGERY (MAIN)								
SURGERY (BRANCH)								
HOME VISIT							6	6
UNCLASSIFIED							2	2
ALL							3	8
<u>ALL DOCTORS</u>								
SURGERY (MAIN)	1						5	6
SURGERY (BRANCH)			2	1			1	4
HOME VISIT	2					1	13	16
UNCLASSIFIED							8	8
ALL	3		2	1		1	27	34

TABLE 11

DISTRIBUTION OF ITEMS OF SERVICE
BY TYPE OF CONSULTATION BY DIAGNOSIS¹
FOR ALL DOCTORS COMBINED FOR THE
FOUR STUDY PERIODS

¹ Royal College of General Practitioners
2 digit classification of morbidity 1963
Revision.

BEFORE HEALTH CENTRE OPENED

August - December 1970

All Doctors

D I A G N O S I S	C O N S U L T A T I O N T Y P E									
	Surgery (Main)		Surgery (Branch)		Home Visit		Unclas- sified		All	
	No.	%	No.	%	No.	%	No.	%	No.	%
1. Communicable diseases	121	1.5	42	1.6	81	3.6	3	1.1	247	1.8
2. Neoplasms	48	0.6	13	0.5	98	4.3	2	0.7	161	1.2
3. Allergic, endocrine system, metabolic and nutritional diseases	349	4.2	124	4.6	119	5.2	4	1.5	596	4.4
4. Diseases of blood and blood- forming organs	43	0.5	17	0.6	26	1.1	-		86	0.6
5. Mental, psychoneurotic and personality disorders	816	9.9	239	8.9	164	7.2	4	1.5	1223	9.1
6. Diseases of nervous system and sense organs	1004	12.2	352	13.1	196	8.6	26	9.7	1578	11.7
7. Diseases of circulatory system	399	4.8	121	4.5	250	11.0	1	0.4	771	5.7
8. Diseases of respiratory system	1384	16.8	412	15.4	519	22.8	8	3.0	2323	17.3
9. Diseases of the digestive system	403	4.9	161	6.0	162	7.1	12	4.5	738	5.5
10. Diseases of genito-urinary system	420	5.1	121	4.5	88	3.9	7	2.6	636	4.7
11. Deliveries and complications of pregnancy, childbirth and puerperium	621	7.5	214	8.0	182	8.0	7	2.6	1024	7.6
12. Disease of skin and cellular tissue	726	8.8	238	8.9	64	2.8	8	3.0	1036	7.7
13. Diseases of bones and organs of movement	462	5.6	141	5.3	109	4.8	3	1.1	715	5.3
14. Congenital malformations	11	0.1	4	0.1	-		1	0.4	16	0.1
15. Certain diseases of early infancy	13	0.2	6	0.2	5	0.2	1	0.4	25	0.2
16. Symptoms and ill-defined conditions	113	1.4	56	2.1	79	3.5	5	1.9	253	1.9
17. Accidents, poisoning and violence	409	5.0	128	4.8	85	3.7	19	7.1	641	4.8
18. Prophylactic procedures	622	7.6	139	5.2	11	0.5	-		772	5.7
19. Administrative procedures	241	2.9	98	3.7	16	0.7	23	8.6	378	2.8
Not known	32	0.4	52	1.9	22	1.0	134	50.0	240	1.8
ALL (100%)	8,237		2,678		2,276		268		13,459	

AFTER HEALTH CENTRE OPENED

January - May 1971

All Doctors

D I A G N O S I S	C O N S U L T A T I O N T Y P E									
	Surgery (Main)		Surgery (Branch)		Home Visit		Unclas- sified		All	
	No.	%	No.	%	No.	%	No.	%	No.	%
1. Communicable diseases	272	2.9	63	2.1	123	5.0	14	7.4	472	3.1
2. Neoplasms	52	0.6	10	0.3	74	3.0	-		136	0.9
3. Allergic, endocrine system, metabolic and nutritional diseases	485	5.2	153	5.1	93	3.8	8	4.3	739	4.9
4. Diseases of blood and blood- forming organs	32	0.3	65	2.1	16	0.6	-		113	0.7
5. Mental, psychoneurotic and personality disorders	891	9.5	287	9.5	155	6.3	10	5.3	1343	8.9
6. Diseases of nervous system and sense organs	1222	13.0	370	12.3	218	8.9	20	10.6	1830	12.2
7. Diseases of circulatory system	454	4.8	161	5.3	291	11.8	4	2.1	910	6.0
8. Diseases of respiratory system	1727	18.4	548	18.2	569	23.1	16	8.5	2860	19.0
9. Diseases of the digestive system	458	4.9	104	3.4	207	8.4	17	9.0	786	5.2
10. Diseases of genito-urinary system	519	5.5	142	4.7	86	3.5	5	2.7	752	5.0
11. Deliveries and complications of pregnancy, childbirth and puerperium	519	5.5	201	6.7	202	8.2	5	2.7	927	6.1
12. Diseases of skin and cellular tissue	844	9.0	259	8.6	97	3.5	4	2.1	1194	7.9
13. Diseases of bones and organs of movement	560	6.0	173	5.7	118	4.8	3	1.6	854	5.7
14. Congenital malformations	12	0.1	-		1		-		13	0.1
15. Certain diseases of early infancy	16	0.2	2	0.1	1		-		19	0.1
16. Symptoms and ill-defined conditions	276	2.9	83	2.7	105	4.3	6	3.2	470	3.1
17. Accidents, poisoning and violence	384	4.1	112	3.7	90	3.7	12	6.4	598	4.0
18. Prophylactic procedures	337	3.6	148	4.9	2	0.1	1	0.5	488	3.2
19. Administrative procedures	336	3.6	119	3.9	19	0.8	12	6.4	486	3.2
Not known	2		17	0.6	4	0.2	51	27.1	74	0.5
ALL (100%)	9,398		3,017		2,461		188		15,064	

AFTER HEALTH CENTRE OPENED

August - December 1971

All Doctors

D I A G N O S I S	C O N S U L T A T I O N T Y P E									
	Surgery (Main)		Surgery (Branch)		Home Visit		Unclas- sified		All	
	No.	%	No.	%	No.	%	No.	%	No.	%
1. Communicable diseases	143	1.8	31	1.2	53	2.9	1	0.8	228	1.8
2. Neoplasms	38	0.5	8	0.3	45	2.5	1	0.8	92	0.7
3. Allergic, endocrine system, metabolic and nutritional diseases	441	5.4	112	4.4	88	4.8	10	7.6	651	5.2
4. Diseases of blood and blood- forming organs	32	0.4	14	0.6	14	0.8	-		60	0.5
5. Mental, psychoneurotic and personality disorders	872	10.7	242	9.5	129	7.1	2	1.5	1245	9.9
6. Diseases of nervous system and sense organs	874	10.8	251	9.9	157	8.6	19	14.4	1301	10.3
7. Diseases of circulatory system	447	5.5	156	6.1	204	11.2	5	3.8	812	6.4
8. Diseases of respiratory system	1511	18.6	430	17.0	348	19.2	13	9.8	2302	18.3
9. Diseases of the digestive system	368	4.5	119	4.7	137	7.5	8	6.1	632	5.0
10. Diseases of the genito-urinary system	487	6.0	133	5.2	64	3.5	6	4.5	690	5.5
11. Deliveries and complications of pregnancy, childbirth and puerperium	455	5.6	216	8.5	163	9.0	2	1.5	836	6.6
12. Diseases of skin and cellular tissue	729	9.0	228	9.0	52	2.9	7	5.3	1016	8.1
13. Diseases of bones and organs of movement	502	6.2	135	5.3	132	7.3	2	1.5	771	6.1
14. Congenital malformations	5	0.1	-		4	0.2	-		9	0.1
15. Certain diseases of early infancy	3		2	0.1	1	0.1	-		6	0.1
16. Symptoms of ill-defined conditions	314	3.9	128	5.0	140	7.7	2	1.5	584	4.6
17. Accidents, poisoning and violence	384	4.7	103	4.1	61	3.4	13	9.8	561	4.5
18. Prophylactic procedures	228	2.8	137	5.4	13	0.7	-		378	3.0
19. Administrative procedures	272	3.3	83	3.3	7	0.4	4	3.0	366	2.9
Not known	3		7	0.3	4	0.2	37	28.0	51	0.4
ALL (100%)	8,108		2,535		1,816		132		12,591	

AFTER HEALTH CENTRE OPENED

January - May 1972

All Doctors

D I A G N O S I S	C O N S U L T A T I O N T Y P E									
	Surgery (Main)		Surgery (Branch)		Home Visit		Unclas- sified		All	
	No.	%	No.	%	No.	%	No.	%	No.	%
1. Communicable diseases	146	1.5	53	1.9	68	2.6	1	0.9	268	1.8
2. Neoplasms	52	0.5	9	0.3	94	3.6	-		155	1.0
3. Allergic, endocrine system, metabolic and nutritional diseases	463	4.8	107	3.9	121	4.6	2	1.8	693	4.6
4. Diseases of blood and blood- forming organs	40	0.4	47	1.7	15	0.6	-		102	0.7
5. Mental, psychoneurotic and personality disorders	1028	10.7	279	10.1	184	7.0	7	6.4	1498	9.9
6. Diseases of nervous system and sense organs	1160	12.0	324	11.8	218	8.3	16	14.7	1718	11.3
7. Diseases of circulatory system	460	4.8	148	5.4	299	11.4	1	0.9	908	6.0
8. Diseases of respiratory system	1874	19.4	525	19.1	622	23.6	12	11.0	3033	20.0
9. Diseases of the digestive system	548	5.7	111	4.0	251	9.5	21	19.3	931	6.1
10. Diseases of genito-urinary system	513	5.3	133	4.8	84	3.2	-		730	4.8
11. Deliveries and complications of pregnancy, childbirth and puerperium	535	5.6	293	10.6	205	7.8	2	1.8	1035	6.8
12. Diseases of skin and cellular tissue	854	8.9	181	6.6	78	3.0	2	1.8	1115	7.4
13. Diseases of bones and organs of movement	635	6.6	158	5.7	154	5.8	2	1.8	949	6.3
14. Congenital malformations	8	0.1	1		-		-		9	0.1
15. Certain diseases of early infancy	1		-		-		-		1	
16. Symptoms and ill-defined conditions	312	3.2	113	4.1	129	4.9	14	12.8	568	3.7
17. Accidents, poisoning and violence	414	4.3	83	3.0	94	3.6	5	4.6	596	3.9
18. Prophylactic procedures	266	2.8	104	3.8	4	0.1	-		374	2.5
19. Administrative procedures	327	3.4	80	2.9	6	0.2	4	3.7	417	2.8
Not known	4		3	0.1	7	0.3	20	18.3	34	0.2
ALL (100%)	9,640		2,752		2,633		109		15,134	

TABLE 12
DISTRIBUTION OF ITEMS OF SERVICE BY TYPE OF CONSULTATION,
BY ORIGIN OF CONSULTATION AND BY DOCTOR FOR THE FOUR STUDY PERIODS

BEFORE HEALTH CENTRE OPENED

August - December 1970

CONSULTATION TYPE	O R I G I N O F C O N S U L T A T I O N									
	DOCTOR REQUESTED		PATIENT REQUESTED		OTHER REQUESTED		UNKNOWN		TOTAL (100%)	
	No.	%	No.	%	No.	%	No.	%		
<u>DOCTOR 1</u>										
SURGERY (MAIN)	805	27	2162	73	11	0	3	0	2981	
SURGERY (BRANCH)	245	27	652	71	19	2	0	0	916	
HOME VISIT	341	47	366	51	14	2	2	0	723	
UNCLASSIFIED	1	1	21	25	2	2	60	71	84	
ALL	1392	30	3201	68	46	1	65	1	4704	
<u>DOCTOR 2</u>										
SURGERY (MAIN)	620	25	1850	75	6	0	2	0	2478	
SURGERY (BRANCH)	278	24	872	74	26	2	0	0	1176	
HOME VISIT	298	42	394	55	18	3	4	1	714	
UNCLASSIFIED	6	5	53	46	10	9	46	40	115	
ALL	1202	27	3169	71	60	1	52	1	4483	
<u>DOCTOR 3</u>										
SURGERY (MAIN)	915	33	1847	66	16	1	0	0	2778	
SURGERY (BRANCH)	142	24	433	74	11	2	0	0	586	
HOME VISIT	467	56	364	43	8	1	0	0	839	
UNCLASSIFIED	2	3	26	38	2	3	39	57	63	
ALL	1526	36	2670	63	37	1	39	1	4272	
<u>ALL DOCTORS</u>										
SURGERY (MAIN)	2340	28	5859	71	33	0	5	0	8237	
SURGERY (BRANCH)	665	25	1957	73	56	2	0	0	2678	
HOME VISIT	1106	49	1124	49	40	2	6	0	2276	
UNCLASSIFIED	9	3	100	37	14	5	145	54	268	
ALL	4120	31	9040	67	143	1	156	1	13459	

See notes below Table 8.

AFTER HEALTH CENTRE OPENED

January - May 1971

CONSULTATION TYPE	O R I G I N O F C O N S U L T A T I O N									
	DOCTOR REQUESTED		PATIENT REQUESTED		OTHER REQUESTED		UNKNOWN		TOTAL	
	No.	%	No.	%	No.	%	No.	%	(100%)	
<u>DOCTOR 1</u>										
SURGERY (MAIN)	891	28	2302	72	4	0	0	0	3197	
SURGERY (BRANCH)	240	22	832	77	7	1	0	0	1079	
HOME VISIT	382	47	417	52	8	1	0	0	807	
UNCLASSIFIED	1	3	18	40	0	0	26	52	45	
ALL	1514	30	3569	70	19	0	26	1	5128	
<u>DOCTOR 2</u>										
SURGERY (MAIN)	629	20	2499	80	16	1	0	0	3144	
SURGERY (BRANCH)	338	25	973	73	19	1	0	0	1330	
HOME VISIT	472	50	464	49	16	2	0	0	952	
UNCLASSIFIED	2	2	76	85	6	7	5	6	89	
ALL	1441	26	4012	73	57	1	5	0	5515	
<u>DOCTOR 3</u>										
SURGERY (MAIN)	1034	34	2009	66	14	0	0	0	3057	
SURGERY (BRANCH)	131	22	471	78	6	1	0	0	608	
HOME VISIT	348	50	351	50	3	0	0	0	702	
UNCLASSIFIED	0	0	26	48	2	4	26	48	54	
ALL	1513	34	2857	65	25	1	26	1	4421	
<u>ALL DOCTORS</u>										
SURGERY (MAIN)	2554	27	6810	73	34	0	0	0	9398	
SURGERY (BRANCH)	709	24	2276	75	32	1	0	0	3017	
HOME VISIT	1202	49	1232	50	27	1	0	0	2461	
UNCLASSIFIED	3	2	120	64	8	4	57	30	188	
ALL	4468	30	10438	69	101	1	57	0	15064	

AFTER HEALTH CENTRE OPENED

August - December 1971

CONSULTATION TYPE	O R I G I N O F C O N S U L T A T I O N									
	DOCTOR REQUESTED		PATIENT REQUESTED		OTHER REQUESTED		UNKNOWN		TOTAL (100%)	
	No.	%	No.	%	No.	%	No.	%		
<u>DOCTOR 1</u>										
SURGERY (MAIN)	879	31	1967	69	7	0	0	0	2853	
SURGERY (BRANCH)	137	18	634	82	7	1	0	0	778	
HOME VISIT	296	45	345	53	11	2	0	0	652	
UNCLASSIFIED	1	6	9	50	2	11	6	33	18	
ALL	1313	31	2955	69	27	1	6	0	4301	
<u>DOCTOR 2</u>										
SURGERY (MAIN)	473	17	2235	82	11	0	0	0	2719	
SURGERY (BRANCH)	300	25	873	74	13	1	0	0	1186	
HOME VISIT	387	43	489	54	23	3	0	0	899	
UNCLASSIFIED	6	6	65	66	4	4	24	24	99	
ALL	1166	24	3662	75	51	1	24	0	4903	
<u>DOCTOR 3</u>										
SURGERY (MAIN)	622	25	1911	75	3	0	0	0	2536	
SURGERY (BRANCH)	114	20	454	80	3	1	0	0	571	
HOME VISIT	105	40	157	59	3	1	0	0	265	
UNCLASSIFIED	0	0	8	53	0	0	7	47	15	
ALL	841	25	2530	75	9	0	7	0	3387	
<u>ALL DOCTORS</u>										
SURGERY (MAIN)	1974	24	6113	75	21	0	0	0	8108	
SURGERY (BRANCH)	551	22	1961	77	23	1	0	0	2535	
HOME VISIT	788	43	991	55	37	2	0	0	1816	
UNCLASSIFIED	7	5	82	62	6	5	37	28	132	
ALL	3320	26	9147	73	87	1	37	0	12591	

AFTER HEALTH CENTRE OPENED

January - May 1972

CONSULTATION TYPE	O R I G I N O F C O N S U L T A T I O N									
	DOCTOR REQUESTED		PATIENT REQUESTED		OTHER REQUESTED		UNKNOWN		TOTAL (100%)	
	No.	%	No.	%	No.	%	No.	%		
<u>DOCTOR 1</u>										
SURGERY (MAIN)	985	30	2283	70	11	0	0	0		3279
SURGERY (BRANCH)	205	23	676	76	10	1	0	0		891
HOME VISIT	403	52	365	47	13	2	1	0		782
UNCLASSIFIED	0	0	21	78	1	4	5	19		27
ALL	1593	32	3345	67	35	1	6	0		4979
<u>DOCTOR 2</u>										
SURGERY (MAIN)	662	21	2457	79	7	0	1	0		3127
SURGERY (BRANCH)	470	34	893	65	21	2	0	0		1384
HOME VISIT	499	46	560	51	32	3	1	0		1092
UNCLASSIFIED	4	7	27	50	5	9	18	33		54
ALL	1635	29	3937	70	65	1	20	0		5657
<u>DOCTOR 3</u>										
SURGERY (MAIN)	1082	34	2139	66	13	0	0	0		3234
SURGERY (BRANCH)	104	22	369	77	4	1	0	0		477
HOME VISIT	374	49	371	49	14	2	0	0		759
UNCLASSIFIED	0	0	25	89	3	11	0	0		28
ALL	1560	35	2904	65	34	1	0	0		4498
<u>ALL DOCTORS</u>										
SURGERY (MAIN)	2729	28	6879	71	31	0	1	0		9640
SURGERY (BRANCH)	779	28	1938	70	35	1	0	0		2752
HOME VISIT	1276	48	1296	49	59	2	2	0		2633
UNCLASSIFIED	4	4	73	67	9	8	23	21		109
ALL	4788	32	10186	67	134	1	26	0		15134

TABLE 13

DISTRIBUTION OF ITEMS OF SERVICE BY TYPE OF CONSULTATION,
BY TYPE OF EXAMINATION CARRIED OUT, BY DOCTOR FOR THE FOUR STUDY PERIODS

BEFORE HEALTH CENTRE OPENED

August - December 1970

CONSULTATION TYPE	EXAMINATION TYPE												ALL ITEMS OF SERVICE (100%)
	ABDOMEN		CHEST		RECTAL		VAGINAL		MULTIPLE		NONE OF THESE		
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	
<u>DOCTOR 1</u>													
SURGERY (MAIN)	269	9.0	137	4.6	7	0.2	51	1.7	34	1.1	2483	83.3	2981
SURGERY (BRANCH)	38	4.1	38	4.1	0	0.0	4	0.4	5	0.5	831	90.7	916
HOME VISIT	55	7.6	90	12.4	1	0.1	18	2.5	51	7.1	508	70.3	723
UNCLASSIFIED	0	0	0	0	0	0	0	0	0	0	84	100	84
ALL	362	7.7	265	5.6	8	0.2	73	1.6	90	1.9	3906	83.0	4704
<u>DOCTOR 2</u>													
SURGERY (MAIN)	203	8.2	150	6.1	6	0.2	33	1.3	35	1.4	2051	82.8	2478
SURGERY (BRANCH)	116	9.9	77	6.5	2	0.4	4	0.3	16	1.4	961	81.7	1176
HOME VISIT	53	7.4	108	15.1	0	0.0	3	0.4	29	4.1	521	73.0	714
UNCLASSIFIED	0	0	1	1	0	0	0	0	0	0	114	99	115
ALL	372	8.3	336	7.5	8	0.2	40	0.9	80	1.8	3647	81.4	4483
<u>DOCTOR 3</u>													
SURGERY (MAIN)	145	5.2	147	5.3	1	0.0	10	0.4	41	1.5	2434	87.6	2778
SURGERY (BRANCH)	45	7.7	44	7.5	3	0.5	8	1.4	5	0.9	481	82.1	586
HOME VISIT	22	2.6	95	11.3	0	0.0	10	1.2	54	6.4	658	78.4	839
UNCLASSIFIED	1	1.4	0	0.0	0	0.0	1	1.4	0	0.0	67	97.1	69
ALL	213	5.0	286	6.7	4	0.1	29	0.7	100	2.3	3640	85.2	4272
<u>ALL DOCTORS</u>													
SURGERY (MAIN)	617	7.5	434	5.3	14	0.2	94	1.1	110	1.3	6968	84.6	8237
SURGERY (BRANCH)	199	7.4	159	5.9	5	0.2	16	0.6	26	1.0	2273	84.9	2678
HOME VISIT	130	5.7	293	12.9	1	0.0	31	1.4	134	5.9	1687	74.1	2276
UNCLASSIFIED	1	0.4	1	0.4	0	0.1	1	0.4	0	0.0	265	98.9	268
ALL	947	7.0	887	6.6	20	0.1	142	1.1	270	2.0	11193	83.2	13459

AFTER HEALTH CENTRE OPENED

January - May 1971

CONSULTATION TYPE	EXAMINATION TYPE												
	ABDOMEN		CHEST		RECTAL		VAGINAL		MULTIPLE		NONE OF THESE		ALL ITEMS OF SERVICE (100%)
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	
<u>DOCTOR 1</u>													
SURGERY (MAIN)	187	5.8	96	3.0	9	0.3	76	2.4	39	1.2	2790	87.3	3197
SURGERY (BRANCH)	24	2.2	32	3.0	1	0.1	4	0.4	4	0.4	1014	94.0	1079
HOME VISIT	23	2.9	62	7.7	0	0.0	6	0.7	32	4.0	684	84.8	807
UNCLASSIFIED	1	2	0	0	0	0	0	0	0	0	44	98	45
ALL	235	4.6	190	3.7	10	0.2	86	1.7	75	1.5	4532	88.4	5128
<u>DOCTOR 2</u>													
SURGERY (MAIN)	81	2.6	274	8.7	4	0.1	47	1.5	46	1.5	2692	85.6	3144
SURGERY (BRANCH)	140	10.5	112	8.4	1	0.1	2	0.2	15	1.1	1060	79.7	1330
HOME VISIT	60	6.3	180	18.9	1	0.1	5	0.5	22	2.3	684	71.8	952
UNCLASSIFIED	0	0	0	0	0	0	0	0	0	0	89	100.	89
ALL	281	5.1	566	10.3	6	0.1	54	1.0	83	1.5	4525	82.0	5515
<u>DOCTOR 3</u>													
SURGERY (MAIN)	72	2.4	244	8.0	5	0.2	17	0.6	54	1.8	2665	87.2	3057
SURGERY (BRANCH)	23	3.8	45	7.4	2	0.3	3	0.5	2	0.3	533	87.7	608
HOME VISIT	15	2.1	88	12.5	1	0.1	0	0.0	30	4.3	568	80.9	702
UNCLASSIFIED	0	0	0	0	0	0	0	0.	0	0.	54	100	54
ALL	110	2.5	377	8.5	8	0.2	20	0.5	86	1.9	3820	86.4	4421
<u>ALL DOCTORS</u>													
SURGERY (MAIN)	340	3.6	614	6.5	18	0.2	140	1.5	139	1.5	8147	86.7	9398
SURGERY (BRANCH)	187	6.2	189	6.3	4	0.1	9	0.3	21	0.7	2607	86.4	3017
HOME VISIT	98	4.0	330	13.4	2	0.1	11	0.4	84	3.4	1936	78.7	2461
UNCLASSIFIED	1	0.5	0	0.0	0	0.0	0	0.0	0	0.0	187	99.5	188
ALL	626	4.2	1133	7.5	24	0.2	160	1.1	244	1.6	12877	85.5	15064

AFTER HEALTH CENTRE OPENED

August - December 1971

CONSULTATION TYPE	EXAMINATION TYPE												
	ABDOMEN		CHEST		RECTAL		VAGINAL		MULTIPLE		NONE OF THESE		ALL ITEMS OF SERVICE (100%)
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	
<u>DOCTOR 1</u>													
SURGERY (MAIN)	73	2.6	143	5.0	6	0.2	74	2.6	26	0.9	2531	88.7	2853
SURGERY (BRANCH)	18	2.3	33	4.2	0	0.0	3	0.4	2	0.3	722	92.8	778
HOME VISIT	32	4.9	59	9.0	0	0.0	3	0.5	12	1.8	546	83.7	652
UNCLASSIFIED	0	0	0	0	0	0	0	0	0	0	18	100	18
ALL	123	2.9	235	5.5	6	0.1	80	1.9	40	0.9	3817	88.7	4301
<u>DOCTOR 2</u>													
SURGERY (MAIN)	36	1.3	192	7.1	6	0.2	21	0.7	45	1.7	2419	89.0	2719
SURGERY (BRANCH)	132	11.1	72	6.1	1	0.1	1	0.1	4	0.3	976	82.3	1186
HOME VISIT	52	5.8	125	13.9	2	0.2	2	0.2	10	1.1	708	78.8	899
UNCLASSIFIED	0	0	0	0	0	0	0	0	0	0	99	100	99
ALL	220	4.5	389	7.9	9	0.2	24	0.5	59	1.2	4202	85.7	4903
<u>DOCTOR 3</u>													
SURGERY (MAIN)	28	1.1	147	5.8	5	0.2	14	0.6	27	1.1	2315	91.3	2536
SURGERY (BRANCH)	17	3.0	33	5.8	2	0.4	6	1.1	3	0.5	510	89.3	571
HOME VISIT	3	1.1	32	12.1	1	0.4	0	0.0	9	3.4	220	83.0	265
UNCLASSIFIED	0	0	0	0	0	0	0	0	0	0	15	100	15
ALL	48	1.4	212	6.3	8	0.2	20	0.6	39	1.2	3060	90.3	3387
<u>ALL DOCTORS</u>													
SURGERY (MAIN)	137	1.7	482	5.9	17	0.2	109	1.3	98	1.2	7265	89.6	8108
SURGERY (BRANCH)	167	6.6	138	5.4	3	0.1	10	0.4	9	0.4	2208	87.1	2535
HOME VISIT	87	4.8	216	11.9	3	0.2	5	0.3	31	1.7	1474	81.2	1816
UNCLASSIFIED	0	0	0	0	0	0	0	0	0	0	132	100	132
ALL	391	3.1	836	6.6	23	0.2	124	1.0	138	1.1	11079	88.0	12591

AFTER HEALTH CENTRE OPENED

January - May 1972

CONSULTATION TYPE	EXAMINATION TYPE												
	ABDOMEN		CHEST		RECTAL		VAGINAL		MULTIPLE		NONE OF THESE		ALL ITEMS OF SERVICE (100%)
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	
<u>DOCTOR 1</u>													
SURGERY (MAIN)	54	1.6	115	3.5	5	0.2	59	1.8	22	0.7	3024	92.2	3279
SURGERY (BRANCH)	45	5.1	43	4.8	0	0.0	3	0.3	5	0.6	795	89.2	891
HOME VISIT	20	2.6	48	6.1	0	0.0	3	0.4	20	2.6	691	88.4	782
UNCLASSIFIED	1	4	0	0	0	0	0	0	0	0	26	96	27
ALL	120	2.4	206	4.1	5	0.1	65	1.3	47	0.9	4536	91.1	4979
<u>DOCTOR 2</u>													
SURGERY (MAIN)	32	1.0	225	7.2	8	0.3	30	1.0	52	1.7	2780	88.9	3127
SURGERY (BRANCH)	205	14.8	118	8.5	2	0.1	3	0.2	13	0.9	1043	75.4	1384
HOME VISIT	66	6.0	121	11.1	0	0.0	5	0.5	14	1.3	886	81.1	1092
UNCLASSIFIED	0	0	0	0	0	0	0	0	0	0	54	100.	54
ALL	303	5.4	464	8.2	10	0.2	38	0.7	79	1.4	4763	84.5	5657
<u>DOCTOR 3</u>													
SURGERY (MAIN)	59	1.8	299	9.2	11	0.3	26	0.8	52	1.6	2787	86.2	3234
SURGERY (BRANCH)	5	1.0	17	3.6	0	0.0	0	0.0	2	0.4	453	95.0	477
HOME VISIT	16	2.1	158	20.8	3	0.4	2	0.3	15	2.0	565	74.4	759
UNCLASSIFIED	0	0	0	0	0	0	0	0	0	0	28	100	28
ALL	80	1.8	474	10.5	14	0.3	28	0.6	69	1.5	3833	85.2	4498
<u>ALL DOCTORS</u>													
SURGERY (MAIN)	145	1.5	639	6.6	24	0.2	115	1.2	126	1.3	8591	89.1	9640
SURGERY (BRANCH)	255	9.3	178	6.5	2	0.1	6	0.2	20	0.7	2291	83.2	2752
HOME VISIT	102	3.9	327	12.4	3	0.1	10	0.4	49	1.9	2142	81.4	2633
UNCLASSIFIED	1	1	0	0	0	0	0	0	0	0	108	99	109
ALL	503	3.3	1144	7.6	29	0.2	131	0.9	195	1.3	13132	86.8	15134

TABLE 14

DISTRIBUTION OF ITEM OF SERVICE BY WHETHER
EXAMINATION ROOM USED BY DOCTOR FOR THREE
PERIODS FOLLOWING OPENING OF CENTRE

(FOR MAIN SURGERY CONSULTATIONS ONLY: N.B. There was no examination room in the old surgery premises before the health centre opened or in the branch surgery at all times.)

DOCTOR	PERIOD ¹	NO. OF ITEMS WHERE EXAMINATION ROOM USED		ALL ITEMS OF SERVICE (100%)
		No.	%	
DOCTOR 1	2	173	5.4	3,197
	3	88	3.1	2,853
	4	62	1.9	3,279
DOCTOR 2	2	53	1.7	3,144
	3	7	0.3	2,719
	4	1	0.0	3,127
DOCTOR 3	2	136	4.5	3,057
	3	27	1.1	2,536
	4	55	1.7	3,234
ALL DOCTORS	2	362	3.8	9,398
	3	122	1.5	8,108
	4	118	1.2	9,640

¹ Period 2: January - May 1971
 Period 3: August - December 1971
 Period 4: January - May 1972

See also notes below Table 8

TABLE 15

DISTRIBUTION OF ITEMS OF SERVICE BY TYPE OF CONSULTATION,
BY TYPE OF INVESTIGATION AND BY DOCTOR FOR THE FOUR STUDY PERIODS

BEFORE HEALTH CENTRE OPENED

August - December 1970

CONSULTATION TYPE	I N V E S T I G A T I O N T Y P E										ALL ITEMS OF SERVICE (100%)
	HAEMOGLOBIN		X-RAY		OTHER LAB TEST		MULTIPLE		NONE OF THESE		
	No.	%	No.	%	No.	%	No.	%	No.	%	
<u>DOCTOR 1</u>											
SURGERY (MAIN)	25	0.8	15	0.5	15	0.5	8	0.3	2918	97.9	2981
SURGERY (BRANCH)	14	1.5	12	1.3	9	1.0	1	0.1	880	96.1	916
HOME VISIT	11	1.5	3	0.4	2	0.3	0	0.0	707	97.8	723
UNCLASSIFIED	0	0	0	0	0	0	0	0	84	100	84
ALL	50	1.1	30	0.6	26	0.6	9	0.2	4589	97.6	4704
<u>DOCTOR 2</u>											
SURGERY (MAIN)	10	0.4	15	0.6	30	1.2	3	0.1	2420	97.7	2478
SURGERY (BRANCH)	8	0.7	4	0.3	22	1.9	4	0.3	1138	96.7	1176
HOME VISIT	3	0.4	3	0.4	6	0.8	1	0.1	701	98.2	714
UNCLASSIFIED	1	1	0	0	1	1	0	0	113	98	115
ALL	22	0.5	22	0.5	59	1.3	8	0.2	4272	97.5	4483
<u>DOCTOR 3</u>											
SURGERY (MAIN)	20	0.7	28	1.0	19	0.7	4	0.1	2707	97.4	2778
SURGERY (BRANCH)	8	1.4	9	1.5	8	1.4	1	0.2	560	95.6	586
HOME VISIT	2	0.2	1	0.1	1	0.1	0	0.0	835	99.5	839
UNCLASSIFIED	0	0	0	0	1	1	0	0	68	99	69
ALL	30	0.7	38	0.9	29	0.7	5	0.1	4270	97.0	4272
<u>ALL DOCTORS</u>											
SURGERY (MAIN)	55	0.7	58	0.7	64	0.8	15	0.2	8045	97.7	8237
SURGERY (BRANCH)	30	1.1	25	0.9	39	1.5	6	0.2	2578	96.3	2678
HOME VISIT	16	0.7	7	0.3	9	0.4	1	0.0	2243	98.6	2276
UNCLASSIFIED	1	0.4	0	0.0	2	0.7	0	0.0	265	98.9	268
ALL	102	0.8	90	0.7	114	0.8	22	0.2	13131	97.6	13459

See notes below Table 8.

AFTER HEALTH CENTRE OPENED

January - May 1971

CONSULTATION TYPE	I N V E S T I G A T I O N T Y P E										
	HAEMOGLOBIN		X-RAY		OTHER LAB TEST		MULTIPLE		NONE OF THESE		ALL ITEMS OF SERVICE (100%)
	No.	%	No.	%	No.	%	No.	%	No.	%	
<u>DOCTOR 1</u>											
SURGERY (MAIN)	32	1.0	15	0.5	26	0.8	1	0.0	3123	97.7	3197
SURGERY (BRANCH)	9	0.8	12	1.1	7	0.6	0	0.0	1051	97.4	1079
HOME VISIT	5	0.6	4	0.5	4	0.5	1	0.1	793	98.2	807
UNCLASSIFIED	0	0	0	0	0	0	0	0	45	100	45
ALL	46	0.9	31	0.6	37	0.7	2	0.0	5012	97.7	5128
<u>DOCTOR 2</u>											
SURGERY (MAIN)	38	1.2	21	0.7	65	2.1	3	0.1	3017	96.0	3144
SURGERY (BRANCH)	27	2.0	7	0.5	18	1.4	0	0.0	1278	96.1	1330
HOME VISIT	4	0.4	5	0.5	4	0.4	0	0.0	939	98.6	952
UNCLASSIFIED	0	0	0	0	0	0	0	0	39	100	89
ALL	69	1.3	33	0.6	87	1.6	3	0.1	5273	96.5	5515
<u>DOCTOR 3</u>											
SURGERY (MAIN)	77	2.5	21	0.7	30	1.0	7	0.2	2922	95.6	3057
SURGERY (BRANCH)	5	0.8	2	0.3	9	1.5	4	0.7	588	96.7	608
HOME VISIT	0	0.0	1	0.1	1	0.1	1	0.1	699	99.6	702
UNCLASSIFIED	1	2	0	0	0	0	0	0	33	98	54
ALL	83	1.9	24	0.5	40	0.9	12	0.3	4262	96.5	4421
<u>ALL DOCTORS</u>											
SURGERY (MAIN)	147	1.6	57	0.6	121	1.3	11	0.1	9062	96.4	9398
SURGERY (BRANCH)	41	1.4	21	0.7	34	1.1	4	0.1	2917	96.7	3017
HOME VISIT	9	0.3	10	0.4	9	0.3	2	0.1	2431	98.8	2461
UNCLASSIFIED	1	0.5	0	0.0	0	0.0	0	0.0	187	99.5	188
ALL	198	1.3	88	0.6	164	1.1	17	0.1	14527	96.9	15064

AFTER HEALTH CENTRE OPENED

August - December 1971

CONSULTATION TYPE	I N V E S T I G A T I O N T Y P E										
	HAEMOGLOBIN		X-RAY		OTHER LAB TEST		MULTIPLE		NONE OF THESE		ALL ITEMS OF SERVICE (100%)
	No.	%	No.	%	No.	%	No.	%	No.	%	
<u>DOCTOR 1</u>											
SURGERY (MAIN)	14	0.5	16	0.6	28	1.0	2	0.1	2793	97.9	2853
SURGERY (BRANCH)	1	0.1	1	0.1	4	0.5	0	0.0	772	99.2	778
HOME VISIT	9	1.4	3	0.5	1	0.2	0	0.0	639	98.0	652
UNCLASSIFIED	0	0	0	0	0	0	0	0	18	100	18
ALL	24	0.6	20	0.5	33	0.8	2	0.0	4222	98.2	4301
<u>DOCTOR 2</u>											
SURGERY (MAIN)	14	0.5	8	0.3	66	2.4	2	0.1	2629	96.7	2719
SURGERY (BRANCH)	10	0.8	5	0.4	17	1.4	8	0.7	1146	96.6	1186
HOME VISIT	2	0.2	2	0.2	1	0.1	0	0.0	894	99.4	899
UNCLASSIFIED	0	0	0	0	0	0	1	1	98	99	99
ALL	26	0.5	15	0.3	84	1.7	11	0.2	4707	97.2	4803
<u>DOCTOR 3</u>											
SURGERY (MAIN)	28	1.1	12	0.5	19	0.7	7	0.3	2370	97.4	2536
SURGERY (BRANCH)	0	0.0	5	0.9	34	6.0	1	0.2	531	93.0	571
HOME VISIT	2	0.8	2	0.8	0	0.0	0	0.0	261	98.5	265
UNCLASSIFIED	0	0	0	0	0	0	0	0	15	100	15
ALL	30	0.9	19	0.6	53	1.6	8	0.2	3277	96.8	3387
<u>ALL DOCTORS</u>											
SURGERY (MAIN)	56	0.7	36	0.4	113	1.4	11	0.1	7692	97.3	8108
SURGERY (BRANCH)	11	0.4	11	0.4	55	2.2	9	0.4	2449	96.6	2535
HOME VISIT	13	0.7	7	0.4	2	0.1	0	0.0	1794	98.8	1816
UNCLASSIFIED	0	0	0	0	0	0	1	1	131	99	132
ALL	80	0.6	54	0.4	170	1.4	21	0.2	12266	97.4	12591

AFTER HEALTH CENTRE OPENED

January - May 1972

CONSULTATION TYPE	I N V E S T I G A T I O N T Y P E										
	HAEMOGLOBIN		X-RAY		OTHER LAB TEST		MULTIPLE		NONE OF THESE		ALL ITEMS OF SERVICE (100%)
	No.	%	No.	%	No.	%	No.	%	No.	%	
<u>DOCTOR 1</u>											
SURGERY (MAIN)	28	0.9	24	0.7	21	0.6	1	0.0	3205	97.7	3279
SURGERY (BRANCH)	9	1.0	14	1.6	3	0.3	0	0.0	305	97.1	891
HOME VISIT	6	0.8	2	0.3	1	0.1	1	0.1	772	98.7	782
UNCLASSIFIED	0	0	0	0	0	0	0	0	27	100	27
ALL	43	0.9	40	0.8	25	0.5	2	0.0	4669	97.8	4979
<u>DOCTOR 2</u>											
SURGERY (MAIN)	24	0.8	15	0.5	77	2.5	2	0.1	3009	96.2	3127
SURGERY (BRANCH)	22	1.6	8	0.6	20	1.5	0	0.0	1324	96.4	1384
HOME VISIT	3	0.3	0	0.0	7	0.6	0	0.0	1082	99.1	1092
UNCLASSIFIED	0	0	0	0	0	0	0	0	54	100	54
ALL	49	0.9	23	0.4	104	1.8	2	0.0	5475	96.9	5657
<u>DOCTOR 3</u>											
SURGERY (MAIN)	47	1.5	28	0.9	38	1.2	7	0.2	3114	96.3	3234
SURGERY (BRANCH)	0	0.0	1	0.2	8	1.7	0	0.0	468	98.1	477
HOME VISIT	3	0.4	5	0.7	9	1.2	3	0.4	739	97.4	759
UNCLASSIFIED	0	0	0	0	0	0	0	0	28	100	28
ALL	50	1.1	34	0.8	55	1.2	10	0.2	4349	96.7	4498
<u>ALL DOCTORS</u>											
SURGERY (MAIN)	99	1.0	67	0.7	136	1.4	10	0.1	9323	96.7	9640
SURGERY (BRANCH)	31	1.1	23	0.8	31	1.1	0	0.0	2567	96.5	2752
HOME VISIT	12	0.5	7	0.2	17	0.6	4	0.2	2593	98.4	2633
UNCLASSIFIED	0	0	0	0	0	0	0	0	109	100	109
ALL	142	0.9	97	0.6	184	1.2	14	0.1	14692	97.1	15134

DISTRIBUTION OF ITEMS OF SERVICE BY TYPE OF CONSULTATION
BY TYPE OF REFERRALS ARISING OUT OF THEM, AND BY DOCTOR
FOR THE FOUR STUDY PERIODS
BEFORE HEALTH CENTRE OPENED
August - December 1970

CONSULTATION TYPE	REFERRAL TYPE ¹									
	OUT PATIENTS No. %	DIRECT IN PAT. No. %	HEALTH VISITOR No. %	DOM. CONS ⁿ No. %	OTHER No. %	NURSE No. %	MORE THAN ONE No. %	NONE OF THESE No. %	ALL ITEMS OF SERVICE (100%)	
<u>DOCTOR 1</u>										
SURGERY (MAIN)	102 3.4	9 0.3	4 0.1	0 0	4 0.1	4 0.1	0 0	2858 95.9	2,981	
SURGERY (BRANCH)	28 3.1	1 0.1	0 0	1 0.1	3 0.3	0 0	0 0	883 96.4	916	
HOME VISIT	12 1.7	17 2.4	1 0.1	2 0.3	0 0	11 1.5	0 0	680 94.1	723	
UNCLASSIFIED	2 2	0 0	0 0	0 0	0 0	0 0	0 0	82 98	84	
ALL	144 3.1	27 0.6	5 0.1	3 0.1	7 0.1	15 0.3	0 0	4503 95.7	4,704	
<u>DOCTOR 2</u>										
SURGERY (MAIN)	54 2.2	1 0	2 0.1	1 0	5 0.2	0 0	0 0	2415 97.5	2,478	
SURGERY (BRANCH)	31 2.6	1 0.1	1 0.1	0 0	6 0.5	2 0.2	0 0	1135 96.5	1,176	
HOME VISIT	0 0	14 2.0	1 0.1	1 0.1	2 0.3	1 0.1	0 0	695 97.3	714	
UNCLASSIFIED	1 1	0 0	0 0	0 0	0 0	0 0	0 0	114 99	115	
ALL	86 1.9	16 0.4	4 0.1	2 0	13 0.3	3 0.1	0 0	4359 97.2	4,483	
<u>DOCTOR 3</u>										
SURGERY (MAIN)	119 4.3	4 0.1	4 0.1	0 0	7 0.3	0 0	0 0	2644 95.2	2,778	
SURGERY (BRANCH)	7 1.2	0 0	0 0	0 0	1 0.2	0 0	0 0	578 98.6	586	
HOME VISIT	8 1.0	4 0.5	9 1.1	4 0.5	1 0.1	2 0.2	0 0	811 96.7	839	
UNCLASSIFIED	3 4.3	0 0	1 1.4	0 0	0 0	0 0	0 0	65 94.2	69	
ALL	137 3.2	8 0.2	14 0.3	4 0.1	9 0.2	2 0	0 0	4098 95.9	4,272	
<u>ALL DOCTORS</u>										
SURGERY (MAIN)	275 3.3	14 0.2	10 0.1	1 0	16 0.2	4 0	0 0	7917 96.1	8,237	
SURGERY (BRANCH)	66 2.5	2 0.1	1 0	1 0	10 0.4	2 0.1	0 0	2596 96.9	2,678	
HOME VISIT	20 0.9	35 1.5	11 0.5	7 0.3	3 0.1	14 0.6	0 0	2186 96.0	2,276	
UNCLASSIFIED	6 2.3	0 0	1 0.4	0 0	0 0	0 0	0 0	261 97.4	268	
ALL	367 2.7	51 0.4	23 0.2	9 0.1	29 0.2	20 0.1	0 0	12960 96.3	13,459	

¹ DOM CONSⁿ: Domiciliary Consultation (by consultant).
OTHER: Referral to person other than those listed in table.

AFTER HEALTH CENTRE OPENED

August - December 1971

CONSULTATION TYPE	REFERRAL TYPE ¹																
	OUT PATIENTS		DIRECT IN PAT.		HEALTH VISITOR		DOM. CONS ⁿ		OTHER		NURSE		MORE THAN ONE		NONE OF THESE		ALL ITEMS OF SERVICE (100%)
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	
<u>DOCTOR 1</u>																	
SURGERY (MAIN)	63	2.2	3	0.1	3	0.1	1	0	2	0.1	18	0.6	0	0	2763	96.8	2,853
SURGERY (BRANCH)	18	2.3	0	0	0	0	0	0	1	0.1	0	0	0	0	759	97.6	778
HOME VISIT	6	0.9	14	2.1	3	0.5	1	0.2	0	0	6	0.9	1	0.2	621	95.2	652
UNCLASSIFIED	0	0	0	0	0	0	0	0	0	0	0	0	0	0	18	100	18
ALL	87	2.0	17	0.3	6	0.1	2	0	3	0.1	24	0.6	1	0	4161	96.7	4,301
<u>DOCTOR 2</u>																	
SURGERY (MAIN)	71	2.6	1	0	2	0.1	0	0	2	0.1	13	0.5	0	0	2630	96.7	2,719
SURGERY (BRANCH)	33	2.8	1	0.1	0	0	0	0	0	0	0	0	0	0	1152	97.1	1,186
HOME VISIT	10	1.1	20	2.2	2	0.2	4	0.4	1	0.1	3	0.3	0	0	859	95.6	899
UNCLASSIFIED	0	0	1	1	0	0	0	0	1	1.0	0	0	0	0	97	98	99
ALL	114	2.3	23	0.5	4	0.1	4	0.1	4	0.1	16	0.3	0	0	4738	96.6	4,903
<u>DOCTOR 3</u>																	
SURGERY (MAIN)	108	4.3	1	0	0	0	0	0	0	0	66	2.6	1	0	2360	93.1	2,536
SURGERY (BRANCH)	11	1.9	0	0	0	0	0	0	0	0	0	0	0	0	560	98.1	571
HOME VISIT	2	0.8	7	2.6	1	0.4	0	0	0	0	4	1.5	2	0.8	249	94.0	265
UNCLASSIFIED	0	0	0	0	0	0	0	0	0	0	0	0	0	0	15	100	15
ALL	121	3.6	8	0.2	1	0	0	0	0	0	70	2.1	3	0.1	3184	94.0	3,387
<u>ALL DOCTORS</u>																	
SURGERY (MAIN)	242	3.0	5	0.1	5	0.1	1	0	4	0	97	1.2	1	0	7753	95.6	8,109
SURGERY (BRANCH)	62	2.4	1	0	0	0	0	0	1	0	0	0	0	0	2471	97.5	2,535
HOME VISIT	18	1.0	41	2.3	6	0.3	5	0.3	1	0.1	13	0.7	3	0.2	1729	95.2	1,816
UNCLASSIFIED	0	0	1	1	0	0	0	0	1	1	0	0	0	0	130	98	132
ALL	322	2.6	48	0.4	11	0.1	6	0	7	0.1	110	0.9	4	0	12083	96.0	12,591

AFTER HEALTH CENTRE OPENED

January - May 1971

CONSULTATION TYPE	REFERRAL TYPE ¹									
	OUT PATIENTS No. %	DIRECT IN PAT. No. %	HEALTH VISITOR No. %	DOM. CONS. ⁿ No. %	OTHER No. %	NURSE No. %	MORE THAN ONE No. %	NONE OF THESE No. %	ALL ITEMS OF SERVICE (100%)	
<u>DOCTOR 1</u>										
SURGERY (MAIN)	97 3.0	3 0.1	10 0.3	0 0	4 0.1	53 1.7	1 0	3029 94.7	3,197	
SURGERY (BRANCH)	25 2.3	2 0.2	1 0.1	0 0	0 0	0 0	0 0	1051 97.4	1,079	
HOME VISIT	8 1.0	21 2.6	4 0.5	2 0.2	1 0.1	7 0.9	2 0.2	762 94.4	807	
UNCLASSIFIED	3 7	0 0	0 0	0 0	0 0	0 0	0 0	42 93	45	
ALL	133 2.6	26 0.5	15 0.3	2 0	5 0.1	60 1.2	3 0.1	4884 95.2	5,128	
<u>DOCTOR 2</u>										
SURGERY (MAIN)	87 2.8	2 0.1	1 0	1 0	3 0.1	27 0.9	0 0	3023 96.2	3,144	
SURGERY (BRANCH)	43 3.2	0 0	0 0	0 0	1 0.1	0 0	0 0	1286 96.7	1,330	
HOME VISIT	9 0.9	15 1.6	2 0.3	3 0.3	3 0.3	14 1.5	0 0	906 95.2	952	
UNCLASSIFIED	0 0	1 1	0 0	0 0	0 0	0 0	0 0	88 99	89	
ALL	139 2.5	18 0.3	3 0.1	4 0.1	7 0.1	41 0.7	0 0	5303 96.2	5,515	
<u>DOCTOR 3</u>										
SURGERY (MAIN)	135 4.4	5 0.2	13 0.4	1 0	10 0.3	112 3.7	0 0	2781 91.0	3,057	
SURGERY (BRANCH)	12 2.0	0 0	0 0	0 0	0 0	1 0.2	0 0	595 97.9	608	
HOME VISIT	4 0.6	7 1.0	5 0.7	2 0.3	1 0.1	4 0.6	0 0	679 96.7	702	
UNCLASSIFIED	0 0	1 2	0 0	0 0	0 0	1 2	0 0	52 96	54	
ALL	151 3.4	13 0.3	18 0.4	3 0.1	11 0.2	118 2.7	0 0	4107 92.9	4,421	
<u>ALL DOCTORS</u>										
SURGERY (MAIN)	319 3.4	10 0.1	24 0.3	2 0	17 0.2	192 2.0	1 0	8833 94.0	9,398	
SURGERY (BRANCH)	80 2.7	2 0.1	1 0	0 0	1 0	1 0	0 0	2932 97.2	3,017	
HOME VISIT	21 0.9	43 1.7	11 0.4	7 0.3	5 0.2	25 1.0	2 0.1	2347 95.4	2,461	
UNCLASSIFIED	3 1.6	2 1.1	0 0	0 0	0 0	1 0.5	0 0	182 96.8	188	
ALL	423 2.8	57 0.4	36 0.2	9 0.1	23 0.2	219 1.5	3 0	14294 94.9	15,064	

AFTER HEALTH CENTRE OPENED

January - May 1972

CONSULTATION TYPE	REFERRAL TYPE ¹																	
	OUT PATIENTS		DIRECT IN PAT.		HEALTH VISITOR		DOM. CONS ⁿ		OTHER		NURSE		MORE THAN ONE		NONE OF THESE		ALL ITEMS OF SERVICE (100%)	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%		
<u>DOCTOR 1</u>																		
SURGERY (MAIN)	53	1.6	4	0.1	6	0.2	0	0	1	0	17	0.5	0	0	3198	97.5	3,279	
SURGERY (BRANCH)	20	2.2	0	0	0	0	0	0	0	0	0	0	0	0	871	97.8	891	
HOME VISIT	8	1.0	16	2.0	6	0.8	1	0.1	0	0	3	0.4	0	0	748	95.7	782	
UNCLASSIFIED	0	0	0	0	0	0	0	0	0	0	0	0	0	0	27	100	27	
ALL	81	1.6	20	0.4	12	0.2	1	0	1	0	20	0.4	0	0	4844	97.3	4,979	
<u>DOCTOR 2</u>																		
SURGERY (MAIN)	84	2.7	3	0.1	1	0	0	0	1	0	14	0.4	0	0	3024	96.7	3,127	
SURGERY (BRANCH)	26	1.9	0	0	0	0	0	0	0	0	0	0	0	1358	98.1	1,384		
HOME VISIT	5	0.5	15	1.4	1	0.1	2	0.2	0	0	3	0.3	0	0	1066	97.6	1,092	
UNCLASSIFIED	0	0	1	2	0	0	0	0	0	0	0	0	0	53	98.1	54		
ALL	115	2.0	19	0.3	2	0	2	0	1	0	17	0.3	0	0	5501	97.2	5,657	
<u>DOCTOR 3</u>																		
SURGERY (MAIN)	150	4.6	2	0.1	9	0.3	0	0	2	0.1	94	2.9	6	0.2	2971	91.9	3,234	
SURGERY (BRANCH)	2	0.4	0	0	0	0	0	0	0	0	0	0	0	0	475	99.6	477	
HOME VISIT	5	0.7	14	1.8	2	0.3	1	0.1	0	0	11	1.4	0	0	726	95.7	759	
UNCLASSIFIED	0	0	0	0	0	0	0	0	0	0	0	0	0	28	100	28		
ALL	157	3.5	16	0.4	11	0.2	1	0	2	0	105	2.3	6	0.1	4200	93.4	4,498	
<u>ALL DOCTORS</u>																		
SURGERY (MAIN)	287	3.0	9	0.1	16	0.2	0	0	4	0	125	1.3	6	0.1	9193	95.4	9,640	
SURGERY (BRANCH)	48	1.7	0	0	0	0	0	0	0	0	0	0	0	0	2704	98.3	2,752	
HOME VISIT	18	0.6	45	1.7	9	0.3	4	0.2	0	0	17	0.6	0	0	2540	96.5	2,633	
UNCLASSIFIED	0	0	1	1	0	0	0	0	0	0	0	0	0	108	99	109		
ALL	353	2.3	55	0.4	25	0.2	4	0	4	0	142	0.9	6	0	14545	96.1	15,134	

TABLE 17

DISTRIBUTION OF ITEMS OF SERVICE BY TYPE OF CONSULTATION,
BY MINOR OPERATIONS CARRIED OUT, BY DOCTOR FOR THE FOUR STUDY PERIODS

BEFORE HEALTH CENTRE OPENED

August - December 1970

CONSULTATION TYPE	MINOR OPERATIONS						ALL ITEMS OF SERVICE (100%)
	DONE BY G.P.		DONE IN HOSPITAL		NONE OF THESE		
	No.	%	No.	%	No.	%	
<u>DOCTOR 1</u>							
SURGERY (MAIN)	45	1.5	5	0.2	2931	98.3	2,981
SURGERY (BRANCH)	11	1.2	2	0.2	903	98.6	916
HOME VISIT	1	0.1	-		722	99.9	723
UNCLASSIFIED	-		-		84	100	84
ALL	57	1.2	7	0.1	4640	98.6	4,704
<u>DOCTOR 2</u>							
SURGERY (MAIN)	23	0.9	1	0.1	2454	99.0	2,478
SURGERY (BRANCH)	7	0.6	-		1169	99.4	1,176
HOME VISIT	1	0.1	-		713	99.9	714
UNCLASSIFIED	-		-		115	100	115
ALL	31	0.7	1		4451	99.3	4,483
<u>DOCTOR 3</u>							
SURGERY (MAIN)	30	1.1	2	0.1	2746	98.8	2,778
SURGERY (BRANCH)	1	0.2	-		585	99.8	586
HOME VISIT	-		-		839	100.0	839
UNCLASSIFIED	-		-		69	100	69
ALL	31	0.7	2		4239	99.2	4,272
<u>ALL DOCTORS</u>							
SURGERY (MAIN)	98	1.2	8	0.1	8131	98.7	8,237
SURGERY (BRANCH)	19	0.7	2	0.1	2657	99.2	2,678
HOME VISIT	2	0.1	-		2274	99.9	2,276
UNCLASSIFIED	-		-		268	100	268
ALL	119	0.9	10	0.1	13330	99.0	13,459

See notes below Table 8.

AFTER HEALTH CENTRE OPENED

January - May 1971

CONSULTATION TYPE	MINOR OPERATIONS						
	DONE BY G.P.		DONE IN HOSPITAL		NONE OF THESE		ALL ITEMS OF SERVICE (100%)
	No.	%	No.	%	No.	%	
<u>DOCTOR 1</u>							
SURGERY (MAIN)	25	0.8	-		3172	99.2	3,197
SURGERY (BRANCH)	14	1.3	-		1065	98.7	1,079
HOME VISIT	5	0.6	1	0.1	801	99.3	807
UNCLASSIFIED	-		-		45	100	45
ALL	44	0.9	1		5083	99.1	5,128
<u>DOCTOR 2</u>							
SURGERY (MAIN)	16	0.5	-		3128	99.5	3,144
SURGERY (BRANCH)	9	0.7	-		1321	99.3	1,330
HOME VISIT	2	0.2	-		950	99.8	952
UNCLASSIFIED	-		1	1.1	88	98.9	89
ALL	27	0.5	1		5487	99.5	5,515
<u>DOCTOR 3</u>							
SURGERY (MAIN)	25	0.8	-		3032	99.2	3,057
SURGERY (BRANCH)	3	0.5	-		605	99.5	608
HOME VISIT	-		-		702	100.0	702
UNCLASSIFIED	-		-		54	100	54
ALL	28	0.6	-		4393	99.4	4,421
<u>ALL DOCTORS</u>							
SURGERY (MAIN)	66	0.7	-		9332	99.3	9,398
SURGERY (BRANCH)	26	0.9	-		2991	99.1	3,017
HOME VISIT	7	0.3	1		2453	99.7	2,461
UNCLASSIFIED	-		1	0.5	187	99.5	188
ALL	99	0.7	2		14963	99.3	15,064

AFTER HEALTH CENTRE OPENED

August - December 1971

CONSULTATION TYPE	MINOR OPERATIONS						
	DONE BY G.P.		DONE IN HOSPITAL		NONE OF THESE		ALL ITEMS OF SERVICE (100%)
	No.	%	No.	%	No.	%	
<u>DOCTOR 1</u>							
SURGERY (MAIN)	3	0.1	1		2849	99.9	2,853
SURGERY (BRANCH)	4	0.5	-		774	99.5	778
HOME VISIT	-		-		652	100.0	652
UNCLASSIFIED	-		-		18	100	18
ALL	7	0.2	1		4293	99.8	4,301
<u>DOCTOR 2</u>							
SURGERY (MAIN)	6	0.2	-		2713	99.8	2,719
SURGERY (BRANCH)	7	0.6	-		1179	99.4	1,186
HOME VISIT	1	0.1	-		898	99.9	899
UNCLASSIFIED	-		-		99	100	99
ALL	14	0.3			4889	99.7	4,903
<u>DOCTOR 3</u>							
SURGERY (MAIN)	16	0.6	-		2520	99.4	2,536
SURGERY (BRANCH)	4	0.7	-		567	99.3	571
HOME VISIT	1	0.4	-		264	99.6	265
UNCLASSIFIED	-		-		15	100	15
ALL	21	0.6			3366	99.4	3,387
<u>ALL DOCTORS</u>							
SURGERY (MAIN)	25	0.3	1		8082	99.7	8,108
SURGERY (BRANCH)	15	0.6	-		2520	99.4	2,535
HOME VISIT	2	0.1	-		1814	99.9	1,816
UNCLASSIFIED	-		-		132	100	132
ALL	42	0.3	1		12548	99.7	12,591

AFTER HEALTH CENTRE OPENED

January - May 1972

CONSULTATION TYPE	M I N O R O P E R A T I O N S						
	DONE BY G.P.		DONE IN HOSPITAL		NONE OF THESE		ALL ITEMS OF SERVICE (100%)
	No.	%	No.	%	No.	%	
<u>DOCTOR 1</u>							
SURGERY (MAIN)	11	0.3	-		3268	99.7	3,279
SURGERY (BRANCH)	6	0.7	-		885	99.3	891
HOME VISIT	-		2	0.3	780	99.7	782
UNCLASSIFIED	-		-		27	100	27
ALL	17	0.3	2		4960	99.6	4,979
<u>DOCTOR 2</u>							
SURGERY (MAIN)	16	0.5	-		3111	99.5	3,127
SURGERY (BRANCH)	8	0.6	-		1376	99.4	1,384
HOME VISIT	-		-		1092	100.0	1,092
UNCLASSIFIED	-		-		54	100	54
ALL	24	0.4	-		5633	99.6	5,657
<u>DOCTOR 3</u>							
SURGERY (MAIN)	16	0.5	-		3218	99.5	3,234
SURGERY (BRANCH)	6	1.3	-		471	98.7	477
HOME VISIT	1	0.1	-		758	99.9	759
UNCLASSIFIED	-		-		28	100	28
ALL	23	0.5	-		4475	99.5	4,498
<u>ALL DOCTORS</u>							
SURGERY (MAIN)	43	0.4	-		9597	99.6	9,640
SURGERY (BRANCH)	20	0.7	-		2732	99.3	2,752
HOME VISIT	1		2	0.1	2630	99.9	2,633
UNCLASSIFIED	-		-		109	100	109
ALL	64	0.4	2		15068	99.6	15,134

TABLE 18

DISTRIBUTION OF ITEMS OF SERVICE BY TYPE OF CONSULTATION (FOR WOMEN),
BY NUMBER OF ANTE-NATAL CASES, BY DOCTOR FOR THE FOUR STUDY PERIODS

BEFORE HEALTH CENTRE OPENED

August - December 1970

CONSULTATION TYPE	ANTE - NATAL CASES						ALL ITEMS OF SERVICE (100%)
	IN SURGERY		IN CLINIC		NONE OF THESE		
	No.	%	No.	%	No.	%	
<u>DOCTOR 1</u>							
SURGERY (MAIN)	167	9.1	46	2.5	1629	88.4	1,842
SURGERY (BRANCH)	11	2.0	-		540	98.0	551
HOME VISIT	1	0.2	-		440	99.8	441
UNCLASSIFIED	-		-		45	100	45
ALL	179	6.2	46	1.6	2654	92.2	2,879
<u>DOCTOR 2</u>							
SURGERY (MAIN)	115	7.6	49	3.3	1344	89.1	1,508
SURGERY (BRANCH)	8	1.2	62	9.1	613	89.7	683
HOME VISIT	1	0.2	-		429	99.8	430
UNCLASSIFIED	-		2	3.6	54	96.4	56
ALL	124	4.6	113	4.2	2440	91.1	2,677
<u>DOCTOR 3</u>							
SURGERY (MAIN)	94	5.8	20	1.2	1505	93.0	1,619
SURGERY (BRANCH)	16	4.0	23	5.7	363	90.3	402
HOME VISIT	1	0.2	-		501	99.8	502
UNCLASSIFIED	2	6.3	-		30	93.7	32
ALL	113	4.4	43	1.7	2399	93.9	2,555
<u>ALL DOCTORS</u>							
SURGERY (MAIN)	376	7.6	115	2.3	4478	90.1	4,969
SURGERY (BRANCH)	35	2.1	85	5.2	1516	92.7	1,636
HOME VISIT	3	0.2	-		1370	99.8	1,373
UNCLASSIFIED	2	1.5	2	1.5	129	97.0	133
ALL	416	5.1	202	2.5	7493	92.4	8,111

See notes below Table 8

AFTER HEALTH CENTRE OPENED

January - May 1971

CONSULTATION TYPE	ANTE - NATAL CASES						ALL ITEMS OF SERVICE (100%)
	IN SURGERY		IN CLINIC		NONE OF THESE		
	No.	%	No.	%	No.	%	
<u>DOCTOR 1</u>							
SURGERY (MAIN)	148	7.4	115	5.7	1750	86.9	2,013
SURGERY (BRANCH)	13	2.0	-		625	98.0	638
HOME VISIT	1	0.2	-		457	99.8	458
UNCLASSIFIED	-		-		21	100	21
ALL	162	5.2	115	3.7	2853	91.1	3,130
<u>DOCTOR 2</u>							
SURGERY (MAIN)	88	5.0	7	0.4	1665	94.6	1,760
SURGERY (BRANCH)	24	2.9	117	14.2	685	82.9	826
HOME VISIT	-		-		575	100.0	575
UNCLASSIFIED	-		-		54	100	54
ALL	112	3.4	124	3.9	2979	92.7	3,215
<u>DOCTOR 3</u>							
SURGERY (MAIN)	60	3.4	12	0.7	1691	95.9	1,763
SURGERY (BRANCH)	-		-		370	100.0	370
HOME VISIT	-		-		412	100.0	412
UNCLASSIFIED	-		-		15	100	15
ALL	60	2.3	12	0.5	2488	97.2	2,560
<u>ALL DOCTORS</u>							
SURGERY (MAIN)	296	5.3	134	2.4	5106	92.2	5,536
SURGERY (BRANCH)	37	2.0	117	6.4	1680	91.6	1,834
HOME VISIT	1	0.1	-		1444	99.9	1,445
UNCLASSIFIED	-		-		90	100	90
ALL	334	3.8	251	2.8	8320	93.4	8,905

AFTER HEALTH CENTRE OPENED

August - December 1971

CONSULTATION TYPE	ANTE - NATAL CASES						ALL ITEMS OF SERVICE (100%)
	IN SURGERY		IN CLINIC		NONE OF THESE		
	No.	%	No.	%	No.	%	
<u>DOCTOR 1</u>							
SURGERY (MAIN)	147	8.4	78	4.4	1535	87.2	1,760
SURGERY (BRANCH)	19	4.1	-		450	95.9	469
HOME VISIT	-		-		388	100.0	388
UNCLASSIFIED	-		-		10	100	10
ALL	166	6.3	78	3.0	2383	2,627	2,627
<u>DOCTOR 2</u>							
SURGERY (MAIN)	115	7.7	3	0.2	1370	92.1	1,488
SURGERY (BRANCH)	38	5.0	139	18.3	584	76.7	761
HOME VISIT	1	0.2	-		521	99.8	522
UNCLASSIFIED	-		-		45	100	45
ALL	154	5.5	142	5.0	2520	89.5	2,816
<u>DOCTOR 3</u>							
SURGERY (MAIN)	56	3.7	12	0.8	1454	95.5	1,522
SURGERY (BRANCH)	11	2.9	-		364	97.1	375
HOME VISIT	-		-		151	100.0	151
UNCLASSIFIED	-		-		7	100.	7
ALL	67	3.3	12	0.6	1976	96.1	2,055
<u>ALL DOCTORS</u>							
SURGERY (MAIN)	318	6.7	93	1.9	4359	91.4	4,770
SURGERY (BRANCH)	68	4.2	139	8.7	1398	87.1	1,605
HOME VISIT	1	0.1	-		1060	99.9	1,061
UNCLASSIFIED	-		-		62	100	62
ALL	387	5.2	232	3.1	6879	91.7	7,498

AFTER HEALTH CENTRE OPENED

January - May 1972

CONSULTATION TYPE	ANTE - NATAL CASES						ALL ITEMS OF SERVICE (100%)
	IN SURGERY		IN CLINIC		NONE OF THESE		
	No.	%	No.	%	No.	%	
<u>DOCTOR 1</u>							
SURGERY (MAIN)	83	4.3	98	5.0	1760	90.7	1,941
SURGERY (BRANCH)	48	8.7	-		504	91.3	552
HOME VISIT	-		-		432	100.0	432
UNCLASSIFIED	-		-		14	100	14
ALL	131	4.5	98	3.3	2710	92.2	2,939
<u>DOCTOR 2</u>							
SURGERY (MAIN)	182	10.1	-		1623	89.9	1,805
SURGERY (BRANCH)	47	5.6	178	21.4	607	73.0	832
HOME VISIT	7	1.1	-		632	98.9	639
UNCLASSIFIED	-		1	3.7	26	96.3	27
ALL	236	7.1	179	5.4	2888	87.4	3,303
<u>DOCTOR 3</u>							
SURGERY (MAIN)	59	3.2	10	0.5	1769	96.3	1,838
SURGERY (BRANCH)	6	2.0	-		294	98.0	300
HOME VISIT	2	0.5	-		423	99.5	425
UNCLASSIFIED	1	9.1	-		10	90.9	11
ALL	68	2.6	10	0.4	2496	97.0	2,574
<u>DOCTOR 4</u>							
SURGERY (MAIN)	324	5.8	108	1.9	5152	92.3	5,584
SURGERY (BRANCH)	101	6.0	178	10.6	1405	83.4	1,684
HOME VISIT	9	0.6	-		1487	99.4	1,496
UNCLASSIFIED	1	1.9	1	1.9	50	96.2	52
ALL	435	4.9	287	3.2	8094	91.8	8,816

TABLE 19a

DISTRIBUTION OF ITEMS OF SERVICE BY TYPE OF CONSULTATION,
BY NUMBER OF CASUALTY CASES, BY DOCTOR FOR THE FOUR STUDY PERIODS

BEFORE HEALTH CENTRE OPENEDAugust - December 1970AFTER HEALTH CENTRE OPENEDJanuary - May 1971

CONSULTATION TYPE	CASUALTY CASES		ALL ITEMS OF SERVICE (100%)
	No.	%	
<u>DOCTOR 1</u>			
SURGERY (MAIN)	3	0.1	2,981
SURGERY (BRANCH)	-		916
HOME VISIT	1	0.1	723
UNCLASSIFIED	-		84
ALL	4	0.1	4,704
<u>DOCTOR 2</u>			
SURGERY (MAIN)	15	0.6	2,478
SURGERY (BRANCH)	2	0.2	1,176
HOME VISIT	5	0.7	714
UNCLASSIFIED	5	4.3	115
ALL	27	0.6	4,483
<u>DOCTOR 3</u>			
SURGERY (MAIN)	3	0.1	2,778
SURGERY (BRANCH)	-		586
HOME VISIT	1	0.1	839
UNCLASSIFIED	-		69
ALL	4	0.1	4,272
<u>ALL DOCTORS</u>			
SURGERY (MAIN)	21	0.2	8,237
SURGERY (BRANCH)	2	0.1	2,678
HOME VISIT	7	0.3	2,276
UNCLASSIFIED	5	1.9	268
ALL	35	0.3	13,459

CONSULTATION TYPE	CASUALTY CASES		ALL ITEMS OF SERVICE (100%)
	No.	%	
<u>DOCTOR 1</u>			
SURGERY (MAIN)	7	0.2	3,197
SURGERY (BRANCH)	-		1,079
HOME VISIT	-		807
UNCLASSIFIED	-		45
ALL	7	0.1	5,128
<u>DOCTOR 2</u>			
SURGERY (MAIN)	15	0.5	3,144
SURGERY (BRANCH)	3	0.2	1,330
HOME VISIT	4	0.4	952
UNCLASSIFIED	4	4.5	89
ALL	26	0.5	5,515
<u>DOCTOR 3</u>			
SURGERY (MAIN)	1		3,057
SURGERY (BRANCH)	-		608
HOME VISIT	-		702
UNCLASSIFIED	-		54
ALL	1		4,421
<u>ALL DOCTORS</u>			
SURGERY (MAIN)	23	0.2	9,398
SURGERY (BRANCH)	3	0.1	3,017
HOME VISIT	4	0.2	2,461
UNCLASSIFIED	4	2.1	188
ALL	34	0.2	15,064

See notes below Table 8.

AFTER HEALTH CENTRE OPENED

August - December 1971

CONSULTATION TYPE	CASUALTY CASES		ALL ITEMS OF SERVICE (100%)
	No.	%	
<u>DOCTOR 1</u>			
SURGERY (MAIN)	5	0.2	2,853
SURGERY (BRANCH)	-		778
HOME VISIT	-		652
UNCLASSIFIED	-		18
ALL	5	0.1	4,301
<u>DOCTOR 2</u>			
SURGERY (MAIN)	19	0.7	2,719
SURGERY (BRANCH)	1	0.1	1,186
HOME VISIT	3	0.3	899
UNCLASSIFIED	6	6.1	99
ALL	29	0.6	4,903
<u>DOCTOR 3</u>			
SURGERY (MAIN)	4	0.2	2,536
SURGERY (BRANCH)	-		571
HOME VISIT	-		265
UNCLASSIFIED	-		15
ALL	4	0.1	3,387
<u>ALL DOCTORS</u>			
SURGERY (MAIN)	28	0.3	8,108
SURGERY (BRANCH)	1		2,535
HOME VISIT	3	0.2	1,816
UNCLASSIFIED	6	4.5	132
ALL	38	0.3	12,591

AFTER HEALTH CENTRE OPENED

January - May 1972

CONSULTATION TYPE	CASUALTY CASES		ALL ITEMS OF SERVICE (100%)
	No.	%	
<u>DOCTOR 1</u>			
SURGERY (MAIN)	7	0.2	3,279
SURGERY (BRANCH)	-		891
HOME VISIT	-		782
UNCLASSIFIED	-		27
ALL	7	0.1	4,979
<u>DOCTOR 2</u>			
SURGERY (MAIN)	9	0.3	3,127
SURGERY (BRANCH)	1	0.1	1,384
HOME VISIT	11	1.0	1,092
UNCLASSIFIED	1	1.9	54
ALL	22	0.4	5,657
<u>DOCTOR 3</u>			
SURGERY (MAIN)	4	0.1	3,234
SURGERY (BRANCH)	-		477
HOME VISIT	-		759
UNCLASSIFIED	-		28
ALL	4	0.1	4,498
<u>ALL DOCTORS</u>			
SURGERY (MAIN)	20	0.2	9,640
SURGERY (BRANCH)	1		2,752
HOME VISIT	11	0.4	2,633
UNCLASSIFIED	1	0.9	109
ALL	33	0.2	15,134

TABLE 19b

DISTRIBUTION OF ITEMS OF SERVICE BY TYPE OF CONSULTATION,
BY NUMBER MADE ON NIGHT VISITS, BY DOCTOR FOR THE FOUR STUDY PERIODS

BEFORE HEALTH CENTRE OPENEDAugust - December 1970AFTER HEALTH CENTRE OPENEDJanuary - May 1971

CONSULTATION TYPE	NIGHT VISITS		ALL ITEMS OF SERVICE (100%)
	No.	%	
<u>DOCTOR 1</u>			
SURGERY (MAIN)	3	0.1	2,981
SURGERY (BRANCH)	-		916
HOME VISIT	49	6.8	723
UNCLASSIFIED	12	14.3	84
ALL	64	1.4	4,704
<u>DOCTOR 2</u>			
SURGERY (MAIN)	3	0.1	2,478
SURGERY (BRANCH)	-		1,176
HOME VISIT	48	6.7	714
UNCLASSIFIED	29	25.2	115
ALL	80	1.8	4,483
<u>DOCTOR 3</u>			
SURGERY (MAIN)	1	-	2,778
SURGERY (BRANCH)	-		586
HOME VISIT	14	1.7	839
UNCLASSIFIED	10	14.5	69
ALL	25	0.6	4,272
<u>ALL DOCTORS</u>			
SURGERY (MAIN)	7	0.1	8,237
SURGERY (BRANCH)	-		2,678
HOME VISIT	111	4.9	2,276
UNCLASSIFIED	51	19	268
ALL	169	1.3	13,459

CONSULTATION TYPE	NIGHT VISITS		ALL ITEMS OF SERVICE (100%)
	No.	%	
<u>DOCTOR 1</u>			
SURGERY (MAIN)	7	0.2	3,197
SURGERY (BRANCH)	-		1,079
HOME VISIT	72	8.9	807
UNCLASSIFIED	17	37.8	45
ALL	96	1.9	5,128
<u>DOCTOR 2</u>			
SURGERY (MAIN)	8	0.3	3,144
SURGERY	-		1,330
HOME VISIT	64	6.7	952
UNCLASSIFIED	60	67.4	89
ALL	132	2.4	5,515
<u>DOCTOR 3</u>			
SURGERY (MAIN)	3	0.1	3,057
SURGERY (BRANCH)	-		608
HOME VISIT	56	8.0	702
UNCLASSIFIED	27	50	54
ALL	86	1.9	4,421
<u>ALL DOCTORS</u>			
SURGERY (MAIN)	18	0.2	9,398
SURGERY (BRANCH)	-		3,017
HOME VISIT	192	7.8	2,461
UNCLASSIFIED	104	55.3	188
ALL	314	2.1	15,064

See notes below Table 8

AFTER HEALTH CENTRE OPENED

August - December 1971

AFTER HEALTH CENTRE OPENED

January - May 1972

CONSULTATION TYPE	NIGHT VISITS		ALL ITEMS OF SERVICE (100%)
	No.	%	
<u>DOCTOR 1</u>			
SURGERY (MAIN)	4	0.1	2,853
SURGERY (BRANCH)	-		778
HOME VISIT	54	8.3	652
UNCLASSIFIED	10	55.6	18
ALL	68	1.6	4,301
<u>DOCTOR 2</u>			
SURGERY (MAIN)	12	0.4	2,719
SURGERY (BRANCH)	-		1,186
HOME VISIT	95	10.6	899
UNCLASSIFIED	60	60.6	99
ALL	167	3.4	4,903
<u>DOCTOR 3</u>			
SURGERY (MAIN)	2	0.1	2,536
SURGERY (BRANCH)	-		571
HOME VISIT	67	25.3	265
UNCLASSIFIED	8	53.3	15
ALL	77	2.3	3,387
<u>ALL DOCTORS</u>			
SURGERY (MAIN)	18	0.2	8,108
SURGERY (BRANCH)	-		2,535
HOME VISIT	216	11.9	1,816
UNCLASSIFIED	78	59.1	132
ALL	312	2.5	12,591

CONSULTATION TYPE	NIGHT VISITS		ALL ITEMS OF SERVICE (100%)
	No.	%	
<u>DOCTOR 1</u>			
SURGERY (MAIN)	5	0.2	3,279
SURGERY (BRANCH)	-		891
HOME VISIT	93	11.9	782
UNCLASSIFIED	20	74.1	27
ALL	118	2.4	4,979
<u>DOCTOR 2</u>			
SURGERY (MAIN)	4	0.1	3,127
SURGERY (BRANCH)	-		1,384
HOME VISIT	126	11.5	1,092
UNCLASSIFIED	32	59.3	54
ALL	162	2.9	5,657
<u>DOCTOR 3</u>			
SURGERY (MAIN)	3	0.1	3,234
SURGERY (BRANCH)	-		477
HOME VISIT	91	12.0	759
UNCLASSIFIED	25	89.3	28
ALL	119	2.6	4,498
<u>ALL DOCTORS</u>			
SURGERY (MAIN)	12	0.1	9,640
SURGERY (BRANCH)	-		2,752
HOME VISIT	310	11.8	2,633
UNCLASSIFIED	77	70.6	109
ALL	399	2.6	15,134

TABLE 2C
DISTRIBUTION OF ITEMS OF SERVICE BY TYPE OF CONSULTATION,
BY TYPE OF DOCTOR, BY DOCTOR FOR THE FOUR STUDY PERIODS

BEFORE HEALTH CENTRE OPENED

August - December 1970

CONSULTATION TYPE	TYPE OF DOCTOR ¹				
	DOCTOR OF PRACTICE		LOCUM		ALL ITEMS OF SERVICE (100%)
	No.	%	No.	%	
<u>DOCTOR 1</u>					
SURGERY (MAIN)	2,313	77.6	668	22.4	2,981
SURGERY (BRANCH)	799	87.2	117	12.8	916
HOME VISIT	722	99.9	1	0.1	723
UNCLASSIFIED	63	75	21	25	84
ALL	3,897	82.8	807	17.2	4,704
<u>DOCTOR 2</u>					
SURGERY (MAIN)	1,872	75.5	606	24.5	2,478
SURGERY (BRANCH)	1,033	87.3	143	12.2	1,176
HOME VISIT	695	97.3	19	2.7	714
UNCLASSIFIED	101	87.8	14	12.2	115
ALL	3,701	82.6	782	17.4	4,483
<u>DOCTOR 3</u>					
SURGERY (MAIN)	2,290	82.4	488	17.6	2,778
SURGERY (BRANCH)	299	51.0	287	49.0	586
HOME VISIT	338	99.9	1	0.1	339
UNCLASSIFIED	62	89.9	7	10.1	69
ALL	3,489	81.7	783	18.3	4,272
<u>ALL DOCTORS</u>					
SURGERY (MAIN)	6,475	78.6	1,762	21.4	8,237
SURGERY (BRANCH)	2,131	79.6	547	20.4	2,678
HOME VISIT	2,255	99.1	21	0.9	2,276
UNCLASSIFIED	226	84.3	42	15.7	268
ALL	11,087	82.4	2,372	17.6	13,459

¹ "Doctor of the practice" is a principal of the practice,
"Locum" is any other doctor (see text).

See also notes below Table 8.

AFTER HEALTH CENTRE OPENED

January - May 1971

CONSULTATION TYPE	TYPE OF DOCTOR ¹				
	DOCTOR OF PRACTICE		LOCUM		ALL ITEMS OF SERVICE (100%)
	No.	%	No.	%	
<u>DOCTOR 1</u>					
SURGERY (MAIN)	2,765	86.5	432	13.5	3,197
SURGERY (BRANCH)	1,022	94.7	57	5.3	1,079
HOME VISIT	805	99.7	2	0.2	807
UNCLASSIFIED	44	97.8	1	2.2	45
ALL	4,636	90.4	492	9.6	5,128
<u>DOCTOR 2</u>					
SURGERY (MAIN)	3,008	95.7	136	4.3	3,144
SURGERY (BRANCH)	1,321	99.3	9	0.7	1,330
HOME VISIT	952	100.0	-		952
UNCLASSIFIED	84	94.4	5	5.6	89
ALL	5,365	97.3	150	2.7	5,515
<u>DOCTOR 3</u>					
SURGERY (MAIN)	2,659	87.0	398	13.0	3,057
SURGERY (BRANCH)	125	20.6	483	79.4	608
HOME VISIT	695	99.0	7	1.0	702
UNCLASSIFIED	36	66.7	18	33.3	54
ALL	3,515	79.5	906	20.5	4,421
<u>ALL DOCTORS</u>					
SURGERY (MAIN)	8,432	89.7	966	10.3	9,398
SURGERY (BRANCH)	2,468	81.8	549	18.2	3,017
HOME VISIT	2,452	99.6	9	0.4	2,461
UNCLASSIFIED	164	87.2	24	12.8	188
ALL	13,516	89.7	1,548	10.3	15,064

AFTER HEALTH CENTRE OPENED

August - December 1971

CONSULTATION TYPE	TYPE OF DOCTOR ¹				
	DOCTOR OF PRACTICE		LOCUM		ALL ITEMS OF SERVICE (100%)
	No.	%	No.	%	
<u>DOCTOR 1</u>					
SURGERY (MAIN)	2,525	88.5	328	11.5	2,853
SURGERY (BRANCH)	628	80.7	150	19.3	778
HOME VISIT	647	99.2	5	0.8	652
UNCLASSIFIED	16	88.9	2	11.1	18
ALL	3,816	88.7	485	11.3	4,301
<u>DOCTOR 2</u>					
SURGERY (MAIN)	2,552	93.9	167	6.1	2,719
SURGERY (BRANCH)	1,114	93.9	72	6.1	1,186
HOME VISIT	898	99.9	1	0.1	899
UNCLASSIFIED	97	98	2	2	99
ALL	4,661	95.1	242	4.9	4,903
<u>DOCTOR 3</u>					
SURGERY (MAIN)	1,162	45.8	1,374	54.2	2,536
SURGERY (BRANCH)	199	34.9	372	65.1	571
HOME VISIT	218	82.3	47	17.7	265
UNCLASSIFIED	9	60	6	40	15
ALL	1,588	46.9	1,799	53.1	3,387
<u>ALL DOCTORS</u>					
SURGERY (MAIN)	6,239	76.9	1,869	23.1	8,108
SURGERY (BRANCH)	1,941	76.6	594	23.4	2,535
HOME VISIT	1,763	97.1	53	2.9	1,816
UNCLASSIFIED	122	92.4	10	7.6	132
ALL	10,065	79.9	2,526	20.1	12,591

AFTER HEALTH CENTRE OPENED

January - May 1972

CONSULTATION TYPE	TYPE OF DOCTOR ¹				
	DOCTOR OF PRACTICE		LOCUM		ALL ITEMS OF SERVICE (100%)
	No.	%	No.	%	
<u>DOCTOR 1</u>					
SURGERY (MAIN)	2,386	72.8	893	27.2	3,279
SURGERY (BRANCH)	841	94.4	50	5.6	891
HOME VISIT	598	76.5	184	23.5	782
UNCLASSIFIED	23	85.2	4	14.8	27
ALL	3,848	77.3	1,131	22.7	4,979
<u>DOCTOR 2</u>					
SURGERY (MAIN)	3,008	96.2	119	3.8	3,127
SURGERY (BRANCH)	1,384	100.0	-		1,384
HOME VISIT	1,088	99.6	4	0.4	1,092
UNCLASSIFIED	54	100	-		54
ALL	5,534	97.8	123	2.2	5,657
<u>DOCTOR 3</u>					
SURGERY (MAIN)	2,352	72.7	882	27.3	3,234
SURGERY (BRANCH)	71	14.9	406	85.1	477
HOME VISIT	567	74.7	192	25.3	759
UNCLASSIFIED	26	92.9	2	7.1	28
ALL	3,016	67.1	1,482	32.9	4,498
<u>ALL DOCTORS</u>					
SURGERY (MAIN)	7,746	80.3	1,894	19.7	9,640
SURGERY (BRANCH)	2,296	83.4	456	16.6	2,752
HOME VISIT	2,253	85.6	380	14.4	2,633
UNCLASSIFIED	103	94.5	6	5.5	109
ALL	12,398	81.9	2,736	18.1	15,134

TABLE 21

DISTRIBUTION OF ITEMS OF SERVICE BY TYPE OF CONSULTATION,
BY DAY OF WEEK, BY DOCTOR FOR THE FOUR STUDY PERIODS

BEFORE HEALTH CENTRE OPENED

August - December 1970

CONSULTATION TYPE	DAY OF WEEK														ALL ITEMS OF SERVICE (100%)	
	MONDAY		TUESDAY		WEDNESDAY		THURSDAY		FRIDAY		SATURDAY		SUNDAY			
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%		
<u>DOCTOR 1</u>																
SURGERY (MAIN)	732	24.6	463	15.5	394	13.2	773	25.9	368	12.3	247	8.3	4	0.1		2,981
SURGERY (BRANCH)	-		399	43.6	28	3.0	12	1.3	359	39.2	118	12.9	-			916
HOME VISIT	169	23.4	179	24.8	38	5.2	90	12.4	160	22.1	56	7.7	31	4.3		723
UNCLASSIFIED	6	7.1	30	35.7	1	1.2	10	11.9	20	23.8	12	14.3	5	6.0		84
ALL	907	19.3	1071	22.8	461	9.8	885	18.8	907	19.3	433	9.2	40	0.8		4,704
<u>DOCTOR 2</u>																
SURGERY (MAIN)	322	13.0	427	17.2	438	17.7	426	17.2	586	23.6	272	11.0	6	0.2		2,478 ¹
SURGERY (BRANCH)	407	34.6	-		328	27.9	334	28.4	32	2.7	75	6.4	-			1,176
HOME VISIT	160	22.4	52	7.3	135	18.9	143	20.0	112	15.7	74	10.4	37	5.2		714 ¹
UNCLASSIFIED	24	20.9	3	2.6	32	27.8	18	15.7	20	17.4	16	13.9	2	1.7		115
ALL	913	20.4	482	10.8	933	20.8	921	20.5	750	16.7	437	9.7	45	1.0		4,483
<u>DOCTOR 3</u>																
SURGERY (MAIN)	586	21.1	807	29.0	94	3.4	414	14.9	607	21.9	269	9.7	1	0.0		2,778
SURGERY (BRANCH)	5	0.9	-		456	77.8	14	2.4	-		111	18.9	-			586
HOME VISIT	192	22.9	177	21.1	188	22.4	72	8.6	121	14.4	61	7.3	28	3.3		839
UNCLASSIFIED	11	15.9	13	18.8	12	17.4	18	26.1	4	5.8	6	8.7	5	7.2		69
ALL	794	18.6	997	23.3	750	17.6	518	12.1	732	17.1	447	10.5	34	0.8		4,272
<u>ALL DOCTORS</u>																
SURGERY (MAIN)	1640	19.9	1697	20.6	926	11.2	1613	19.6	1561	19.0	788	9.6	11	0.1		8,237 ¹
SURGERY (BRANCH)	412	15.4	399	14.9	812	30.3	360	13.4	391	14.6	304	11.4	-			2,678
HOME VISIT	521	22.9	408	17.9	361	15.9	305	13.4	393	17.3	191	8.4	96	4.2		2,276 ¹
UNCLASSIFIED	41	15.3	46	17.2	45	16.8	46	17.2	44	16.4	34	12.7	12	4.5		268
ALL	2614	19.4	2550	18.9	2144	15.9	2324	17.3	2389	17.7	1317	9.8	119	0.9		13,459

¹ Includes one day unknown

AFTER HEALTH CENTRE OPENED

January - May 1971

CONSULTATION TYPE	DAY OF WEEK										ALL ITEMS OF SERVICE (100%)				
	MONDAY		TUESDAY		WEDNESDAY		THURSDAY		FRIDAY			SATURDAY		SUNDAY	
	No.	%	No.	%	No.	%	No.	%	No.	%		No.	%	No.	%
<u>DOCTOR 1</u>															
SURGERY (MAIN)	819	25.6	505	15.8	365	11.4	745	23.3	490	15.3	269	8.4	4	0.1	3,197
SURGERY (BRANCH)	-		480	44.5	-		2	0.2	415	38.5	182	16.9	-		1,079
HOME VISIT	178	22.1	170	21.1	55	6.8	108	13.4	176	21.8	71	8.8	49	6.1	807
UNCLASSIFIED	2	4.4	11	24.4	1	2.2	1	2.2	12	26.7	12	26.7	6	13.3	45
ALL	999	19.5	1166	22.7	421	8.2	856	16.7	1093	21.3	534	10.4	59	1.1	5,128
<u>DOCTOR 2</u>															
SURGERY (MAIN)	508	16.2	401	12.8	798	25.4	458	14.6	716	22.8	262	8.3	1	0.0	3,144
SURGERY (BRANCH)	532	40.0	-		175	13.2	469	35.3	1	0.1	152	11.4	1	0.1	1,330
HOME VISIT	248	26.0	12	1.3	194	20.4	241	25.3	142	14.9	72	7.6	42	4.4	952 ¹
UNCLASSIFIED	15	16.8	1	1.1	16	18.0	15	16.8	1	1.1	19	21.3	22	24.7	89
ALL	1303	23.6	414	7.5	1183	21.5	1183	21.5	860	15.6	505	9.2	66	1.2	5,515
<u>DOCTOR 3</u>															
SURGERY (MAIN)	771	25.2	874	28.6	47	1.5	409	13.4	657	21.5	297	9.7	2	0.1	3,057
SURGERY (BRANCH)	-		1	0.2	489	80.4	-		-		118	19.4	-		608
HOME VISIT	145	20.6	185	26.3	157	22.4	22	3.1	106	15.1	49	7.0	38	5.4	702
UNCLASSIFIED	6	11.1	3	5.6	4	7.4	8	14.8	1	1.9	27	50.0	5	9.3	54
ALL	922	20.9	1063	24.0	697	15.8	439	9.9	764	17.3	491	11.1	45	1.0	4,421
<u>ALL DOCTORS</u>															
SURGERY (MAIN)	2098	22.3	1780	18.9	1210	12.9	1612	17.1	1863	19.8	828	8.8	7	0.1	9,398
SURGERY (BRANCH)	532	17.6	481	15.9	664	22.0	471	15.6	416	13.8	452	15.0	1	0.0	3,017
HOME VISIT	571	23.2	367	14.9	406	16.5	371	15.1	424	17.2	192	7.8	129	5.2	2,461 ¹
UNCLASSIFIED	23	12.2	15	8.0	21	11.2	24	12.8	14	7.4	58	30.8	33	17.6	188
ALL	3224	21.4	2643	17.5	2301	15.3	2478	16.4	2717	18.0	1530	10.2	170	1.1	15,064

¹ Includes one day unknown

AFTER HEALTH CENTRE OPENED

August - December 1971

CONSULTATION TYPE	DAY OF WEEK								ALL ITEMS OF SERVICE (100%)						
	MONDAY		TUESDAY		WEDNESDAY		THURSDAY			FRIDAY		SATURDAY		SUNDAY	
	No.	%	No.	%	No.	%	No.	%		No.	%	No.	%	No.	%
<u>DOCTOR 1</u>															
SURGERY (MAIN)	691	24.2	460	16.1	370	13.0	734	25.7	361	12.7	231	8.1	4	0.1	2,853 ¹
SURGERY (BRANCH)	-		315	40.5	20	2.6	-		342	44.0	101	13.0	-		778
HOME VISIT	121	18.6	124	19.0	64	9.8	117	17.9	136	20.9	51	7.8	39	6.0	652
UNCLASSIFIED	2	11.1	4	22.2	1	5.6	3	16.7	2	11.1	3	16.7	3	16.7	18
ALL	814	18.9	903	21.0	455	10.6	854	19.9	841	19.5	386	9.0	46	1.1	4,301
<u>DOCTOR 2</u>															
SURGERY (MAIN)	378	13.9	324	11.9	790	29.1	405	14.9	609	22.4	211	7.8	2	0.1	2,719
SURGERY (BRANCH)	442	37.3	10	0.8	146	12.3	445	37.5	-		143	12.1	-		1,186
HOME VISIT	207	23.0	54	6.0	207	23.0	186	20.7	128	14.2	83	9.2	34	3.8	899
UNCLASSIFIED	14	14.1	-		20	20.2	19	19.2	10	10.1	24	24.2	12	12.1	99
ALL	1041	21.2	388	7.9	1163	23.7	1055	21.5	747	15.2	461	9.4	48	1.0	4,903
<u>DOCTOR 3</u>															
SURGERY (MAIN)	601	23.7	737	29.1	22	0.9	403	15.9	504	19.9	268	10.6	1	0.0	2,536
SURGERY (BRANCH)	-		20	3.5	422	73.9	26	4.6	-		103	18.0	-		571
HOME VISIT	53	20.0	36	13.6	72	27.2	7	2.6	35	13.2	23	8.7	39	14.7	265
UNCLASSIFIED	2	13.3	5	33.3	2	13.3	1	6.7	2	13.3	-		3	20.0	15
ALL	656	19.4	798	23.6	518	15.3	437	12.9	541	16.0	394	11.6	43	1.3	3,387
<u>ALL DOCTORS</u>															
SURGERY (MAIN)	1670	20.6	1521	18.8	1182	14.6	1542	19.0	1474	18.2	710	8.8	7	0.1	8,108 ¹
SURGERY (BRANCH)	442	17.4	345	13.6	588	23.2	471	18.6	342	13.5	347	13.7	-		2,535
HOME VISIT	381	21.0	214	11.8	343	18.9	310	17.1	299	16.5	157	8.6	112	6.2	1,816
UNCLASSIFIED	18	13.6	9	6.8	23	17.4	23	17.4	14	10.6	27	20.4	18	13.6	132
ALL	2511	19.9	2089	16.6	2136	17.0	2346	18.6	2129	16.9	1241	9.9	137	1.1	12,591

¹ Includes two days unknown

AFTER HEALTH CENTRE OPENED

January - May 1972

CONSULTATION TYPE	DAY OF WEEK								ALL ITEMS OF SERVICE (100%)						
	MONDAY		TUESDAY		WEDNESDAY		THURSDAY			FRIDAY		SATURDAY		SUNDAY	
	No.	%	No.	%	No.	%	No.	%		No.	%	No.	%	No.	%
<u>DOCTOR 1</u>															
SURGERY (MAIN)	828	25.3	510	15.6	421	12.8	823	25.1	408	12.4	283	8.6	6	0.2	3,279
SURGERY (BRANCH)	17	1.9	417	46.8	-	-	-	-	363	40.7	94	10.6	-	-	891
HOME VISIT	148	18.9	199	25.4	58	7.4	115	14.7	132	16.9	60	7.7	70	8.9	782
UNCLASSIFIED	2	7.4	5	18.5	-	-	4	14.8	6	22.2	3	11.1	7	25.9	27
ALL	995	20.0	1131	22.7	479	9.6	942	18.9	909	18.3	440	8.8	83	1.7	4,979
<u>DOCTOR 2</u>															
SURGERY (MAIN)	440	14.1	424	13.6	855	27.3	444	14.2	723	23.1	238	7.6	3	0.1	3,127
SURGERY (BRANCH)	520	37.6	2	0.1	200	14.5	500	36.1	-	-	162	11.7	-	-	1,384
HOME VISIT	236	21.6	32	2.9	231	21.1	285	26.1	167	15.3	100	9.2	41	3.7	1,092
UNCLASSIFIED	5	9.3	-	-	15	27.8	6	11.1	6	11.1	11	20.4	11	20.4	54
ALL	1201	21.2	458	8.1	1301	23.0	1235	21.8	896	15.8	511	9.0	55	1.0	5,657
<u>DOCTOR 3</u>															
SURGERY (MAIN)	773	23.9	907	28.1	40	1.2	442	13.7	663	20.5	405	12.5	2	0.1	3,234 ¹
SURGERY (BRANCH)	-	-	16	3.4	359	75.3	-	-	-	-	102	21.4	-	-	477
HOME VISIT	189	24.9	162	21.3	191	25.2	31	4.1	100	13.2	52	6.8	34	4.5	759
UNCLASSIFIED	23	82.1	-	-	-	-	2	7.1	-	-	2	7.1	1	3.6	28
ALL	985	21.9	1085	24.1	590	13.1	475	10.6	763	17.0	561	12.5	37	0.8	4,498
<u>ALL DOCTORS</u>															
SURGERY (MAIN)	2041	21.2	1841	19.1	1316	13.7	1709	17.7	1794	18.6	926	9.6	11	0.1	9,640 ¹
SURGERY (BRANCH)	537	19.5	435	15.8	559	20.3	500	18.2	363	13.2	358	13.0	-	-	2,752
HOME VISIT	573	21.8	393	14.9	480	18.2	431	16.4	399	15.1	212	8.1	145	5.5	2,633
UNCLASSIFIED	30	27.5	5	4.6	15	13.8	12	11.0	12	11.0	16	14.7	19	17.4	109
ALL	3181	21.0	2674	17.7	2370	15.7	2652	17.5	2568	17.0	1512	10.0	175	1.2	15,134

¹ Includes two days unknown

TABLE 22

JOURNEY TO SURGERY STUDYAGE-SEX DISTRIBUTION OF ATTENDERS¹ AT THE MAIN SURGERY OF THE PRACTICE IN TWO PERIODS OF THREE WEEKS

PERIOD 1 (11.11.70 - 2.12.70) i.e. Before health centre opened, to see a doctor (no nurse before opening of health centre)
 PERIOD 2 (24.11.71 - 15.12.71) i.e. After health centre opened, to see a doctor or nurse.

AGE GROUP (YEARS)	PERIOD 1						PERIOD 2											
	TO SEE DOCTOR						TO SEE DOCTOR						TO SEE NURSE					
	MALE		FEMALE		TOTAL		MALE		FEMALE		TOTAL		MALE		FEMALE		TOTAL	
No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	
0 - 14	234	41	241	24	475	30	250	43	206	21	457 ²	29	28	26	24	16	52	20
15 - 24	40	7	124	12	164	10	41	7	131	13	172	11	14	13	15	10	29	11
25 - 44	165	29	510	51	675	43	155	27	506	51	661	42	34	32	68	46	102	40
45 - 59	68	12	75	7	143	9	76	13	88	9	164	10	11	10	15	10	26	10
60 - 64	14	2	20	2	34	2	13	2	32	3	45	3	8	8	2	1	10	4
65 or over	48	8	34	3	82	5	44	8	36	4	81 ²	5	11	10	24	16	35	14
Unknown	3	1	2	0	5	0	0	0	0	0	0	0	0	0	1	1	1	0
Total	572	100	1006	100	1578	100	579	100	999	100	1580 ³	100	106	100	149	100	255	100

¹ Includes the patient proper plus those, i.e. sibling, parent etc. accompanying the patient to the surgery but excluding persons calling at the surgery to make an appointment, collect a prescription and the like.

- Note the age/sex distribution is of 'contacts' and not distinguishable persons, i.e. a person is counted in the table as many times as he or she attends.

² Includes 1 person for whom sex is unknown.

³ Includes 2 persons for whom sex is unknown.

TABLE 23

JOURNEY TO MAIN SURGERY STUDY - DISTRIBUTION OF ATTENDERS¹ BY METHOD OF TRAVEL AND ORIGIN
OF JOURNEY FOR THE BEFORE AND AFTER PERIODS OF DATA COLLECTION (SEE TABLE 22)

BEFORE PERIOD (To see doctor) 11.11.70 to 12.12.70 (No nurse before opening of health centre)

ORIGIN OF JOURNEY	METHOD OF TRAVEL TO SURGERY										
	WALK		BUS		CAR		CYCLE/ MOTORCYCLE		OTHER		TOTAL (100%)
	No.	%	No.	%	No.	%	No.	%	No.	%	
PADDOCK WOOD	505	42	34	3	605	50	49	4	16	1	1210 ²
EAST PECKHAM	0	0	5	13	33	87	0	0	0	0	38
FIVE OAK GREEN	22	11	47	23	126	63	5	2	1	0	201
OTHER VILLAGES IN LOCALITY	1	1	1	1	72	91	2	3	3	4	79
TOWNS IN AREA PLUS LONDON	2	4	3	6	33	66	0		11	22	50 ²
TOTAL	530	34	90	6	869	55	56	4	31 ⁴	2	1578 ³

AFTER PERIOD 24.11.71 to 15.12.71

ORIGIN OF JOURNEY	METHOD OF TRAVEL TO SURGERY																						
	TO SEE DOCTOR						TO SEE NURSE																
	WALK		BUS		CAR		CYCLE/ M.CYCLE		OTHER		TOTAL (100%)		WALK		BUS		CAR		CYCLE/ M.CYCLE		OTHER		TOTAL (100%)
No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
PADDOCK WOOD	626	56	4	0	450	40	25	2	7	1	1112	121	59	0	0	81	40	1	0	0	0	204 ²	
EAST PECKHAM	0	0	5	6	78	93	1	1	0	0	84	0		0		13		0		0		13	
FIVE OAK GREEN	9	4	58	25	152	65	11	5	4	2	234	1	5	4	19	15	71	1	5	0	0	21	
OTHER VILLAGES IN LOCALITY	5	5	1	1	89	91	2	2	1	1	98	0		0		11		0		0		11	
TOWNS IN AREA PLUS LONDON	0	0	1	2	39	75	0	0	12	23	52	0		0		4		0		2		6	
TOTAL	640	41	69	4	808	51	39	2	24 ⁵	2	1580	122	48	4	2	124	49	2	1	2 ⁶	1	255 ²	

- ¹ Includes the patient proper plus those, i.e. sibling, parent etc. accompanying the patient to the surgery but excluding persons calling at the surgery to make an appointment, collect a prescription and the like.
- Note the distribution is of 'contacts' and not distinguishable persons, i.e. a person is counted in the table as many times as he or she attends.
- ² Includes one person for whom method of travel unknown
- ³ Includes two persons for whom method of travel unknown
- ⁴ Includes 13 persons all from Paddock Wood taking taxi, 13 mostly from London taking train.
- ⁵ Includes 12 persons mostly from London taking train - no one gave taxi in the after period.
- ⁶ Both persons travelled by train.

TABLE 24

JOURNEY TO MAIN SURGERY STUDY - DISTRIBUTION OF ATTENDERS¹ BY ORIGIN OF JOURNEY AND
DISTANCE TRAVELLED FOR THE BEFORE AND AFTER PERIODS OF DATA COLLECTION (SEE TABLE 22)

BEFORE PERIOD (To see doctor) 11.11.70 - 12.12.70 (No nurse prior to opening of health centre)

ORIGIN OF JOURNEY	DISTANCE OF JOURNEY TO SURGERY (MILES)										TOTAL (100%)		
	Up to $\frac{1}{4}$		$\frac{1}{4}$ up to $\frac{1}{2}$		$\frac{1}{2}$ up to 1		1 up to 2		2 up to 5			5 or more	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	
PADDOCK WOOD	75	6	379	31	631	52	107	9	17	1	1	0	1210
FAST PECKHAM	0	0	0	0	0	0	1	3	35	92	2	5	38
FIVE OAK GREEN	0	0	2	1	7	3	85	42	107	53	0	0	201
OTHER VILLAGES IN LOCALITY	0	0	0	0	4	5	18	23	54	68	3	4	79
TOWNS IN AREA PLUS LONDON	0	0	0	0	0	0	0	0	1	2	49	98	50
TOTAL	75	5	381	24	642	41	211	13	214	14	55	3	1578

AFTER PERIOD 24.11.71 - 15.12.71

ORIGIN OF JOURNEY	DISTANCE OF JOURNEY TO SURGERY (MILES)															
	TO SEE DOCTOR								TO SEE NURSE							
	Up to $\frac{1}{4}$	$\frac{1}{4}$ to $\frac{1}{2}$	$\frac{1}{2}$ to 1	1 to 2	2 to 5	5 or more	TOTAL	Up to $\frac{1}{4}$	$\frac{1}{4}$ to $\frac{1}{2}$	$\frac{1}{2}$ to 1	1 to 2	2 to 5	5 or more	TOTAL		
No. %	No. %	No. %	No. %	No. %	No. %	(100%)	No. %	No. %	No. %	No. %	No. %	No. %	No. %	(100%)		
PADDOCK WOOD	492 44	421 38	127 11	44 4	24 2	0 0	1112 ²	67 33	104 51	22 11	7 3	3 1	0 0	204 ⁵		
EAST PECKHAM	0 0	0 0	0 0	17 20	67 80	0 0	84	0	0	0	2	11	0	13		
FIVE OAK GREEN	1 0	0 0	4 2	60 26	169 72	0 0	234	0 0	0 0	0 0	9 43	12 57	0 0	21		
OTHER VILLAGES IN LOCALITY	1 1	0 0	1 1	14 14	72 73	9 9	98 ³	1	0	0	2	7	1	11		
TOWNS IN AREA + LONDON	0	0	0	0	6 12	46 88	52	0	0	0	0	0	6	6		
TOTAL	494 31	421 27	132 8	135 9	338 21	55 3	1580 ⁴	68 27	104 41	22 9	20 8	33 13	7 3	255 ⁵		

¹ Includes the patient proper plus those, i.e. sibling, parent etc. accompanying the patient to the surgery but excluding persons calling at the surgery to make an appointment, collect a prescription and the like.

- Note the distribution is of 'contacts' and not distinguishable persons, i.e. a person is counted in the table as many times as he or she attends.

² Includes 4 persons for whom distance travelled is unknown.

³ Includes 1 person for whom distance travelled is unknown.

⁴ Includes 5 persons for whom distance travelled is unknown.

⁵ Includes 1 person for whom distance travelled is unknown.

TABLE 25

JOURNEY TO MAIN SURGERY SURVEY - DISTRIBUTION OF ATTENDERS¹ BY AGE AND BY DISTANCE
TRAVELLED TO SURGERY FOR THE BEFORE AND AFTER PERIODS OF DATA COLLECTION

BEFORE PERIOD (To see doctor) 11.11.70 to 2.12.70 (No nurse before opening of health centre)

AGE GROUP (YEARS)	DISTANCE TRAVELLED TO SURGERY (MILES)										TOTAL (100%)		
	Up to $\frac{1}{4}$		$\frac{1}{4}$ up to 1		$\frac{1}{2}$ up to 1		1 up to 2		2 up to 5			5 or more	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	
0 - 14	21	4	132	28	201	42	60	13	55	12	6	1	475
15 - 24	12	7	30	18	54	33	28	17	27	16	13	8	164
25 - 44	31	5	169	25	269	40	81	12	98	14	27	4	675
45 - 59	10	7	29	20	54	38	23	16	20	14	7	5	143
60 - 64	0	0	5	15	16	47	8	24	4	12	1	3	34
65 and over	1	1	16	20	48	59	9	11	8	10	0	0	82
TOTAL	75	5	381	24	642	41	211 ³	13	214 ³	14	55 ²	3	1578 ⁴

AFTER PERIOD 24.11.71 to 15.12.71

AGE GROUP (YEARS)	DISTANCE TRAVELLED TO SURGERY (MILES)															
	TO SEE DOCTOR								TO SEE NURSE							
	Up to $\frac{1}{4}$ No. %	$\frac{1}{4}$ to $\frac{1}{2}$ No. %	$\frac{1}{2}$ to 1 No. %	1 to 2 No. %	2 to 5 No. %	5 or more No. %	TOTAL (100%)	Up to $\frac{1}{4}$ No. %	$\frac{1}{4}$ to $\frac{1}{2}$ No. %	$\frac{1}{2}$ to 1 No. %	1 to 2 No. %	2 to 5 No. %	5 or more No. %	TOTAL (100%)		
0 - 14	143 31	143 31	43 9	34 7	88 19	6 1	457	14 27	20 38	7 13	4 8	4 8	2 4	52 ⁵		
15 - 24	69 40	41 24	7 4	7 4	38 22	9 5	172 ⁵	7 24	12 41	1 3	1 3	5 17	3 10	29		
25 - 44	204 31	167 25	61 9	62 9	136 21	29 4	661 ⁶	25 25	43 42	4 4	10 10	19 19	1 1	102		
45 - 59	42 26	36 22	12 7	19 12	45 27	8 5	164 ⁶	11 42	5 19	3 12	3 12	4 15	0 0	26		
60 - 64	21 47	7 16	3 7	6 13	8 18	0 0	45	2	3	3	0	1	1	10		
65 and over	15 19	27 33	6 7	7 9	23 28	3 4	81	8 23	21 60	4 11	2 6	0 0	0 0	35		
TOTAL	494 31	421 27	132 8	135 9	338 21	55 3	1580 ⁷	68 ² 27	104 41	22 9	20 8	33 13	7 3	255 ^{2,5}		

¹ Includes the patient proper plus those, i.e. sibling, parent etc. accompanying the patient to the surgery but excluding persons calling at the surgery to make an appointment, collect a prescription and the like.
- Note the distribution is of 'contacts' and not distinguishable persons, i.e. a person is counted in the table as many times as he or she attends.

² Includes one attender for whom age group is unknown.

³ Includes two attenders for whom age group is unknown.

⁴ Includes five attenders for whom age group is unknown.

⁵ Includes one attender for whom distance travelled was not known.

⁶ Includes two attenders for whom distance travelled was not known.

⁷ Includes five attenders for whom distance travelled was not known.

TABLE 26

JOURNEY TO SURGERY STUDY: DISTRIBUTION OF ATTENDERS¹ AT THE MAIN SURGERY OF THE PRACTICE BY AGE AND BY METHOD OF TRAVEL TO THE SURGERY; FOR THE TWO PERIODS OF THE STUDY

BEFORE PERIOD (To see doctor) 11.11.70 to 12.12.70. (No nurse before opening of health centre)

AGE GROUP (YEARS)	METHOD OF TRAVEL TO SURGERY										TOTAL (100%)
	WALK		BUS		CAR		CYCLE/ MOTORCYCLE		OTHER ²		
	No.	%	No.	%	No.	%	No.	%	No.	%	
0 - 14	198	42	25	5	243	51	5	1	4	1	475
15 - 24 [*]	53	32	14	9	86	52	4	2	7	4	164
25 - 44	217	32	34	5	398	59	15	2	11	2	675
45 - 59	41	29	8	6	71	50	16	11	6	4	143 ⁶
60 - 64	7	21	2	6	17	50	6	18	1	3	34 ⁶
65 and over	14	17	6	7	51	62	10	12	1	1	82
TOTAL	530	34	90 ³	6	869 ⁴	55	56	4	31 ³	2	1578 ^{5,7}

AFTER PERIOD 24.11.71 to 15.12.71

AGE GROUP (YEARS)	METHOD OF TRAVEL TO SURGERY												
	TO SEE DOCTOR						TO SEE NURSE						
	WALK No. %	BUS No. %	CAR No. %	CYCLE/ M.CYCLE No. %	OTHER ² No. %	TOTAL (100%)	WALK No. %	BUS No. %	CAR No. %	CYCLE/ M.CYCLE No. %	OTHER ² No. %	TOTAL (100%)	
0 - 14	213 47	20 4	218 48	0 0	6 1	457	27 52	0 0	24 46	0 0	0 0	52 ⁶	
15 - 24	79 46	8 5	79 46	3 2	3 2	172	12 41	1 3	14 48	0 0	2 7	29	
25 - 44	239 36	22 3	375 57	13 2	12 2	661	44 43	3 3	55 54	0 0	0 0	102	
45 - 59	51 31	6 4	93 57	11 7	3 2	164	13 50	0 0	13 50	0 0	0 0	26	
60 - 64	25 56	6 13	11 24	3 7	0 0	45	2	0	8	0	0	10	
65 and over	33 41	7 9	32 40	9 11	0 0	81	24 69	0 0	9 26	2 6	0 0	35	
TOTAL	640 41	69 4	808 51	39 2	24 2	1580	122 48	4 2	124 ³ 47	2 1	2 1	255 ^{3,6}	

¹ Includes the patient proper plus those, i.e. sibling, parent etc. accompanying the patient to the surgery but excluding persons calling at the surgery to make an appointment, collect a prescription and the like.
- Note the distribution is of 'contacts' and not distinguishable persons, i.e. a person is counted in the table as many times as he or she attends.

² See notes 4, 5, 6 below Table 23

³ Includes one person for whom age was unknown

⁴ Includes three persons for whom age was unknown

⁵ Includes five persons for whom age was unknown

⁶ Includes one person for whom method of travel was not known

⁷ Includes two persons for whom method of travel was not known

TABLE 27

JOURNEY TO SURGERY STUDY: DISTRIBUTION OF ATTENDERS¹ AT THE MAIN SURGERY OF THE PRACTICE BY SEX AND DISTANCE TRAVELLED TO SURGERY FOR THE TWO PERIODS OF THE STUDY

DISTANCE TRAVELLED (MILES)	BEFORE PERIOD (To see doctor) 11.11.70 to 2.12.70 (No nurse before opening of health centre)						AFTER PERIOD 24.11.71 to 15.12.71											
	MALE		FEMALE		TOTAL		TO SEE DOCTOR			TO SEE NURSE								
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%				
Up to $\frac{1}{4}$	24	4	51	5	75	5	150	26	342	34	494 ⁴	31	24	23	44	30	68	27
$\frac{1}{4}$ up to $\frac{1}{2}$	144	25	237	24	381	24	155	27	266	27	421	27	38	36	66	44	104	41
$\frac{1}{2}$ up to 1	236	41	406	40	642	41	54	9	78	8	132	8	11	10	11	7	22	9
1 up to 2	79	14	132	13	211	13	58	10	77	8	135	9	14	13	6	4	20	8
2 up to 5	62	11	152	15	214	14	137	24	201	20	338	21	16	15	17	11	33	13
5 and over	27	5	28	3	55	3	24	4	31	3	55	3	3	3	4	3	7	3
TOTAL	572	100	1006	100	1578	100	579 ²	100	999 ³	100	1580 ⁵	100	106	100	149 ²	100	255 ²	100

¹ Includes the patient proper plus those, i.e. sibling, parent etc. accompanying the patient to the surgery but excluding persons calling at the surgery to make an appointment, collect a prescription and the like.
- Note the distribution is of 'contacts' and not distinguishable persons, i.e. a person is counted in the table as many times as he or she attends.

² Distance travelled unknown in the case of one attender.

³ Distance travelled unknown in the case of four attenders.

⁴ Sex unknown for two attenders.

⁵ Includes two attenders for whom sex was unknown and five for whom distance travelled unknown.

TABLE 28

JOURNEY TO MAIN SURGERY STUDY - DISTRIBUTION OF ATTENDERS¹ AT THE MAIN SURGERY
OF THE PRACTICE BY SEX AND BY METHOD OF TRAVEL TO SURGERY FOR THE TWO PERIODS OF THE STUDY

METHOD OF TRAVEL	BEFORE PERIOD (To see doctor) 11.11.70 to 2.12.70 (No nurse before opening of health centre)						AFTER PERIOD 24.11.71 to 15.12.71											
				TO SEE DOCTOR			TO SEE NURSE											
	MALE No.	FEMALE %	TOTAL No.	MALE %	FEMALE No.	TOTAL %	MALE No.	FEMALE %	TOTAL No.	MALE %	FEMALE No.	TOTAL %						
WALK	152	27	378	38	530	34	197	34	441	44	640 ⁵	40	33	31	89	60	122	48
BUS	20	3	70	7	90	6	16	3	53	5	69	4	0	0	4	3	4	2
CAR	358	63	511	51	869	55	336	58	472	47	808	51	71	67	53	36	124	49
CYCLE/ MOTORCYCLE	34	6	22	22	56	4	21	4	18	2	39	2	2	2	0	0	2	1
OTHER (See Table 23)	7 ⁴	1	24 ⁴	24	31	2	9 ⁷	2	15 ⁷	2	24	2	0	0	2 ⁸	1	2	1
TOTAL	572 ²	100	1006 ²	100	1578 ³	100	579	100	999	100	1580 ⁶	100	136	100	149 ²	100	255 ²	100

/continued

Table 28 continued

- 1 Includes the patient proper plus those, i.e. sibling, parent etc. accompanying the patient to the surgery but excluding persons calling at the surgery to make an appointment, collect a prescription and the like.
- Note the distribution is of 'contacts' and not distinguishable persons, i.e. a person is counted in the table as many times as he or she attends.
- 2 Method of travel unknown for one attender.
- 3 Method of travel unknown for two attenders.
- 4 4 males and 9 females used train and 1 male and 12 females taxi.
- 5 Includes two attenders whose sex was unknown.
- 6 Includes two attenders whose sex was unknown.
- 7 5 males and 7 females used train, no one used taxi.
- 8 Two females used train.

TABLE 29
JOURNEY TO SURGERY STUDY - DISTRIBUTION OF ATTENDERS¹ AT THE MAIN SURGERY OF THE
PRACTICE BY SEX AND BY THE TYPE OF ORIGIN OF JOURNEY FOR THE TWO PERIODS OF THE STUDY

TYPE OF ORIGIN OF JOURNEY	BEFORE PERIOD (To see doctor) 11.11.70 to 2.12.70 (No nurse before opening of health centre)						AFTER PERIOD 24.11.71 to 15.12.71											
	MALE		FEMALE		TOTAL		TO SEE DOCTOR			TO SEE NURSE								
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%						
HOMF.	508	89	892	89	1400	89	513	89	884	38	1399 ³	89	94	89	123	83	217	85
WORK	42	7	57	6	99	6	44	8	60	6	104	7	10	9	19	13	29	11
SCHOOL	10	2	28	3	38	2	9	2	21	2	30	2	1	1	3	2	4	2
OTHER	12	2	29	3	41	3	13	2	34	3	47	3	1	1	3	2	4	2
TOTAL	572	100	1006	100	1578	100	579	100	999	100	1580 ³	100	106	100	149 ²	100	255 ²	100

¹ Includes the patient proper plus those, i.e. sibling, parent etc. accompanying the patient to the surgery but excluding persons calling at the surgery to make an appointment, collect a prescription and the like.
- Note the distribution is of 'contacts' and not distinguishable persons, i.e. a person is counted in the table as many times as he or she attends.

² Includes one attender for whom type of origin of journey unknown.

³ Includes two attenders for whom sex unknown.

TABLE 30

JOURNEY TO SURGERY STUDY: DISTRIBUTION OF ATTENDERS¹ AT THE MAIN SURGERY OF THE PRACTICE BY SEX AND BY ORIGIN OF JOURNEY FOR THE TWO PERIODS OF THE STUDY

ORIGIN OF JOURNEY	BEFORE PERIOD (To see doctor) 11.11.70 to 2.12.70 (No nurse before opening of health centre)						AFTER PERIOD 24.11.71 to 15.12.71											
	MALE		FEMALE		TOTAL		TO SEE DOCTOR			TO SEE NURSE								
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%				
PADDOCK WOOD	448	78	762	76	1210	77	378	65	732	73	1112 ²	70	80	75	124	83	204	80
EAST PECKHAM	19	3	19	2	38	2	41	7	43	4	84	5	7	7	6	4	13	5
FIVE OAK GREEN	55	10	146	15	201	13	95	16	139	14	234	15	13	12	8	5	21	8
OTHER VILLAGES IN LOCALITY	26	5	53	5	79	5	43	7	55	5	98	6	4	4	7	5	11	4
TOWNS IN AREA PLUS LONDON	24		3		50	3	22	4	30	3	52	3	2	2	4	3	6	2
TOTAL	572	100	1006	100	1578	100	579	100	999	100	1580 ²	100	106	100	149	100	255	100

¹ Includes the patient proper plus those, i.e. sibling, parent etc. accompanying the patient to the surgery but excluding persons calling at the surgery to make an appointment, collect a prescription and the like.
- Note the distribution is of 'contacts' and not distinguishable persons, i.e. a person is counted in the table as many times as he or she attends.

² Includes two attenders whose sex was unknown.

TABLE 31

JOURNEY TO SURGERY STUDY: DISTRIBUTION OF ATTENDERS¹ AT THE MAIN SURGERY OF THE PRACTICE BY SEX AND BY TIME OF SURGERY SESSION FOR THE TWO PERIODS OF THE STUDY

TIME OF SURGERY SESSION START	BEFORE PERIOD (To see doctor) 11.11.70 to 2.12.70 (No nurse before opening of health centre)			AFTER PERIOD 24.11.71 to 15.12.71					
				TO SEE DOCTOR			TO SEE NURSE		
	MALE No. %	FEMALE No. %	TOTAL No. %	MALE No. %	FEMALE No. %	TOTAL No. %	MALE No. %	FEMALE No. %	TOTAL No. %
UP TO NOON	356 62	572 57	928 59	310 54	541 54	853 ⁵ 54	59 56	63 42	122 48
12 NOON UP TO 4.30 pm	122 21	259 26	381 24	133 23	242 24	375 24	2 2	29 19	31 12
4.30 pm AND ONWARDS	94 16	175 17	269 17	136 23	216 22	352 22	43 41	54 36	97 38
TOTAL	572 100	1006 100	1578 100	579 100	999 100	1580 ⁵ 100	106 ² 100	149 ³ 100	255 ⁴ 100

¹ Includes the patient proper plus those, i.e. sibling, parent etc. accompanying the patient to the surgery but excluding persons calling at the surgery to make an appointment, collect a prescription and the like.
- Note the distribution is of 'contacts' and not distinguishable persons, i.e. a person is counted in the table as many times as he or she attends.

² Includes two attenders for whom surgery session unknown.

³ Includes three attenders for whom surgery session unknown.

⁴ Includes five attenders for whom surgery session unknown.

⁵ Includes two attenders whose sex was unknown.

TABLE 32

RESPONSE TO POSTAL SURVEYS OF PATIENTS

TYPE OF RESPONSE	FIRST SAMPLE				FRESH SAMPLE	
	Before Survey		After Survey		After Survey	
	no.	%	no.	%	no.	%
Completed Questionnaires	514	83	377	63	387	68
Post Office Returns	31	5	88	15	42	7
Reported to have moved away	10	2	15	2	10	2
Died	6	1	5	1	3	1
Other returns	8	1	25 ¹	4	25 ²	4
Not returned at all	49	8	91	15	99	17
Total	618	100%	601 ³	100%	566	100%

¹ Includes 18 cases where questionnaire was completed by spouse of person approached - these are treated as non-respondents.

² Includes 9 cases where questionnaire was completed by spouse of person approached - these are treated as non-respondents.

³ 17 of the original 618 were not approached a second time because they were known to have died or for other reasons to be no longer patients of the practice.

TABLE 33

'BEFORE' POSTAL SURVEY:
RESPONDENTS AND TOTAL SAMPLE BY AGE¹ AND SEX

AGE GROUP (YEARS)	SEX	RESPONDENTS	TOTAL SAMPLE
18 - 24	Male	49 (19)	60 (20)
	Female	25 (10)	31 (10)
25 - 44	Male	109 (42)	131 (43)
	Female	126 (49)	155 (50)
45 - 59	Male	55 (21)	64 (21)
	Female	51 (20)	60 (19)
60 - 64	Male	9 (4)	9 (3)
	Female	20 (8)	23 (7)
65 and over	Male	26 (10)	29 (9)
	Female	32 (12)	38 (12)
Unknown	Male	9 (4)	13 (4)
	Female	3 (1)	5 (2)
Total	Male	257 (100)	306 (100)
	Female	257 (100)	312 (100)

¹ At the time of the 'before' survey

Figures in brackets are percentages of corresponding totals for male and female respondents and males and females in the total sample.

TABLE 34

'AFTER' POSTAL SURVEY: RESPONDENTS FROM
FIRST SAMPLE (i.e. those approached a second time)
AND TOTAL OF THOSE APPROACHED A SECOND TIME BY AGE¹ AND SEX

AGE GROUP (YEARS)	SEX	RESPONDENTS	THOSE APPROACHED A SECOND TIME
18 - 24	Male	17 (10)	36 (12)
	Female	8 (4)	16 (5)
25 - 44	Male	77 (44)	139 (47)
	Female	97 (48)	156 (52)
45 - 59	Male	49 (28)	71 (24)
	Female	47 (23)	60 (20)
60 - 64	Male	5 (3)	10 (3)
	Female	15 (7)	20 (7)
65 and over	Male	21 (12)	30 (10)
	Female	35 (17)	45 (15)
Unknown	Male	5 (3)	11 (4)
	Female	1 (0)	5 (2)
Total	Male	174 (100)	297 (100)
	Female	203 (100)	302 (100)

¹ At the time of the 'after' survey.

Figures in brackets are percentages of corresponding totals for male and female respondents and males and females among those approached a second time.

TABLE 35

'AFTER' POSTAL SURVEY: RESPONDENTS FROM FRESH SAMPLE
(i.e. those approached for first time in 'after' survey)
AND TOTAL SECOND SAMPLE BY AGE¹ AND SEX

AGE GROUP (YEARS)	SEX	RESPONDENTS	TOTAL SECOND SAMPLE
18 - 24	Male	14 (8)	23 (8)
	Female	15 (7)	28 (9)
25 - 44	Male	86 (49)	137 (51)
	Female	100 (47)	139 (47)
45 - 59	Male	38 (22)	57 (21)
	Female	43 (20)	56 (19)
60 - 64	Male	9 (5)	13 (5)
	Female	12 (6)	14 (5)
65 and over	Male	21 (12)	29 (11)
	Female	32 (15)	45 (15)
Unknown	Male	7 (4)	12 (4)
	Female	10 (5)	13 (5)
Total	Male	175 (100)	271 (100)
	Female	212 (100)	295 (100)

¹ At the time of the 'after' survey.

Figures in brackets are percentages of corresponding totals for male and female respondents and males and females in the total second sample.

TABLE 36

DISTRIBUTION OF RESPONDENTS TO THE BEFORE AND AFTER
SURVEYS ACCORDING TO ADDRESS, BY AGE AND SEX AND BY
SURGERY NORMALLY ATTENDED

SURGERY NORMALLY ATTENDED MASCALLS (OLD MAIN SURGERY)/HEALTH CENTRE

MALE RESPONDENTS

AGE (YEARS)	SURVEY	A D D R E S S								
		PADDOCK WOOD		EAST PECKHAM		FIVE OAK GREEN		OTHER VILLAGES		ALL (100%)
		No.	%	No.	%	No.	%	No.	%	
18 - 24	Before	28	68	-		9	22	4	10	41
	After - survivors	11		-		1		2		14
	After - fresh sample	3		1		5		3		12
25 - 44	Before	51	65	5	6	16	20	7	9	79
	After - survivors	37	64	4	7	11	19	6	10	58
	After - fresh sample	50	71	4	6	12	17	4	6	70
45 - 59	Before	27	73	-		7	19	3	8	37
	After - survivors	26	76	-		5	15	3	9	34
	After - fresh sample	17	68	-		6	24	2	8	25
60 - 64	Before	3		1		-		2		6
	After - survivors	2		-		-		1		3
	After - fresh sample	1		1		4		1		7
65+	Before	12	67	-		4	22	2	11	18
	After - survivors	9	60	-		3	20	3	20	15
	After - fresh sample	12		-		1		1		14
Not known	Before	6		-		1		1		8
	After - survivors	4		-		1		-		5
	After - fresh sample	6		-		-		-		6
All	Before	127	67	6	3	37	20	19	10	189
	After - survivors	89	69	4	3	21	16	15	12	129
	After - fresh sample	89	66	6	4	28	21	11	8	134

SURGERY NORMALLY ATTENDED MASCALLS (OLD MAIN SURGERY)/HEALTH CENTRE

FEMALE RESPONDENTS

AGE (YEARS)	SURVEY	A D D R E S S								
		PADDOCK WOOD		EAST PECKHAM		FIVE OAK GREEN		OTHER VILLAGES		ALL (100%)
		No.	%	No.	%	No.	%	No.	%	
18 - 24	Before	14	74	-		5	26	-		19
	After - survivors	3		1		2		-		6
	After - fresh sample	8		1		1		1		11
25 - 44	Before	68	73	1	1	18	19	6	6	93
	After - survivors	49	69	3	4	16	23	3	4	71
	After - fresh sample	49	68	5	7	14	19	4	6	72
45 - 59	Before	25	63	-		10	25	5	13	40
	After - survivors	24	65	-		8	22	5	14	37
	After - fresh sample	21	64	2	6	8	24	2	6	33
60 - 64	Before	8		-		2		2		12
	After - survivors	5		1		2		1		9
	After - fresh sample	6		-		3		1		10
65+	Before	14	56	1	4	8	32	2	8	25
	After - survivors	16	61	-		9	35	1	4	26
	After - fresh sample	19	73	-		6	23	1	4	26
Not known	Before	3		-		-		-		3
	After - survivors	1		-		-		-		1
	After - fresh sample	4		-		-		1		5
All	Before	132	69	2	1	43	22	15	8	192
	After - survivors	98	65	5	3	37	25	10	7	150
	After - fresh sample	107	68	8	5	32	20	10	6	157

SURGERY NORMALLY ATTENDED EAST PECKHAM

MALE RESPONDENTS

AGE (YEARS)	SURVEY	A D D R E S S								
		PADDOCK WOOD		EAST PECKHAM		FIVE OAK GREEN		OTHER VILLAGES		ALL (100%)
		No.	%	No.	%	No.	%	No.	%	
18 - 24	Before	-		7		-		-		7
	After - survivors	-		2		-		-		2
	After - fresh sample	-		2		-		-		2
25 - 44	Before	-		30	100	-		-		30
	After - survivors	-		17	100	-		-		17
	After - fresh sample	-		14		-		-		14
45 - 59	Before	-		16	94	-		1	6	17
	After - survivors	-		14	93	-		1	7	15
	After - fresh sample	1		10		1		-		12
60 - 64	Before	1		1		-		1		3
	After - survivors	-		2		-		-		2
	After - fresh sample	-		1		-		1		2
65+	Before	1		6		-		-		7
	After - survivors	2		4		-		-		6
	After - fresh sample	-		6		-		-		6
Not known	Before	-		1		-		-		1
	After - survivors	-		-		-		-		-
	After - fresh sample	-		1		-		-		1
All	Before	2	3	61	94	-		2	3	65
	After - survivors	2	5	39	93	-		1	2	42
	After - fresh sample	1	3	34	92	1	3	1	3	37

SURGERY NORMALLY ATTENDED EAST PECKHAM

FEMALE RESPONDENTS

AGE (YEARS)	SURVEY	A D D R E S S								
		PADDOCK WOOD		EAST PECKHAM		FIVE OAK GREEN		OTHER VILLAGES		ALL (100%)
		No.	%	No.	%	No.	%	No.	%	
18 - 24	Before	-		6		-		-		6
	After - survivors	-		2		-		-		2
	After - fresh sample	-		4		-		-		4
25 - 44	Before	-		31	94	-		2	6	33
	After - survivors	-		24	92	-		2	8	26
	After - fresh sample	1	4	24	96	-		-		25
45 - 59	Before	-		10		-		1		11
	After - survivors	-		9		-		1		10
	After - fresh sample	-		9		-		1		10
60 - 64	Before	-		5		-		1		6
	After - survivors	-		6		-		-		6
	After - fresh sample	-		1		-		-		1
65+	Before	-		7		-		-		7
	After - survivors	-		6		-		-		6
	After - fresh sample	-		3		-		-		3
Not known	Before	-		-		-		-		-
	After - survivors	-		-		-		-		-
	After - fresh sample	-		4		-		-		4
All	Before	-		59	94	-		4	6	63
	After - survivors	-		47	94	-		3	6	50
	After - fresh sample	1	2	45	96	-		1	2	47

TABLE 37

'BEFORE' SURVEY: DISTRIBUTION OF RESPONDENTS WHO STATED THAT
(PRIOR TO RECEIVING THE QUESTIONNAIRE ON THIS SURVEY)
THEY KNEW THE HEALTH CENTRE WAS TO OPEN IN JANUARY 1971:
BY SOURCE OF THIS INFORMATION, BY NUMBER OF VISITS TO SURGERY
IN PREVIOUS YEAR (TO SEE DOCTOR OR TAKE SOMEONE ELSE) AND BY
SURGERY NORMALLY ATTENDED

A. Those who normally attended main surgery.

SOURCE OF KNOWLEDGE	NO. OF VISITS TO SURGERY IN PREVIOUS YEAR								TOTAL	
	NONE		1 - 4		5 - 9		10 or more		No.	%
	No.	%	No.	%	No.	%	No.	%		
NEWSPAPER	23	31	45	26	21	27	12	22	101	27
OTHER PATIENTS	16	22	35	20	19	24	13	24	83	22
NOTICE IN WAITING ROOM	0	0	2	1	0	0	0	0	2	1
OTHER	7	9	32	19	17	22	16	29	72	19
NOT STATED	1	1	2	1	0	0	0	0	3	1
ALL WHO KNEW OF HEALTH CENTRE	47	64	116	67	57	72	41	75	261	69
THOSE WHO DID NOT KNOW	27	36	56	33	22	28	14	25	120 ¹	31
TOTAL	74	100	172	100	79	100	55	100	381	100

¹ Includes one respondent for whom number of attendance at surgery in previous year is not known.

Percentages in each column are based on the total at the foot of the column.

B. Those who normally attended branch surgery

SOURCE OF KNOWLEDGE	NO. OF VISITS TO SURGERY IN PREVIOUS YEAR								TOTAL	
	NONE		1 - 4		5 - 9		10 or more			
	No.	%	No.	%	No.	%	No.	%	No.	%
NEWSPAPER	2	12	7	12	3	9	2	11	14	11
OTHER PATIENTS	1	6	5	9	5	15	1	5	12	9
NOTICE IN WAITING ROOM	0	0	2	4	2	6	0	0	4	3
OTHER	1	6	4	7	6	18	4	21	15	12
NOT STATED	0	0	0	0	0	0	0	0	0	0
ALL WHO KNEW OF HEALTH CENTRE	4	24	18	32	16	47	7	37	45	35
THOSE WHO DID NOT KNOW	13	76	39	68	18	53	12	63	83	65
TOTAL	17	100	57	100	34	100	19	100	128 ¹	100

¹ Includes one respondent for whom number of attendances at surgery in previous year is not known.

Percentages in each column are based on the total at the foot of the column

Notes which apply generally to Tables following:-

1 person stated in Fresh Sample that he attended both the health centre and East Peckham.

6 people in the Survivors and 9 people in the Fresh Sample did not state where they normally attended surgery.

5 people in Before Survey did not state which surgery they normally attended.

TABLE 38a

'BEFORE' SURVEY: DISTRIBUTION OF RESPONDENTS ACCORDING TO
WHERE THEY PREFERRED TO SEE THEIR GENERAL PRACTITIONER BY
AGE AND SEX AND BY SURGERY NORMALLY ATTENDED

RESPONDENTS WHO NORMALLY ATTENDED THE MAIN SURGERY

AGE GROUP (YEARS)		PLACE PREFERRED								TOTAL (100%)
		PRESENT SURGERY		A HEALTH CENTRE		DON'T MIND		NOT ANSWERED		
		No.	%	No.	%	No.	%	No.	%	
18 - 24	MALE	3	7	7	17	31	76	0	0	41
	FEMALE	1	5	6	32	12	63	0	0	19
	BOTH	4	7	13	22	43	72	0	0	60
25 - 44	MALE	5	6	30	38	42	53	2	3	79
	FEMALE	5	5	38	41	48	52	2	2	93
	BOTH	10	6	68	40	90	52	4	2	172
45 - 59	MALE	8	22	14	38	14	38	1	3	37
	FEMALE	9	23	17	43	13	33	1	3	40
	BOTH	17	22	31	40	27	35	2	3	77
60 - 64	MALE	0		0		6		0		6
	FEMALE	2		2		8		0		12
	BOTH	2	11	2	11	14	78	0	0	18
65 and over	MALE	2	11	6	33	7	39	3	17	18
	FEMALE	2	8	9	36	12	48	2	8	25
	BOTH	4	9	15	35	19	44	5	12	43
All ages	MALE	19	10	59	31	105	56	6	3	189 ¹
	FEMALE	19	10	75	39	93	48	5	3	192 ²
	BOTH	38	10	134	35	198	52	11	3	381 ³

TABLE 38a (continued)

RESPONDENTS WHO NORMALLY ATTENDED THE BRANCH SURGERY

AGE GROUP (YEARS)		PLACE PREFERRED						TOTAL (100%)
		PRESENT SURGERY		A HEALTH CENTRE		DON'T MIND		
		No.	%	No.	%	No.	%	
18 - 24	MALE	3		0		4		7
	FEMALE	3		2		1		6
	BOTH	6		2		5		13
25 - 44	MALE	17	57	6	20	7	23	30
	FEMALE	14	42	8	24	11	33	33
	BOTH	31	49	14	22	18	29	63
45 - 59	MALE	14	82	1	6	2	12	17
	FEMALE	9		0		2		11
	BOTH	23	82	1	4	4	14	28
60 - 64	MALE	2		0		1		3
	FEMALE	6		0		0		6
	BOTH	8		0		1		9
65 and over	MALE	5		0		2		7
	FEMALE	7		0		0		7
	BOTH	12		0		2		14
All ages	MALE	42	65	7	11	16	25	65 ⁴
	FEMALE	39	62	10	16	14	22	63
	BOTH	81	63	17	13	30	23	128 ⁴

¹ Includes 8 respondents whose age was unknown

² Includes 3 respondents whose age was unknown

³ Includes 11 respondents whose age was unknown

⁴ Includes 1 respondent whose age was unknown

The Table does not include 5 respondents for whom it was not known which surgery they usually attended.

TABLE 38b

'AFTER' SURVEY; SURVIVORS: DISTRIBUTION OF RESPONDENTS ACCORDING TO
WHERE THEY PREFERRED TO SEE THEIR GENERAL PRACTITIONER BY
AGE AND SEX AND BY SURGERY NORMALLY ATTENDED

RESPONDENTS WHO NORMALLY ATTENDED THE MAIN SURGERY (HEALTH CENTRE)

AGE GROUP (YEARS)		PLACE PREFERRED										TOTAL (100%)		
		PREVIOUS SURGERY		PADDOCK WOOD HC		DON'T MIND		EAST PECKHAM BRANCH SURGERY		AT HOME			NO ANSWER	
		No.	%	No.	%	No.	%	No.	%	No.	%		No.	%
18 - 24	MALE	-		9		4		-		1		-		14
	FEMALE	-		4		1		-		1		-		6
	BOTH	-		13	65	5	25	-		2	10	-		20
25 - 44	MALE	1	2	47	81	6	10	-		2	3	2	3	58
	FEMALE	2	3	52	73	8	11	-		7	10	2	3	71
	BOTH	3	2	99	77	14	11	-		9	7	4	3	129
45 - 59	MALE	1	3	29	85	2	6	-		2	6	-		34
	FEMALE	1	3	26	70	5	13	-		4	11	1	3	37
	BOTH	2	3	55	77	7	10	-		6	8	1	1	71
60 - 64	MALE	-		3		-		-		-		-		3
	FEMALE	-		8		-		-		-		1		9
	BOTH	-		11	92	-		-		-		1	8	12
65+	MALE	1	7	7	47	4	27	-		3	20	-		15
	FEMALE	-		19	73	1	4	-		6	23	-		26
	BOTH	1	2	26	63	5	12	-		9	22	-		41
NOT KNOWN	MALE	1		2		-		-		2		-		5
	FEMALE	-		1		-		-		-		-		1
	BOTH	1		3		-		-		2		-		6
ALL	MALE	4	3	97	75	16	12	-		10	8	2	2	129
	FEMALE	3	2	110	73	15	10	-		18	12	4	3	150
	BOTH	7	2	207	74	31	11	-		28	10	6	2	279

TABLE 38b (continued)

RESPONDENTS WHO NORMALLY ATTENDED THE BRANCH SURGERY

AGE GROUP (YEARS)		PLACE PREFERRED								TOTAL (100%)				
		PREVIOUS SURGERY		PADDOCK WOOD HC		DON'T MIND		EAST PECKHAM BRANCH SURGERY			AT HOME		NO ANSWER	
		No.	%	No.	%	No.	%	No.	%		No.	%	No.	%
18 - 24	MALE	-		1		-		1		-		-		2
	FEMALE	-		1		1		-		-		-		2
	BOTH	-		2		1		1		-		-		4
25 - 44	MALE	-		3	18	2	12	10	59	2	12	-		17
	FEMALE	-		5	19	4	15	12	46	4	15	1	4	26
	BOTH	-		8	19	6	14	22	51	6	14	1	2	43
45 - 59	MALE	-		-		2	13	10	67	2	13	1	7	15
	FEMALE	-		-		1		8		1		-		10
	BOTH	-		-		3	12	18	72	3	12	1	4	25
60 - 64	MALE	-		1		-		1		-		-		2
	FEMALE	-		-		-		6		-		-		6
	BOTH	-		1		-		7		-		-		8
65+	MALE	-		-		-		5		1		-		6
	FEMALE	-		-		-		6		-		-		6
	BOTH	-		-		-		11		1		-		12
NOT KNOWN	MALE	-		-		-		-		-		-		-
	FEMALE	-		-		-		-		-		-		-
	BOTH	-		-		-		-		-		-		-
ALL	MALE	-		5	12	4	9	27	64	5	12	1	2	42
	FEMALE	-		6	12	6	12	32	64	5	10	1	2	50
	BOTH	-		11	12	10	11	59	64	10	11	2	2	92

6 persons did not state where they normally attended surgery.

TABLE 38c

'AFTER' SURVEY; FRESH SAMPLE: DISTRIBUTION OF RESPONDENTS ACCORDING TO
WHERE THEY PREFERRED TO SEE THEIR GENERAL PRACTITIONER BY
AGE AND SEX AND BY SURGERY NORMALLY ATTENDED

RESPONDENTS WHO NORMALLY ATTENDED THE MAIN SURGERY (HEALTH CENTRE)

AGE GROUP (YEARS)		PLACE PREFERRED										TOTAL (100%)		
		PREVIOUS SURGERY		PADDOCK WOOD HC		DON'T MIND		EAST PECKHAM BRANCH SURGERY		AT HOME			NO ANSWER	
		No.	%	No.	%	No.	%	No.	%	No.	%		No.	%
18 - 24	MALE	-		9		2		-		1		-		12
	FEMALE	-		10		1		-		-		-		11
	BOTH	-		19	83	3	13	-		1	4	-		23
25 - 44	MALE	-		59	84	6	9	-		5	7	-		70
	FEMALE	-		57	79	6	8	1	1	6	8	2	3	72
	BOTH	-		116	82	12	8	1	1	11	8	2	1	142
45 - 59	MALE	2	8	23	92	-		-		-		-		25
	FEMALE	3	9	24	73	2	6	2	6	1	3	1	3	33
	BOTH	5	9	47	81	2	3	2	3	1	2	1	2	58
60 - 64	MALE	-		7		-		-		-		-		7
	FEMALE	-		8		2		-		-		-		10
	BOTH	-		15	88	2	12	-		-		-		17
65+	MALE	-		9		2		-		2		1		14
	FEMALE	1	4	19	73	-		-		6	23	-		26
	BOTH	1	2	28	70	2	5	-		8	20	1	2	40
NOT KNOWN	MALE	1		2		2		-		1		-		6
	FEMALE	-		3		2		-		-		-		5
	BOTH	1		5		4		-		1		-		11
ALL	MALE	3	2	109	81	12	9	-		9	7	1	1	134
	FEMALE	4	3	121	77	13	8	3	2	13	8	3	2	157
	BOTH	7	2	230	79	25	9	3	1	22	8	4	1	291

TABLE 38c (continued)

RESPONDENTS WHO NORMALLY ATTENDED BRANCH SURGERY

AGE GROUP (YEARS)		PLACE PREFERRED												
		PREVIOUS SURGERY		PADDOCK WOOD HC		DON'T MIND		EAST PECKHAM BRANCH SURGERY		AT HOME		NO ANSWER		TOTAL (100%)
		No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	
18 - 24	MALE	-	-	-	-	-	-	2	-	-	-	-	2	
	FEMALE	-	-	1	-	1	-	2	-	-	-	-	4	
	BOTH	-	-	1	-	1	-	4	-	-	-	-	6	
25 - 44	MALE	-	-	-	-	3	-	10	-	1	-	-	14	
	FEMALE	1	4	4	16	4	16	15	60	1	4	-	25	
	BOTH	1	3	4	10	7	18	25	64	2	5	-	39	
45 - 59	MALE	-	-	2	-	1	-	6	-	1	-	2	12	
	FEMALE	-	-	1	-	-	-	8	-	-	-	1	10	
	BOTH	-	-	3	14	1	4	14	64	1	4	3	14	22
60 - 64	MALE	-	-	-	-	-	-	2	-	-	-	-	2	
	FEMALE	-	-	1	-	-	-	-	-	-	-	-	1	
	BOTH	-	-	1	-	-	-	2	-	-	-	-	3	
65+	MALE	-	-	-	-	-	-	6	-	-	-	-	6	
	FEMALE	-	-	-	-	-	-	1	-	2	-	-	3	
	BOTH	-	-	-	-	-	-	7	-	2	-	-	9	
NOT KNOWN	MALE	-	-	-	-	1	-	-	-	-	-	-	1	
	FEMALE	-	-	-	-	-	-	4	-	-	-	-	4	
	BOTH	-	-	-	-	1	-	4	-	-	-	-	5	
ALL	MALE	-	-	2	5	5	13	26	70	2	5	2	5	37
	FEMALE	1	2	7	15	5	11	30	64	3	6	1	2	47
	BOTH	1	1	9	11	10	12	56	67	5	6	3	4	84

9 persons did not state which surgery they normally attended and 1 stated both health centre and East Peckham.

TABLE 39a

'BEFORE' SURVEY: DISTRIBUTION OF RESPONDENTS ACCORDING TO
WHERE THEY PREFERRED TO SEE THEIR GENERAL PRACTITIONER, BY
NUMBER OF VISITS TO SURGERY IN PREVIOUS YEAR (TO SEE
DOCTOR OR TAKE SOMEONE ELSE) AND BY SURGERY NORMALLY ATTENDED

NO. OF VISITS TO SURGERY	SURGERY NORMALLY ATTENDED	PLACE PREFERRED								TOTAL (100%)
		PRESENT SURGERY		A HEALTH CENTRE		DON'T MIND		NOT ANSWERED		
		No.	%	No.	%	No.	%	No.	%	
NONE	MAIN	5	7	27	36	41	55	1	1	74
	BRANCH	14		1		2		0		17
1 - 4	MAIN	19	11	59	34	92	53	2	1	172
	BRANCH	40	70	4	7	13	23	0	0	57
5 - 9	MAIN	8	10	28	35	39	49	4	5	79
	BRANCH	14	41	10	29	10	29	0	0	34
10 or more	MAIN	6	11	20	36	26	47	3	5	55
	BRANCH	6		0		2		0		8
ALL RESPONDENTS	MAIN	38	10	134	35	198	52	11	3	381 ¹
	BRANCH	81	63	17	13	30	23	0	0	128 ¹

¹ Includes respondent who did not state the number of visits made to surgery.

The table does not include five respondents for whom it was not known which surgery they normally attended.

TABLE 39b

'AFTER' SURVEY; SURVIVORS: DISTRIBUTION OF RESPONDENTS ACCORDING TO WHERE THEY PREFERRED TO SEE THEIR GENERAL PRACTITIONER, BY NUMBER OF VISITS TO SURGERY IN PREVIOUS YEAR (TO SEE DOCTOR OR TAKE SOMEONE ELSE) AND BY SURGERY NORMALLY ATTENDED

NO. OF VISITS TO SURGERY	SURGERY NORMALLY ATTENDED	PLACE PREFERRED										TOTAL (100%)		
		PREVIOUS SURGERY		PADDOCK WOOD HC		DON'T MIND		EAST PECKHAM BRANCH SURGERY		AT HOME			NO ANSWER	
		No.	%	No.	%	No.	%	No.	%	No.	%		No.	%
NONE	MAIN	2	4	27	59	8	17	-	-	7	15	2	4	46
	BRANCH	-	-	1	5	3	17	10	56	3	17	1	5	18
1 - 4	MAIN	4	3	106	77	14	10	-	-	12	9	2	1	138
	BRANCH	-	-	3	6	4	8	37	72	6	12	1	2	51
5 - 9	MAIN	1	2	51	81	5	8	-	-	6	9	-	-	63
	BRANCH	-	-	4	-	2	-	4	-	1	-	-	-	11
10 - 19	MAIN	-	-	17	74	3	13	-	-	2	9	1	4	23
	BRANCH	-	-	2	-	1	-	7	-	-	-	-	-	10
20 +	MAIN	-	-	6	-	1	-	-	-	-	-	1	-	8
	BRANCH	-	-	1	-	-	-	-	-	-	-	-	-	1
NOT KNOWN	MAIN	-	-	-	-	-	-	-	-	1	-	-	-	1
	BRANCH	-	-	-	-	-	-	1	-	-	-	-	-	1
ALL	MAIN	7	2	207	74	31	11	-	-	28	10	6	2	279
	BRANCH	-	-	11	12	10	11	59	64	10	11	2	2	92

See notes before Table 38

TABLE 39c

'AFTER' SURVEY; FRESH SAMPLE: DISTRIBUTION OF RESPONDENTS ACCORDING TO WHERE THEY PREFERRED TO SEE THEIR GENERAL PRACTITIONER, BY NUMBER OF VISITS TO SURGERY IN PREVIOUS YEAR (TO SEE DOCTOR OR TAKE SOMEONE ELSE) AND BY SURGERY NORMALLY ATTENDED

NO. OF VISITS TO SURGERY	SURGERY NORMALLY ATTENDED	PLACE PREFERRED										TOTAL (100%)		
		PREVIOUS SURGERY		PADDOCK WOOD HC		DON'T MIND		EAST PECKHAM BRANCH SURGERY		AT HOME			NO ANSWER	
		No.	%	No.	%	No.	%	No.	%	No.	%		No.	%
NONE	MAIN	2	4	32	68	3	6	-	-	10	21	-	-	47
	BRANCH	-	-	-	-	4	19	13	62	3	14	1	5	21
1 - 4	MAIN	3	2	102	78	14	11	3	2	7	5	2	1	131
	BRANCH	-	-	3	9	5	15	25	73	1	3	-	-	34
5 - 9	MAIN	-	-	52	88	5	8	-	-	2	3	-	-	59
	BRANCH	1	6	4	22	1	6	11	61	1	6	-	-	18
10 - 19	MAIN	2	5	32	82	3	8	-	-	2	5	-	-	39
	BRANCH	-	-	2	-	-	-	5	-	-	-	1	-	8
20 +	MAIN	-	-	12	80	-	-	-	-	1	7	2	13	15
	BRANCH	-	-	-	-	-	-	2	-	-	-	-	-	2
NOT KNOWN	MAIN	-	-	-	-	-	-	-	-	-	-	-	-	-
	BRANCH	-	-	-	-	-	-	-	-	-	-	1	-	1
ALL	MAIN	7	2	230	79	25	9	3	1	22	8	4	1	291
	BRANCH	1	1	9	11	10	12	56	67	5	6	3	4	84

See notes before Table 38

TABLE 40

'BEFORE' SURVEY: DISTRIBUTION OF RESPONDENTS ACCORDING TO WHERE THEY PREFERRED TO SEE THEIR GENERAL PRACTITIONER BY SOURCE OF KNOWLEDGE (IF ANY) THAT HEALTH CENTRE WAS TO OPEN IN JANUARY 1971 AND BY SURGERY NORMALLY ATTENDED

SOURCE OF KNOWLEDGE IF ANY	SURGERY NORMALLY ATTENDED	PLACE PREFERRED								TOTAL (100%)
		PRESENT SURGERY		A HEALTH CENTRE		DON'T MIND		NOT ANSWERED		
		No.	%	No.	%	No.	%	No.	%	
NEWSPAPER	MAIN	9	9	39	39	51	50	2	2	101
	BRANCH	10		3		1		0		14
OTHER PATIENTS	MAIN	10	12	36	43	34	41	3	4	83
	BRANCH	5		3		4		0		12
NOTICE IN WAITING ROOM	MAIN	0		0		2		0		2
	BRANCH	2		1		1		0		4
OTHER	MAIN	5	7	24	33	42	58	1	1	72
	BRANCH	10		2		3		0		15
ALL WHO KNEW OF HEALTH CENTRE	MAIN	24	9	99	38	131	50	7	3	261 ¹
	BRANCH	27	60	9	20	9	20			45
THOSE WHO DID NOT KNOW	MAIN	14	12	35	29	67	56	4	3	120
	BRANCH	54	65	8	10	21	25	0	0	83

¹ Includes 3 respondents who knew of health centre but did not state source of knowledge.

The table does not include five respondents for whom it was not known which surgery they normally attended.

TABLE 41

'BEFORE' SURVEY: DISTRIBUTION OF RESPONDENTS ACCORDING TO
WHERE THEY PREFERRED TO SEE THEIR GENERAL PRACTITIONER BY
WHETHER OR NOT THEY CONSIDERED EXISTING WAITING ROOM
SATISFACTORY AND BY SURGERY NORMALLY ATTENDED

EXISTING WAITING ROOM SATISFACTORY	SURGERY NORMALLY ATTENDED	PLACE PREFERRED								TOTAL (100%)
		PRESENT SURGERY		A HEALTH CENTRE		DON'T MIND		NOT ANSWERED		
		No.	%	No.	%	No.	%	No.	%	
YES	MAIN	32	14	78	33	122	51	5	2	237
	BRANCH	46	78	4	7	9	15	0	0	59
NO	MAIN	6	4	55	41	69	51	4	3	134
	BRANCH	35	51	13	19	21	30	0	0	69
NO ANSWER	MAIN	0		1		7		2		10
	BRANCH	0		0		0		0		0
ALL RESPONDENTS	MAIN	38	10	134	35	198	52	11	3	381
	BRANCH	81	63	17	13	30	23	0	0	128

The table does not include five respondents for whom it was not known which surgery they normally attended.

TABLE 42a

'BEFORE' SURVEY: DISTRIBUTION OF RESPONDENTS ACCORDING TO
WHERE THEY PREFERRED TO SEE THEIR GENERAL PRACTITIONER BY
METHOD NORMALLY USED TO MAKE APPOINTMENT TO SEE DOCTOR AND
BY SURGERY NORMALLY ATTENDED

METHOD USED TO MAKE APPOINTMENT	SURGERY NORMALLY ATTENDED	P L A C E P R E F E R R E D								TOTAL (100%)
		PRESENT SURGERY		A HEALTH CENTRE		DON'T MIND		NOT ANSWERED		
		No.	%	No.	%	No.	%	No.	%	
TELEPHONE	MAIN	37	10	127	35	188	52	11	3	363
	BRANCH	15	39	8	21	15	39	0	0	38
CALL AT SURGERY	MAIN	1		6		9		0		16
	BRANCH	64	74	9	10	13	15	0	0	86
NOT STATED	MAIN	0		1		1		0		2
	BRANCH	2		0		2		0		4
ALL RESPONDENTS	MAIN	38	10	134	35	198	52	11	3	381
	BRANCH	81	63	17	13	30	23	0	0	128

See notes before Table 38

TABLE 42b

'AFTER' SURVEY; SURVIVORS: DISTRIBUTION OF RESPONDENTS ACCORDING TO
WHERE THEY PREFERRED TO SEE THEIR GENERAL PRACTITIONER BY
METHOD NORMALLY USED TO MAKE APPOINTMENT TO SEE DOCTOR AND
BY SURGERY NORMALLY ATTENDED

METHOD USED TO MAKE APPOINTMENT	SURGERY NORMALLY ATTENDED	PLACE PREFERRED										TOTAL (100%)		
		PREVIOUS SURGERY		PADDOCK WOOD HC		DON'T MIND		EAST PECKHAM BRANCH SURGERY		AT HOME			NO ANSWER	
		No.	%	No.	%	No.	%	No.	%	No.	%		No.	%
TELEPHONE	MAIN	5	2	173	74	24	10	-	-	26	11	6	3	234
	BRANCH	-	-	8	15	9	17	27	52	7	13	1	2	52
CALL AT SURGERY	MAIN	2	5	29	74	6	15	-	-	2	5	-	-	39
	BRANCH	-	-	3	7	1	3	32	80	3	7	1	3	40
OTHER - INCLUDING BOTH TICKED	MAIN	-	-	5	-	1	-	-	-	-	-	-	-	6
	BRANCH	-	-	-	-	-	-	-	-	-	-	-	-	-
NOT STATED	MAIN	-	-	-	-	-	-	-	-	-	-	-	-	-
	BRANCH	-	-	-	-	-	-	-	-	-	-	-	-	-
ALL RESPONDENTS	MAIN	7	2	207	74	31	11	-	-	28	10	6	2	279
	BRANCH	-	-	11	12	10	11	59	64	10	11	2	2	92

See notes before Table 38

TABLE 42c

'AFTER' SURVEY; FRESH SAMPLE: DISTRIBUTION OF RESPONDENTS ACCORDING TO
WHERE THEY PREFERRED TO SEE THEIR GENERAL PRACTITIONER BY
METHOD NORMALLY USED TO MAKE APPOINTMENT TO SEE DOCTOR AND
BY SURGERY NORMALLY ATTENDED

METHOD USED TO MAKE APPOINTMENT	SURGERY NORMALLY ATTENDED	PLACE PREFERRED										TOTAL (100%)		
		PREVIOUS SURGERY		PADDOCK WOOD HC		DON'T MIND		EAST PECKHAM BRANCH SURGERY		AT HOME			NO ANSWER	
		No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	
TELEPHONE	MAIN	6	2	197	78	23	9	2	1	20	8	3	1	251
	BRANCH	1	2	8	15	7	13	30	58	4	8	2	4	52
CALL AT SURGERY	MAIN	1	3	25	83	2	7	1	3	1	3	-	-	30
	BRANCH	-	-	1	3	3	9	26	81	1	3	1	3	32
BOTH TICKED	MAIN	-	-	7	-	-	-	-	-	-	-	1	-	8
	BRANCH	-	-	-	-	-	-	-	-	-	-	-	-	-
NOT STATED	MAIN	-	-	1	-	-	-	-	-	1	-	-	-	2
	BRANCH	-	-	-	-	-	-	-	-	-	-	-	-	-
ALL RESPONDENTS	MAIN	7	2	230	79	25	9	3	1	22	8	4	1	291
	BRANCH	1	1	9	11	10	12	56	67	5	6	3	4	84

See notes before Table 38

TABLE 43a

'BEFORE' SURVEY: DISTRIBUTION OF RESPONDENTS ACCORDING TO WHERE THEY PREFERRED TO SEE THEIR GENERAL PRACTITIONER BY WHETHER OR NOT THEY NORMALLY OBTAINED AN APPOINTMENT TO SEE THEIR DOCTOR ON THE DAY REQUESTED AND BY SURGERY NORMALLY ATTENDED

APPOINTMENT ON DAY REQUESTED	SURGERY NORMALLY ATTENDED	PLACE PREFERRED								TOTAL (100%)
		PRESENT SURGERY		A HEALTH CENTRE		DON'T MIND		NOT ANSWERED		
		No.	%	No.	%	No.	%	No.	%	
YES	MAIN	31	10	121	37	167	51	6	2	325
	BRANCH	68	62	16	15	25	23	0	0	109
NO	MAIN	6	13	12	26	25	53	4	9	47
	BRANCH	8		1		2		0		11
NOT ANSWERED	MAIN	1		1		6		1		9
	BRANCH	5		0		3		0		8
ALL RESPONDENTS	MAIN	38	10	134	35	198	52	11	3	381
	BRANCH	81	63	17	13	30	23	0	0	128

See notes before Table 38

TABLE 43b

'AFTER' SURVEY; SURVIVORS: DISTRIBUTION OF RESPONDENTS ACCORDING TO
WHERE THEY PREFERRED TO SEE THEIR GENERAL PRACTITIONER BY
WHETHER OR NOT THEY NORMALLY OBTAINED AN APPOINTMENT TO SEE
THEIR DOCTOR ON THE DAY REQUESTED AND BY SURGERY NORMALLY ATTENDED

APPOINTMENT ON DAY REQUESTED	SURGERY NORMALLY ATTENDED	P L A C E P R E F E R R E D										TOTAL (100%)		
		PREVIOUS SURGERY		PADDOCK WOOD HC		DON'T MIND		EAST PECKHAM BRANCH SURGERY		AT HOME			NO ANSWER	
		No.	%	No.	%	No.	%	No.	%	No.	%		No.	%
YES	MAIN	5	2	169	75	21	9	-	-	24	11	5	2	224
	BRANCH	-	-	11	13	9	11	55	65	8	9	1	1	84
NO	MAIN	2	4	36	69	9	17	-	-	4	8	1	2	52
	BRANCH	-	-	-	-	1	-	2	-	1	-	-	-	4
NOT ANSWERED	MAIN	-	-	2	-	1	-	-	-	-	-	-	-	3
	BRANCH	-	-	-	-	-	-	2	-	1	-	1	-	4
ALL RESPONDENTS	MAIN	7	2	207	74	31	11	-	-	28	10	6	2	279
	BRANCH	-	-	11	12	10	11	59	64	10	11	2	2	92

See notes before Table 38

TABLE 43c

'AFTER' SURVEY; FRESH SAMPLE: DISTRIBUTION OF RESPONDENTS ACCORDING TO
WHERE THEY PREFERRED TO SEE THEIR GENERAL PRACTITIONER BY
WHETHER OR NOT THEY NORMALLY OBTAINED AN APPOINTMENT TO SEE
THEIR DOCTOR ON THE DAY REQUESTED AND BY SURGERY NORMALLY ATTENDED

APPOINTMENT ON DAY REQUESTED	SURGERY NORMALLY ATTENDED	PLACE PREFERRED										TOTAL (100%)		
		PREVIOUS SURGERY		PADDOCK WOOD HC		DON'T MIND		EAST PECKHAM BRANCH SURGERY		AT HOME			NO ANSWER	
		No.	%	No.	%	No.	%	No.	%	No.	%		No.	%
YES	MAIN	4	2	189	80	23	10	1		17	7	2	1	236
	BRANCH	1	1	9	12	9	12	50	66	5	7	2	3	76
NO	MAIN	3	6	36	73	2	4	2	4	4	8	2	4	49
	BRANCH	-		-		1		6		-		-		7
NOT ANSWERED	MAIN	-		5		-		-		1		-		6
	BRANCH	-		-		-		-		-		1		1
ALL RESPONDENTS	MAIN	7	2	230	79	25	9	3	1	22	8	4	1	291
	BRANCH	1	1	9	11	10	12	56	67	5	6	3	4	84

See notes before Table 38

TABLE 44a

'BEFORE' SURVEY: DISTRIBUTION OF RESPONDENTS ACCORDING TO
WHERE THEY PREFERRED TO SEE THEIR GENERAL PRACTITIONER BY
HOME ADDRESS AND BY SURGERY NORMALLY ATTENDED

HOME ADDRESS	SURGERY NORMALLY ATTENDED	PLACE PREFERRED								TOTAL (100%)
		PRESENT SURGERY		A HEALTH CENTRE		DON'T MIND		NOT ANSWERED		
		No.	%	No.	%	No.	%	No.	%	
PADDOCK WOOD	MAIN	19	7	101	39	134	52	5	2	259
	BRANCH	1		0		1		0		2
EAST PECKHAM	MAIN	0		3		5		0		8
	BRANCH	75	63	17	14	28	23	0	0	120
FIVE OAK GREEN	MAIN	15	19	19	24	43	54	3	4	80
	BRANCH	0		0		0		0		0
OTHER	MAIN	4	12	11	32	16	47	3	9	34
	BRANCH	5		0		1		0		6
ALL RESPONDENTS	MAIN	38	10	134	35	198	52	11	3	381
	BRANCH	81	63	17	13	30	23	0	0	128

See notes before Table 38

TABLE 44b

DISTRIBUTION OF RESPONDENTS TO AFTER SURVEY ACCORDING
TO WHERE THEY WOULD PREFER TO BE SEEN BY THEIR DOCTOR BY
ADDRESS BY SURGERY NORMALLY ATTENDED

AFTER SURVEY SURVIVORS

ADDRESS	SURGERY NORMALLY ATTENDED	WHERE PREFER TO SEE DOCTOR												
		Previous surgery		Paddock Wood HC		Don't mind		East Peckham Branch Surgery		At home		No answer		All (100%)
		No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	
PADDOCK WOOD	MAIN BRANCH	4	2	150	80	17	9	-	-	15	8	1	1	187
		-	-	-	-	-	-	1	1	1	-	-	-	2
EAST PECKHAM	MAIN BRANCH	-	-	5	-	-	-	-	-	1	3	-	-	9
		-	-	11	13	9	10	56	65	8	9	2	2	86
FIVE OAK GREEN	MAIN BRANCH	1	2	39	67	9	16	-	-	7	12	2	3	58
		-	-	-	-	-	-	-	-	-	-	-	-	-
OTHER VILLAGES	MAIN BRANCH	2	8	13	52	5	20	-	-	5	20	-	-	25
		-	-	-	-	1	-	2	-	1	-	-	-	4
ALL	MAIN BRANCH	7	2	207	74	31	11	-	-	28	10	6	2	279
		-	-	11	12	10	11	59	64	10	11	2	2	92

AFTER SURVEY FRESH SAMPLE

ADDRESS	SURGERY NORMALLY ATTENDED	WHERE PREFER TO SEE DOCTOR												
		Previous surgery		Paddock Wood HC		Don't mind		East Peckham Branch surgery		At home		No answer		All (100%)
		No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	
PADDOCK WOOD	MAIN BRANCH	2	1	164	84	14	7	-	-	15	8	1	1	196
		-	-	-	-	-	-	2	-	-	-	-	-	2
EAST PECKHAM	MAIN BRANCH	-	-	9	-	2	-	3	-	-	-	-	-	14
		1	1	9	11	10	13	52	66	5	6	2	2	79
FIVE OAK GREEN	MAIN BRANCH	4	7	43	72	5	8	-	-	6	10	2	3	60
		-	-	-	-	-	-	-	-	-	1	-	-	1
OTHER VILLAGES	MAIN BRANCH	1	5	14	67	4	19	-	-	1	5	1	5	21
		-	-	-	-	-	-	2	-	-	-	-	-	2
ALL	MAIN BRANCH	7	2	230	79	25	9	3	1	22	8	4	1	291
		1	1	9	11	10	12	56	67	5	6	3	4	84

TABLE 45

HAD RESPONDENTS TO THE AFTER SURVEY (SURVIVORS AND FRESH SAMPLE)
BEEN TO THE HEALTH CENTRE FOR ANY REASON; BY SURGERY NORMALLY ATTENDED

BEEN TO THE HEALTH CENTRE?	SURVIVORS				FRESH SAMPLE			
	Surgery Normally attended				Surgery normally attended			
	Health Centre		East Peckham		Health Centre		East Peckham	
	No.	%	No.	%	No.	%	No.	%
YES	230	82.4	29	31.5	256	88.0	34	40.5
NO	35	12.5	61	66.3	33	11.3	48	57.1
NOT ANSWERED	14	5.0	2	2.2	2	0.7	2	2.4
ALL	279	100.0	92	100.0	291	100.0	84	100.0

2 people stated in Fresh Sample that the doctor normally called at their home.

1 person stated in Fresh Sample that he attended both the Health Centre and East Peckham.

6 people in the Survivors and 9 people in Fresh Sample did not state where they normally attended surgery.

TABLE 46

DISTRIBUTION OF RESPONDENTS TO THE BEFORE AND AFTER SURVEY BY
NUMBER OF VISITS TO SURGERY IN PRECEDING YEAR (APPROX.), BY AGE
AND SEX AND BY SURGERY NORMALLY ATTENDED

SURGERY NORMALLY ATTENDED MASCALS (OLD MAIN SURGERY)/HEALTH CENTRE

MALE RESPONDENTS

AGE (YEARS)	SURVEY	NUMBER OF VISITS TO SURGERY							
		None No. %	1 - 4 times No. %	5 - 9 times No. %	10-19 times No. %	20+ times No. %	All (100%)	Average*	
18 - 24	Before	12 29	21 51	4 10	1 2	3 7	41	3.9	
	After - survivors	1	10	1	2	-	14	4.4	
	After - fresh sample	2	7	2	-	1	12	4.5	
25 - 44	Before	16 20	37 47	19 24	6 8	1 1	79	4.2	
	After - survivors	6 10	30 52	19 33	3 5	-	58	4.3	
	After - fresh sample	9 13	40 57	12 17	8 11	1 1	70	4.6	
45 - 59	Before	8 22	19 51	6 16	4 11	-	37	4.0	
	After - survivors	6 18	22 65	5 15	1 3	-	34	3.1	
	After - fresh sample	4 16	13 52	5 20	2 8	1 4	25	4.7	
60 - 64	Before	1	3	2	-	-	6	3.6	
	After - survivors	1	1	1	-	-	3	3.2	
	After - fresh sample	1	2	3	-	1	7	6.9	
65 +	Before	5 28	10 56	2 11	-	-	18 ¹	2.3	
	After - survivors	7 47	5 33	2 13	-	1 7	15	3.2	
	After - fresh sample	4	7	-	3	-	14	4.4	
Not known	Before	1	4	3	-	-	8	3.9	
	After - survivors	2	3	-	-	-	5	1.5	
	After - fresh sample	2	4	-	-	-	6	1.7	
All	Before	43 23	94 50	36 19	11 6	4 2	189 ¹	3.9	
	After - survivors	23 18	71 55	28 22	6 5	1 1	129	3.7	
	After - fresh sample	22 16	73 54	22 16	13 10	4 3	134	4.6	

The superscript x by an entry in the 'All' column means that x persons did not state number of visits to surgery

* Note: The average figure in the last column was calculated as follows:-

$$\left(0 \times (\text{no. in 'none' column}) + 2\frac{1}{2} \times (\text{no. in '1 - 4' column}) + 7 \times (\text{no. in '5 - 9' column}) + 14\frac{1}{2} \times (\text{no. in '10 - 19' column}) + 22 \times (\text{no. in '20+' column}) \right)$$

Total number in these columns (i.e. not including any not knowns)

SURGERY NORMALLY ATTENDED MASCALLS (OLD MAIN SURGERY)/HEALTH CENTRE

FEMALE RESPONDENTS

AGE (YEARS)	SURVEY	NUMBER OF VISITS TO SURGERY											
		None No. %		1 - 4 times No. %		5 - 9 times No. %		10-19 times No. %		20+ times No. %		All (100%)	Average
18 - 24	Before	1	5	7	37	4	21	6	32	1	5	19	8.1
	After - survivors	-		1		1		3		1		6	12.5
	After - fresh sample	1		5		4		-		1		11	5.7
25 - 44	Before	10	11	32	34	28	30	18	19	5	5	93	7.0
	After - survivors	8	11	27	38	23	32	8	11	5	7	71	6.4
	After - fresh sample	4	6	19	26	22	31	18	25	9	12	72	9.2
45 - 59	Before	6	15	20	50	8	20	2	5	4	10	40	5.6
	After - survivors	6	16	21	57	6	16	4	11	-		37	4.1
	After - fresh sample	7	21	15	45	6	18	5	15	-		33	4.6
60 - 64	Before	3		7		2		-		-		12	2.6
	After - survivors	1		8		-		-		-		9	2.2
	After - fresh sample	2		5		2		1		-		10	4.1
65 +	Before	8	32	12	48	1	4	1	4	3	12	25	4.7
	After - survivors	7	27	10	38	5	19	2	8	1	4	26 ¹	4.4
	After - fresh sample	11	42	9	35	3	11	2	8	1	4	26	3.6
Not known	Before	3	100	-		-		-		-		3	0.0
	After - survivors	1	100	-		-		-		-		1	0.0
	After - fresh sample	-		5		-		-		-		5	2.5
All	Before	31	16	78	41	43	22	27	14	13	7	192	6.1
	After - survivors	23	15	67	45	35	23	17	11	7	5	150 ¹	5.5
	After - fresh sample	25	16	58	37	37	24	26	17	11	7	157	6.5

SURGERY NORMALLY ATTENDED EAST PECKHAM

MALE RESPONDENTS

AGE (YEARS)	SURVEY	NUMBER OF VISITS TO SURGERY						
		None No. %	1 - 4 times No. %	5 - 9 times No. %	10-19 times No. %	20 + times No. %	All (100%)	Average
18 - 24	Before	1	3	2	1	-	7	5.1
	After - survivors	-	1	1	-	-	2	4.7
	After - fresh sample	-	2	-	-	-	2	2.5
25 - 44	Before	4 13	14 47	8 27	3 10	1 3	30	5.2
	After - survivors	5 29	8 47	4 23	-	-	17	2.8
	After - fresh sample	5	6	2	1	-	14	3.1
45 - 59	Before	3 18	9 53	3 18	1 6	1 6	17	4.7
	After - survivors	4 27	10 67	-	1 7	-	15	2.6
	After - fresh sample	2	4	2	3	-	12 ¹	6.1
60 - 64	Before	1	1	-	1	-	3	5.7
	After - survivors	1	-	-	1	-	2	7.2
	After - fresh sample	-	1	-	1	-	2	8.5
65+	Before	2	2	1	-	1	7 ¹	5.7
	After - survivors	2	2	-	1	-	6 ¹	3.9
	After - fresh sample	2	4	-	-	-	6	1.7
Not known	Before	1	-	-	-	-	1	-
	After - survivors	-	-	-	-	-	-	-
	After - fresh sample	1	-	-	-	-	1	-
All	Before	12 18	29 45	14 21	6 9	3 5	65 ¹	5.1
	After - survivors	12 29	21 50	5 12	3 7	-	42 ¹	3.2
	After - fresh sample	10 27	17 46	4 11	5 13	-	37 ¹	4.0

SURGERY NORMALLY ATTENDED EAST PECKHAM

FEMALE RESPONDENTS

AGE (YEARS)	SURVEY	NUMBER OF VISITS TO SURGERY							Average
		None No. %	1 - 4 times No. %	5 - 9 times No. %	10-19 times No. %	20+ times No. %	All (100%)		
18 - 24	Before	-	2	2	1	1	6	9.2	
	After - survivors	-	1	-	1	-	2	8.5	
	After - fresh sample	2	1	1	-	-	4	2.4	
25 - 44	Before	-	14 42	13 39	4 12	2 6	33	6.9	
	After - survivors	1 4	17 65	5 19	2 8	1 4	26	4.9	
	After - fresh sample	3 12	10 40	8 32	2 8	2 8	25	6.2	
45 - 59	Before	2	7	1	-	1	11	4.2	
	After - survivors	3	6	-	1	-	10	3.0	
	After - fresh sample	2	3	4	1	-	10	6.5	
60 - 64	Before	2	2	1	1	-	6	4.4	
	After - survivors	-	4	-	2	-	6	4.1	
	After - fresh sample	-	1	-	-	-	1	2.5	
65+	Before	1	3	3	-	-	7	4.1	
	After - survivors	2	2	1	1	-	6	4.4	
	After - fresh sample	3	-	-	-	-	3	0.0	
Not known	Before	-	-	-	-	-	-	-	
	After - survivors	-	-	-	-	-	-	-	
	After - fresh sample	1	2	1	-	-	4	3.0	
All	Before	5 8	28 44	20 32	6 9	4 6	63	6.1	
	After - survivors	6 12	30 60	6 12	7 14	1 2	50	4.8	
	After - fresh sample	11 23	17 36	14 30	3 6	2 4	47	4.8	

TABLE 47

DISTRIBUTION OF RESPONDENTS TO THE BEFORE AND AFTER SURVEY BY
NUMBER OF HOME VISITS FROM DOCTOR RECEIVED IN PRECEDING YEAR (APPROX)
BY AGE AND SEX AND BY SURGERY NORMALLY ATTENDED

SURGERY NORMALLY ATTENDED MASCALLS (OLD MAIN SURGERY)/HEALTH CENTRE

MALE RESPONDENTS

AGE (YEARS)	SURVEY	NUMBER OF HOME VISITS BY DOCTOR											
		None		1 - 4 times		5 - 9 times		10-19 times		20+ times		All (100%)	Average*
		No.	%	No.	%	No.	%	No.	%	No.	%		
18 - 24	Before	26	64	11	27	2	5	2	5	-		41	1.7
	After - survivors	8		4		-		1		1		14	3.3
	After - fresh sample	9		3		-		-		-		12	0.6
25 - 44	Before	40	51	34	43	3	4	1	1	-		79 ¹	1.5
	After - survivors	32	55	24	41	1	2	-		1	2	58	1.5
	After - fresh sample	31	44	33	47	5	7	-		-		70 ¹	1.7
45 - 59	Before	21	57	12	32	-		1	3	2	5	37 ¹	2.5
	After - survivors	21	62	13	38	-		-		-		34	1.0
	After - fresh sample	14	56	9	36	1	4	1	4	-		25	1.8
60 - 64	Before	3		2		-		-		-		6 ¹	1.0
	After - survivors	2		1		-		-		-		3	0.8
	After - fresh sample	4		2		1		-		-		7	1.7
65+	Before	11	61	6	33	1	6	-		-		18	1.2
	After - survivors	8	53	5	33	1	7	-		1	7	15	2.8
	After - fresh sample	5		4		3		-		1		14 ¹	4.1
Not known	Before	4		4		-		-		-		8	1.2
	After - survivors	5		-		-		-		-		5	0.0
	After - fresh sample	3		1		1		1		-		6	4.0
All	Before	105	56	69	36	6	3	4	2	2	1	189 ³	1.7
	After - survivors	76	59	47	36	2	2	1	1	3	2	129	1.6
	After - fresh sample	66	49	52	39	11	8	2	2	1	1	134 ²	2.0

The superscript x by an entry in the 'All' column means that x persons did not state the number of times they had been visited by a doctor at home

* Average calculated as for Table 46.

See also notes before Table 38.

SURGERY NORMALLY ATTENDED MASCALLS (OLD MAIN SURGERY)/HEALTH CENTRE

FEMALE RESPONDENTS

AGE (YEARS)	SURVEY	NUMBER OF HOME VISITS BY DOCTOR							Average
		None No. %	1 - 4 times No. %	5 - 9 times No. %	10-19 times No. %	20+ times No. %	All (100%)		
18 - 24	Before	9 47	9 47	1 5	-	-	19	1.6	
	After - survivors	1	4	1	-	-	6	1.8	
	After - fresh sample	5	4	1	1	-	11	2.9	
25 - 44	Before	36 39	47 51	8 9	2 2	-	93	2.2	
	After - survivors	36 51	30 42	4 6	1 1	-	71	1.7	
	After - fresh sample	29 40	37 51	4 6	-	1 1	72 ¹	2.0	
45 - 59	Before	18 45	14 35	6 15	1 2	1 2	40	2.8	
	After - survivors	24 65	10 27	2 5	1 3	-	37	1.4	
	After - fresh sample	20 61	12 36	1 3	-	-	33	1.1	
60 - 64	Before	6	3	2	1	-	12	3.0	
	After - survivors	4	3	1	-	1	9	4.0	
	After - fresh sample	6	2	1	1	-	10	2.7	
65+	Before	15 60	5 20	2 8	3 12	-	25	2.8	
	After - survivors	14 54	8 31	2 8	-	2 8	26	3.0	
	After - fresh sample	16 61	3 12	1 4	2 8	2 8	26 ²	3.6	
Not known	Before	2	1	-	-	-	3	0.8	
	After - survivors	1	-	-	-	-	1	0.0	
	After - fresh sample	3	-	1	-	1	5	5.8	
All	Before	86 45	79 41	19 10	7 4	1 1	192	2.4	
	After - survivors	80 53	55 37	10 7	2 1	3 2	150	2.0	
	After - fresh sample	79 50	58 37	9 6	4 3	4 3	157 ³	2.3	

SURGERY NORMALLY ATTENDED EAST PECKHAM

MALE RESPONDENTS

AGE (YEARS)	SURVEY	NUMBER OF HOME VISITS BY DOCTOR						
		None No. %	1 - 4 times No. %	5 - 9 times No. %	10-19 times No. %	20+ times No. %	All (100%)	Average
18 - 24	Before	5	1	1	-	-	7	1.4
	After - survivors	-	2	-	-	-	2	2.5
	After - fresh sample	-	2	-	-	-	2	2.5
25 - 44	Before	19 63	9 30	1 3	1 3	-	30	1.5
	After - survivors	10 59	6 35	1 6	-	-	17	1.3
	After - fresh sample	7	4	1	-	-	14 ²	1.4
45 - 59	Before	9 53	5 29	2 12	-	-	17 ¹	1.7
	After - survivors	11 73	2 13	-	-	-	15 ²	0.4
	After - fresh sample	7	3	-	-	1	12 ¹	2.7
60 - 64	Before	2	-	1	-	-	3	2.3
	After - survivors	1	-	1	-	-	2	3.5
	After - fresh sample	2	-	-	-	-	2	0.0
65+	Before	2	2	-	1	2	7	9.1
	After - survivors	3	1	1	-	-	6 ¹	1.9
	After - fresh sample	3	2	1	-	-	6	2.0
Not known	Before	1	-	-	-	-	1	0.0
	After - survivors	-	-	-	-	-	-	-
	After - fresh sample	1	-	-	-	-	1	0.0
All	Before	38 58	17 26	5 8	2 3	2 3	65 ¹	2.4
	After - survivors	25 59	11 26	3 7	-	-	42 ³	1.2
	After - fresh sample	20 54	11 30	2 5	-	1 3	37 ³	1.9

SURGERY NORMALLY ATTENDED EAST PECKHAM

FEMALE RESPONDENTS

AGE (YEARS)	SURVEY	NUMBER OF HOME VISITS BY DOCTOR						
		None No. %	1 - 4 times No. %	5 - 9 times No. %	10-19 times No. %	20+ times No. %	All (100%)	Average
18 - 24	Before	2	3	-	1	-	6	3.7
	After - survivors	1	1	-	-	-	2	1.2
	After - fresh sample	3	1	-	-	-	4	0.6
25 - 44	Before	19 58	11 33	3 9	-	-	33	1.5
	After - survivors	16 61	9 35	1 4	-	-	26	1.1
	After - fresh sample	11 44	11 44	2 8	1 4	-	25	2.2
45 - 59	Before	7	3	1	-	-	11	1.3
	After - survivors	7	1	1	-	-	10 ¹	1.1
	After - fresh sample	7	2	-	-	-	10 ¹	0.6
60 - 64	Before	5	1	-	-	-	6	0.4
	After - survivors	5	-	-	1	-	6	2.4
	After - fresh sample	1	-	-	-	-	1	0.0
65+	Before	4	2	-	-	-	7 ¹	0.8
	After - survivors	6	-	-	-	-	6	0.0
	After - fresh sample	2	1	-	-	-	3	0.8
Not known	Before	-	-	-	-	-	-	-
	After - survivors	-	-	-	-	-	-	-
	After - fresh sample	2	1	1	-	-	4	2.4
All	Before	37 59	20 32	4 6	1 2	-	63 ¹	1.5
	After - survivors	35 70	11 22	2 4	1 2	-	50 ¹	1.1
	After - fresh sample	26 55	16 34	3 6	1 2	-	47 ¹	1.6

TABLE 48

DISTRIBUTION OF RESPONDENTS TO THE BEFORE AND AFTER SURVEYS BY
THE NUMBER OF TIMES IN THE PRECEDING YEAR (APPROX) THEY HAD FELT
THE NEED TO SEE THE DOCTOR BUT FELT UNABLE TO GO TO
THE SURGERY; BY AGE AND SEX AND BY SURGERY NORMALLY ATTENDED
SURGERY NORMALLY ATTENDED MASCALLS (OLD MAIN SURGERY)/HEALTH CENTRE

MALE RESPONDENTS

AGE (YEARS)	SURVEY	NO. OF TIMES FELT THE NEED TO GO TO THE SURGERY							Average*
		None No. %	1 - 4 times No. %	5 - 9 times No. %	10-19 times No. %	20+ times No. %	All (100%)		
18 - 24	Before	30 73	9 22	1 2	-	1 2	41	1.3	
	After - survivors	12	-	2	-	-	14	1.0	
	After - fresh sample	8	3	-	-	1	12	2.5	
25 - 44	Before	54 68	24 30	-	-	-	79 ¹	0.8	
	After - survivors	46 79	12 21	-	-	-	58	0.5	
	After - fresh sample	54 77	16 23	-	-	-	70	0.6	
45 - 59	Before	26 70	10 27	1 3	-	-	37	0.9	
	After - survivors	27 79	6 18	-	-	-	34 ¹	0.4	
	After - fresh sample	19 76	6 24	-	-	-	25	0.6	
60 - 64	Before	5	1	-	-	-	6	0.4	
	After - survivors	3	-	-	-	-	3	0.0	
	After - fresh sample	5	2	-	-	-	7	0.7	
65+	Before	13 72	3 17	1 6	-	-	18 ¹	0.8	
	After - survivors	10 67	3 20	-	1 7	-	15 ¹	1.6	
	After - fresh sample	8	4	1	-	-	14 ¹	1.3	
Not known	Before	6	2	-	-	-	8	0.6	
	After - survivors	3	2	-	-	-	5	1.0	
	After - fresh sample	5	1	-	-	-	6	0.4	
All	Before	134 71	49 26	3 2	-	1 1	189 ²	0.9	
	After - survivors	101 78	23 18	2 2	1 1	-	129 ²	0.7	
	After - fresh sample	99 74	32 24	1 1	-	1 1	134 ¹	0.8	

The superscript x by an entry in the 'All' Column means that x persons did not state the number of times they felt the need to go to the surgery.

* Average calculated as for Table 46.

See notes before Table 38.

SURGERY NORMALLY ATTENDED MASCALLS (OLD MAIN SURGERY)/HEALTH CENTRE

FEMALE RESPONDENTS

AGE (YEARS)	SURVEY	NO. OF TIMES FELT THE NEED TO GO TO THE SURGERY							Average
		None No. %	1 - 4 times No. %	5 - 9 times No. %	10-19 times No. %	20+ times No. %	All (100%)		
18 - 24	Before	15 79	3 16	1 5	-	-	19	0.8	
	After - survivors	4	2	-	-	-	6	0.8	
	After - fresh sample	7	3	1	-	-	11	1.3	
25 - 44	Before	57 61	32 34	2 2	-	1 1	93 ¹	1.3	
	After - survivors	47 66	22 31	1 1	-	-	71 ¹	0.9	
	After - fresh sample	52 72	15 21	4 6	-	-	72 ¹	0.9	
45 - 59	Before	28 70	11 28	1 2	-	-	40	0.9	
	After - survivors	31 84	6 16	-	-	-	37	0.4	
	After - fresh sample	20 61	11 33	1 3	-	-	33 ⁱ	1.1	
60 - 64	Before	9	2	-	-	-	12 ¹	0.4	
	After - survivors	7	1	-	-	-	9 ¹	0.3	
	After - fresh sample	8	1	-	-	-	10 ¹	0.3	
65+	Before	14 56	8 32	1 4	-	-	25 ²	1.2	
	After - survivors	15 58	7 27	-	-	1 4	26 ³	1.7	
	After - fresh sample	18 69	1 4	1 4	-	-	26 ⁶	0.5	
Not known	Before	3	-	-	-	-	3	0.0	
	After - survivors	1	-	-	-	-	1	0.0	
	After - fresh sample	5	-	-	-	-	5	0.0	
All	Before	126 66	56 29	5 3	-	1 1	192 ⁴	1.0	
	After - survivors	105 70	38 25	1 1	-	1 1	150 ⁵	0.9	
	After - fresh sample	110 70	31 20	7 4	-	-	157 ⁹	0.9	

SURGERY NORMALLY ATTENDED EAST PECKHAM

MALE RESPONDENTS

AGE (YEARS)	SURVEY	NO. OF TIMES FELT THE NEED TO GO TO THE SURGERY						
		None No. %	1 - 4 times No. %	5 - 9 times No. %	10-19 times No. %	20+ times No. %	All (100%)	Average
18 - 24	Before	5	2	-	-	-	7	0.7
	After - survivors	2	-	-	-	-	2	0.0
	After - fresh sample	1	1	-	-	-	2	1.2
25 - 44	Before	24 80	5 17	-	1 3	-	30	0.9
	After - survivors	14 82	3 18	-	-	-	17	0.4
	After - fresh sample	10	4	-	-	-	14	0.7
45 - 59	Before	9 53	6 35	1 6	1 6	-	17	2.1
	After - survivors	13 87	1 7	1 7	-	-	15	0.6
	After - fresh sample	5	4	1	-	-	12 ²	1.7
60 - 64	Before	3	-	-	-	-	3	0.0
	After - survivors	1	1	-	-	-	2	1.2
	After - fresh sample	2	-	-	-	-	2	0.0
65+	Before	2	2	1	-	-	7 ²	2.4
	After - survivors	4	1	1	-	-	6	1.6
	After - fresh sample	4	2	-	-	-	6	0.8
Not known	Before	1	-	-	-	-	1	0.0
	After - survivors	-	-	-	-	-	-	-
	After - fresh sample	1	-	-	-	-	1	0.0
All	Before	44 68	15 23	2 3	2 3	-	65 ²	1.3
	After - survivors	34 81	6 14	2 5	-	-	42	0.7
	After - fresh sample	23 62	11 30	1 3	-	-	37 ²	1.0

SURGERY NORMALLY ATTENDED EAST PECKHAM

FEMALE RESPONDENTS

AGE (YEARS)	SURVEY	NO. OF TIMES FELT THE NEED TO GO TO THE SURGERY							Average
		None No. %	1 - 4 times No. %	5 - 9 times No. %	10-19 times No. %	20+ times No. %	All (100%)		
18 - 24	Before	3	3	-	-	-	6	1.2	
	After - survivors	2	-	-	-	-	2	0.0	
	After - fresh sample	4	-	-	-	-	4	0.0	
25 - 44	Before	21 64	11 33	1 3	-	-	33	1.0	
	After - survivors	21 81	3 11	2 8	-	-	26	0.6	
	After - fresh sample	18 72	5 20	2 8	-	-	25	1.0	
45 - 59	Before	6	5	-	-	-	11	1.1	
	After - survivors	10	-	-	-	-	10	0.0	
	After - fresh sample	8	2	-	-	-	10	0.5	
60 - 64	Before	5	1	-	-	-	6	0.4	
	After - survivors	5	1	-	-	-	6	0.4	
	After - fresh sample	1	-	-	-	-	1	0.0	
65+	Before	5	2	-	-	-	7	0.7	
	After - survivors	6	-	-	-	-	6	0.0	
	After - fresh sample	3	-	-	-	-	3	0.0	
Not known	Before	-	-	-	-	-	-	-	
	After - survivors	-	-	-	-	-	-	-	
	After - fresh sample	2	1	1	-	-	4	2.4	
All	Before	40 63	22 35	1 2	-	-	63	1.0	
	After - survivors	44 88	4 8	2 4	-	-	50	0.5	
	After - fresh sample	36 77	8 17	3 6	-	-	47	0.9	

TABLE 49

DISTRIBUTION OF RESPONDENTS TO THE BEFORE AND AFTER SURVEYS BY
THE NUMBER OF TIMES IN THE PRECEDING YEAR (APPROX) THEY HAD FELT
THE NEED FOR A HOME VISIT BUT NOT CALLED THE DOCTOR; BY AGE AND
SEX AND BY SURGERY NORMALLY ATTENDED

SURGERY NORMALLY ATTENDED MASCALLS (OLD MAIN SURGERY)/HEALTH CENTRE

MALE RESPONDENTS

AGE (YEARS)	SURVEY	NO. OF TIMES FELT THE NEED TO CALL THE DOCTOR							Average*
		None No. %	1 - 4 times No. %	5 - 9 times No. %	10-19 times No. %	20+ times No. %	All (100%)		
18 - 24	Before	34 83	6 15	1 2	-	-	41	0.5	
	After - survivors	13	1	-	-	-	14	0.2	
	After - fresh sample	9	1	1	1	-	12	2.0	
25 - 44	Before	60 76	17 21	1 1	-	-	79 ¹	0.6	
	After - survivors	53 91	5 9	-	-	-	58	0.2	
	After - fresh sample	61 87	9 13	-	-	-	70	0.3	
45 - 59	Before	29 78	7 19	-	-	-	37 ¹	0.5	
	After - survivors	30 88	4 12	-	-	-	34	0.3	
	After - fresh sample	22 88	3 12	-	-	-	25	0.3	
60 - 64	Before	6	-	-	-	-	6	0.0	
	After - survivors	3	-	-	-	-	3	0.0	
	After - fresh sample	6	1	-	-	-	7	0.4	
65+	Before	14 78	2 11	1 6	-	-	18 ¹	0.7	
	After - survivors	9 60	2 13	-	1 7	-	15 ³	1.6	
	After - fresh sample	10	1	-	-	-	14 ³	0.2	
Not known	Before	7	1	-	-	-	8	0.3	
	After - survivors	4	1	-	-	-	5	0.5	
	After - fresh sample	4	1	1	-	-	6	1.6	
All	Before	150 79	33 17	3 2	-	-	189 ³	0.6	
	After - survivors	112 87	13 10	-	1 1	-	129 ³	0.4	
	After - fresh sample	112 84	16 12	2 2	1 1	-	134 ³	0.5	

The superscript x by an entry in the 'All' column means that x persons did not state the number of times they felt the need to call the doctor

* Average calculated as for Table 46.

See also notes before Table 38.

SURGERY NORMALLY ATTENDED MASCALLS (OLD MAIN SURGERY)/HEALTH CENTRE

FEMALE RESPONDENTS

AGE (YEARS)	SURVEY	NO. OF TIMES FELT THE NEED TO CALL THE DOCTOR							Average
		None No. %	1 - 4 times No. %	5 - 9 times No. %	10-19 times No. %	20+ times No. %	All (100%)		
18 - 24	Before	13 68	6 32	-	-	-	19	0.8	
	After - survivors	5	1	-	-	-	6	0.4	
	After - fresh sample	10	1	-	-	-	11	0.2	
25 - 44	Before	64 69	26 28	1 1	-	1 1	93 ¹	1.0	
	After - survivors	51 72	19 27	-	-	-	71 ¹	0.7	
	After - fresh sample	58 81	10 14	2 3	-	1 1	72 ¹	0.9	
45 - 59	Before	29 72	10 25	-	-	-	40 ¹	0.6	
	After - survivors	34 92	1 3	-	-	-	37 ²	0.1	
	After - fresh sample	27 82	3 9	1 3	-	1 3	33 ¹	1.1	
60 - 64	Before	9	1	-	-	-	12 ²	0.2	
	After - survivors	8	1	-	-	-	9	0.3	
	After - fresh sample	9	1	-	-	-	10	0.2	
65+	Before	14 56	6 24	3 12	-	-	25 ²	1.6	
	After - survivors	19 73	3 12	-	2 8	-	26 ²	0.9	
	After - fresh sample	20 77	-	-	-	-	26 ⁶	0.0	
Not known	Before	3	-	-	-	-	3	0.0	
	After - survivors	1	-	-	-	-	1	0.0	
	After - fresh sample	5	-	-	-	-	5	0.0	
All	Before	132 69	49 25	4 2	-	1 1	192 ⁶	0.9	
	After - survivors	118 79	25 17	-	2 1	-	150 ⁵	0.6	
	After - fresh sample	129 82	15 10	3 2	-	2 1	157 ⁸	0.7	

SURGERY NORMALLY ATTENDED EAST PECKHAM

MALE RESPONDENTS

AGE (YEARS)	SURVEY	NO. OF TIMES FELT THE NEED TO CALL THE DOCTOR						
		None No. %	1 - 4 times No. %	5 - 9 times No. %	10-19 times No. %	20+ times No. %	All (100%)	Average
18 - 24	Before	4	3	-	-	-	7	1.1
	After - survivors	2	-	-	-	-	2	0.0
	After - fresh sample	2	-	-	-	-	2	0.0
25 - 44	Before	20 67	8 27	-	1 3	-	30 ¹	1.2
	After - survivors	16 94	1 6	-	-	-	17	0.1
	After - fresh sample	14	-	-	-	-	14	0.0
45 - 59	Before	9 53	5 29	2 12	-	-	17 ¹	1.7
	After - survivors	13 87	2 13	-	-	-	15	0.3
	After - fresh sample	9	1	-	1	-	12 ¹	1.5
60 - 64	Before	2	-	-	-	-	3 ¹	0.0
	After - survivors	2	-	-	-	-	2	0.0
	After - fresh sample	2	-	-	-	-	2	0.0
65+	Before	5	2	-	-	-	7	0.7
	After - survivors	5	-	-	-	-	6 ¹	0.0
	After - fresh sample	3	1	1	-	-	6 ¹	1.9
Not known	Before	1	-	-	-	-	1	0.0
	After - survivors	-	-	-	-	-	-	-
	After - fresh sample	1	-	-	-	-	1	0.0
All	Before	41 63	18 28	2 3	1 2	-	65 ³	1.2
	After - survivors	38 90	3 7	-	-	-	42 ¹	0.2
	After - fresh sample	31 84	2 5	1 3	1 3	-	37 ²	0.8

SURGERY NORMALLY ATTENDED EAST PECKHAM

FEMALE RESPONDENTS

AGE (YEARS)	SURVEY	NO. OF TIMES FELT THE NEED TO CALL THE DOCTOR						
		None No. %	1 - 4 times No. %	5 - 9 times No. %	10-19 times No. %	20+ times No. %	All (100%)	Average
18 - 24	Before	3	3	-	-	-	6	1.2
	After - survivors	2	-	-	-	-	2	0.0
	After - fresh sample	4	-	-	-	-	4	0.0
25 - 44	Before	25 76	8 24	-	-	-	33	0.6
	After - survivors	23 88	2 8	-	-	-	26 ¹	0.2
	After - fresh sample	18 72	7 28	-	-	-	25	0.7
45 - 59	Before	8	3	-	-	-	11	0.7
	After - survivors	9	1	-	-	-	10	0.2
	After - fresh sample	10	-	-	-	-	10	0.0
60 - 64	Before	6	-	-	-	-	6	0.0
	After - survivors	5	-	-	-	-	6 ¹	0.0
	After - fresh sample	1	-	-	-	-	1	0.0
65+	Before	7	-	-	-	-	7	0.0
	After - survivors	6	-	-	-	-	6	0.0
	After - fresh sample	3	-	-	-	-	3	0.0
Not known	Before	-	-	-	-	-	-	-
	After - survivors	-	-	-	-	-	-	-
	After - fresh sample	4	-	-	-	-	4	0.0
All	Before	49 78	14 22	-	-	-	63	0.6
	After - survivors	45 90	3 6	-	-	-	50 ²	0.2
	After - fresh sample	40 85	7 15	-	-	-	47	0.4

TABLE 50

DISTRIBUTION OF RESPONDENTS TO THE BEFORE AND
AFTER SURVEYS ACCORDING TO THEIR NORMAL METHOD OF
MAKING AN APPOINTMENT BY SURGERY NORMALLY ATTENDED

<u>Normal method of making an appointment</u>	S U R G E R Y N O R M A L L Y A T T E N D E D											
	BEFORE				AFTER (SURVIVORS)				AFTER (FRESH SAMPLE)			
	MASCALLS (Old main surgery)		EAST PECKHAM		HEALTH CENTRE		EAST PECKHAM		HEALTH CENTRE		EAST PECKHAM	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
By telephone	363	95	38	30	234	84	52	56	251	86	52	62
Calling at surgery	16	4	86	67	39	14	40	44	30	10	32	38
Both methods ticked	-		-		5	2	-		8	3	-	
Other	-		-		1		-		-		-	
Not known	2	1	4	3	-				2	1		
All (100%)	381		128		279		92		291		84	

See notes before Table 38

TABLE 51

DISTRIBUTION OF RESPONDENTS TO THE BEFORE AND
AFTER SURVEYS AS TO WHETHER THEY OBTAINED AN
APPOINTMENT TO SEE THEIR DOCTOR FOR THE DAY
THEY REQUESTED BY SURGERY NORMALLY ATTENDED

<u>Normally obtain an appointment for day requested</u>	S U R G E R Y N O R M A L L Y A T T E N D E D											
	BEFORE				AFTER (SURVIVORS)				AFTER (FRESH SAMPLE)			
	MASCALLS (old main surgery)		EAST PECKHAM		HEALTH CENTRE		EAST PECKHAM		HEALTH CENTRE		EAST PECKHAM	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
YES	325	85	109	85	224	80	84	91	236	81	76	91
NO	47	12	11	9	52	19	4	4	49	17	7	8
NO ANSWER	9	2	8	6	3	1	4	4	6	2	1	1
ALL (100%)	381		128		279		92		291		84	

See notes before Table 38

TABLE 52

DISTRIBUTION OF RESPONDENTS TO THE BEFORE AND
AFTER SURVEYS BY NORMAL METHOD OF TRAVEL TO SURGERY
BY AGE AND BY SEX AND BY SURGERY NORMALLY ATTENDED

SURGERY NORMALLY ATTENDED MASCALLS (OLD MAIN SURGERY)/HEALTH CENTRE

MALE RESPONDENTS

AGE (YEARS)	SURVEY	NORMAL METHOD OF TRAVEL TO SURGERY								
		WALK No. %	BUS No. %	CAR No. %	TAXI No. %	RAIL No. %	MOTOR CYCLE No. %	BI- CYCLE No. %	OTHER No. %	ALL (100%)
18 - 24	Before	11 27	7 17	16 39	-	-	-	7 17	-	41
	After - Survivors	7	2	3	-	-	-	2	-	14
	After - Fresh sample	2	1	9	-	-	-	-	-	12
25 - 44	Before	9 11	6 8	62 78	-	-	1 1	1 1	-	79
	After - Survivors	8 14	3 5	44 76	-	-	-	2 3	-	58 ¹
	After - Fresh sample	25 36	4 6	39 56	-	-	-	2 3	-	70
45 - 59	Before	11 30	1 3	22 59	-	-	-	3 8	-	37
	After - Survivors	12 35	-	20 59	-	-	-	1 3	-	34 ¹
	After - Fresh sample	8 32	3 12	11 44	-	-	1 4	2 8	-	25
60 - 64	Before	2	-	4	-	-	-	-	-	6
	After - Survivors	2	-	1	-	-	-	-	-	3
	After - Fresh sample	-	2	5	-	-	-	-	-	7
65+	Before	3 17	6 33	4 22	-	-	-	3 17	-	18 ²
	After - Survivors	3 20	6 40	1 7	-	-	-	4 27	-	15 ¹
	After - Fresh sample	3	1	4	-	-	-	3	-	14 ³
Not known	Before	3	-	3	-	-	1	1	-	8
	After - Survivors	-	-	3	-	-	1	1	-	5
	After - Fresh sample	4	-	2	-	-	-	-	-	6
All	Before	39 21	20 11	111 59	-	-	2 1	15 8	-	189 ²
	After - Survivors	32 25	11 8	72 56	-	-	1 1	10 8	-	129 ³
	After - Fresh sample	42 31	11 8	70 52	-	-	1 1	7 5	-	134 ³

The superscript x by an entry in the 'All' column means that x persons did not state normal method of travel to the surgery.

See notes before Table 38.

SURGERY NORMALLY ATTENDED MASCALLS (OLD MAIN SURGERY)/HEALTH CENTRE

FEMALE RESPONDENTS

AGE (YEARS)	SURVEY	NORMAL METHOD OF TRAVEL TO SURGERY								
		WALK No. %	BUS No. %	CAR No. %	TAXI No. %	RAIL No. %	MOTOR CYCLE No. %	BI- CYCLE No. %	OTHER No. %	ALL (100%)
18 - 24	Before	7 37	4 21	8 42	-	-	-	-	-	19
	After - Survivors	3	1	2	-	-	-	-	-	6
	After - Fresh sample	7	1	3	-	-	-	-	-	11
25 - 44	Before	28 30	8 9	51 55	2 2	1 1	-	2 2	1 1	93
	After - Survivors	26 37	8 11	32 45	-	-	-	2 3	1 1	71 ²
	After - Fresh sample	23 32	11 15	35 49	-	-	-	2 3	-	72 ¹
45 - 59	Before	11 27	10 25	12 30	-	-	-	7 18	-	40
	After - Survivors	11 30	6 16	15 40	-	-	-	5 14	-	37
	After - Fresh sample	12 36	6 18	9 27	-	-	-	6 18	-	33
60 - 64	Before	5	2	3	-	-	-	2 17	-	12
	After - Survivors	4	2	3	-	-	-	-	-	9
	After - Fresh sample	2	6	2	-	-	-	-	-	10
65+	Before	5 20	9 36	4 16	2 8	-	1 4	1 4	-	25 ³
	After - Survivors	13 50	5 19	6 23	1 4	-	-	1 4	-	26
	After - Fresh sample	12 46	4 15	6 23	-	-	-	-	-	26 ⁴
Not known	Before	2	-	1	-	-	-	-	-	3
	After - Survivors	1	-	-	-	-	-	-	-	1
	After - Fresh sample	2	2	-	-	-	-	1	-	5
All	Before	58 30	33 17	79 41	4 2	1 1	1 1	12 6	1 1	192 ³
	After - Survivors	58 39	22 15	58 39	1 1	-	-	8 5	1 1	150 ²
	After - Fresh sample	58 37	30 19	55 35	-	-	-	9 6	-	157 ⁵

SURGERY NORMALLY ATTENDED EAST PECKHAM

MALE RESPONDENTS

AGE (YEARS)	SURVEY	NORMAL METHOD OF TRAVEL TO SURGERY								
		WALK No. %	BUS No. %	CAR No. %	TAXI No. %	RAIL No. %	MOTOR CYCLE No. %	BI- CYCLE No. %	OTHER No. %	ALL (100%)
18 - 24	Before	5	-	2	-	-	-	-	-	7
	After - Survivors	1	-	1	-	-	-	-	-	2
	After - Fresh sample	1	-	1	-	-	-	-	-	2
25 - 44	Before	14 47	-	16 53	-	-	-	-	-	30
	After - Survivors	7 41	-	10 59	-	-	-	-	-	17
	After - Fresh sample	5	-	8	-	-	-	-	-	14 ¹
45 - 59	Before	5 29	2 12	8 47	-	-	-	2 12	-	17
	After - Survivors	7 47	1 7	6 40	-	-	-	1 7	-	15
	After - Fresh sample	5	2	2	-	-	-	3	-	12
60 - 64	Before	1	1	1	-	-	-	-	-	3
	After - Survivors	1	-	-	-	-	-	1	-	2
	After - Fresh sample	1	-	-	-	-	-	1	-	2
65+	Before	4	2	-	-	-	-	-	-	7 ¹
	After - Survivors	4	1	-	-	-	-	1	-	6
	After - Fresh sample	5	-	1	-	-	-	-	-	6
Not known	Before	-	1	-	-	-	-	-	-	1
	After - Survivors	-	-	-	-	-	-	-	-	-
	After - Fresh sample	-	-	1	-	-	-	-	-	1
All	Before	29 45	6 9	27 41	-	-	-	2 3	-	65 ¹
	After - Survivors	20 48	2 5	17 40	-	-	-	3 7	-	42
	After - Fresh sample	17 46	2 5	13 35	-	-	-	4 11	-	37 ¹

SURGERY NORMALLY ATTENDED EAST PECKHAM

FEMALE RESPONDENTS

AGE (YEARS)	SURVEY	NORMAL METHOD OF TRAVEL TO SURGERY								
		WALK No. %	BUS No. %	CAR No. %	TAXI No. %	RAIL No. %	MOTOR CYCLE No. %	BI- CYCLE No. %	OTHER No. %	ALL (100%)
18 - 24	Before	5	-	1	-	-	-	-	-	6
	After - Survivors	1	-	-	-	-	-	1	-	2
	After - Fresh sample	4	-	-	-	-	-	-	-	4
25 - 44	Before	17 51	3 9	10 30	-	-	-	3 9	-	33
	After - Survivors	12 46	2 8	6 23	-	-	-	5 19	-	26 ¹
	After - Fresh sample	19 76	1 4	5 20	-	-	-	-	-	25
45 - 59	Before	8	1	2	-	-	-	-	-	11
	After - Survivors	6	1	2	-	-	-	-	-	10 ¹
	After - Fresh sample	4	2	2	-	-	1	-	-	10 ¹
60 - 64	Before	4	-	1	-	-	-	1	-	6
	After - Survivors	5	-	-	-	-	-	1	-	6
	After - Fresh sample	1	-	-	-	-	-	-	-	1
65+	Before	5	1	-	-	-	-	1	-	7
	After - Survivors	5	-	1	-	-	-	-	-	6
	After - Fresh sample	2	1	-	-	-	-	-	-	3
Not known	Before	-	-	-	-	-	-	-	-	-
	After - Survivors	-	-	-	-	-	-	-	-	-
	After - Fresh sample	4	-	-	-	-	-	-	-	4
All	Before	39 62	5 8	14 22	-	-	-	5 8	-	63
	After - Survivors	29 58	3 6	9 18	-	-	-	7 14	-	50 ²
	After - Fresh sample	34 72	4 8	7 15	-	-	1 2	-	-	47 ¹

TABLE 53

DISTRIBUTION OF RESPONDENTS TO THE BEFORE AND AFTER SURVEYS ACCORDING TO WHETHER THEY REPORTED DIFFICULTY IN TRAVELLING TO THE SURGERY BY AGE AND SEX FOR THOSE NORMALLY ATTENDING MAIN SURGERY i.e. MASCALLS/HEALTH CENTRE ONLY - SINCE HARDLY ANY OF THOSE NORMALLY ATTENDING AT BRANCH SURGERY REPORTED DIFFICULTIES

MALE RESPONDENTS

AGE (YEARS)	SURVEY	DIFFICULTY IN TRAVELLING TO SURGERY						
		YES		NO		NO ANSWER OR BOTH TICKED		ALL (100%)
		No.	%	No.	%	No.	%	
18 - 24	Before	3	7	38	93	-	-	41
	After - survivors	-	-	14	-	-	-	14
	After - fresh sample	2	-	10	-	-	-	12
25 - 44	Before	6	8	71	90	-	-	79 ²
	After - survivors	2	3	55	95	-	-	58 ¹
	After - fresh sample	3	4	66	94	1	1	70
45 - 59	Before	1	3	36	97	-	-	37
	After - survivors	2	6	31	91	-	-	34 ¹
	After - fresh sample	-	-	25	100	-	-	25
60 - 64	Before	-	-	6	-	-	-	6
	After - survivors	-	-	3	-	-	-	3
	After - fresh sample	-	-	7	-	-	-	7
65+	Before	2	11	14	78	-	-	18 ²
	After - survivors	4	27	9	60	-	-	15 ²
	After - fresh sample	-	-	11	-	-	-	14 ³
Not known	Before	-	-	8	-	-	-	8
	After - survivors	-	-	5	-	-	-	5
	After - fresh sample	2	-	4	-	-	-	6
All	Before	12	6	173	92	-	-	189 ⁴
	After - survivors	8	6	117	91	-	-	129 ⁴
	After - fresh sample	7	5	123	92	1	1	134 ³

The superscript x by an entry in the "All" column means that x persons did not state whether they had difficulty in travelling to the surgery.

FEMALE RESPONDENTS

AGE (YEARS)	SURVEY	DIFFICULTY IN TRAVELLING TO SURGERY					
		YES		NO		NO ANSWER OR BOTH TICKED	ALL (100%)
		No.	%	No.	%		
18 - 24	Before	5	26	14	74	-	19
	After - survivors	1		5		-	6
	After - fresh sample	1		10		-	11
25 - 44	Before	18	19	74	80	-	93 ¹
	After - survivors	7	10	62	87	-	71 ²
	After - fresh sample	8	11	64	89	-	72
45 - 59	Before	5	12	35	88	-	40
	After - survivors	3	8	34	92	-	37
	After - fresh sample	6	18	27	82	-	33
60 - 64	Before	2		10		-	12
	After - survivors	1		8		-	9
	After - fresh sample	1		7		-	10 ²
65+	Before	4	16	19	76	-	25 ²
	After - survivors	4	15	21	81	-	26 ¹
	After - fresh sample	5	19	20	77	-	26 ¹
Not known	Before	1		2		-	3
	After - survivors	-		1		-	1
	After - fresh sample	-		5		-	5
All	Before	35	18	154	80	-	192 ³
	After - survivors	16	11	131	87	-	150 ³
	After - fresh sample	21	13	133	85	-	157 ³

TABLE 53a

DISTRIBUTION OF RESPONDENTS TO THE BEFORE AND AFTER SURVEYS
ACCORDING TO THE TYPE OF DIFFICULTIES THEY REPORTED IN TRAVELLING
TO THE SURGERY BY AGE AND SEX FOR THOSE NORMALLY ATTENDING MAIN
SURGERY i.e. MASCALLS/HEALTH CENTRE ONLY - (SINCE HARDLY ANY
OF THOSE NORMALLY ATTENDING AT BRANCH SURGERY REPORTED DIFFICULTIES)

MALE RESPONDENTS

AGE (YEARS)	SURVEY	TYPE OF TRAVEL DIFFICULTY									ALL (100%)	
		DIFFICULTY NOT SPECIFIED	NO DIFFICULTY		TRAVEL† DIFFICULTIES		OTHER	BUS* SERVICE POOR	LEAVING* CHILDREN	POOR* HEALTH		TRAVEL‡ FROM WORK
		No. %	No. %	No. %	No. %	No. %	No. %	No. %	No. %	No. %		No. %
18 - 24	Before	-	38 93	3 7	-	-	-	-	-	-	41	
	After - survivors	-	14	-	-	-	-	-	-	-	14	
	After - fresh sample	-	10	2	-	1	-	-	-	1	12	
25 - 44	Before	1 1	71 90	4 5	1 1	-	-	-	-	-	79 ²	
	After - survivors	-	55 95	2 3	-	1 2	1 2	-	-	-	58 ¹	
	After - fresh sample	1 1	66 94	3 4	-	2 3	-	-	-	1 1	70	
45 - 59	Before	-	36 97	1 3	-	-	-	-	-	-	37	
	After - survivors	1 3	31 91	1 3	-	-	-	-	-	1 3	34 ¹	
	After - fresh sample	-	25 100	-	-	-	-	-	-	-	25	
60 - 64	Before	-	6	-	-	-	-	-	-	-	6	
	After - survivors	-	3	-	-	-	-	-	-	-	3	
	After - fresh sample	-	7	-	-	-	-	-	-	-	7	
65+	Before	-	14 78	2 11	1 6	-	-	-	-	-	18 ¹	
	After - survivors	-	9 60	4 27	-	3 20	-	1 7	-	-	15 ²	
	After - fresh sample	1	11	-	-	-	-	-	-	-	14 ²	
Not known	Before	-	8	-	-	-	-	-	-	-	8	
	After - survivors	-	5	-	-	-	-	-	-	-	5	
	After - fresh sample	1	4	1	-	1	-	-	-	-	6	
All	Before	1 1	173 92	10 5	2 1	-	-	-	-	-	189 ³	
	After - survivors	1 1	117 91	7 5	-	4 3	1 1	1 1	1 1	1 1	129 ⁴	
	After - fresh sample	3 2	123 92	6 4	-	4 3	-	-	-	2 1	134 ²	

The superscript x by an entry in the "All" column means that x persons did not state whether or not any kind of difficulty was experienced in travelling to the surgery.

† Refers to before sample only and total specified difficulties for after samples (that is, the sum of numbers in columns to the right of this column). This means that the number of travel difficulties as such is slightly inflated for the after samples.

* Refers to after sample only.

‡ Travel from work - that is outside district, e.g. London or Tonbridge.

FEMALE RESPONDENTS

AGE (YEARS)	SURVEY	TYPE OF TRAVEL DIFFICULTY									ALL (100%)
		DIFFICULTY NOT SPECIFIED No. %	NO DIFFICULTY No. %	TRAVEL+ DIFFICULTIES No. %	OTHER No. %	BUS* SERVICE POOR No. %	LEAVING* CHILDREN No. %	POOR* HEALTH No. %	TRAVEL*5 FROM WORK No. %		
18 - 24	Before	-	14 74	5 26	-	-	-	-	-	19	
	After - survivors	-	5	1	-	1	-	-	-	6	
	After - fresh sample	-	10	1	-	1	-	-	-	11	
25 - 44	Before	-	74 80	17 18	1 1	-	-	-	-	93 ¹	
	After - survivors	-	63 89	6 8	1 1	5 7	-	-	-	71 ²	
	After - fresh sample	-	64 89	8 11	1 1	7 10	-	-	-	72	
45 - 59	Before	-	35 88	5 12	-	-	-	-	-	40	
	After - survivors	-	34 92	3 8	1 5	2 3	-	-	-	37	
	After - fresh sample	-	27 82	6 18	-	6 18	-	-	-	33	
60 - 64	Before	-	10	2	-	-	-	-	-	12	
	After - survivors	-	8	1	-	1	-	-	-	9	
	After - fresh sample	-	7	1	-	1	-	-	-	10 ²	
65+	Before	1 4	19 76	2 8	1 4	-	-	-	-	25 ²	
	After - survivors	-	21 81	4 15	1 4	1 4	-	2 8	-	26 ¹	
	After - fresh sample	1 4	20 77	4 15	-	-	-	4 15	-	26 ¹	
Not known	Before	-	2	1	-	-	-	-	-	3	
	After - survivors	-	1	-	-	-	-	-	-	1	
	After - fresh sample	-	5	-	-	-	-	-	-	5	
All	Before	1 1	154 80	32 17	2 1	-	-	-	-	192 ³	
	After - survivors	-	132 88	16 //	2 1	10 7	-	2 1	-	150 ³	
	After - fresh sample	1 1	133 85	20 13	1 1	15 9	-	4 2	-	157 ³	

TABLE 54

DISTRIBUTION OF RESPONDENTS FROM THE BEFORE AND AFTER
SURVEYS BY ADDRESS AND BY METHOD OF TRAVEL NORMALLY
USED BY SURGERY NORMALLY ATTENDED

SURGERY NORMALLY ATTENDED MASCALLS (OLD MAIN SURGERY)/HEALTH CENTRE

ADDRESS	SURVEY	NORMAL METHOD OF TRAVEL TO SURGERY									
		WALK No. %	BUS No. %	CAR No. %	TAXI No %	RAIL No %	MOTOR CYCLE No. %	BI- CYCLE No. %	OTHER No. %	ALL (100%)	
PADDOCK WOOD	Before	92 35	12 5	125 48	4 1	1	1	20 8	1	259 ³	
	After - survivors	87 46	3 2	78 42	1	-	-	14 7	1	187 ³	
	After - fresh sample	99 51	9 5	67 34	-	-	1 1	13 7	-	196 ⁷	
EAST PECKHAM	Before	-	1	7	-	-	-	-	-	8	
	After - survivors	-	1	7	-	-	-	-	-	9 ¹	
	After - fresh sample	-	3	11	-	-	-	-	-	14	
FIVE OAK GREEN	Before	5 6	29 36	38 48	-	-	2 3	4 5	-	80 ²	
	After - survivors	3 5	21 36	29 50	-	-	1 2	3 5	-	58 ¹	
	After - fresh sample	1 2	22 37	34 57	-	-	-	3 5	-	60	
OTHER VILLAGES	Before	-	11 32	20 59	-	-	-	3 9	-	34	
	After - survivors	-	8 32	16 64	-	-	-	1 4	-	25	
	After - fresh sample	-	7 33	13 62	-	-	-	-	-	21 ¹	
ALL	Before	97 25	53 14	190 50	4 1	1	3 1	27 7	1	381 ⁵	
	After - survivors	90 32	33 12	130 47	1	-	1	18 6	1	279 ⁵	
	After - fresh sample	100 34	41 14	125 43	-	-	1	16 6	-	291 ⁸	

The superscript x by an entry in the "All" column means that x persons did not state their normal method of travel to the surgery.

SURGERY NORMALLY ATTENDED EAST PECKHAM

ADDRESS	SURVEY	NORMAL METHOD OF TRAVEL TO SURGERY								
		WALK No. %	BUS No. %	CAR No. %	TAXI No %	RAIL No %	MOTOR CYCLE No. %	BI- CYCLE No. %	OTHER No. %	ALL (100%)
PADDOCK WOOD	Before	-	2	-	-	-	-	-	-	2
	After - survivors	-	1	-	-	-	-	1	-	2
	After - fresh sample	1	1	-	-	-	-	-	-	2
EAST PECKHAM	Before	68 57	6 5	38 32	-	-	-	7 6	-	120 ¹
	After - survivors	49 57	1 1	25 29	-	-	-	9 11	-	86 ²
	After - fresh sample	49 62	4 5	20 25	-	-	1 1	3 4	-	79 ²
FIVE OAK GREEN	Before	-	-	-	-	-	-	-	-	-
	After - survivors	-	-	-	-	-	-	-	-	-
	After - fresh sample	1	-	-	-	-	-	-	-	1
OTHER VILLAGES	Before	-	3	3	-	-	-	-	-	6
	After - survivors	-	3	1	-	-	-	-	-	4
	After - fresh sample	-	1	-	-	-	-	1	-	2
ALL	Before	68 53	11 9	41 32	-	-	-	7 5	-	128 ¹
	After - survivors	49 53	5 5	26 28	-	-	-	10 11	-	92 ²
	After - fresh sample	51 61	6 7	20 24	-	-	1 1	4 5	-	84 ²

TABLE 55

DISTRIBUTION OF RESPONDENTS FROM THE BEFORE AND AFTER SURVEYS
ACCORDING TO WHETHER (IF THEY WANTED TO SEE A DOCTOR) THEY
WOULD PREFER TO WAIT TO SEE THEIR OWN DOCTOR ALTHOUGH HE WOULD
NOT BE AVAILABLE ON THAT DAY OR WOULD PREFER TO SEE ANOTHER
DOCTOR IMMEDIATELY - BY AGE AND SEX AND BY SURGERY NORMALLY ATTENDED

SURGERY NORMALLY ATTENDED MASCALLS (OLD MAIN SURGERY)/HEALTH CENTRE

MALE RESPONDENTS

AGE (YEARS)	SURVEY	RESPONDENT'S PREFERENCE								
		SEE ANOTHER DOCTOR		WAIT FOR OWN DOCTOR		NEITHER		NO ANSWER		ALL (100%)
		No.	%	No.	%	No.	%	No.	%	
18 - 24	Before	28	68	12	29	-		1	2	41
	After - survivors	11		3		-		-		14
	After - fresh sample	10		2		-		-		12
25 - 44	Before	60	76	17	21	-		2	2	79
	After - survivors	42	72	16	28	-		-		58
	After - fresh sample	46	66	21	30	1	1	2	3	70
45 - 59	Before	25	68	11	30	-		1	3	37
	After - survivors	22	65	12	35	-		-		34
	After - fresh sample	17	68	7	28	-		1	4	25
60 - 64	Before	4		2		-		-		6
	After - survivors	2		1		-		-		3
	After - fresh sample	2		5		-		-		7
65+	Before	11	61	4	22	2	11	1	6	18
	After - survivors	6	40	8	53	-		1	7	15
	After - fresh sample	5		9		-		-		14
Not known	Before	6		2		-		-		8
	After - survivors	4		1		-		-		5
	After - fresh sample	5		1		-		-		6
All	Before	134	71	48	25	2	1	5	3	189
	After - survivors	87	67	41	32	-		1	1	129
	After - fresh sample	85	63	45	34	1	1	3	2	134

See notes before Table 38

SURGERY NORMALLY ATTENDED MASCALLS (OLD MAIN SURGERY)/HEALTH CENTRE

FEMALE RESPONDENTS

AGE (YEARS)	SURVEY	WAIT FOR OWN DOCTOR ANOTHER DAY								
		SEE ANOTHER DOCTOR		WAIT FOR OWN DOCTOR		NEITHER		NO ANSWER		ALL (100%)
		No.	%	No.	%	No.	%	No.	%	
18 - 24	Before	10	53	9	47	-		-		19
	After - survivors	4		2		-		-		6
	After - fresh sample	9		2		-		-		11
25 - 44	Before	67	72	23	25	3	3	-		93
	After - survivors	48	68	22	31	1	1	-		71
	After - fresh sample	45	62	25	35	2	3	-		72
45 - 59	Before	21	52	19	48	-		-		40
	After - survivors	17	46	20	54	-		-		37
	After - fresh sample	18	54	13	39	-		2	6	33
60 - 64	Before	8		3		1		-		12
	After - survivors	3		6		-		-		9
	After - fresh sample	7		3		-		-		10
65+	Before	11	44	9	36	1	4	4	16	25
	After - survivors	13	50	11	42	2	7	-		26
	After - fresh sample	10	38	12	46	2	8	2	8	26
Not Known	Before	3		-		-		-		3
	After - survivors	-		1		-		-		1
	After - fresh sample	4		1		-		-		5
All	Before	120	62	63	33	5	3	4	2	192
	After - survivors	85	57	62	41	3	2	-		150
	After - fresh sample	93	59	56	36	4	2	4	2	157

SURGERY NORMALLY ATTENDED EAST PECKHAM

MALE RESPONDENTS

AGE (YEARS)	SURVEY	WAIT FOR OWN DOCTOR ANOTHER DAY						
		SEE ANOTHER DOCTOR No. %	WAIT FOR OWN DOCTOR No. %	NEITHER No. %	NO ANSWER No. %	ALL (100%)		
18 - 24	Before	6	1	-	-	7		
	After - survivors	2	-	-	-	2		
	After - fresh sample	2	-	-	-	2		
25 - 44	Before	20 67	9 30	-	1 3	30		
	After - survivors	12 71	5 29	-	-	17		
	After - fresh sample	6	6	-	2	14		
45 - 59	Before	11 65	4 23	-	2 12	17		
	After - survivors	12 80	1 7	-	2 13	15		
	After - fresh sample	7	5	-	-	12		
60 - 64	Before	2	1	-	-	3		
	After - survivors	1	1	-	-	2		
	After - fresh sample	2	-	-	-	2		
65+	Before	5	2	-	-	7		
	After - survivors	4	1	-	1	6		
	After - fresh sample	5	1	-	-	6		
Not known	Before	-	1	-	-	1		
	After - survivors	-	-	-	-	-		
	After - fresh sample	-	-	1	-	1		
All	Before	44 68	18 28	-	3 5	65		
	After - survivors	31 74	8 19	-	3 7	42		
	After - fresh sample	22 59	12 32	1 3	2 5	37		

SURGERY NORMALLY ATTENDED EAST PECKHAM

FEMALE RESPONDENTS

AGE (YEARS)	SURVEY	WAIT FOR OWN DOCTOR ANOTHER DAY								
		SEE ANOTHER DOCTOR		WAIT FOR OWN DOCTOR		NEITHER		NO ANSWER		ALL (100%)
		No.	%	No.	%	No.	%	No.	%	
18 - 24	Before	4		2		-		-		6
	After - survivors	1		1		-		-		2
	After - fresh sample	4		-		-		-		4
25 - 44	Before	25	76	7	21	-		1	3	33
	After - survivors	17	65	9	35	-		-		26
	After - fresh sample	13	52	12	48	-		-		25
45 - 59	Before	9		2		-		-		11
	After - survivors	9		-		-		1		10
	After - fresh sample	5		4		-		1		10
60 - 64	Before	5		1		-		-		6
	After - survivors	3		3		-		-		6
	After - fresh sample	1		-		-		-		1
65+	Before	3		4		-		-		7
	After - survivors	3		1		-		2		6
	After - fresh sample	2		1		-		-		3
Not known	Before	-		-		-		-		-
	After - survivors	-		-		-		-		-
	After - fresh sample	1		3		-		-		4
All	Before	46	73	16	25	-		1	2	63
	After - survivors	33	66	14	28	-		3	6	50
	After - fresh sample	26	55	20	43	-		1	2	47

TABLE 56

DISTRIBUTION OF RESPONDENTS TO THE BEFORE AND AFTER
SURVEYS ACCORDING TO WHETHER THEY HAD BEEN ATTENDED*
BY A DISTRICT NURSE, HEALTH VISITOR, MIDWIFE OR CHIROPODIST
(AFTER ONLY) EITHER AT THE SURGERY OR AT HOME BY SEX
AND BY SURGERY NORMALLY ATTENDED

SURGERY NORMALLY ATTENDED MASCALLS (OLD MAIN SURGERY)/HEALTH CENTRE

TYPE OF STAFF ATTENDING	BEFORE SURVEY				AFTER SURVEY							
	MALES		FEMALES		SURVIVORS				FRESH SAMPLE			
	No.	%	No.	%	No.	%	No.	%	No.	%		
District Nurse												
- at surgery	-		3	2	12	9	19	13	13	10	25	16
- at home	4	2	8	4	4	3	8	5	3	2	9	6
Health Visitor												
- at surgery	1	1	1	1	2	2	16	11	6	4	12	8
- at home	14	7	41	21	2	2	10	7	7	5	20	13
Midwife												
- at surgery	3	2	15	8	-		2	1	2	1	4	2
- at home	3	2	14	7	-		7	5	5	4	12	8
Chiropodist												
- at surgery	Not asked (not available in old surgery)				-		2	1	1	1	2	1
- at home					-		-		-		1	1
All respondents (100%)	189		192		129		150		134		157	

The small number of men who stated they had been attended by a midwife, were probably interpreting the question in the same way as an earlier question about visiting the surgery to see a doctor where they were explicitly asked to include the times where they were taking someone else.

See notes before Table 38.

* IN THE PRECEDING SURVEY

SURGERY NORMALLY ATTENDED EAST PECKHAM

TYPE OF STAFF ATTENDING	BEFORE SURVEY		AFTER SURVEY					
			SURVIVORS			FRESH SAMPLE		
	MALES No. %	FEMALES No. %	MALES No. %	FEMALES No. %	MALES No. %	FEMALES No. %		
District nurse								
- at surgery	-	-	-	1 2	-	1 2		
- at home	1 1	-	-	-	1 3	2 4		
Health visitor								
- at surgery	1 1	3 5	-	-	-	-		
- at home	7 11	7 11	1 2	3 6	-	3 6		
Midwife								
- at surgery	2 3	3 5	2 5	3 6	-	1 2		
- at home	2 3	2 3	2 5	2 4	-	2 4		
Chiropodist								
- at surgery	Not asked (not available in old surgery)		-	1 2	-	-		
- at home			-	-	-	1 2		
All respondents (100%)	65	63	42	50	37	47		

The small number of men who stated they had been attended by a midwife, were probably interpreting the question in the same way as an earlier question about visiting the surgery to see a doctor where they were explicitly asked to include the times where they were taking someone else.

TABLE 57

DISTRIBUTION OF RESPONDENTS FROM THE BEFORE AND AFTER SURVEYS
ACCORDING TO WHETHER (IF THEY WANTED TO SEE A DOCTOR) THEY WOULD
PREFER TO WAIT TO SEE THEIR OWN DOCTOR ALTHOUGH HE WOULD NOT BE
AVAILABLE ON THAT DAY OR WOULD PREFER TO SEE ANOTHER DOCTOR IMMEDIATELY -
BY NUMBER OF VISITS TO SURGERY IN PRECEDING YEAR (APPROX) AND
BY SURGERY NORMALLY ATTENDED

SURGERY NORMALLY ATTENDED MASCALLS (OLD MAIN SURGERY)/HEALTH CENTRE

NO. OF VISITS TO SURGERY	SURVEY	P R E F E R E N C E								
		SEE ANOTHER DOCTOR		WAIT FOR OWN DOCTOR		NEITHER		NOT KNOWN		ALL (100%)
		No.	%	No.	%	No.	%	No.	%	
NONE	Before	47	64	19	26	2	3	6	8	74
	After - survivors	29	63	16	35	-		1	2	46
	After - fresh sample	27	57	17	36	1	2	2	4	47
1 - 4	Before	121	70	47	27	2	1	2	1	172
	After - survivors	88	64	49	35	1	1	-		138
	After - fresh sample	87	66	40	30	1	1	3	2	131
5 - 9	Before	59	75	18	23	1	1	1	1	79
	After - survivors	37	59	24	38	2	3	-		63
	After - fresh sample	38	64	20	34	1	2	-		59
10 - 19	Before	21	55	16	42	1	3	-		38
	After - survivors	12	52	11	48	-		-		23
	After - fresh sample	19	49	17	44	1	3	2	5	39
20 +	Before	6	35	11	65	-		-		17
	After - survivors	6		2		-		-		8
	After - fresh sample	7	47	7	47	1	7	-		15
Not known	Before	-		-		1		-		1
	After - survivors	-		1		-		-		1
	After - fresh sample	-		-		-		-		-
All	Before	254	67	111	29	7	2	9	2	381
	After - survivors	172	62	103	37	3	1	1		279
	After - fresh sample	178	61	101	35	5	2	7	2	291

See notes before Table 38

SURGERY NORMALLY ATTENDED EAST PECKHAM

NO. OF VISITS TO SURGERY	SURVEY	P R E F E R E N C E				
		SEE ANOTHER DOCTOR No. %	WAIT FOR OWN DOCTOR No. %	NEITHER No. %	NOT KNOWN No. %	ALL (100%)
NONE	Before	9 53	7 41	-	1 6	17
	After - survivors	13 72	5 28	-	-	18
	After - fresh sample	10 48	9 43	1 5	1 5	21
1 - 4	Before	44 77	12 21	-	1 2	57
	After - survivors	36 71	9 18	-	6 12	51
	After - fresh sample	22 65	11 32	-	1 3	34
5 - 9	Before	23 68	10 29	-	1 3	34
	After - survivors	6	5	-	-	11
	After - fresh sample	7 39	10 56	-	1 6	18
10 - 19	Before	8	4	-	-	12
	After - survivors	7	3	-	-	10
	After - fresh sample	7	1	-	-	8
20+	Before	5	1	-	1	7
	After - survivors	1	-	-	-	1
	After - fresh sample	1	1	-	-	2
Not known	Before	1	-	-	-	1
	After - survivors	1	-	-	-	1
	After - fresh sample	1	-	-	-	1
All	Before	90 70	34 27	-	4 3	128
	After - survivors	64 70	22 24	-	6 6	92
	After - fresh sample	48 57	32 38	1 1	3 4	84

TABLE 58

DISTRIBUTION OF RESPONDENTS TO THE BEFORE AND AFTER SURVEY ACCORDING
TO WHERE THEY USUALLY STARTED THEIR JOURNEY TO THE SURGERY FROM
BY SEX BY SURGERY NORMALLY ATTENDED

SURGERY NORMALLY ATTENDED MASCALLS (OLD MAIN SURGERY)/HEALTH CENTRE

SEX	SURVEY	PLACE USUALLY WENT TO SURGERY FROM								
		FROM HOME		FROM WORK		FROM OTHER PLACE		NOT KNOWN		ALL (100%)
		No.	%	No.	%	No.	%	No.	%	
MALES	Before	135	71	45	24	1	1	8	4	189
	After - survivors	89	69	33	26	-		7	5	129
	After - fresh sample	94	70	34	25	-		6	4	134
FEMALES	Before	168	87	19	10	-		5	3	192
	After - survivors	130	87	16	11	-		4	3	150
	After - fresh sample	128	82	21	13	2	1	6	4	157
BOTH	Before	303	79	64	17	1		13	3	381
	After - survivors	219	78	49	18	-		11	4	279
	After - fresh sample	222	76	55	19	2	1	12	4	291

SURGERY NORMALLY ATTENDED EAST PECKHAM

SEX	SURVEY	PLACE USUALLY WENT TO SURGERY FROM								
		FROM HOME		FROM WORK		FROM OTHER PLACE		NOT KNOWN		ALL (100%)
		No.	%	No.	%	No.	%	No.	%	
MALES	Before	49	75	12	18	-		4	6	65
	After - survivors	33	79	9	21	-		-		42
	After - fresh sample	32	86	5	14	-		-		37
FEMALES	Before	54	86	8	13	-		1	2	63
	After - survivors	43	86	7	14	-		-		50
	After - fresh sample	44	94	3	6	-		-		47
BOTH	Before	103	80	20	16	-		5	4	128
	After - survivors	76	83	16	17	-		-		92
	After - fresh sample	76	90	8	10	-		-		84

See notes before Table 38.

TABLE 59

DISTRIBUTION OF RESPONDENTS TO THE AFTER SURVEY BY ADVANTAGES/
DISADVANTAGES OF NEW HEALTH CENTRE BY SURGERY NORMALLY ATTENDED

ADVANTAGES AND DISADVANTAGES OF HEALTH CENTRE	SURVIVORS				FRESH SAMPLE			
	MAIN ¹		BRANCH ¹		MAIN ¹		BRANCH ¹	
	No.	%	No.	%	No.	%	No.	%
Centralised services	30	11	3	3	29	10	4	5
Convenient location	34	12	2	2	32	11	1	1
More efficient administration	20	7	2	2	23	8	3	4
Better facilities and premises	104	37	14	15	112	39	18	21
Car parking	5	2	-		8	3	-	
Doctor available/longer surgery hours	5	2	4	4	4	1	2	2
Able to do casualty and minor surgery work	1		1	1	2	1	-	
Choice of doctor	1		1	1	1		1	1
Paramedical staff available - nurse	1		-		2	1	-	
Better medical equipment	5	2	2	2	3	1	5	6
No advantage stated	73	26	63	68	75	26	50	60
Impersonal service	3	1	1	1	2	1	2	2
Receptionist - barrier to doctor	3	1	-		2	1	-	
Inconvenient location	3	1	14	15	5	2	14	17
Poor bus service to health centre	-		2	2	-		1	1
Less chance of seeing own G.P.	4	1	-		4	1	1	1
Other	5	2	-		10	3	4	5
No disadvantage stated	261	94	75	82	268	92	62	74
ALL (100%)	279		92		291		84	

¹ Surgery normally attended

See notes before Table 38.

TABLE 60

DISTRIBUTION OF RESPONDENTS TO THE AFTER SURVEY AS
TO WHAT THEY WOULD DO IF THEY CUT THEIR HAND BADLY
AT HOME AT 3 O'CLOCK ON A TUESDAY AFTERNOON AND,
"ALTHOUGH THE BLEEDING SOON STOPPED, YOU THOUGHT IT
WOULD NEED SEEING BY SOMEONE;" BY SURGERY NORMALLY ATTENDED

<u>WHAT RESPONDENT WOULD DO IF THEY HAD CUT THEIR HAND</u>	<u>SURVIVORS</u>				<u>FRESH SAMPLE</u>			
	<u>MAIN¹</u>		<u>BRANCH¹</u>		<u>MAIN¹</u>		<u>BRANCH¹</u>	
	<u>No.</u>	<u>%</u>	<u>No.</u>	<u>%</u>	<u>No.</u>	<u>%</u>	<u>No.</u>	<u>%</u>
Paddock Wood Health Centre	211	76	41	45	207	71	38	45
Doctor's branch surgery	4	1	15	16	6	2	13	15
Kent and Sussex Hospital	5	2	4	4	5	2	5	6
Pembury Hospital	41	15	23	25	55	19	20	24
Ring own doctor	2	1	4	4	4	1	2	2
Other comments	8	3	2	2	6	2	4	5
Telephone Paddock Wood Health Centre	2	1	-		1		1	1
Telephone branch surgery	1		-		-		-	
Unknown	5	2	3	3	7	2	1	1
ALL (100%)	279		92		291		84	

¹ Surgery normally attended.

See notes before Table 38.

TABLE 61

DISTRIBUTION OF RESPONDENTS TO THE AFTER SURVEY ACCORDING TO
WHETHER THEY HAD ATTENDED A SURGERY WHERE A NURSE HELPED THE
DOCTOR BY WHETHER THEY THINK THIS IS AN ADVANTAGE OR DISADVANTAGE
TO THE PATIENT BY SURGERY NORMALLY ATTENDED

SURGERY NORMALLY ATTENDED MASCALLS (OLD MAIN SURGERY)/HEALTH CENTRE

ADVANTAGE/DISADVANTAGE OF NURSE	S U R V I V O R S			F R E S H S A M P L E		
	ATTENDED SURGERY WHERE NURSE HELPED					
	YES No. %	NO No. %	NOT KNOWN No. %	YES No. %	NO No. %	NOT KNOWN No. %
Advantage	50 88	130 60	2	55 81	135 63	3
Disadvantage	2 4	46 21	-	5 7	43 20	-
Neither	-	4 2	-	-	3 1	-
Both	-	-	-	-	1 1	-
Not known	5	37	3	8	33	5
All (100%)	57	217	5	68	215	8

SURGERY NORMALLY ATTENDED EAST PECKHAM

ADVANTAGE/DISADVANTAGE OF NURSE	S U R V I V O R S			F R E S H S A M P L E		
	ATTENDED SURGERY WHERE NURSE HELPED					
	YES No. %	NO No. %	NOT KNOWN No. %	YES No. %	NO No. %	NOT KNOWN No. %
Advantage	20 91	38 57	-	22 92	35 62	1
Disadvantage	2 9	12 18	-	-	12 21	-
Neither	-	1 1	-	-	-	-
Both	-	-	-	-	-	-
Not known	-	16	3	2	9	3
All (100%)	22	67	3	24	56	4

TABLE 62

SURVIVORS RESPONSES TO BOTH SURVEYS
CROSS-TABULATED: SURGERY NORMALLY ATTENDED

BEFORE SURVEY	AFTER SURVEY						ALL (100%)
	PADDOCK WOOD No. %	EAST PECKHAM No. %	OTHER (AT HOME) No. %	BOTH No. %	NOT KNOWN No. %		
Paddock Wood	259 98	-	-	-	4 2	263	
East Peckham	5 5	87 95	-	-	-	92	
Not known	1	2	-	-	1	4	
All	265 74	89 25	-	-	5 1	359	

TABLE 63

SURVIVORS RESPONSES TO BOTH SURVEYS CROSS-TABULATED:

WHERE DID THEY PREFER TO SEE THE DOCTOR

(Answers separately for: (A) those who before said they normally attended the old main surgery and after the health centre and (B) those who on both occasions said they normally attended the branch surgery, East Peckham - very few (see Table 62) stated they had changed from old main surgery/health centre to branch surgery or vice versa)

A. SURGERY NORMALLY ATTENDED MASCALLS (OLD MAIN SURGERY)/HEALTH CENTRE

BEFORE SURVEY Where prefer to see doctor	AFTER SURVEY - where prefer to see doctor												
	MASCALLS		PADDOCK WOOD HEALTH CENTRE		DON'T MIND		EAST PECKHAM BRANCH SURGERY		AT HOME		NOT KNOWN		ALL (100%)
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	
Present surgery	1	4	21	75	2	7	-	-	4	14	-	-	28
Health centre	2	2	69	76	4	4	-	-	15	16	1	1	91
Don't mind	3	2	98	73	24	18	-	-	6	4	4	3	135
Not known	-	-	3	-	-	-	-	-	2	-	-	-	5
ALL	6	2	191	74	30	12	-	-	27	10	5	2	259

B. SURGERY NORMALLY ATTENDED EAST PECKHAM

BEFORE SURVEY Where prefer to see doctor	AFTER SURVEY - where prefer to see doctor												
	MASCALLS		PADDOCK WOOD HEALTH CENTRE		DON'T MIND		EAST PECKHAM BRANCH SURGERY		AT HOME		NOT KNOWN		ALL (100%)
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	
Present surgery	-	-	2	3	7	12	45	75	5	8	1	2	60
Health centre	-	-	3	-	2	-	4	-	-	-	1	-	10
Don't mind	-	-	5	29	1	6	7	41	4	23	-	-	17
Not known	-	-	-	-	-	-	-	-	-	-	-	-	-
ALL	-	-	10	12	10	12	56	64	9	10	2	2	87

TABLE 64

SURVIVORS RESPONSES TO BOTH SURVEYS CROSS-TABULATED:

NUMBER OF VISITS TO SURGERY IN THE PRECEDING YEAR (APPROX)

(Answers separately for: (A) those who before said they normally attended the old main surgery and after the health centre and (B) those who on both occasions said they normally attended the branch surgery, East Peckham - very few (see Table 62) stated they had changed from old main surgery/health centre to branch surgery or vice versa)

A. SURGERY NORMALLY ATTENDED MASCALLS (OLD MAIN SURGERY)/HEALTH CENTRE

BEFORE SURVEY Number of visits to surgery	AFTER SURVEY - number of visits to surgery												
	NONE		1 - 4 times		5 - 9 times		10 - 19 times		20+ times		NOT KNOWN		ALL (100%)
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	
None	16	33	28	58	3	6	1	2	-	-	-	-	48
1 - 4 times	23	18	75	59	23	18	5	4	2	2	-	-	128
5 - 9 times	1	2	22	45	20	41	2	4	3	6	1	2	49
10 - 19 times	1	4	4	18	10	45	6	27	1	4	-	-	22
20+ times	1	-	2	-	4	-	4	-	1	-	-	-	12
Unknown	-	-	-	-	-	-	-	-	-	-	-	-	-
ALL	42	16	131	51	60	23	18	7	7	3	1	1	259

B. SURGERY NORMALLY ATTENDED EAST PECKHAM

BEFORE SURVEY Number of visits to surgery	AFTER SURVEY - number of visits to surgery												
	NONE		1 - 4 times		5 - 9 times		10 - 19 times		20+ times		NOT KNOWN		ALL (100%)
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	
None	5	-	7	-	-	-	-	-	-	-	-	-	12
1 - 4 times	9	21	28	65	3	7	3	7	-	-	-	-	43
5 - 9 times	2	12	10	59	2	12	2	12	1	6	-	-	17
10 - 19 times	1	-	3	-	3	-	3	-	-	-	-	-	10
20+ times	-	-	1	-	2	-	1	-	-	-	-	-	4
Unknown	-	-	-	-	-	-	-	-	-	-	1	1	1
ALL	17	20	49	56	10	12	9	10	1	1	1	1	87

TABLE 65

SURVIVORS RESPONSES TO BOTH SURVEYS CROSS-TABULATED:
NUMBER OF HOME VISITS IN THE PRECEEDING YEAR (APPROX)

(Answers separately for: (A) those who before said they normally attended the old main surgery and after the health centre and (B) those who on both occasions said they normally attended the branch surgery, East Peckham - very few (see Table 62) stated that they had changed from old main surgery/health centre to branch surgery or vice versa)

A. SURGERY NORMALLY ATTENDED MASCALLS (OLD MAIN SURGERY)/HEALTH CENTRE

BEFORE SURVEY number of home visits	AFTER SURVEY - number of home visits												
	NONE		1 - 4 times		5 - 9 times		10 - 19 times		20+ times		NOT KNOWN	ALL (100%)	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	
None	93	71	36	27	1	1	1	1	-	-	-	-	131
1 - 4 times	47	46	44	43	9	9	-	-	2	2	-	-	102
5 - 9 times	6	38	7	44	2	12	1	6	-	-	-	-	16
10 - 19 times	1		3		-		-		2		-		6
20+ times	-		1		-		-		-		-		1
Not known	2		1		-		-		-		-		3
ALL	149	57	92	35	12	5	2	1	4	2	-	-	259

B. SURGERY NORMALLY ATTENDED EAST PECKHAM

BEFORE SURVEY number of home visits	AFTER SURVEY - number of home visits												
	NONE		1 - 4 times		5 - 9 times		10 - 19 times		20+ times		NOT KNOWN	ALL (100%)	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	
None	38	76	10	20	1	2	-	-	-	-	1	2	50
1 - 4 times	14	54	9	35	1	4	-	-	-	-	2	8	26
5 - 9 times	4		1		2		-		-		-		7
10 - 19 times	-		1		1		-		-		-		2
20+ times	1		-		-		-		-		-		1
Not known	1		-		-		-		-		-		1
ALL	58	67	21	24	5	6	-	-	-	-	3	3	87

TABLE 66

SURVIVORS RESPONSES TO BOTH SURVEYS CROSS-TABULATED:

NORMAL METHOD OF MAKING AN APPOINTMENT

(Answers separately for: (A) those who before said they normally attended the old main surgery and after the health centre and (B) those who on both occasions said they normally attended the branch surgery, East Peckham - very few (see Table 62) stated that they had changed from old main surgery/health centre to branch surgery or vice versa)

A. SURGERY NORMALLY ATTENDED MASCALLS (OLD MAIN SURGERY)/HEALTH CENTRE

BEFORE SURVEY normal method of making an appointment	AFTER SURVEY - normal method of making an appointment										
	BY TELEPHONE		BY CALLING AT SURGERY		OTHER		BOTH TICKED		NOT KNOWN		ALL (100%)
	No.	%	No.	%	No.	%	No.	%	No.	%	
By telephone	212	87	25	10	1		5	2	-		243
By calling at surgery	2		12		-		-		-		14
Not known	1		1		-		-		-		2
ALL	215	83	38	15	1		5	2	-		259

B. SURGERY NORMALLY ATTENDED EAST PECKHAM

BEFORE SURVEY normal method of making an appointment	AFTER SURVEY - normal method of making an appointment										
	BY TELEPHONE		BY CALLING AT SURGERY		OTHER		BOTH TICKED		NOT KNOWN		ALL (100%)
	No.	%	No.	%	No.	%	No.	%	No.	%	
By telephone	21	87	3	13	-		-		-		24
By calling at surgery	27	45	33	55	-		-		-		60
Not known	2		1		-		-		-		3
ALL	50	57	37	42	-		-		-		87

TABLE 67

SURVIVORS RESPONSES TO BOTH SURVEYS CROSS-TABULATED:
WHETHER APPOINTMENT NORMALLY OBTAINED ON DAY REQUESTED

(Answers separately for: (A) those who before said they normally attended the old main surgery and after the health centre and (B) those who on both occasions said they normally attended the branch surgery, East Peckham - very few (see Table 62) stated that they had changed from old main surgery/health centre to branch surgery or vice versa)

A. SURGERY NORMALLY ATTENDED MASCALLS (OLD MAIN SURGERY)/HEALTH CENTRE

BEFORE SURVEY Whether normally get appointment on day requested	AFTER SURVEY - whether normally get appointment on day requested			
	YES No. %	NO No. %	NOT KNOWN No. %	ALL (100%)
YES	192 85	31 14	2 1	225
NO	14 47	16 53	-	30
NOT KNOWN	4	-	-	4
ALL	210 81	47 18	2 1	259

B. SURGERY NORMALLY ATTENDED EAST PECKHAM

BEFORE SURVEY whether normally get appointment on day requested	AFTER SURVEY - whether normally get appointment on day requested			
	YES No. %	NO No. %	NOT KNOWN No. %	ALL (100%)
YES	67 92	3 4	3 4	73
NO	6	-	1	7
NOT KNOWN	6	1	-	7
ALL	79 91	4 5	4 5	87

TABLE 68

SURVIVORS RESPONSES TO BOTH SURVEYS CROSS-TABULATEDNO. OF TIMES RESPONDENTS FELT THE NEED TO GO TO
THE SURGERY* BUT HAD NOT DONE SO

(Answers separately for (A) those who before said they normally attended the old main surgery and after the health centre and (B) those who on both occasions said they normally attended the branch surgery, East Peckham - very few (see Table 62) stated that they had changed from old main surgery/health centre to branch surgery or vice versa)

A. SURGERY NORMALLY ATTENDED MASCALLS (OLD MAIN SURGERY)/HEALTH CENTRE

BEFORE SURVEY No. of times felt need to go to surgery	AFTER SURVEY - no. of times felt need to go to surgery												
	None		1 - 4 times		5 - 9 times		10 - 19 times		20+ times		Not Known		All (100%)
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	
None	140	81	28	16	1	1	-		-		3	2	172
1 - 4 times	50	66	23	30	1	1	-		1	1	1	1	76
5 - 9 times	1		2		-		1		-		1		5
10 - 19 times	-		-		-		-		-		-		-
20+ times	1		-		1		-		-		-		2
Not known	3		-		-		-		-		1		4
ALL	195	75	53	21	3	1	1		1		6	2	259

B. SURGERY NORMALLY ATTENDED EAST PECKHAM

BEFORE SURVEY No. of times felt need to go to surgery	AFTER SURVEY - no. of times felt need to go to surgery												
	None		1 - 4 times		5 - 9 times		10 - 19 times		20+ times		Not known		All (100%)
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	
None	52	88	6	10	1	2	-		-		-		59
1 - 4 times	19	86	1	5	2	9	-		-		-		22
5 - 9 times	2		-		1		-		-		-		3
10 - 19 times	1		1		-		-		-		-		2
20+ times	-		-		-		-		-		-		-
Not known	1		-		-		-		-		-		1
ALL	75	86	8	9	4	5	-		-		-		87

* IN YEAR PRECEDING SURVEY.

TABLE 69

SURVIVORS RESPONSES TO BOTH SURVEYS CROSS-TABULATED:

WHETHER RESPONDENTS HAD FELT THE NEED FOR
A HOME VISIT* BUT HAD NOT CALLED THE DOCTOR

(Answers separately for (A) those who before said they normally attended the old main surgery and after the health centre and (B) those who on both occasions said they normally attended the branch surgery, East Peckham - very few (see Table 62) stated that they had changed from old main surgery/health centre to branch surgery or vice versa)

A. SURGERY NORMALLY ATTENDED MASCALLS (OLD MAIN SURGERY)/HEALTH CENTRE

BEFORE SURVEY No. of times felt need to call doctor	AFTER SURVEY - no. of times felt need to call doctor												
	None		1 - 4 times		5 - 9 times		10 - 19 times		20+ times		Not Known		All (100%)
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	
None	168	89	17	9	-		1	1	-		2	1	188
1 - 4 times	41	71	15	26	-		-		-		2	3	58
5 - 9 times	2		1		-		2		-		1		6
10 - 19 times	-		-		-		-		-		-		-
20+ times	1		-		-		-		-		-		1
Not known	5		-		-		-		-		1		6
ALL	217	84	33	13	-		3	1	-		6	2	259

B. SURGERY NORMALLY ATTENDED EAST PECKHAM

BEFORE SURVEY No. of times felt need to call doctor	AFTER SURVEY - no. of times felt need to call doctor												
	None		1 - 4 times		5 - 9 times		10 - 19 times		20+ times		Not known		All (100%)
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	
None	55	93	2	3	-		-		-		2	3	59
1 - 4 times	19	86	3	14	-		-		-		-		22
5 - 9 times	1		1		-		-		-		-		2
10 - 19 times	1		-		-		-		-		-		1
20+ times	-		-		-		-		-		-		-
Not known	3		-		-		-		-		-		3
ALL	79	91	6	7	-		-		-		2	2	87

* IN YEAR PRECEDING SURVEY

TABLE 70

SURVIVORS RESPONSES TO BOTH SURVEYS CROSS-TABULATED:

PREFERENCE IF OWN DOCTOR NOT AVAILABLE AT

ALL ON DAY WHEN THEY REQUESTED TO SEE HIM

(Answers separately for (A) those who before said they normally attended the old main surgery and after the health centre and (B) those who on both occasions said they normally attended the branch surgery, East Peckham - very few (see Table 62) stated that they had changed from old main surgery/health centre to branch surgery or vice versa)

A. SURGERY NORMALLY ATTENDED MASCALLS (OLD MAIN SURGERY)/HEALTH CENTRE

BEFORE SURVEY Preference	AFTER SURVEY - Preference								
	See Another Doctor		Wait For Own Doctor		Neither		Not Known		All (100%)
	No.	%	No.	%	No.	%	No.	%	
See another doctor	135	77	39	22	1	1	-	-	175
Wait for own doctor	22	29	52	69	1	1	-	-	75
Neither	1		2		-		-		3
Not known	3		2		1		-		6
ALL	161	62	95	37	3	1	-	-	259

B. SURGERY NORMALLY ATTENDED EAST PECKHAM

BEFORE SURVEY Preference	AFTER SURVEY - Preference								
	See Another Doctor		Wait for own Doctor		Neither		Not Known		All (100%)
	No.	%	No.	%	No.	%	No.	%	
See another doctor	50	81	8	13	-		4	6	62
Wait for own doctor	9	41	12	55	-		1	4	22
Neither	-		-		-		-		-
Not known	3		-		-		-		3
ALL	62	71	20	23	-		5	6	87

TABLE 71

SURVIVORS' RESPONSES TO BOTH SURVEYS CROSS-TABULATED:

METHOD OF TRAVEL TO SURGERY

(Answers separately for (A) those who before said they normally attended the old main surgery and after the health centre and (B) those who on both occasions said they normally attended the branch surgery, East Peckham - very few (see Table 62) stated that they had changed from old main surgery/health centre to branch surgery or vice versa)

A. SURGERY NORMALLY ATTENDED MASCALLS (OLD MAIN SURGERY)/HEALTH CENTRE

BEFORE SURVEY Method of Travel	AFTER SURVEY - Method of Travel														
	Walk		Bus		Car		Taxi, Rail M/Cycle		Bicycle		Other		Unknown		All (100%)
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	
Walk	47	73	1	2	10	16	0		4	6	0		2	3	64
Bus	7	19	23	64	6	17	0		0		0		0		36
Car	20	16	4	3	102	80	0		1	1	0		1	1	128
Taxi, Rail Motor cycle	3		1		0		2		1		0		0		7
Bicycle	5	24	1	5	3	14	0		11	52	0		1	5	21
Other	0		0		0		0		0		1		0		1
Unknown	0		0		2		0		0		0		0		2
All	82	32	30	12	123	47	2	1	17	7	1		4	2	259

B. SURGERY NORMALLY ATTENDED EAST PECKHAM

BEFORE SURVEY Method of Travel	AFTER SURVEY - Method of Travel														
	Walk		Bus		Car		Taxi, Rail M/Cycle		Bicycle		Other		Unknown		All (100%)
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	
Walk	38	81	0		5	11	0		2	4	0		2	4	47
Bus	0		4		0		0		4		0		0		8
Car	5	20	1	4	18	72	0		1	4	0		0		25
Taxi, Rail Motor Cycle	0		0		0		0		0		0		0		0
Bicycle	1		0		2		0		4		0		0		7
Other	0		0		0		0		0		0		0		0
Unknown	0		0		0		0		0		0		0		0
All	44	51	5	6	25	29	0		11	13	0		2	2	87

APPENDIX 1

The L Book Form

EXPLANATORY GLOSSARY FOR THE L BOOK FORM

Note: The information recorded in the first section of the L Book form, up to and including the column headed "Att" is specified for all forms, and contains basic data. After this point on the form (column "A" onwards) the information to be recorded is left to the researcher. The following list explains also what was recorded in these 'optional' columns, for this particular study.

Heading of column(s) in L Book	Numbers in columns (for 80 column punch card)	Codes and other information recorded in columns, with comments
Doctor Code	1 - 7	The N.H.S. code number of the G.P.
Sheet Number	8 - 10	Records serial number of each L Book form used
Item Number	11 - 12	Numbering from 1 - 25 for each item of service on the L Book form
Date	13 - 18	The date of the surgery consultation or home visit being recorded
Surname of Patient	19 - 21	The first three letters of the patient's surname are recorded on the punch card for identification, with space on the form for the whole surname to be written
Forename	22	The forename of the patient is written here but only the initial is punched onto a card
Date of birth	23 - 28	Patient's date of birth is recorded, the age being calculated by computing
Sex	29	M = Male F = Female
MS	30	Marital status recorded here as follows:- S = Single M = Married D = Divorced W = Widowed

Heading of column(s) in L Book	Numbers in columns (for 80 column punch card)	Codes and other information recorded in columns, with comments
SS	31	Social Status using the Registrar General's 5 classes was intended to be recorded here but in fact was quite often not completed
Occupation	No column no.	Occupation (which is necessary for deriving 'social status' above) was meant to be recorded here but was infrequently completed
Diag. Code	32 - 34	Diagnostic code, using the RCGP 1963 revised classification
Att.	35 - 36	The number of the attendance made by the patient for the condition recorded in the diagnostic code.
A	37	Recorded origin of consultation as follows:- D = Doctor requested P = Patient requested O = Other requested
B	38	Type of consultation recorded as follows:- C = Surgery consultation V = Visit
C	39	If case was a casualty, this column was ticked
D	40	This column was not used
E	41	This column recorded any examination of the patient which the doctor made, as follows:- A = Abdomen C = Chest R = Rectal V = Vaginal O = Other M = Multiple (i.e. more than one type of examination)

Heading of column(s) in L Book	Numbers in Columns (for 80 column punch card)	Codes and other information recorded in columns, with comments
F	42	This column recorded any investigations done, as follows:- 1 = Haemoglobin 2 = X-Ray 3 = Other lab. tests 4 = Multiple tests
G	43	This column recorded any minor operations done as follows:- 1 = Done by G.P. 2 = Done in hospital
H	44	This column recorded any referrals made, as follows:- 1 = Referral to consultant in out-patients dept. 2 = Referral directly to in-patients 3 = Referral to health visitor 4 = Domiciliary consultant referral 5 = Other referral 6 = Referral to nurse 7 = More than one referral
I	45	Not used
J	46	Not used
K	47	The letter 'R' was recorded here if the examination room was used. This only applies <u>after</u> the practice had moved into the health centre
L	48	The letter 'Z' was recorded here if the patient had a secondary problem but it was not at present significant
M	49	Not used
N	50	This column was ticked if the consultation was a night visit
Remarks	(51 - 57)	Various items were recorded in the 'Remarks' column, and coded onto columns 51 - 57 of the punch card used.

Heading of column(s) in L Book	Numbers in columns (for 80 column punch card)	Codes and other information recorded in columns, with comments
--------------------------------	---	--

The items recorded here were as follows:-

- a) The time the surgery began and ended
- b) The location of the surgery (whether it was the branch surgery at East Peckham or the main surgery - later the health centre - at Paddock Wood)
- c) Whether the doctor was in the practice or a locum
- d) Whether there had been a change in the diagnosis, recorded as X in the 'Remarks' column
- e) Whether the diagnosis had been made before the study began, recorded as P.D. (previous diagnosis) in the remarks column
- f) Whether the patient had died
- g) Whether the consultation was an ante-natal one
- h) Whether the patient was a temporary resident

APPENDIX 2

Journey to Surgery Form

JOURNEY TO SURGERY FORM

Dr. Code							Age Group		Mode of Transport				Sheet No.		
1	2	3	4	5	6	7	0-14	= 1	Home	Work	School	Other	9	10	
Item No.	Date			Surname of Patient		Forename	Date of Birth		Sex	Surgery Time Begins	Pod. dd. = 1	GP = 1	Name of Place Trav. From	No. of Miles Trav.	Comments
	13-14	15-16	17-18	19-20	21	22	23-24	25-26	27-28	29	30-31	32-33			
1															
2															
3															
4															
5															
6															
7															
8															
9															
10															
11															

APPENDIX 3

The First (Before) Postal Survey
Questionnaire and Accompanying Letters

Code No.

PADDOCK WOOD HEALTH CENTRE STUDY

All details given on this form will be regarded as strictly confidential.

1. How many times have you been to see a doctor at his surgery, either to see him yourself or to take someone else, since December 1st 1969?

Please tick one

None

1 - 4 times

5 - 9 times

10 - 19 times

20 or more times

2. Which surgery do you normally attend?

Please tick one

Paddock Wood

East Peckham

3. How many times have you felt the need to see your doctor but felt unable to go to the surgery, for one reason or another, since December 1st, 1969?

Please tick one

None

1 - 4 times

5 - 9 times

10 - 19 times

20 or more times

4. How do you normally make an appointment to see your doctor?

Please tick one

By telephone

By calling at the surgery

5. Do you normally get an appointment to see your doctor for the day which you request?

Please tick one

Yes

No

6. Is the waiting room at your doctor's surgery satisfactory?

Please tick one

Yes

No

7. If 'No', please could you say why:

.....
.....

8. At what time do you normally attend the surgery?

Please tick one

8 a.m. - 12 noon
(Morning)

12 p.m. - 4 p.m.
(Afternoon)

4 p.m. - 6 p.m.
(Evening)

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

Please tick

8 a.m. - 10 a.m.

10 a.m. - 12 noon

12 noon - 2 p.m.

2 p.m. - 4 p.m.

4 p.m. - 6 p.m.

10. Did you know, before you received this questionnaire, that your doctor is moving into a health centre in January 1971?

Please tick one

Yes

No

11. If you answered 'Yes' to question 10, how did you find out about this move?

Please tick

Newspaper article

Other patients

Notice in waiting room

Other

If 'Other' please say how:

.....
.....

12. How do you usually travel to your doctor's surgery?

Please tick one or more, whatever applies:

- Walk
- Bus
- Car
- Taxi
- Rail
- Motor-cycle
- Bicycle
- Other

If 'Other' please give details:

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

13. Do you have any difficulties in travelling to your doctor's surgery?

- Please tick one
- Yes
 - No

14. If you have difficulties in travelling to your doctor's surgery, please could you say what they are?

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

15. Which of the following statements applied to you when you went to your doctor's surgery?

Please tick one

I usually went to the surgery from home

I usually went to the surgery from work

I usually went to the surgery from other places

If 'from other places' please give details:

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

16. Who is your own doctor?

Please tick

Dr. Baker

Dr. MacDonald

Dr. Warner

17. How many times have you seen a doctor at the surgery who is not your own doctor, either to see him yourself or to take someone else since December 1st 1969?

Please tick one

None

1 - 4 times

5 - 9 times

10 - 19 times

20 or more times

18. 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 surgery

See your own doctor later on the same day

Neither

If 'Neither' please say what you would do:

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

19. If your own doctor is not available at all at the surgery 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 | <input type="checkbox"/> |
| See your own doctor another day | <input type="checkbox"/> |
| Neither | <input type="checkbox"/> |

If 'Neither' please say what you would do:

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

20. How many times has a doctor visited your home either to see you or to see someone else in your home since December 1st 1969?

- Please tick one
- | | |
|------------------|--------------------------|
| None | <input type="checkbox"/> |
| 1 - 4 times | <input type="checkbox"/> |
| 5 - 9 times | <input type="checkbox"/> |
| 10 - 19 times | <input type="checkbox"/> |
| 20 or more times | <input type="checkbox"/> |

21. How many times have you felt the need for a home visit, but not called the doctor out, since December 1st 1969?

- Please tick one
- | | |
|------------------|--------------------------|
| None | <input type="checkbox"/> |
| 1 - 4 times | <input type="checkbox"/> |
| 5 - 9 times | <input type="checkbox"/> |
| 10 - 19 times | <input type="checkbox"/> |
| 20 or more times | <input type="checkbox"/> |

22. Do you prefer to see your doctor at home?

- Please tick
- | | |
|-----|--------------------------|
| Yes | <input type="checkbox"/> |
| No | <input type="checkbox"/> |

23. Have you been attended by any of the following people since December 1st 1969?

Would you please tick the appropriate boxes

	<u>At Home</u>		<u>In the Surgery</u>	
	<u>Yes</u>	<u>No</u>	<u>Yes</u>	<u>No</u>
Health Visitor	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Midwife	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
District Nurse	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

24. Have you been in hospital as an outpatient (including to casualty) since December 1st 1969, either to be seen yourself or to take someone else?

Please tick one

Yes	<input type="checkbox"/>
No	<input type="checkbox"/>

25. If 'Yes', at which hospital or hospitals?

Please tick

Kent & Sussex	<input type="checkbox"/>
Pembury	<input type="checkbox"/>
Other hospitals	<input type="checkbox"/>

If 'Other hospitals', please give name of hospital:

26. Have you visited anyone in hospital since December 1st 1969?

Please tick one

Yes	<input type="checkbox"/>
No	<input type="checkbox"/>

27. If 'Yes', at which hospital or hospitals?

Please tick

Kent & Sussex	<input type="checkbox"/>
Pembury	<input type="checkbox"/>
Other hospitals	<input type="checkbox"/>

If 'Other hospitals', please give name of hospital:

28. Have you been into hospital as an inpatient since December 1st 1969?

Please tick one

- | | |
|-----|--------------------------|
| Yes | <input type="checkbox"/> |
| No | <input type="checkbox"/> |

29. If 'Yes', in which hospital or hospitals?

Please tick

- | | |
|-----------------|--------------------------|
| Kent & Sussex | <input type="checkbox"/> |
| Pembury | <input type="checkbox"/> |
| Other hospitals | <input type="checkbox"/> |

If 'Other hospitals' please give name of hospital:

.....

30. Where would you prefer to be seen by your doctor? (We are not concerned here with how easy it is for you to reach these places.)

Please tick one

- | | |
|------------------|--------------------------|
| Present surgery | <input type="checkbox"/> |
| A Health Centre | <input type="checkbox"/> |
| Don't mind where | <input type="checkbox"/> |

31. Have you visited the new Health Centre in Paddock Wood at all since it opened, either to see someone there yourself or to accompany another person?

Please tick one

- | | |
|-----|--------------------------|
| Yes | <input type="checkbox"/> |
| No | <input type="checkbox"/> |

(LETTER TO PADDOCK WOOD PATIENTS)

UNIVERSITY OF KENT AT CANTERBURY
CENTRE FOR RESEARCH IN THE SOCIAL SCIENCES

CORNWALLIS BUILDING
THE UNIVERSITY
CANTERBURY
KENT
Telephone 66822
Date as postmark

Dear

As you perhaps know, your doctor will soon be moving from his present surgery premises into a new Health Centre in Paddock Wood.

Both the doctors and the Department of Health and Social Security are interested in finding out about the views of patients on some matters which might be affected by this change. Your views will help us to find out about the needs of patients and so help in the planning of better medical services.

We should be most grateful if you would complete the enclosed questionnaire and return it, as soon as possible, in the stamped, self-addressed envelope provided. Your answers will be treated in the strictest confidence, and neither the Department of Health and Social Security nor your doctor will be able to learn the identity of those people answering the questionnaire.

Yours sincerely,

Gail Baker
Research Associate

(LETTER TO EAST PECKHAM PATIENTS)

UNIVERSITY OF KENT AT CANTERBURY
CENTRE FOR RESEARCH IN THE SOCIAL SCIENCES

CORNWALLIS BUILDING
THE UNIVERSITY
CANTERBURY
KENT

Telephone 66822

Date as postmark

Dear

As you perhaps know, your doctor will soon be moving from his main surgery premises at Paddock Wood into a new Health Centre.

Both the doctors and the Department of Health and Social Security are interested in finding out about the views of patients on some matters which might be affected by this change. Your views will help us to find out about the needs of patients and so help in the planning of better medical services.

We should be most grateful if you would complete the enclosed questionnaire and return it, as soon as possible, in the stamped, self-addressed envelope provided. Your answers will be treated in the strictest confidence, and neither the Department of Health and Social Security nor your doctor will be able to learn the identity of those people answering the questionnaire.

Yours sincerely,

Gail Baker
Research Associate.

(FIRST REMINDER)

UNIVERSITY OF KENT AT CANTERBURY
CENTRE FOR RESEARCH IN THE SOCIAL SCIENCES

CORNWALLIS BUILDING
THE UNIVERSITY
CANTERBURY
KENT

Telephone 66822

PADDOCK WOOD HEALTH CENTRE STUDY

We would much appreciate it if you would complete and return to us the Questionnaire we sent to you recently.

If the findings of this study are to be useful, it is important that as many people as possible reply, therefore, we would be most grateful for your help.

Please ignore this if you have replied in the last few days.

GAIL BAKER,
Research Associate

(SECOND REMINDER)

UNIVERSITY OF KENT AT CANTERBURY
CENTRE FOR RESEARCH IN THE SOCIAL SCIENCES

CORNWALLIS BUILDING
THE UNIVERSITY
CANTERBURY
KENT
Telephone 66822
Date as postmark

Dear

As you may remember some weeks ago we asked you to complete and return to us a questionnaire relating to the move of your doctor from his former surgery premises to the new Health Centre in Paddock Wood.

We realize that a number of people have been prevented from returning questionnaires because of recent difficulties in the postal services, and enclose another questionnaire and addressed envelope, stamped at the new postage rate. We should be most grateful if you would fill in the questionnaire and return it to us as soon as possible, as your co-operation will be much appreciated by both ourselves and the doctors.

Please ignore this letter if you have sent off the questionnaire within the last few days.

Yours sincerely,

(Gail Baker)
Research Associate

APPENDIX 4

The Second (After) Postal Survey
Questionnaire and Accompanying Letters

PADDOCK WOOD HEALTH CENTRE STUDY

All details given on this form will be regarded as strictly confidential.

1. How many times have you been to see a doctor at his surgery either to see him yourself or to take someone else, since July 1st 1971?

Please tick <u>one</u>	None	<input type="checkbox"/>
	1 - 4 times	<input type="checkbox"/>
	5 - 9 times	<input type="checkbox"/>
	10 - 19 times	<input type="checkbox"/>
	20 or more times	<input type="checkbox"/>

2. Which surgery do you normally attend?

Please tick <u>one</u>	Paddock Wood	<input type="checkbox"/>
	East Peckham	<input type="checkbox"/>

3. (a) How many times have you felt the need to see your doctor but felt unable to go to the surgery, for one reason or another, since July 1st 1971?

Please tick <u>one</u>	None	<input type="checkbox"/>
	1 - 4 times	<input type="checkbox"/>
	5 - 9 times	<input type="checkbox"/>
	10 - 19 times	<input type="checkbox"/>
	20 or more times	<input type="checkbox"/>

- (b) If you did not go to the doctor's surgery on one or more occasions, why was this?

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

4. (a) How do you normally make an appointment to see your doctor?

Please tick <u>one</u>	By telephone	<input type="checkbox"/>
	By calling at the surgery	<input type="checkbox"/>

- (b) Are you on the telephone at home?

Please tick <u>one</u>	Yes	<input type="checkbox"/>
	No	<input type="checkbox"/>

5. Do you normally get an appointment to see your doctor for the day which you request?

Please tick <u>one</u>	Yes	<input type="checkbox"/>
	No	<input type="checkbox"/>

6. At what time do you normally attend the surgery?

- Please tick one
- 8 a.m. - 12 p.m. (Morning)
 - 12 p.m. - 4 p.m. (Afternoon)
 - 4 p.m. - 6 p.m. (Evening)

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

- Please tick
- 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.

8. How do you usually travel to your doctor's surgery?

- Please tick one or more, whatever applies:
- Walk
 - Bus
 - Car
 - Taxi
 - Rail
 - Motor-cycle
 - Bicycle
 - Other, please state:

9. Do you have any difficulties in travelling to your doctor's surgery?

- Please tick one
- Yes
 - No

10. If you have difficulties in travelling to your doctor's surgery, please could you say what they are?

.....

.....

.....

.....

11. Which of the following statements applied to you when you went to your doctor's surgery?

- Please tick one
- | | |
|---|--------------------------|
| I usually went to the surgery from home | <input type="checkbox"/> |
| I usually went to the surgery from work | <input type="checkbox"/> |
| I usually went to the surgery from other places | <input type="checkbox"/> |

If 'from other places', please give details:

.....
.....

12. (a) Who is your own doctor?

- Please tick
- | | |
|----------------------|--------------------------|
| Dr. Eaker | <input type="checkbox"/> |
| Dr. MacDonald | <input type="checkbox"/> |
| Dr. Warner | <input type="checkbox"/> |
| Other, please state: | |
| | |

(b) How long have you been registered with your present doctor?

- Please tick one
- | | |
|------------------|--------------------------|
| Less than 1 year | <input type="checkbox"/> |
| 1 - 5 years | <input type="checkbox"/> |
| 6 - 10 years | <input type="checkbox"/> |
| 11+ years | <input type="checkbox"/> |

13. How many times have you seen a doctor at the surgery who is not your own doctor, either to see him yourself or to take someone else since July 1st 1971?

- Please tick one
- | | |
|------------------|--------------------------|
| None | <input type="checkbox"/> |
| 1 - 4 times | <input type="checkbox"/> |
| 5 - 9 times | <input type="checkbox"/> |
| 10 - 19 times | <input type="checkbox"/> |
| 20 or more times | <input type="checkbox"/> |

14. 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 surgery | <input type="checkbox"/> |
| See your own doctor later on the same day | <input type="checkbox"/> |
| Neither | <input type="checkbox"/> |

If 'Neither', please say what you would do:

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

15. If your own doctor is not available at all at the surgery 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 | <input type="checkbox"/> |
| See your own doctor another day | <input type="checkbox"/> |
| Neither | <input type="checkbox"/> |

If 'Neither', please say what you would do:

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

16. How many times has a doctor visited your home either to see you or to see someone else in your home since July 1st 1971?

- Please tick one
- | | |
|------------------|--------------------------|
| None | <input type="checkbox"/> |
| 1 - 4 times | <input type="checkbox"/> |
| 5 - 9 times | <input type="checkbox"/> |
| 10 - 19 times | <input type="checkbox"/> |
| 20 or more times | <input type="checkbox"/> |

17. (a) How many times have you felt the need for a home visit, but not called the doctor out since July 1st 1971?

Please tick one

None	<input type="checkbox"/>
1 - 4 times	<input type="checkbox"/>
5 - 9 times	<input type="checkbox"/>
10 - 19 times	<input type="checkbox"/>
20 or more times	<input type="checkbox"/>

(b) If you did not call the doctor on one or more occasions, can you say why that was?

.....

18. Have you been attended by any of the following people since July 1st 1971?

Please tick the appropriate boxes

	<u>At Home</u>		<u>In the Surgery</u>	
	<u>Yes</u>	<u>No</u>	<u>Yes</u>	<u>No</u>
Health Visitor	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Midwife	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
District Nurse	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Chiropodist	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

19. What is the name of your nearest general hospital?

.....

20. About how long would it take you to get to this hospital?

Please tick one

Less than 15 minutes	<input type="checkbox"/>
15 - 30 minutes	<input type="checkbox"/>
30 - 60 minutes	<input type="checkbox"/>
1 - 1½ hours	<input type="checkbox"/>
More than 1½ hours	<input type="checkbox"/>

21. Have you been in hospital as an outpatient (including to casualty) since July 1st 1971, either to be seen yourself or to take someone else?

Please tick one

Yes	<input type="checkbox"/>
No	<input type="checkbox"/>

22. If 'Yes', at which hospital or hospitals?

Please tick	Kent and Sussex	<input type="checkbox"/>
	Pembury	<input type="checkbox"/>
	Other hospitals	<input type="checkbox"/>

If 'Other hospitals', please give name of hospital:

23. Have you been into hospital as an inpatient since July 1st 1971?

Please tick <u>one</u>	Yes	<input type="checkbox"/>
	No	<input type="checkbox"/>

24. If 'Yes', in which hospital or hospitals?

Please tick	Kent and Sussex	<input type="checkbox"/>
	Pembury	<input type="checkbox"/>
	Other hospitals	<input type="checkbox"/>

If 'Other hospitals', please give name of hospital.

25. (a) Where would you prefer to be seen by your doctor? (We are not concerned here with how easy it is for you to reach these places.)

Please tick <u>one</u>	Previous surgery premises at Mascalls	<input type="checkbox"/>
	Paddock Wood Health Centre	<input type="checkbox"/>
	Don't mind where	<input type="checkbox"/>
	East Peckham branch surgery	<input type="checkbox"/>
	At your home	<input type="checkbox"/>

(b) Why do you prefer this place?

26. Have you been for any reason to the Paddock Wood Health Centre?

Please tick <u>one</u>	Yes	<input type="checkbox"/>
	No	<input type="checkbox"/>

27. What are the advantages/disadvantages of a Health Centre in comparison with the doctor's previous surgery premises for the patient?

.....

28. If you cut your hand badly at home at 3 o'clock on a Tuesday afternoon and, although the bleeding soon stopped, you thought it would need seeing to by someone, what would you do?

Please tick one

I would go to:

Paddock Wood Health Centre

My doctor's branch surgery

Kent & Sussex Hospital

Pembury Hospital

Other, please state where

.....

29. Some doctors have a nurse to help them in their surgeries. Have you attended or accompanied somebody to a surgery at your own doctor's practice, where a nurse has helped the doctor?

Please tick one

Yes

No

30. Do you think it is an advantage or a disadvantage to the patient to be seen by a nurse at the doctor's surgery?

Please tick one

Advantage

Disadvantage

Please state in what way it is an advantage or disadvantage.

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

31. What are the sort of things you think a nurse could do at the doctor's surgery? Please state.

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

When the results of the survey are analysed we never mention the names of the people interviewed, but we like to be able to relate to such things as age, sex, occupation, etc. Naturally, all this information is strictly confidential and in no case can a person's identity be discovered.

32. Marital Status (please tick the appropriate box)

Single

Married

Widowed

Divorced

Separated

33. Do you go to work?

Please tick one

Full time

Part time

Unemployed

Student

Retired

Housewife

Other, please state:

.....

34. What is your present occupation/job? Can you please give a description of the sort of work you do? If retired or unemployed, can you describe your last job? e.g. Television Repair Man for Rediffusion.

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

35. If you are a married woman, can you describe your husband's present job/occupation? (If retired or unemployed, what his last job was.)

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

Now lastly, I would just like to ask you a few questions about your household, i.e. the members of your family or friends who live in the same house with you.

36. How many in your household are under 5?

Number of children under 5

37. How many in your household are aged

between 5 and 15?

38. How many in your household are over 65 years old?

39. How many people are there in your household including yourself?

THANK YOU FOR YOUR COOPERATION

(SENT TO ALL PERSONS WHO COMPLETED THE FIRST QUESTIONNAIRE.)

UNIVERSITY OF KENT AT CANTERBURY

HEALTH SERVICES RESEARCH UNIT

CORNWALLIS BUILDING

THE UNIVERSITY

CANTERBURY

KENT

Telephone 66822

Date as postmarked

Director

PROFESSOR MICHAEL D. WARREN

Dear

Last year we asked you to participate in a survey of patients' attitudes towards your doctors' premises in Paddock Wood and East Peckham. We were delighted with the response to this survey and wish to thank you for your cooperation. However, as you probably know, a Health Centre was opened in Paddock Wood in 1971 and both the doctors and the Department of Health and Social Security are interested in finding out the views of patients to the medical services now available in the district. Again, we are asking for your help.

We should be most grateful if you would complete the enclosed questionnaire and return it, as soon as possible, in the stamped, self-addressed envelope provided. Your answers will be treated in the strictest confidence, and neither the Department of Health and Social Security nor your doctor will be able to learn the identity of those people answering the questionnaire.

Yours sincerely,

Gail Baker
Research Fellow

(SENT TO THOSE PATIENTS WHO WERE NON-RESPONDENTS IN THE FIRST SURVEY PLUS THE PATIENTS WHO ARE BEING SURVEYED FOR THE FIRST TIME.)

UNIVERSITY OF KENT AT CANTERBURY
HEALTH SERVICES RESEARCH UNIT

CORNWALLIS BUILDING
THE UNIVERSITY
CANTERBURY
KENT
Telephone 66822

Director
PROFESSOR MICHAEL D. WARREN

Date as postmarked

Dear

As you probably know, a Health Centre was opened in Paddock Wood in 1971. Both the doctors and the Department of Health and Social Security are interested in finding out about the attitudes of patients to the medical services now available in the district. Your views on this matter will be much appreciated.

We should be most grateful if you would complete the enclosed questionnaire and return it, as soon as possible, in the stamped, self-addressed envelope provided. Your answers will be treated in the strictest confidence, and neither the Department of Health and Social Security nor your doctor will be able to learn the identity of those people answering the questionnaire.

Yours sincerely,

Gail Baker
Research Fellow

(FIRST REMINDER)

UNIVERSITY OF KENT AT CANTERBURY

HEALTH SERVICES RESEARCH UNIT

CORNWALLIS BUILDING
THE UNIVERSITY
CANTERBURY

Director
PROFESSOR MICHAEL D. WARREN

KENT
Telephone 66822

Date as postmarked

PADDOCK WOOD HEALTH CENTRE STUDY

We would much appreciate it if you would complete and return to us the questionnaire we sent to you recently.

If the findings of this study are to be useful, it is important that as many people as possible reply, therefore we would be most grateful for your help.

Please ignore this if you have replied in the last few days.

GAIL BAKER
Research Fellow

(SECOND REMINDER)

UNIVERSITY OF KENT AT CANTERBURY
HEALTH SERVICES RESEARCH UNIT

CORNWALLIS BUILDING
THE UNIVERSITY
CANTERBURY

Director
PROFESSOR MICHAEL D. WARREN

KENT
Telephone 66822

Date as postmarked

Dear

As you may remember some weeks ago we asked you to complete and return to us a questionnaire relating to the new Health Centre in Paddock Wood. Should you have mislaid the original questionnaire, enclosed is another questionnaire and stamped addressed envelope.

Your cooperation will be most appreciated by the doctors and ourselves and the answers will be treated in the strictest confidence.

Please ignore this letter if you have sent off the questionnaire within the last few days.

GAIL BAKER
Research Fellow