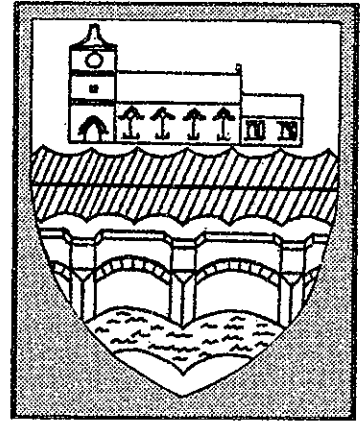


HAYDON NEWS

The Friends of Haydon Bridge Thank the Advertisers for their continued support



April 1992 No 39

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ERNIE SWINBURN - PHOTOGRAPHY

3 Station Cottages, Haydon Bridge
Telephone: Hexham 684 489

**WEDDINGS: SPECIAL OCCASIONS
STUDIO PORTRAITS**

THE FISH SHOP

	LUNCH	TEA	EVENINGS
Monday	-----	-----	7.30 - 11.30
Tuesday	-----	CLOSED ALL DAY	-----
Wednesday	11.30 - 1.30	-----	7.30 - 11.30
Thursday	11.30 - 1.30	-----	5.00 - 9.00
Friday	11.30 - 1.30	4.30 - 6.00	7.30 - 12.00
Saturday	11.30 - 1.30	-----	7.30 - 12.00
Sunday	-----	CLOSED ALL DAY	-----

Wet Fish: Friday 9.00 - 2.00

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EDITORIAL

Our Community is blessed with many public spirited individuals who give freely of their time and energy to channel human and material resources into activities which enrich the quality of life enjoyed locally and further afield. I refer, amongst others to our representatives on Parish and District Councils, the officials and committee members of our many local organisations and those who organise or take part in fund raising activities, some of which are related to a much wider sphere of influence.

It cannot be said too often that the success of all these activities is largely dependent on the degree of response from the Community as a whole. What is more, the local response to fund raising activities must be unrivalled in the surrounding area - for instance, in copies of the Haydon News from April 91 to March 92 inclusive, sums raised totalling just over £10 000.00 are recorded, and we are well aware that not all such events/appeals submit reports to our pages!

Sadly, we tend to be somewhat apathetic when it is necessary to "stand up and be counted", particularly in matters of public concern.

The Parish Council would function more effectively if more of us attended the meetings to contribute

to the Public Participation sessions. You don't have to have a complaint: you could make helpful suggestions or even say something nice about what is being done in the Parish on our behalf. (Meetings normally take place on the 4th Thursday of each month, at 7.30pm, in the Community Centre)

The By-pass Action Group cannot fight for the cause without our support. One of the easiest ways of giving this is to record in words or pictures the details of any event which highlights the need for the long awaited by-pass. The renewed appeal for such information, printed elsewhere in this edition of the Haydon News is worthy of everyone's attention.

In relation to the campaign to save **Hexham General Hospital** it seems that as well as the post cards we have been completing, we should also be badgering the local Community Health Council: see letter to the editor. In a closely related subject, there is a **Health Centre Questionnaire** on the page facing this month's news sheet. Drs High and Ford are anxious to provide the services which the Village wants. Help them to help us. They want to know what we feel is right, as well as what we dislike about the way things happen in the practice. Fill in your answers on the sheet of questions NOW and post or take it to the Health Centre as soon as possible.

There are 800 copies of the Haydon News printed each month: let us see if we can achieve the same number of replies to this request for information.

Finally, on **Polling day, Thursday April 9**, however punch-drunk you have become with electioneering and whatever your political opinion, be sure to exercise your democratic right to vote for the Parliamentary candidate of your choice.

Gina Richardson
Editor

LETTER TO THE EDITOR

Hexham General Hospital

I recently wrote to Mr Waldegrave, Minister of Health, concerning Hexham Hospital. His reply concerns us all and so I would like it to appear in the Haydon News for all to see. It reads as follows:-

"Thank you for your letter to William Waldegrave concerning the future of Hexham General Hospital. He has asked me to reply.

I understand your concerns, but it is the District Health Authority's job to provide the best services available to meet the needs of the local community. I have therefore written to Mr John O'Brien, General Manager of your local District Health Authority. You may wish to take up this matter with your local Community Health Council (CHC). It is their job to represent you and deal with any complaints about health services in your area. The address of your nearest CHC is

*Northumberland CHC
South View
Ashington
Northumberland
NE63 0SF*

*Yours sincerely
Kelvin Inglis"*

All who are interested in trying to save our Hospital would you please write to the aforesaid address?
Thankyou.

J E Senior

**PARISH COUNCIL
PICKINGS**

March 26 meeting
7 councillors present.

The Annual Parish Council Meeting was held. Minutes of last year's meeting were read out, no matters were arising.

In the Public Participation session the use of Heugh House Lane by articulated lorries was brought up. The lorries are increasing in size and frequency. The main concern is safety but there is also the question of cars being forced to back down by the approach of the lorries and the churning up of the verges. It was accepted that the road is inadequate.

Mr Nichol has applied for planning permission to put up a building near the A69 but this has been delayed. It is unlikely that the law is being broken but the matter will be put before the Highways Committe. The Chairman will "have a word with Charles Nichol".

The plan for Martin's Close is not acceptable to residents and the Chairman agreed to go and look at the problem with one of the residents. A question was asked about the ownership of the road behind the Factory Estate. Nobody knew to whom it belongs. It is in a shocking state.

Extension to the Caravan site has been refused by the Rivers Authority. Library hours are to be extended. The High School will contribute to National Spring Cleaning Week by finding some more soil for the patch below the trees in Church Street and planting shrubs there. The water running down the North Bank has been stopped. It was requested that the grass cutting at the West End of the Village should be delayed until the daffodils were over but it was pointed out that these have already been

crushed by wagons (thought to be Council wagons).

Attempts have been made to find out the cost of the work on the bridge but the figures seem to be unobtainable from the DOT . The damp course on the bridge is reputed to be going to be done every two years.

The post of "odd job man " for the Parish will, hopefully, be filled from the beginning of April.

PS

PRINTING MACHINE

The GEHA off-set litho printing machine used by the Friends of Haydon Bridge to produce the Haydon News from 1987 to 1989 is no longer needed, now that St Cuthbert's Press is able to provide us with a printing service.

The machine is clean and in working order and will produce good results if properly maintained. If anybody knows of somebody who could make good use of it, please let the Editor know. A modest donation to the Friends would be all that is required.

PORTRAITS

Excellent Portrait drawings in Pencil or Charcoal from £20
Pastels from £40 , Oils from £80

Also in stock: Original drawings, prints, etchings, watercolours, oils and pastels. Phone and arrange to visit my studio without obligation

PATRICK SHARP

7 Ratcliffe Road Telephone 684411

**NEXT ISSUE OF
HAYDON NEWS
MAY 1992.**

**ALL COPY TO
14 SHAFTOE STREET
BY 20 ~~MAY~~ APRIL
PLEASE**

BY-PASS ACTION GROUP

We have been endeavouring to compile a dossier of written and pictorial evidence of dangerous incidents on the notorious A69 and its approach roads within the Village. Despite numerous verbal testimonies very few people have actually produced written accounts of their hair raising experiences. A coffee evening was arranged recently so that anyone with a tale-to-tell could relate the details to a member of the by-pass group and thus save themselves the trouble of putting pen to paper. The attendance was, to put it mildly, very disappointing. Where were you all?

Evidence of this type is particularly valuable because the Police only record accidents involving personal injury. What we require is the date and time and a brief description of any dangerous or potentially dangerous incident which you witness. It may be related to "normal" use of the road, or

HAYDONIAN W M CLUB

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Birthdays, Weddings, Anniversaries, Parties, Meetings.

Buffet available on request, room free to members.

Bingo nights:

Wednesday & Saturday
8.15 prompt
Come along and bring a friend.

to the tail back effect of the road works' traffic lights, or to the idiotic behaviour induced in some drivers by the frustration of negotiating the road works. Photographs are equally valuable but also need to carry the date and time when taken. On written or pictorial evidence please add your name and address.

The fine weather is coming shortly, and we know it is going to bring out the construction gangs so please keep your eyes and ears open and your cameras at the ready and help to produce an impressive dossier of our problems.

Eileen Charlton
Chairman

WATSON'S DANCE SATURDAY MARCH 14

I would like to take this opportunity to thank all those who gave their time and money to make this dance a success.

The proceeds have been distributed as follows:

*Marie Curie Cancer Care
in the Tyne Valley
& Surrounding Districts
£500.00*

*Haydon Bridge
High School
£100.00*

Thankyou all for your continued help and generosity

H C Watson

EXTRACTS FROM SHAFTOE GAZETTE

(Published by Class 3, Shaftoe Trust First School)

HAYDON BRIDGE BY-PASS

At the moment Haydon Bridge is fighting for a by-pass. I went to see Mrs Charlton who is a member of the Action Group to ask her why? She told me that it would be a lot safer for children to go to school and also for people going to the shops. The village would be cleaner and healthier because there wouldn't be as many fumes. Mrs Charlton also told me that because the traffic is so heavy on the bridge it is always being repaired which causes lots of hold ups. If the village had less traffic it would mean that we could have more parades and fairs like other villages.

by Lucy

MOANING MINNIES

I am sick of my dog Den. When my dog Den comes in he is very dirty. He goes straight to my bed and gets in. So when I go to bed its all dirty. Some day I will train my dog to get washed before he comes in.

by Dominique M

I am sick of falling into streams. I wish I would not fall into another stream. The first time it happened it was at my house and I fell in. It keeps happening to me.

by Stuart

I hate going to hospital but I keep cutting my head open. I have done it at least twice. Once I ran through a glass door.

Colin

HAYDON BRIDGE COMMUNITY ASSOCIATION

The annual general meeting of the Community Association will take place in the Community Centre on

MONDAY 27 APRIL at 7.15pm

PAT GOES TO SEATTLE

North West landscape and seascape

The Hoh Rain Forest and the Rialto Beach are two of the most amazing places I have ever seen. Helen and I drove through Sequim, through Forks and along to the Hoh Rain Forest Visitor's Centre. It is timber country and most of the time you drive through tunnels of tall conifers but now and again you get a view of the snow capped mountains of the Olympic range. There is little open landscape just trees, trees and more trees - many felled ready to begin the cycle of replanting and growth.

The small towns like Sequim and Port Angeles are messy, low level sprawls, not in the least attractive. The parts of the countryside that are lived and worked in are not pretty either and give the appearance of a shanty town: the whole area has an air of impermanence, mainly due to the timber built houses.

The rain forest is not of course a tropical rain forest but is temperate and coniferous. The trees are huge, sometimes two hundred feet high and the whole place drips. It was not raining hard when we were there but it was still damp. They get about 145 inches of rain a year. It is not a place you can easily describe: I would like to have had several days there with a better camera and a tripod.

We drove next to Rialto Beach and I got my first view of the Pacific but it was raining hard and I had to leave my camera in the car. We donned our water-proofs and set off along the beach. The Pacific was grey, the sand was grey, the sea was grey, the sky was grey but it was another amazing place. Just above the tide line the beach was littered for miles with huge tree trunks, four or five feet in diameter and thirty or forty feet long, washed up by the tides. You clamber over them to get at the beach. At high tide it is dangerous because apparently the whole mass starts heaving and rolling. As the tide was not quite in we played Mr and Mrs Canute and rolled one of the smaller logs down to the waves. I managed not to get deluged but we both got rained on pretty severely.

One evening we took the ferry over the Puget Sound. It is great because you see the lights of Seattle gradually receding. Perhaps it is the most attractive view of Seattle although there is a view point from which you can see, on a clear day, the skyscrapers, the space needle and Mount Rainier in the distance. I have a photo of this, the one really good photo I took there.

Portland Oregon is about 150 miles drive away, over the Columbia River. Portland is slightly more affluent looking than Seattle and a fine place. The art gallery there is excellent.

There is quite a lot of native Indian carving there. I was struck by the crudeness of a Henry More in comparison.

Finally I was taken to the Snoquami Falls which were spectacular, they are actually higher than Niagara but nothing like as big. The landscape on that trip was slightly reminiscent of bits of Scotland. Some dairy farming but hardly any sheep. I must have seen about twenty sheep in all the time I was there.

Conclusion

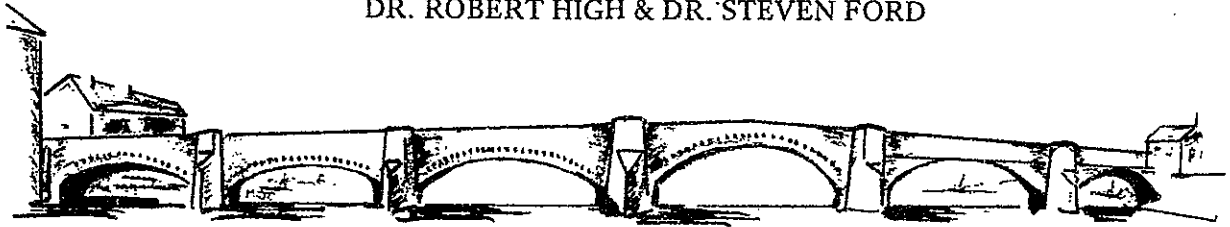
I was sorry to leave Seattle, it is a city I could learn to love, there are not many.

What particularly sticks in my mind? The pleasantness of everyone there, in shops, bars, restaurants, banks. It seemed genuine. I suspect they are paid better than over here and trained to be cheerful and helpful. Maybe they just like being that way. All Americans, I am told by Seattleites are not so nice. Certainly the ground staff at New York airport were the sourest people I have met anywhere.

I shall not forget the vagrant who had collapsed in the street. He had fallen on top of his dog's lead. The dog sat patiently while the ambulance crew attended to its master, alone on Broadway among all that conspicuous consumption.

What would I miss if I lived there? Open landscape and sheep.

Pat Sharp



HAYDON BRIDGE HEALTH CENTRE

North Bank, Haydon Bridge, Northumberland NE47 6HG
Tel: (0434) 684216

HEALTH CENTRE NEWS

HEALTH CENTRE QUESTIONNAIRE

In this Haydon News is a questionnaire about your Village Health Centre. This is an opportunity to shape your local health services.

The Family Health Services Authority surveyed all Northumberland recently but only one or two people in Haydon Bridge will have contributed. This questionnaire is anonymous, so be as free as you wish in making points. If you wish to write more please attach as many sheets of answers as you need. Please return your answers to the Health Centre by post or through the letter or suggestion box in the Health Centre porch. Discussing the questions with friends and neighbours may highlight special points needing attention. We aim to publish the results ASAP in the Haydon News.

Please help us to help you - we aim to provide the services which you want.
THANK YOU.

SEAT BELTS

Pregnant women sometimes get into difficulties with seat belts in cars. Recent research has shown that, for maximum safety and protection, the lap belt should go below the bump (across the groins/pelvis) and the diagonal belt should go above the bump and between the breasts.

Where seat belts are fitted, front or back, they MUST be used.

ASTHMA CLINIC

We now have an Asthma Clinic in operation. This is for both newly diagnosed asthmatics and people who have had the condition for some time. Progress and treatment will be monitored at, usually, six month intervals. When invited to attend please make a special effort to do so or let us know that you cannot come, in order that someone else can have your place. At the recent Asthma lecture the topic of aerosol versus powder inhalation systems came up, it was confirmed that soon the aerosols will not be made because of their CFCs which damage the ozone layer. As usual Haydon Bridge is leading the way - streets ahead of the rest.

MOLES AND THINGS

The need to check your skin for new moles and things is increasing, many seem to have taken the advice to heart. We are always happy to see the tiniest skin problem. The sooner diagnosis and treatment is undertaken the better. "Moles" which are new, have changed in shape, size or colour, have bled or irritated or which seem to have an ulcer or place which does not heal are particularly suspicious. **IF IN DOUBT - BRING IT ALONG TO BE CHECKED.**

HOMEOPATHY

On Tuesday 12th May at 7.30 pm at the Health Centre Ms Pat Haggy will talk about Homeopathy.

Make a note in your diary and bring your friends too. Please let us know if you are planning to come so that we can have some idea of the numbers to cater for.

PRACTICE BOUNDARY

People moving into or out of or around the area ask how far the practice extends.

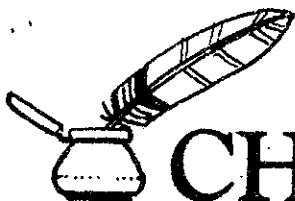
To the west we reach Melkridge, to the east - Warden, to the north - the edge of the Keilder forest and to the south - Catton. There is a map in the waiting room and in our brochure. We are happy to accept patients from anywhere inside this area and, in special circumstances, just outside.

LIVING WITH CANCER

The first Public Meeting on this topic will be at the Health Centre on Wednesday 29th April at 7.00PM. Sarah Horsefield, a Newcastle Breast Screening Unit Counsellor, and Richard Bentley, Consultant Surgeon, will discuss with the audience the fears, doubts and reactions which the disease causes amongst sufferers and their relatives. We hope that you will come along to give your views and to share in the discussion. Please let us know if you intend to come so that we know how many to cater for.

CHILDREN'S CLINIC

April 2nd and 16th
May 7th and 21st
June 4th and 18th
July 2nd and 16th. SF.



CHURCH Newsletter

An independent supplement
to the Haydon News

No 3

APRIL 1992

COMMENT

THE NATION DECIDES

On 9th April the nation will decide who will be the next government. As we have listened to the various arguments over the past few weeks the same subjects have come up time and time again - the Health Service - Education - unemployment - the economy. The arguments are not about whether or not we should have a good Health Service or Education System but about HOW we can achieve these things and sustain them. Which party will deliver the goods at the end of the day is what we are being asked to decide - the package of goods is more or less the same.

It is a mark of our progress down the road of civilization that we do not argue about whether or not we should have a health care - or an Education System or care for the retired and the poor. There is a consensus that these things are important and the role of government is to enable them to be taken care of. The arguments are almost entirely about the best way of achieving these ends.

Despite this mark of our civilised status it is unfortunate that in the cut and thrust of politics there appears to be little room or desire to listen to the other persons point of view.

One may be forgiven for thinking that the art of political debate lies in making as much noise as possible rather than in constructing reasoned arguments. Would it not be refreshing if we could see our politicians speaking to one another in calm, polite and reasonable ways. Such behaviour would go a long way to restoring our respect and trust for those who seek to serve us in the political arena.

I hope that the real winner of the General Election will be the Nation and I pray for all those who are elected - whichever flag they fly. They carry an awesome responsibility and need our prayers.

In the next Government no doubt we shall find reason to criticise - as we always will. Let us criticise by all means but let us not forget that every politician is flesh and blood and has feelings the same as us all.

OLIVET TO CALVARY

On Friday, April 10th at 7.30 p.m., the Haydon Bridge choir, "Shaftoe Chorale" will join forces with the Hexham West End Methodist Church Singing Group, to present the Easter Cantata, "Olivet to Calvary. by J.H.Maunder.

The Cantata, which was first performed in 1904 depicts simply and reverently the scenes leading to the Crucifixion.

Soloists for the evening will be Russell Armstrong (baritone) and Eric Beaumont (tenor). The organ accompaniment will be given by Gordon McRae and it will be conducted by Allan Armstrong.

CRECHE

Parents of babies and small children who attend Parish Eucharist may leave the children in the Sunday School (Church Hall). If you would like to make use of this service please contact Helen Easby.

Parish Registers

Holy Baptism
29th March - Declan Alan Clark
- Katie Robson

Funerals
12th March - Gertrude Sybil Keen
- Robert Nicholas Ridle

The Parish of St. Cuthbert's, Haydon Bridge

CHEESE AND WINE PARTY

Wed 29th April 1992

7-30p.m.

in the Church Hall

food wine music tombola

Tickets from the Vicar £1.50

proceeds for tower roof



METHODIST CHAPEL

DIARY FOR APRIL

1st April

8.00pm United Tent Bible
Study in Hall

5th April

10.45am Morning Service
led by G. Forster

6.00pm Evening Service
led by T. Stanforth

10th April

7.30pm Shaftoe Choral
concert at St Cuthberts

12th April

9.30a.m Palm Sunday
processional service
starting from R.C. Church.

6.00pm Evening Service
led by R. Peters

15th April

7.00pm Stations of Cross
at R.C Church

8.00pm United Tent Bible
Study in Hall.

16th April

7.00pm Communion Service
at St Cuthberts

17th April

7.00pm Evening service

19th April

9.15am Early Communion
led by D. Perkins

10.45am Morning Family
Service led by David Perkins

6.00pm Evening Service
led by M. Lowdon

26th April

10.45am Morning Service
led by V. Anthony

6.00pm Evening Service
with video

3rd May

10.45am Morning Service
led by M. Stone

6.00pm United Evening
Service at St Cuthberts.

PALM SUNDAY

United Service and procession.
On Palm Sunday morning the
churches of Haydon Bridge will
co-operate together in a united
act of worship. The programme is
as follows:-

9.30 a.m. Assemble at Roman
Catholic Church for Blessing of
Palms then proceed to:-

9.45 a.m. United Reform Church
to continue worship and to :-

10 a.m. Methodist Church :- for
Gospel Reading

10.20 a.m. St. Cuthbert's for
remainder of the Eucharist

We encourage everyone to join in
the whole of this programme of
worship if they can. Those who
are elderly or unable to join in
for other reasons can join us at
any of the times and venues listed.
The mornings worship will end
at approx 11 a.m. Sunday School
children are also encouraged to
join in.

SERVICES & EVENTS at
the Parish Church.

Sunday 5th April

8 a.m. Holy Communion
Election of Church-
wardens will take place
after Parish Eucharist
-approx. 11 a.m.

Monday 6th April

7.30 p.m. Annual Parochial
Church Meeting in
the Church Hall. The
new Parochial Church
Council will be elected
at this meeting.

Wednesday 8th April

9.30 a.m. Holy Communion
with prayers for the
Nation

2.30 p.m. Women's
Fellowship in the
Church Hall

Thursday 9th April

7.15 - 8.15 Bible Study
at the vicarage - all
welcome.

Friday 10th April

7.30 p.m. Olivet to
Calvary - in the Church
see separate article.

Saturday 11th April

10.30 a.m. Coffee Morn-
ing in the Hall.

Sunday 12th April

PALM SUNDAY see separate
notice for arrangements.

Wednesday 15th April

Holy Week
9.30 a.m. Holy Communion
7 p.m. Stations of the
Cross at the Roman Cath-
olic Church

8 p.m. Bible Study at
the Methodist Church.

Thursday 16th April

MAUNDY THURSDAY
9.30 a.m. Holy Communion
Book of Common Prayer
7 p.m. Eucharist and
stripping of altars.

Friday 17th April

GOOD FRIDAY
9.30 a.m. Good Friday
Liturgy - new rite.

Saturday 18th April

8 p.m. Vigil at Roman
Catholic Church.

19th April 1992

EASTER DAY
8a.m. Holy Communion
10 a.m. Parish Eucharist
11.45 a.m. Holy Comm-
union at Haydon Old Church

Wednesday 22nd April

7.30 p.m. Mothers Union
in the Church Hall

Sunday 26th April

First after Easter
10 a.m. Parish Eucharist

Wednesday 29th April

7.30 p.m. Cheese and
Wine Party in the Church
Hall. Tickets available
from the vicar and
Mrs Marshall.

Sunday 3rd May

Second after Easter
8 a.m. Holy Communion
10 a.m. Parish Eucharist
6 p.m. United Christian
Aid Service in the Parish
Church.

"Olivet to Calvary"

The Choirs of :-

The West End Methodist - Hexham
and
Shaftoe Choral - Haydon Bridge

Conducted by Mr A W Armstrong

Accompanied by Mr G McRae

at

St Cuthbert's Church

Haydon Bridge

on

10th April at 7.30 pm

(Retiring Collection)

Consider the post-
age stamp. Its use-
fulness consists
in the ability to
stick to one thing
till it gets there.

Josh Billings.



Christian Aid WEEK

11-15



PLEASE CIRCLE YOUR ANSWERS. IF THERE IS NOT ROOM - USE EXTRA SHEETS. THIS IS AN ANONYMOUS QUESTIONNAIRE - PLEASE RETURN IT THROUGH THE HEALTH CENTRE LETTER OR SUGGESTION BOX [IN PORCH] OR BY POST.

1/ [For women] We do not yet have a woman Doctor, how important is it for there to be one?
 very / fairly / not important / prefer to see a man
 Are you happy to see Mary or Karen, the nurses?
 YES/NO

Did you know that you are welcome to do so?
 YES/NO

2/ When would you like AM surgery to start?
 7.00 7.30 8.00 8.30 9.00 other.....

3/ When would you like AM surgery to end?
 10.00 10.30 11.00 11.30 other.....

4/ When would you like PM surgery to start?
 3.00 3.30 4.00 4.30 5.00 other.....

5/ When would you like PM surgery to end?
 5.00 5.30 6.00 6.30 7.00 other.....

How long an appointment would you like?
 5mins 10mins 15mins 20mins other.....

7/ How long is it OK to have to wait?
 0 1 2 3 4 5 6 7 8 9 10mins other.....

8/ What topics would you like us to arrange evening lectures about? Please list.....

What can we do to encourage more people to come to the lectures? Please state.....

9/ If you have had to make an emergency call when the surgery was closed:

Did you know what to do? YES/NO
 Was our tape message clear? YES/NO
 Does our brochure help? YES/NO
 Did you get through easily? YES/NO
 Did you get through quickly? YES/NO
 Was the answering service good? YES/NO
 Was the response quick enough? YES/NO

Have you got a copy of our latest brochure (with a colour photo cover)? YES/NO

Where did you get your copy of our brochure:
 in my letter box Haydon Bridge PO
 Fourstones PO Bardon Mill PO
 Bowman's Chemist Hair Salon [HB]
 Surgery from the Doctor
 other - please state.....

Have you read the brochure? YES/NO
 Is the brochure easy to read? YES/NO
 Does it help you to use the surgery? YES/NO
 What else would you like to see in it? Please state.....

11/ Are the Doctors friendly? YES/NO
 Are the Doctors approachable? YES/NO
 Are the Doctors efficient? YES/NO
 Does the Doctor listen to you? YES/NO
 Does the Doctor understand you? YES/NO
 Do you understand the Doctor? YES/NO
 The Doctors prescribe too much! YES/NO
 The Doctors should prescribe more! YES/NO
 Do you take what is prescribed? YES/NO
 Do you remember the advice given? YES/NO
 How can the Doctors improve their performance? Please state.....

12/ Is the Health Centre News in the Haydon News useful/interesting? YES/NO

13/ Are the staff friendly? YES/NO
 Are the staff approachable? YES/NO
 Are the staff efficient? YES/NO
 What could the staff do to improve their performance? Please state.....

14/ Waiting room:
 comfortable YES/NO
 warm YES/NO
 clean YES/NO
 magazines OK YES/NO
 music OK YES/NO

15/ Toilets:
 easy to find YES/NO
 clean YES/NO
 soap and towel present YES/NO

16/ Consulting rooms:
 comfortable YES/NO
 enough privacy YES/NO
 computer upsets you YES/NO
 What can be done to make them better?
 Please state.....

17/ Arrangements for examination:
 warm enough YES/NO
 enough privacy YES/NO
 place for clothes YES/NO
 comfortable YES/NO
 chaperone preferred YES/NO
 What can be done to make them better?
 Please state.....

18/ Prescriptions:
 Do you understand the arrangements for repeat prescriptions? YES/NO
 Is the system quick enough? YES/NO
 Have you had difficulty getting a prescription? YES/NO
 How can the system be improved? Please state.....

19/ Did you know that we provide a full Family Planning service? YES/NO

20/ Did you know that we run Well Woman and Man check ups? YES/NO

21/ Did you know that we are a Yellow Fever Centre? YES/NO

22/ Health Promotion - advising on ways of being healthier/avoiding illness - is today's way of practicing medicine. Is this good? YES/NO
 Please show the order of importance (1 = most important, 2 = next most important etc.):
 Stopping smoking Good diet
 Children's immunisation Adult immunisations
 Breast checks Testicle checks
 Regular Exercise Weight control
 Stress reduction Safe drinking
 Smears other.....

23/ Do you worry about confidentiality? YES/NO
 If yes, please say why.....

24/ What other services do you want us to provide? Please list:

25/ Would you like to be a member of a "Patient Participation Group" [to check the practice's performance/ make recommendations]. YES/NO

26/ If the Practice had the "BSI Kitemark" for Quality of Service would this be of interest to you? YES/NO
 THANK YOU FOR YOUR HELP.

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