



**The 15th Herefordshire Voice Survey Report
of December 2006**

Access to Services

Issue 1

Herefordshire Council Research Team
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Contents

Executive Summary	3
Introduction	4
Background	4
Methodology	4
Presentation of results.....	5
Respondent profile	6
Results	8
Ease of access to services	8
Access to a Doctor's surgery.....	10
Access to a Dentist.....	15
Access to the local hospital	21
Access to a chemist or pharmacist.....	24
Access to a library or mobile library.....	28
Access to the Courtyard Centre for the Arts.....	33
Access to a cinema	36
Access to swimming pools	39
Access to sports / leisure centres.....	43
Disability and physical mobility.....	47
Any other comments.....	47
Appendix 1: Urban / rural classifications	48
Appendix 2: Deprivation quartiles	48
Appendix 3: The questionnaire	48

Executive Summary

- The aim of the 15th Herefordshire Voice survey was to investigate the ease of access to various services in Herefordshire, provided by Herefordshire Council, the Primary Care Trust, independent bodies and commercial organisations.
- A questionnaire was sent to all 1,252 members of the Herefordshire Voice citizens' panel, in December 2006.
- From the 1,237 "valid" panel addresses, 959 questionnaires were returned, giving a response rate of 77.5%.
- Although the panel is not completely representative of the county as a whole, this does not diminish the usefulness of the data gathered. It is likely that the kind of problems experienced by Herefordshire Voice panellists are also encountered by others in Herefordshire.

Key findings:

- The services most frequently seen as being easy to access were a GP, and a chemist or pharmacy.
- The services seen as easy to access least often were a cultural or recreational facility such as a theatre or cinema, and a Council or neighbourhood office.
- When accessing a Doctor's surgery, respondents most frequently encountered problems with parking, and getting an appointment at a convenient time.
- When accessing a Dentist, the most frequently cited problems were getting an NHS dentist, the cost of treatment, and parking.
- At the hospital, parking was the dominant issue for respondents.
- Parking and the cost of prescriptions came out as the biggest problems for respondents at the chemist or pharmacist.
- At the library, parking was seen as being the biggest problem.
- Parking was also the main concern at the Courtyard Centre for the Arts, with the cost of tickets as a secondary issue.
- Parking was also the biggest perceived problem at the cinema.
- No one issue was dominant with regard to accessing swimming pools.
- Similarly, at sports and leisure centres, no issue was seen as being more of a problem than any other.

Introduction

Background

The Herefordshire Partnership is a group of key local and regional organisations, who work to further the interests of people who live or work in Herefordshire, and visitors to the County. Partner organisations include, among others, Herefordshire Council, West Mercia Police, the Chamber of Commerce and the Primary Care Trust. In 2000, the Partnership recruited a citizens' panel, which later became known as Herefordshire Voice. The aim was to set up a group of around 1000 Herefordshire residents who could be regularly consulted on a range of issues that affect partner organisations and the people of Herefordshire. Demographic data about panellists is collected at the time of recruitment, to allow the survey results to be analysed in more depth without having to repeat questions in each survey. Panellists who have been members the longest are periodically replaced with new members, to ensure that conditioning effects are kept to a minimum.

This report presents the findings of the 15th survey of the panel. The aim of this survey was to investigate the ease of access to certain services provided in Herefordshire. The services in question are of particular relevance to two partner organisations: Herefordshire Primary Care Trust (PCT) and Herefordshire Council.

A copy of the questionnaire can be seen in Appendix 3, at the end of this report.

Methodology

The current panel of 1,252 members were sent a copy of the 15th Herefordshire Voice survey "Access to Services" on 12th December 2006. Early in the new year, a reminder letter was sent to those who had not yet replied. After the survey closed, it was discovered that 16 of the addresses were not valid; 1 member was on the panel twice, 7 panellists had moved, or were shortly moving from Herefordshire, 3 questionnaires were returned undelivered, and 5 asked to be removed for other reasons. There was also one new member who joined after the initial survey mailout. This means there were in fact 1,237 valid members. A total of 959 questionnaires were returned, giving a response rate of 77.5%.

Presentation of results

Percentages are presented rounded to the nearest whole number. It should be noted that this rounding occasionally produces apparent anomalies in the presentation of grouped categories. For example, if 10.4% of respondents thought a service was "very easy" to get to, and 10.4% thought it was "fairly easy", these percentages would be presented in the table as 10% and 10%. However, when presented as the total who found it "easy", the correct figure would be $10.4 + 10.4 = 20.8$. Rounded to the nearest whole number, this would be quoted as 21%. Thus at a glance, it would appear that $10 + 10 = 21$. Such anomalies will never be more than 1 percentage point. Whenever a difference is visible between the quoted figure and the figure obtained from adding two categories, the figure quoted in the commentary should be used.

An asterisk (eg *%) refers to a score of less than 0.5 that would otherwise have been rounded to zero.

The "base" is the number of respondents from which the percentages are calculated. Unless otherwise stated, the base is all respondents to the survey, i.e. 959.

In this report, the results obtained are frequently broken down, to determine whether different groups of people have different views. A threshold of at least ± 5 percentage points is used to signify a real difference between these groups. For example, if we wanted to find out if males had a different opinion to females, we would need to see a difference of at least 5 percentage points between the scores in order to consider the difference significant; so if 50% of males gave one answer, the score for females would need to be greater than or equal to 55%, or less than or equal to 45% to show a difference.

Respondent profile

The profile of those Herefordshire Voice panellists that responded to this survey (HV0612) can be seen below. This is around 78% of the whole panel. Respondents to this survey are roughly representative in terms of the gender breakdown of the county as a whole, but there is under-representation of younger age groups, particularly 18 – 24 year olds, and over representation of 45 – 64 year olds. No weighting has been applied to these results.

Respondent profile		
Total number of responses:	959	
	Number	%
Gender		
Male	452	47%
Female	503	52%
Not provided	4	*%
Age		
18 – 24	6	1%
25 – 44	196	20%
45 – 64	395	41%
65 – 74	146	15%
75 and over	111	12%
Not provided ¹	105	11%
Disability, long-term illness or health problem		
Disabled	224	23%
Not disabled	715	75%
Not provided	20	2%
Type of disability²		
Deaf / hard of hearing / acute hearing	37	17%
Blind / partially sighted / sensitive to light	15	7%
Learning disability or difficulty	3	1%
Mental health	15	7%
Progressive / chronic illness (eg MS, cancer)	33	15%
Mobility difficulties	123	55%
Other	78	35%
Not provided	1	*%
Physical mobility		
I can walk freely	793	83%
I normally use a walking stick or walking frame	85	9%
I normally use a mobility scooter or wheelchair	20	2%
I am unable to leave my home	6	1%
Not provided	55	6%
Car or van normally available		
Yes	680	71%
No	82	9%
Not provided	197	21%

¹ The majority of the “not provided” cases in these categories arise from inconsistencies in the way this data was collected, before management of the panel was transferred to the Research Team.

² Only asked of those who had a disability, so percentages are the proportion of those who had a disability. Respondents could select as many as applied.

Respondent profile (continued)		
Total number of responses:	959	
	Number	%
National identity		
British	352	37%
English	378	39%
Welsh	33	3%
Scottish	11	1%
Irish	3	*%
Other	9	1%
Not provided	173	18%
Ethnicity³		
White British	758	79%
Other White background	12	1%
All other backgrounds	1	*%
Not provided	188	20%
Length of residence in Herefordshire		
Under 1 year	16	2%
1 – 2 years	36	4%
3 – 5 years	77	8%
6 – 10 years	71	7%
11 – 20 years	111	12%
21+ years	382	40%
Not provided ¹	266	28%
Housing tenure		
Owned outright	375	39%
Buying on a mortgage	268	28%
Rented from Housing Association	64	7%
Rented free as part of employment	2	*%
Rented from private landlord	43	4%
Other	10	1%
Not provided ¹	197	21%
Children aged 0 – 15 years in household		
Yes	173	18%
No	643	67%
Not provided	143	15%
Employment status		
Employee in full-time job (more than 30 hours per week)	247	26%
Employee in part-time job (under 30 hours per week)	123	13%
Self employed full or part-time	128	13%
Full-time education or training	7	1%
Unemployed and available for work	5	1%
Not working due to permanent sickness or disability	38	4%
Wholly retired from work	354	37%
Looking after the home / family, full time	41	4%
Other	11	1%
Not provided	5	1%

³ Note that ethnicity categories have been combined here to reflect panel responses.

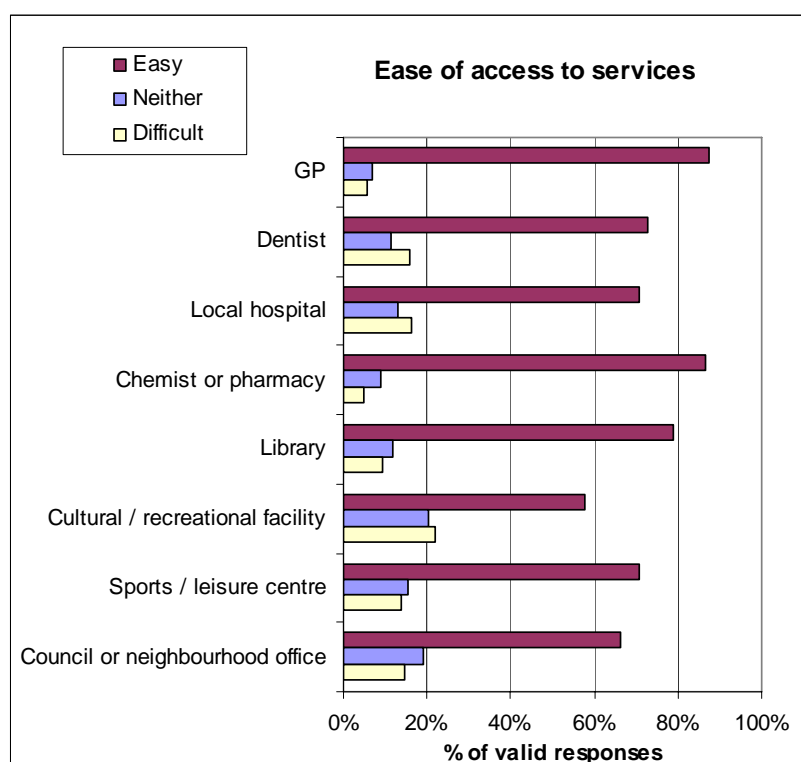
Results

Ease of access to services

Q1: From your home, how easy is it for you to get to the following using your usual form of transport?

Note that for this question only, the sample base is all “valid” responses, ie excluding those who selected “it does not apply / don’t know”, and those who didn’t answer the question. This is in order to allow comparisons with the equivalent question from the 2006 Herefordshire Satisfaction Survey, which was carried out in September and October of that year.

Ease of access to services (valid responses only)						
	Very easy	Fairly easy	Neither easy nor difficult	Fairly difficult	Very difficult	Base
GP	58%	29%	7%	4%	2%	914
Dentist	39%	34%	11%	9%	7%	849
Local hospital	37%	34%	13%	13%	3%	919
Chemist or pharmacy	54%	32%	9%	4%	1%	926
Library	46%	33%	12%	7%	2%	872
Cultural / recreational facility, eg theatre, cinema	24%	34%	20%	16%	6%	867
Sports / leisure centre	34%	36%	16%	10%	4%	800
Council or neighbourhood office	31%	35%	19%	11%	3%	843



The following table shows a comparison between the scores obtained in this Herefordshire Voice survey (HV0612), and the 2006 Herefordshire Satisfaction Survey (2006 HSS). The Herefordshire Satisfaction Survey was representative of the county as a whole, while Herefordshire Voice is less so. The comparison is made to highlight possible differences in views between Herefordshire Voice panellists and the county population.

Ease of access to services – comparisons between Herefordshire Voice and Herefordshire Satisfaction Survey (valid responses only)		
	Easy: HV0612	Easy: 2006 HSS
GP	88%	80%
Dentist	73%	54%
Local hospital	71%	57%
Chemist or pharmacy	86%	78%
Library	79%	69%
Cultural / recreational facility, eg theatre, cinema	58%	47%
Sports / leisure centre	71%	64%
Council or neighbourhood office	66%	58%

The scores obtained in HV0612 are all higher than in 2006 HSS, though the difference varies between 7 and 19 percentage points. The higher scores seen may be explained to some extent by the context in which the questions were asked in each survey, or by the age breakdown of the panel – which is skewed towards older respondents. For example, older respondents are perhaps more likely to have access to private transport, resulting in them finding it easier to get to each service.

This difference from the county as a whole should be borne in mind when looking at other results from this survey; however, this does not diminish the usefulness of the data gathered. It is likely that the kind of problems experienced by Herefordshire Voice panellists are also encountered by others in Herefordshire.

Access to the individual services listed will be considered in more detail in the relevant sections later in the report.

Access to a Doctor's surgery

Each of the following sections of the questionnaire followed a similar format. Where more than one service point was being referred to, respondents were asked which in Herefordshire, if any, they normally used. This was followed by a series of questions which looked at a number of aspects potentially affecting access to the service, and asked the extent to which respondents experienced problems with each. At the end of each section was a space for respondents to give details of any specific problems they had encountered with accessing the service.

The aim of the preliminary questions in each section was not to collect data about rates of use of individual services, but to act as a guide when looking at the "problems" questions – so that it was possible to identify which service points proved problematic to respondents. Respondents were asked to answer with reference to the service point that was most relevant to them, and select only one. As many people will have used more than one service point for some services, it is not appropriate to present the simple usage data.

Q2: Are you registered at a Doctor's surgery?

Q3: At which surgery are you registered?

As mentioned above, the data from these questions are used only to provide greater insight to the results given in Q1a and Q4. However, the following summary provides some context to the results obtained:

93% of respondents were registered with a surgery in Herefordshire, while 5% were registered outside of the county. 1% of respondents were not registered.

All of the 36 NHS surgeries and branch surgeries in Herefordshire were covered, with between 2 and 75 respondents saying they were registered at each.

Q1a: Ease of access to a GP

Ease of access to a GP, by registration at a surgery (valid responses only)				
	Easy	Neither easy nor difficult	Difficult	Base
All valid responses	88%	7%	6%	914
Registered at a surgery in Herefordshire	87%	7%	6%	864
Registered at a surgery outside Herefordshire	89%	7%	4%	46

There is no real difference seen between those registered at a GP in Herefordshire, and those registered outside the county: each are equally likely to find it easy to get to the surgery. **Note** the low sample base for those registered outside Herefordshire. The number of respondents not registered at a surgery was too small for that group to be included in the table above.

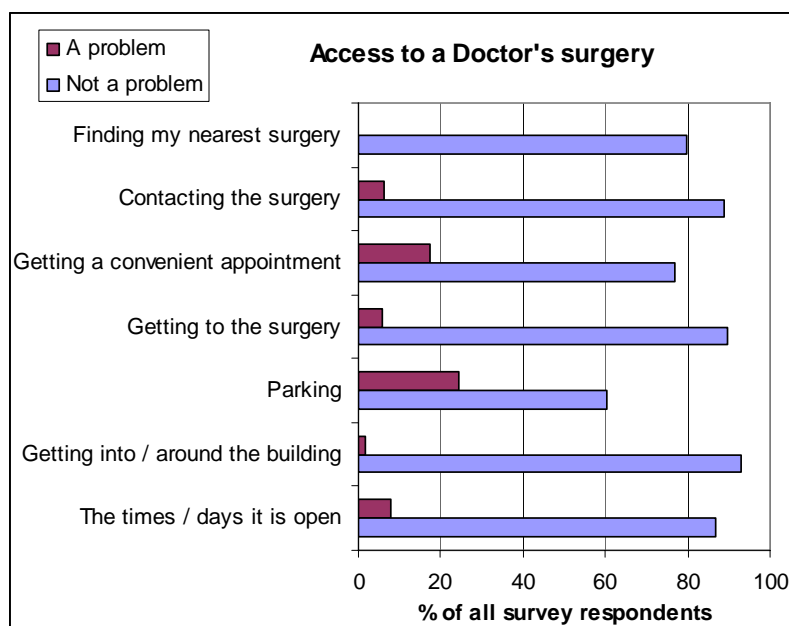
It is not considered appropriate to present results broken down by individual surgeries in this report; thus summary data are given. A full breakdown of results will be passed to the appropriate persons in the relevant organisations.

Amongst those Herefordshire surgeries with sufficient numbers of respondents to show a reasonable degree of accuracy, the majority had scores between 80% and 100% for “easy”. A few had between around 70% and 80% of respondents finding it easy.

Q4: Thinking about the surgery indicated above, to what extent do you encounter problems with the following factors, which make it difficult for you to access the service?

Access to a Doctor's surgery (all survey respondents)							
	A very big problem	A fairly big problem	Not a very big problem	Not a problem at all	Not applicable	Not provided	Base
Finding my nearest surgery	*%	*%	7%	73%	15%	5%	959
Contacting the surgery to make an appointment	2%	4%	23%	66%	1%	4%	959
Getting an appointment at a convenient time	5%	12%	38%	39%	2%	4%	959
Getting to the surgery	1%	4%	22%	68%	1%	3%	959
Parking	9%	16%	23%	37%	12%	3%	959
Getting into and around the surgery building	1%	1%	9%	84%	2%	4%	959
The times or days the surgery is open	2%	6%	31%	56%	2%	4%	959

For convenience, the options “a very big problem” and “a fairly big problem” are grouped together and referred to as “a problem”. The options “not a very big problem” and “not a problem at all” are grouped together and referred to as “not a problem”.



Finding my nearest surgery

Less than 0.5% of all survey respondents had encountered a problem finding their nearest surgery, compared to 80% who had no problem. The vast majority of surgeries had no problem, or a very low proportion of respondents finding a problem.

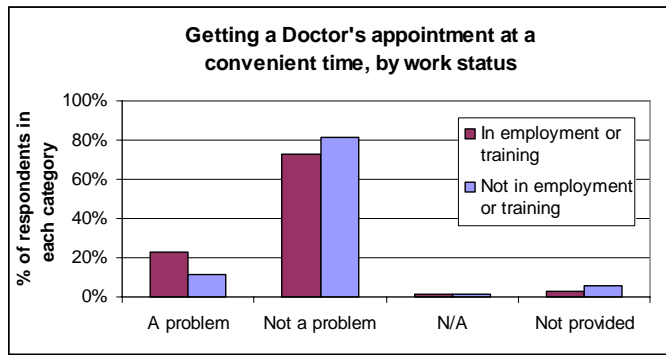
Contacting the surgery to make an appointment

6% of all survey respondents had encountered a problem in making an appointment, compared to 89% who had no problem. Of those surgeries with sufficient respondents to show a reasonable degree of accuracy, roughly half showed no problem with making an appointment, with most of the rest having between 10% and 20% of respondents experiencing a problem.

Getting an appointment at a convenient time

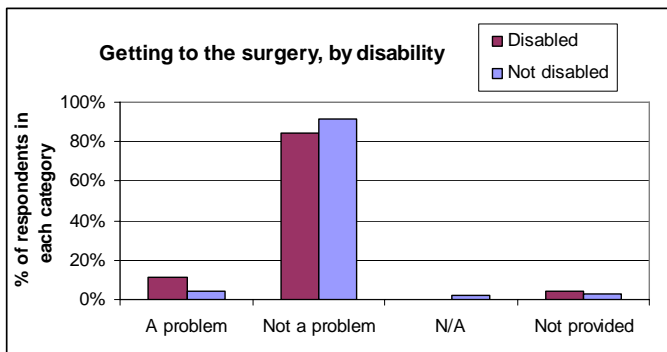
17% of all survey respondents had problems with getting an appointment at a convenient time, compared to 77% who had no problem. There was quite a lot of variation between surgeries, with the majority showing between 0% and 50% of respondents having experienced a problem.

Respondents in full or part-time employment or training were more likely to have experienced problems getting an appointment at a convenient time, than respondents who were not in employment or training.



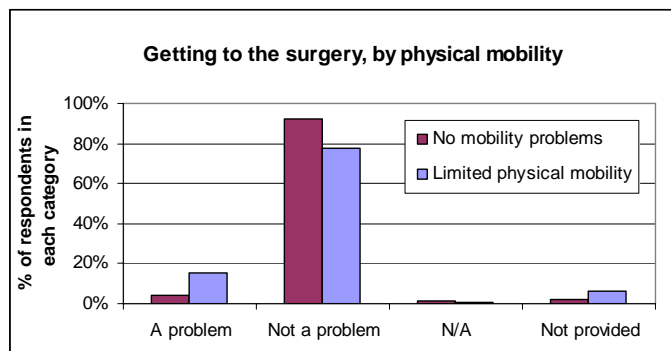
Getting to the surgery

6% of all survey respondents had problems with getting to the surgery, compared to 90% who had no problem. The majority of surgeries had less than 20% of respondents experiencing problems with getting to the building. Of those registered at a surgery outside Herefordshire, 4% had experienced problems getting there.



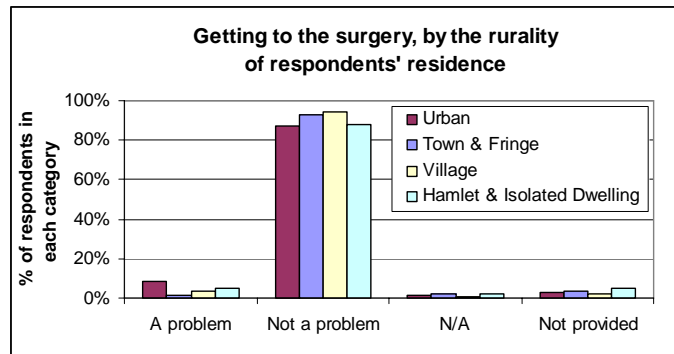
Respondents who identified themselves as disabled were more likely to have experienced a problem getting to the surgery, than respondents who said they had no disability.

Respondents who had limited physical mobility were more likely to have experienced a problem with getting to the surgery, than those who had no mobility problems.

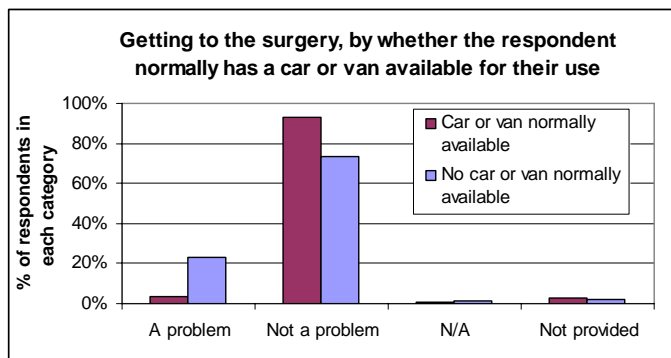


Getting to the surgery was most often seen as a problem amongst respondents who lived in urban areas, and least amongst those who lived in town & fringe areas.

Please refer to Appendix 1 for a full explanation of the urban / rural definitions used.



Note that the categories used here refer to where the respondent lives, *not* to where the surgery is located.

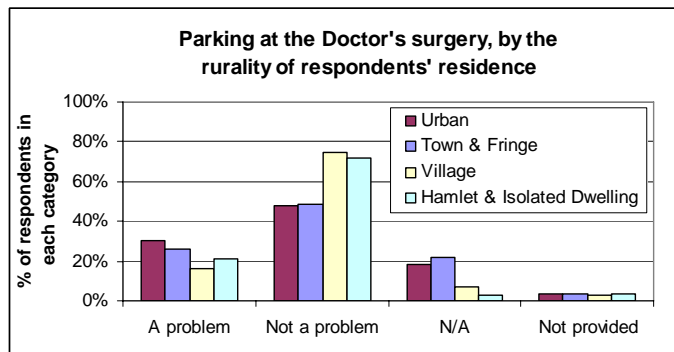


Respondents who didn't normally have access to a car or van were more likely to have experienced problems with accessing the surgery, than respondents with access to a car or van.

Parking

24% of all survey respondents had experienced problems with parking, compared to 60% who had not. Problems with parking vary enormously between surgeries, with surgeries located in urban areas generally having a higher proportion of respondents experiencing problems.

Problems with parking also vary according to the rurality of respondents' residence. The highest incidence of parking problems can be seen amongst those who live in urban areas, and the lowest amongst those who live in villages.



Note that respondents who live in rural areas do not necessarily attend a rural Doctor's surgery. Please refer to Appendix 1 for a full explanation of the urban / rural definitions used.

Getting into and around the surgery building

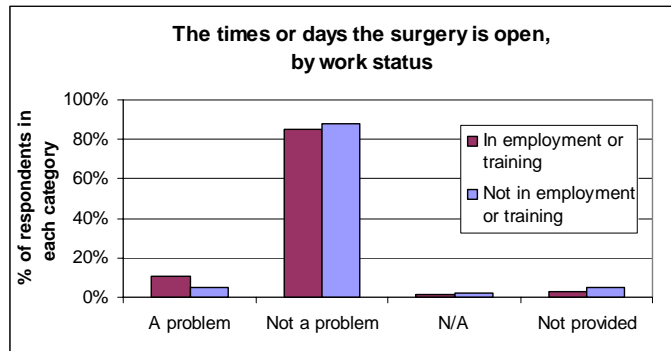
1% of all survey respondents had experienced a problem with getting into or around the surgery building, compared with 93% who had had no problems. The majority of surgeries had no respondents experiencing problems with getting into and around the building. Of the surgeries with sufficient respondents to indicate a reasonable degree of accuracy, none had more than 10% experiencing a problem.

Perhaps as a result of the very low numbers of respondents experiencing a problem with getting into or around the building, no difference was seen between respondents who identified themselves as disabled, and those who had no disability; and no difference was seen between those with limited physical mobility, and those who had no mobility problems.

The times or days the surgery is open

8% of all survey respondents had had problems with the times or days the surgery is open, compared to 87% who had no problems. There is some variation between surgeries, with the majority having between 0% and 15% of respondents experiencing a problem. A small number of surgeries had more, with around 20% experiencing a problem.

Respondents in full or part-time employment or training were more likely to have experienced problems with the times or days the surgery is open, than respondents who were not in employment or training.



Q5: Have difficulties in accessing the surgery ever caused you to miss an appointment?

Missed a Doctor's appointment as a result of access difficulties (all survey respondents)	
Yes	3%
No	87%
Not applicable	8%
Not provided	2%
Base	959

3% of all survey respondents had missed a Doctor's appointment as a result of difficulties in accessing the surgery.

Q6: Please give details of any specific problems you have encountered with accessing the doctor's surgery:

Details given by respondents covered a variety of topics, the most common being problems in making an appointment, and problems with parking.

A full list of the comments made will be provided to the appropriate people within the relevant organisations.

Access to a Dentist

Q7: Do you have a Dentist?

Q8: Which dental surgery are you with?

As mentioned above, these data from these questions are used only to provide greater insight to the results given in Q1b and Q9. However, the following summary provides some context to the results obtained:

66% of respondents were with a dentist in Herefordshire, while 17% were with one outside of the county. 16% of respondents did not have a dentist.

All of the 17 dental surgeries which offered NHS care in Herefordshire were covered, with between 6 and 73 respondents saying they used each (some of these respondents were private patients at those surgeries). 5 of the 7 NHS Dental Access Centres were covered, with between 1 and 3 respondents saying they used each. No-one said they used the NHS orthodontic clinic in Hereford. 8 wholly private dental practices were also covered.

Q1b: Ease of access to a Dentist

Ease of access to a Dentist, by “registration” at a Dentist⁴ (valid responses only)				
	Easy	Neither easy nor difficult	Difficult	Base
All valid responses	73%	11%	16%	849
With a Dentist in Herefordshire	80%	11%	9%	599
With a Dentist outside Herefordshire	56%	12%	32%	150
Don't have a Dentist	51%	12%	37%	90

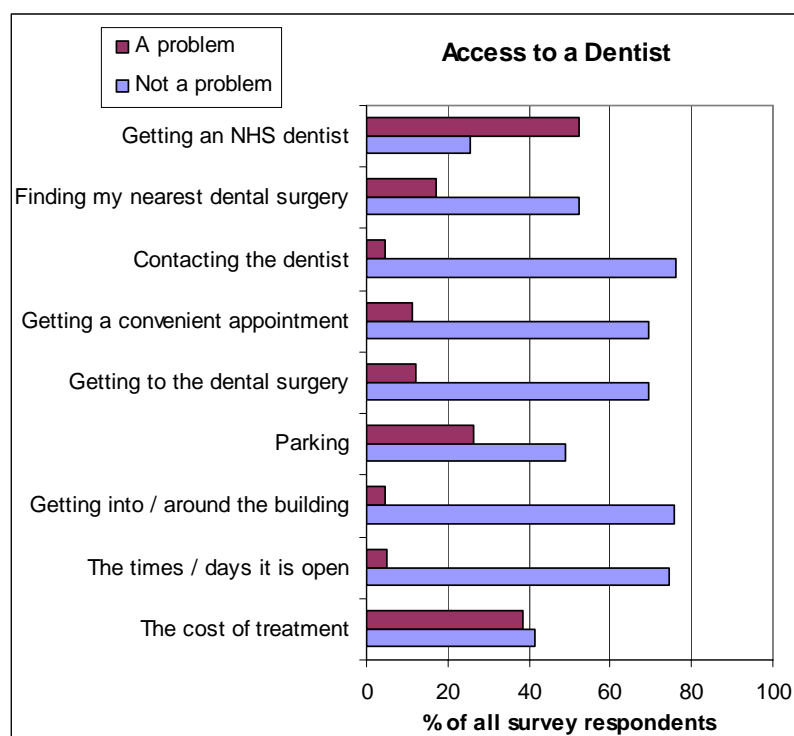
Those with a Dentist in Herefordshire were most likely to find it easy to get to the dentist; those who don't have a dentist were least likely to find it easy.

Amongst those Herefordshire dentists with sufficient numbers of respondents to show a reasonable degree of accuracy, the majority had scores between around 70% and 95% “easy”. A few surgeries had scores lower than 70%.

⁴ Although the current system means patients are not “registered” at a particular dental surgery, it is appreciated that many dentists have a list of regular patients. In the questionnaire, it was decided that rather than explaining the recently introduced system to respondents, it would be more appropriate to use the phrase “with a Dentist” to reflect the current arrangement.

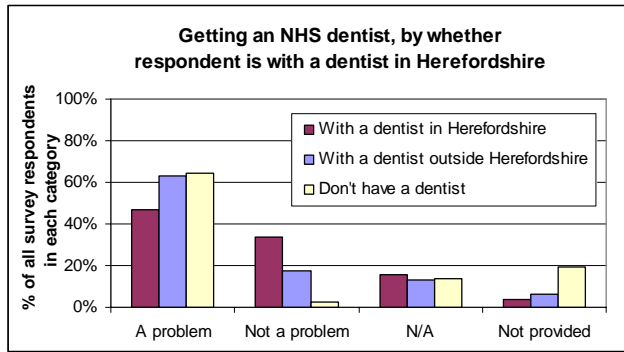
Q9: Thinking about the dental surgery indicated above, to what extent do you encounter problems with the following factors, which make it difficult for you to access the service?

Access to a Dentist (all survey respondents)							
	A very big problem	A fairly big problem	Not a very big problem	Not a problem at all	Not applicable	Not provided	Base
Getting an NHS dentist	44%	9%	7%	18%	15%	7%	959
Finding my nearest dental surgery	10%	7%	16%	36%	20%	11%	959
Contacting the dentist to make an appointment	3%	2%	18%	58%	10%	9%	959
Getting an appointment at a convenient time	4%	8%	25%	44%	10%	10%	959
Getting to the dental surgery	4%	8%	24%	46%	9%	9%	959
Parking	9%	17%	23%	26%	16%	9%	959
Getting into and around the building	2%	3%	15%	61%	10%	9%	959
The times or days the dental surgery is open	1%	4%	19%	56%	11%	10%	959
The cost of treatment	20%	19%	25%	16%	11%	9%	959



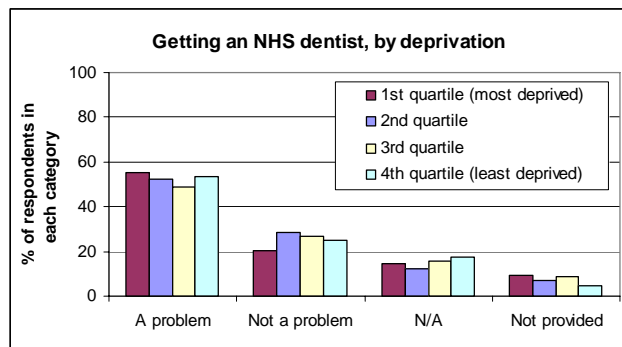
Getting an NHS dentist

52% of all survey respondents had encountered problems with getting an NHS dentist, compared to 25% who had had no problem.



Unsurprisingly, respondents who have a dentist in Herefordshire are less likely to think that getting an NHS dentist is a problem, than those who have a dentist outside of the county, and those who don't have a dentist.

Although there is no clear pattern with increasing deprivation, it can be seen that those who live in an area in the most deprived quartile in the county are more likely to have encountered problems with getting an NHS dentist, than those in the third quartile. Please refer to Appendix 2 for a full explanation of the deprivation quartiles used.



Finding my nearest dental surgery

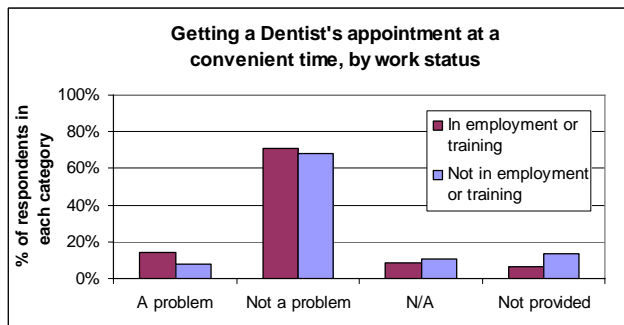
17% of all survey respondents had experienced a problem with finding their nearest dental surgery, compared to 52% who had had no problem. Of those dental surgeries with sufficient respondents for a reasonable degree of accuracy, the majority had between 5% and 20% of respondents saying that finding their nearest was a problem. Amongst those at a dentist outside the county, 28% had experienced a problem with finding their nearest dentist. This score (28%) was also seen with those who did not have a dentist.

Contacting the dentist to make an appointment

5% of all survey respondents had experienced a problem with making an appointment, compared with 76% who had not had a problem. The majority of dental surgeries had between 0% and 5% of respondents having experienced a problem.

Getting an appointment at a convenient time

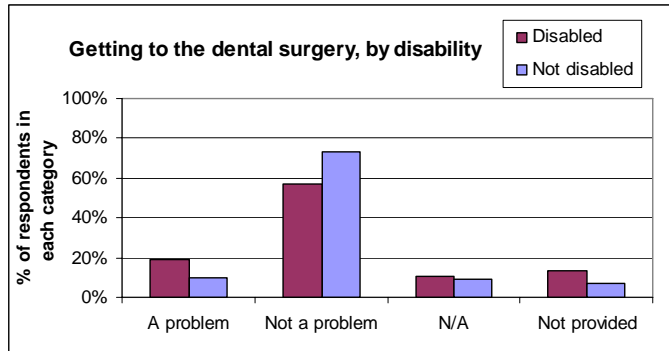
11% of all survey respondents had had a problem with getting a convenient appointment, compared to 69% who had not. The majority of surgeries had between 10% and 20% of respondents saying that they had had problems, with a handful having less than 10%, and a few having more than 20%.



Respondents who were in full or part-time employment or training were more likely to have experienced a problem in getting a convenient appointment, than those who were not in employment or training.

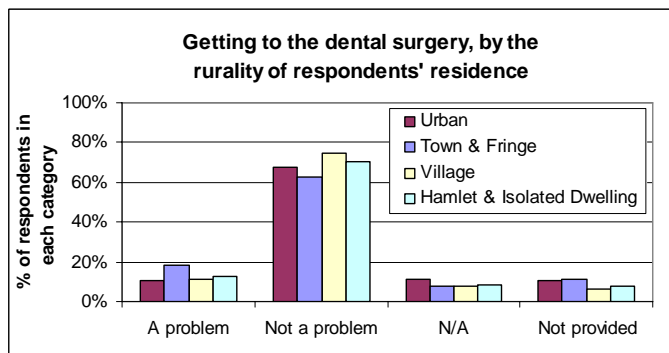
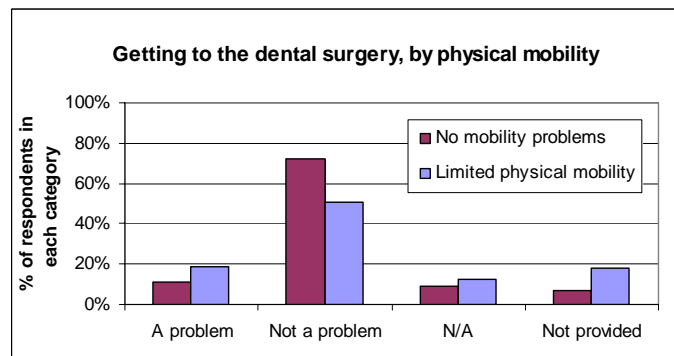
Getting to the dental surgery

12% of all survey respondents had encountered problems with getting to the dental surgery, compared to 69% who had not had problems. There was a fair amount of variation between surgeries. Amongst those with sufficient respondents for a reasonable degree of accuracy, the proportion of respondents experiencing a problem ranges from 0% to around 30%. Of those who have a dentist outside Herefordshire, 22% had experienced a problem with getting there.



Respondents who identified themselves as disabled were more likely to have encountered problems with accessing the dental surgery, than respondents who said they had no disability.

Respondents who had limited physical mobility were more likely to have experienced problems with getting to the dentist, than those with no mobility problems.



Respondents who lived in town & fringe areas were more likely to have had a problem with getting to the dental surgery, than those who lived in other areas.

Please refer to Appendix 1 for a full explanation of the urban / rural classifications used.

No difference was seen between respondents who normally had a car or van available for their use, and those who did not have one available.

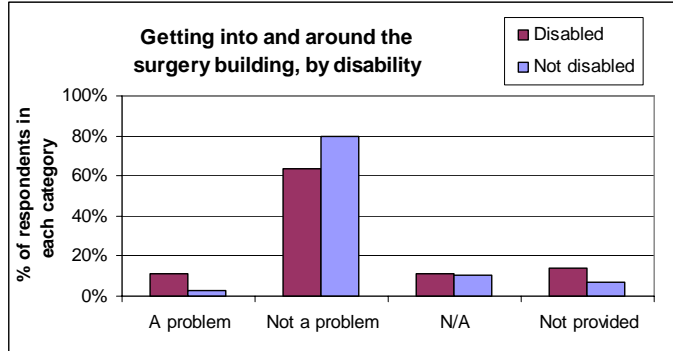
Parking

26% of all survey respondents had encountered a problem with parking at their dental surgery, compared to 49% who had no problem. There was a lot of variation between dental surgeries, with more respondents having problems at surgeries in town centres, particularly in Hereford.

No difference was seen between respondents who lived in urban areas, and those who lived in rural areas.

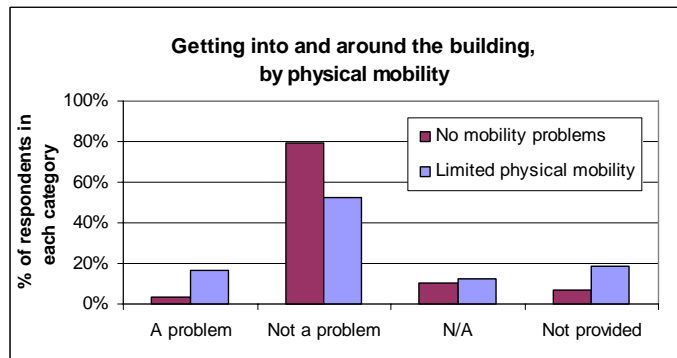
Getting into and around the building

5% of all survey respondents had experienced problems with getting into and around the dental surgery building, compared to 76% who had had no problems. Of those surgeries with sufficient respondents for a reasonable degree of accuracy, roughly two thirds had no respondents reporting a problem. There was some variation amongst the remainder.



Respondents who identified themselves as disabled were more likely to have encountered problems with getting into and around the dental surgery building, than those who said they had no disability.

Respondents with limited physical mobility were more likely to have had problems getting into and around the dental surgery building, than respondents with no mobility problems.



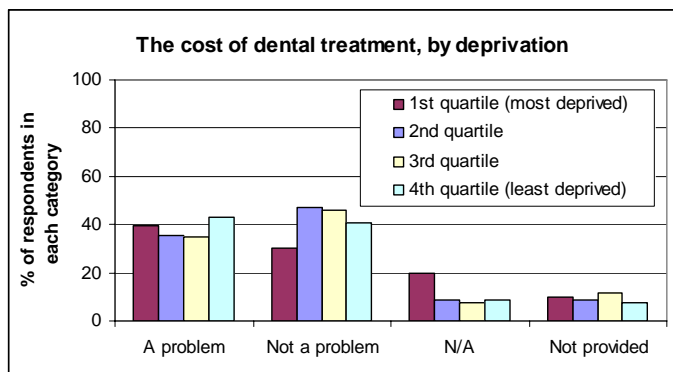
The times or days the dental surgery is open

5% of all survey respondents had encountered a problem with the times or days the dental surgery is open, compared to 75% who had had no problems. Around half of surgeries had no respondents reporting problems; most of the remainder had less than 10% with a problem.

No difference was seen between those in full or part-time employment or training, and those not in employment or training.

The cost of treatment

38% of all survey respondents had encountered problems with the cost of dental treatment, compared to 42% who had had no problem. There was a lot of variation between surgeries, from around 10% to around 75% reporting problems.



The cost of dental treatment was most often seen as a problem amongst respondents who lived in the least deprived and most deprived quartiles in Herefordshire.

Please refer to Appendix 2 for a full explanation of the deprivation quartiles used.

Q10: *Have difficulties in accessing the dental surgery ever caused you to miss an appointment?*

Missed a dental appointment as a result of access difficulties (all survey respondents)	
Yes	5%
No	75%
Not applicable	14%
Not provided	6%
Base	959

5% of all survey respondents had missed a dental appointment as a result of difficulties in accessing the surgery.

Q11: *Please give details of any specific problems you have encountered with accessing the dentist:*

The majority of comments made concerned problems with getting an NHS dentist. Other themes touched upon included problems with parking, and getting up stairs into surgery buildings.

A full list of the comments made will be provided to the appropriate people in the relevant organisations.

Access to the local hospital

Q12: Please indicate which one hospital in Herefordshire you have used or would expect to use, either as a patient or as a visitor.

This question is used only to provide greater insight to the results given for Q1c and Q13.

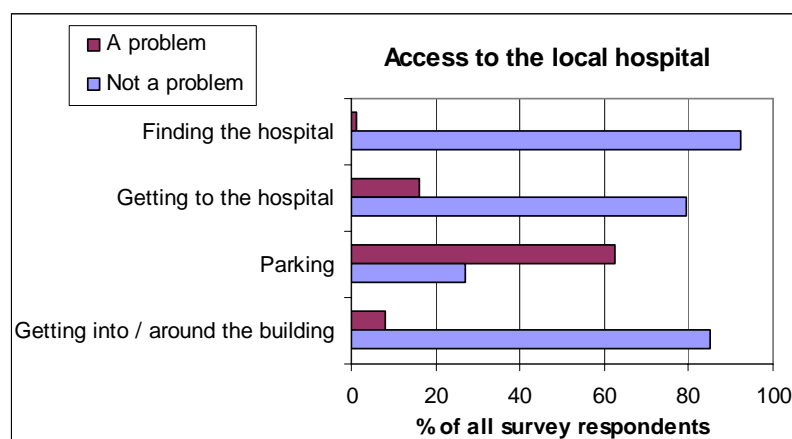
Q1c: Ease of access to a local hospital

Ease of access to a local hospital, by the hospital normally used (valid responses only)				
	Easy	Neither easy nor difficult	Difficult	Base
All valid responses	71%	13%	16%	919
Hereford County Hospital	70%	14%	17%	667
Other Hospital in Herefordshire	87%	7%	6%	87

Respondents who normally used Hereford County Hospital were less likely to find it easy to access, than those who normally used a different hospital in the county.

Q13: Thinking about the hospital indicated above, to what extent do you encounter problems with the following factors, which make it difficult for you to access the service?

Access to the local hospital (all survey respondents)							
	A very big problem	A fairly big problem	Not a very big problem	Not a problem at all	Not applicable	Not provided	Base
Finding the hospital	*%	1%	16%	76%	3%	4%	959
Getting to the hospital	4%	12%	29%	50%	1%	3%	959
Parking	38%	25%	15%	12%	7%	3%	959
Getting into and around the hospital building	2%	6%	25%	60%	2%	4%	959

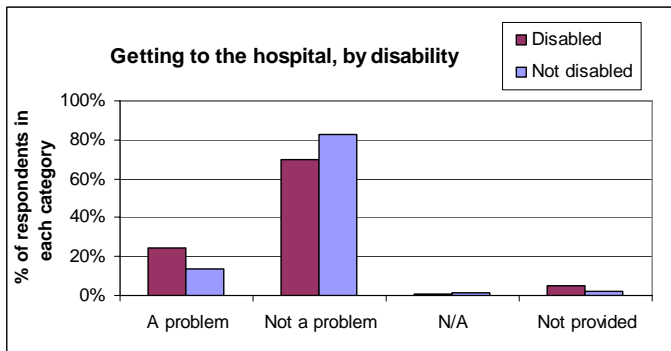


Finding the hospital

1% of all survey respondents had encountered problems with finding the hospital, compared to 92% who had had no problems. At Hereford County Hospital, 1% of respondents had had a problem with finding it. With other hospitals in the county, no respondents had had a problem.

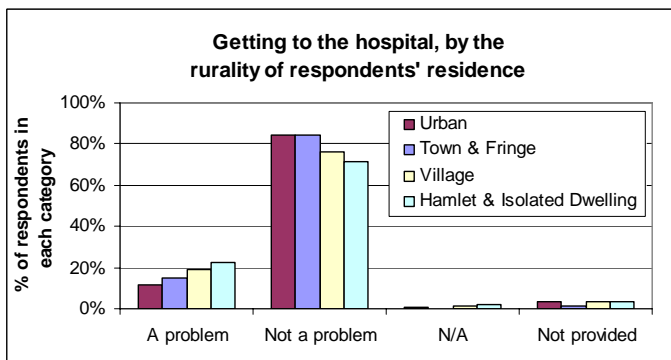
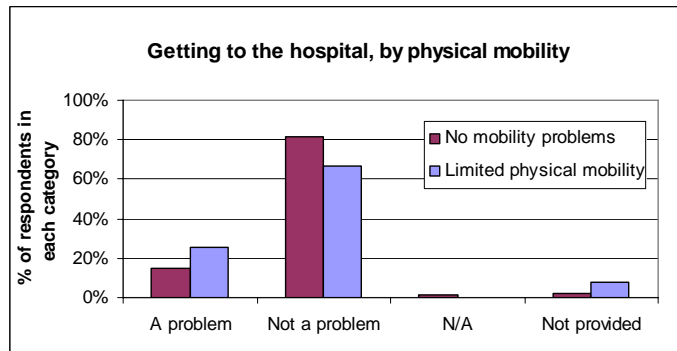
Getting to the hospital

16% of all survey respondents had encountered problems with getting to the hospital, compared to 79% who had not. Of those who used Hereford County Hospital, 17% had had a problem getting there, while 2% of those using a different hospital in the county had had a problem.



Respondents who identified themselves as disabled were more likely to have encountered problems with getting to the hospital, than those who said they were not disabled.

Respondents with limited physical mobility were more likely to have had problems with getting to the hospital, than those with no mobility problems.



Respondents who lived in urban areas were less likely to have encountered problems with getting to the hospital, than those who lived in more rural areas.

Please refer to Appendix 1 for a full explanation of the urban / rural classifications used.

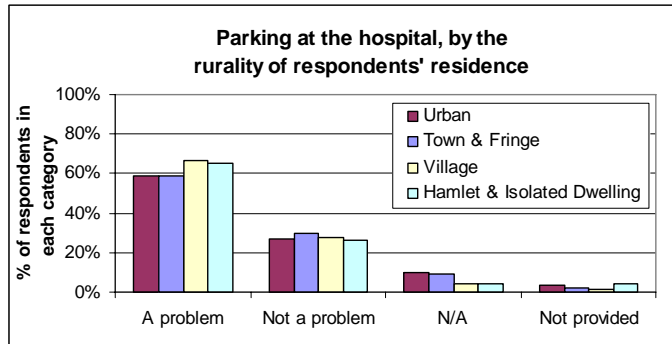
No difference was seen between respondents who normally had a car or van available for their use, and those who didn't have access to a car or van.

Parking

62% of all survey respondents had encountered problems with parking at the local hospital, compared to 27% who had not had problems. Amongst respondents who normally used Hereford County Hospital, 69% had had problems with parking, while amongst respondents who used different hospitals in the county, 14% had a problem.

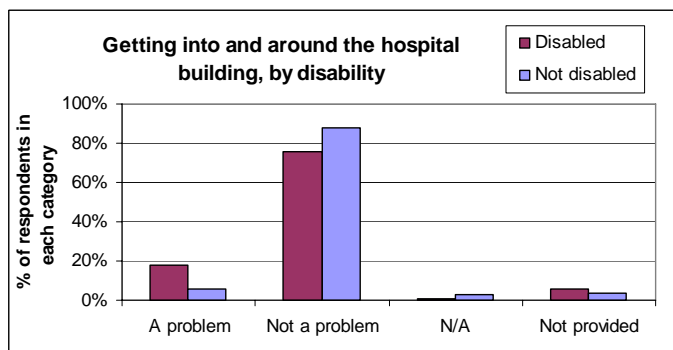
Respondents who lived in villages or hamlets were more likely to have encountered problems with parking, than those who lived in urban areas or towns.

Please refer to Appendix 1 for a full explanation of the urban / rural classifications used.



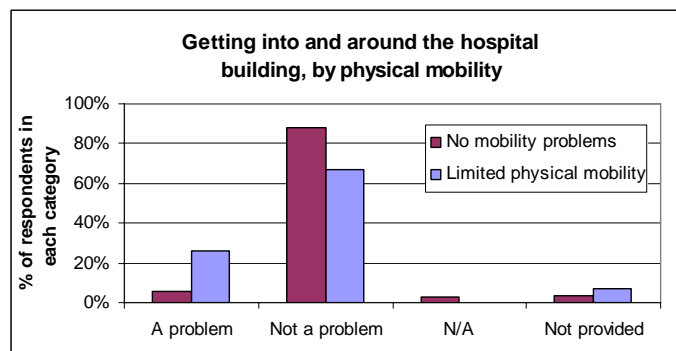
Getting into and around the hospital building

8% of all survey respondents had encountered problems with getting into or around the hospital building, compared to 85% who had had no problems. Amongst respondents who normally used Hereford County Hospital, 9% had had a problem with getting around the building. Amongst those who normally used different hospitals in the county, none had experienced problems.



Respondents who identified themselves as disabled were more likely to have had problems with getting into or around the hospital, than those who said they had no disability.

Respondents with limited physical mobility were more likely to have experienced problems with getting into or around the hospital, than those who had no mobility problems.



Q14: Have difficulties in accessing the hospital ever caused you to miss an appointment?

Missed a hospital appointment as a result of access difficulties (all survey respondents)	
Yes	4%
No	84%
Not applicable	9%
Not provided	2%
Base	959

4% of all survey respondents had missed an appointment at the hospital as a result of access difficulties.

Q15: Please give details of any specific problems you have encountered with accessing the hospital:

The majority of comments made referred to the cost and availability of car parking. Other comments covered problems with traffic, and staffing of the hospital reception.

A full list of the comments made will be provided to the appropriate people in the relevant organisations.

Access to a chemist or pharmacist

Q16: Which chemist or pharmacist do you normally use?

This question is used only to provide greater insight to the results given for Q1d and Q17. However, the following summary provides some context to the results obtained:

All of the 25 chemists and pharmacists in Herefordshire were covered, with between 5 and 41 respondents saying they used each. In addition, 16 dispensing doctor's surgeries were mentioned, each used by between 1 and 16 respondents.

Q1d: Ease of access to a chemist or pharmacy

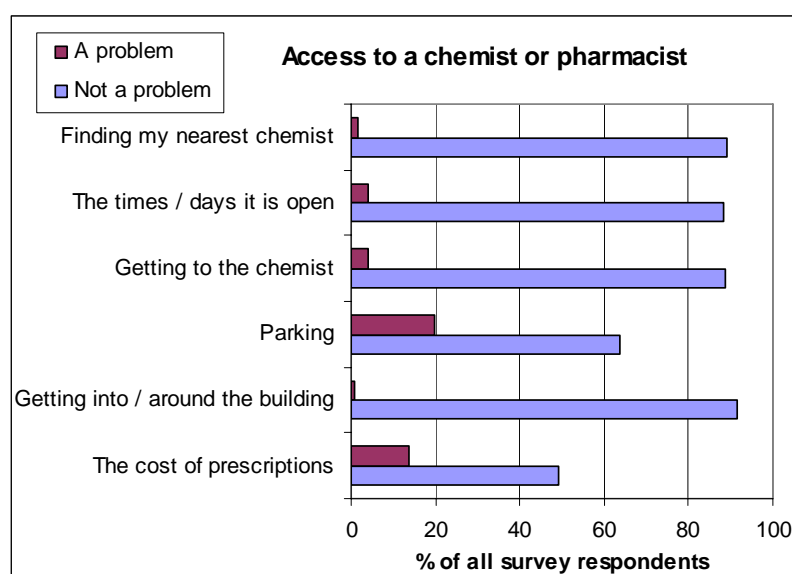
Ease of access to a chemist or pharmacy (valid responses only)				
	Easy	Neither easy nor difficult	Difficult	Base
All valid responses	86%	9%	5%	926

When looking at the Herefordshire chemists normally used by respondents (those with sufficient respondents for a reasonable degree of accuracy), the majority had between 80% and 100% of respondents finding it easy to get to. A few had between 70% and 80% finding it easy.

Note that at the stage in the survey at which this question was asked, respondents had not been asked to specify which chemist they normally used. Respondents may typically use more than one chemist, so we cannot be sure that the chemist they had in mind when answering Q1 was the same one mentioned in Q16.

Q17: Thinking about the chemist or pharmacist indicated above, to what extent do you encounter problems with the following factors, which make it difficult for you to access the service?

Access to a chemist or pharmacist (all survey respondents)							
	A very big problem	A fairly big problem	Not a very big problem	Not a problem at all	Not applicable	Not provided	Base
Finding my nearest chemist or pharmacist	1%	1%	11%	78%	6%	4%	959
The times or days the chemist is open	1%	3%	23%	66%	3%	4%	959
Getting to the chemist	1%	3%	20%	69%	3%	4%	959
Parking	7%	13%	22%	42%	12%	4%	959
Getting into and around the building	*%	*%	10%	81%	4%	4%	959
The cost of prescriptions	5%	9%	20%	30%	32%	5%	959



Finding my nearest chemist or pharmacist

1% of all survey respondents had encountered a problem with finding their nearest chemist or pharmacist, compared to 89% who had not encountered problems. Of those chemists with sufficient respondents for a reasonable degree of accuracy, the majority had no respondents experiencing a problem, with a handful having up to 10% with a problem.

The times or days the chemist is open

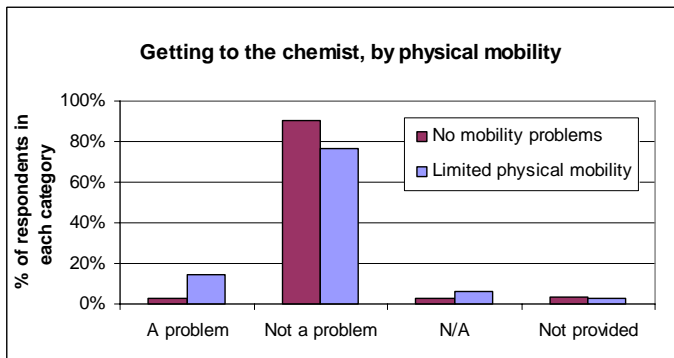
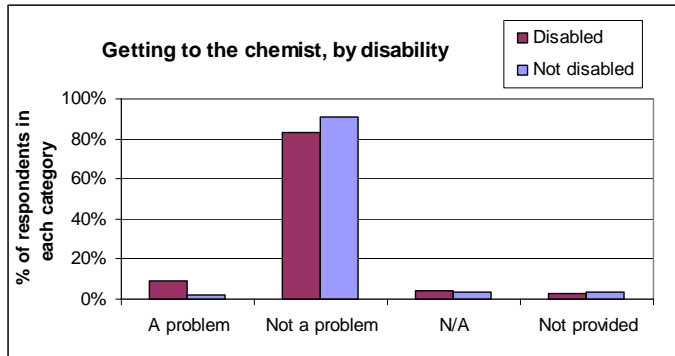
4% of all survey respondents had encountered a problem with the times or days the chemist is open, compared to 88% who had had no problems. Around a third of chemists had no respondents experiencing a problem, with the remainder having up to 15% with a problem.

No difference was seen between respondents in full or part-time employment or training, and those not in employment or training.

Getting to the chemist

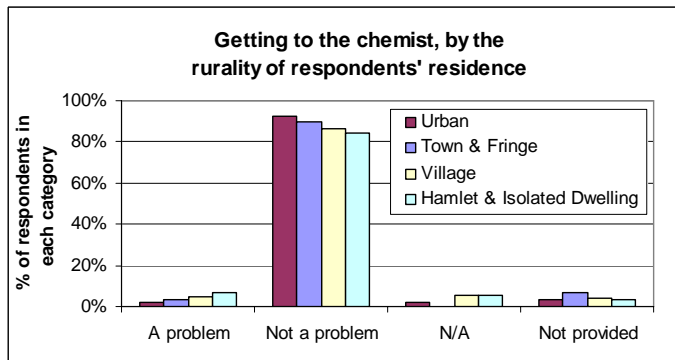
4% of all survey respondents had encountered a problem with getting to the chemist, compared to 89% who had had no problems. More than half of chemists had no respondents experiencing a problem getting there, with most of the remainder having up to 10% with a problem.

Respondents who identified themselves as disabled were more likely to have encountered problems with getting to the chemist, than those who said they had no disability.



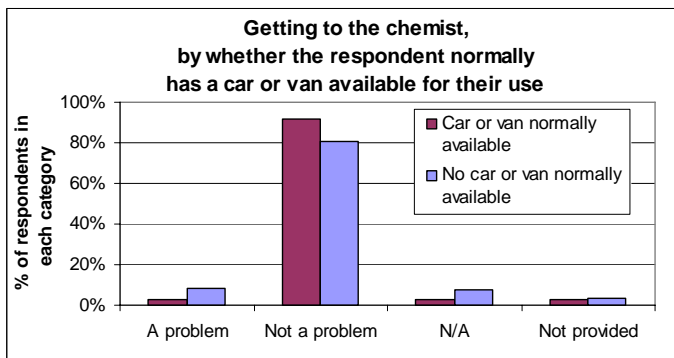
Respondents with limited physical mobility were more likely to have encountered problems with getting to the chemist, than those with no mobility problems.

Respondents who lived in hamlets or isolated dwellings were more likely than those who lived in urban areas to have experienced problems with getting to the chemist. Note that it is still a small proportion experiencing a problem.



Please refer to Appendix 1 for a full explanation of the urban / rural classifications used.

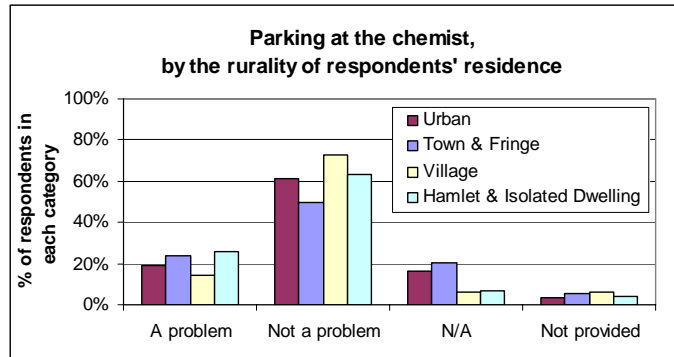
Respondents who normally had a car or van available for their use were less likely to have encountered problems with getting to the chemist, than those who didn't have access to a car or van.



Parking

20% of all survey respondents had encountered problems with parking for the chemist or pharmacist, compared to 64% who had had no problems. The majority of chemists had between 20% and 45% having encountered a problem, with a handful having less than 20%, and a few having more than 45% with a problem.

Respondents who lived in town & fringe areas or hamlets were more likely to have encountered a problem with parking at the chemist, than those who lived in urban areas or villages.



Note that the rurality of respondents' residence does not necessarily reflect the rurality of the chemist they normally used. Please refer to Appendix 1 for a full explanation of the urban / rural classifications used.

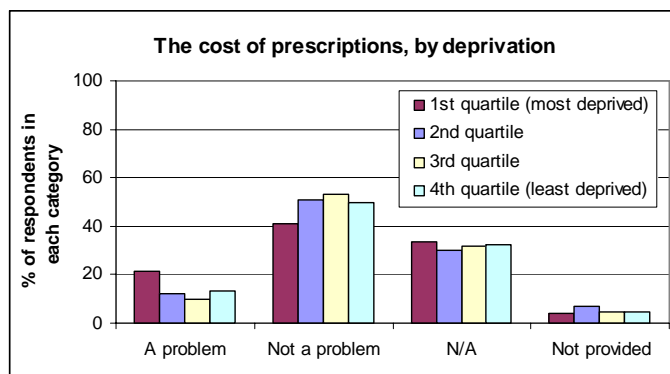
Getting into and around the building

1% of all survey respondents had encountered problems with getting into or around the chemist's building, compared to 91% who had had no problems. Of those chemists with sufficient respondents for a reasonable degree of accuracy, the majority had no respondents having experienced a problem. The remainder had less than 5% with a problem.

As a result of the very low numbers of respondents experiencing a problem with getting into and around the chemist's building, no difference was seen between respondents who identified themselves as disabled, and those with no disability; or between respondents with limited physical mobility, and those with no mobility difficulties.

The cost of prescriptions

14% of all survey respondents had encountered a problem with the cost of prescriptions, compared to 49% who had had no problem. There was a fair amount of variation between chemists, with the majority having between 0% and 40% encountering a problem.



Respondents who lived in an area in the most deprived quartile in Herefordshire were more likely to have encountered problems with the cost of prescriptions, than those from other quartiles.

Please refer to Appendix 2 for a full explanation of the deprivation quartiles used.

Q18: Please give details of any specific problems you have encountered with accessing the chemist or pharmacist:

The most common themes mentioned were the availability of chemist facilities during lunch times, weekends or out of hours, problems with parking, and the cost of prescriptions.

A full list of the comments made will be provided to the appropriate people in the relevant organisations.

Access to a library or mobile library

Q19: Please indicate which one library you have used or would expect to use in Herefordshire:

This question is used only to provide greater insight to the results given in Q1e and Q20.

Q1e: Ease of access to a library

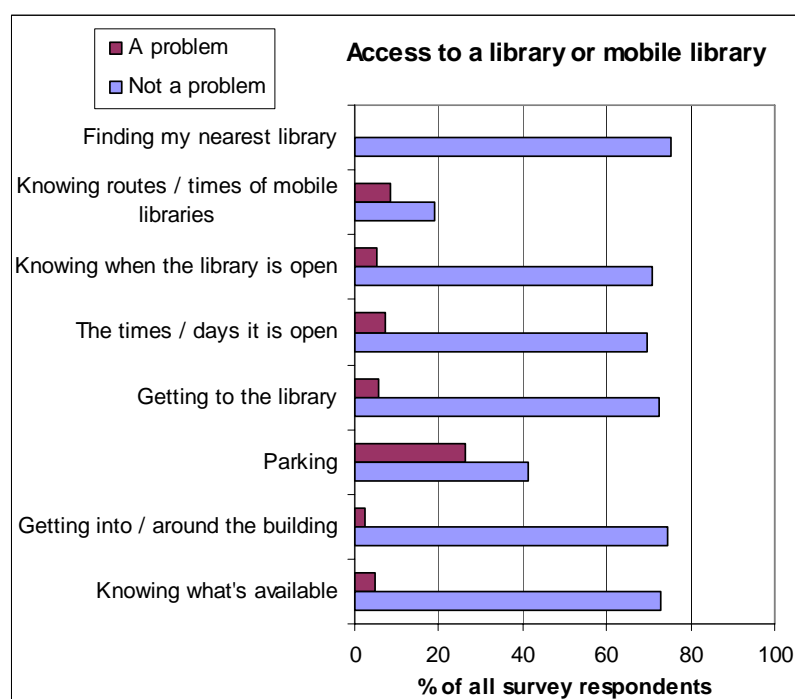
Ease of access to a library, by the library normally used (valid responses only)				
	Easy	Neither easy nor difficult	Difficult	Base
All valid responses	79%	12%	9%	872
Hereford library	71%	17%	12%	311
Leominster library	90%	7%	3%	87
Ross library	92%	6%	3%	109
Other library or mobile library in Herefordshire	87%	5%	8%	204

Respondents who normally used Hereford library were less likely to find it easy to get to, than those who used other libraries or mobile libraries in Herefordshire.

Note that at the stage in the survey at which this question was asked, respondents had not been asked to specify which library they normally used. Respondents may typically use more than one library, so we cannot be sure that the library they had in mind when answering Q1 was the same one mentioned in Q19.

Q20: Thinking about the library indicated above, to what extent do you encounter problems with the following factors, which make it difficult for you to access the service?

Access to a library or mobile library (all survey respondents)							
	A very big problem	A fairly big problem	Not a very big problem	Not a problem at all	Not applicable	Not provided	Base
Finding my nearest library	0%	1%	6%	69%	12%	12%	959
Knowing the routes and times of mobile libraries	4%	5%	7%	12%	58%	14%	959
Knowing when the library is open	1%	5%	23%	48%	10%	14%	959
The times or days the library is open	1%	6%	24%	46%	10%	14%	959
Getting to the library	1%	4%	17%	55%	9%	13%	959
Parking	13%	13%	17%	24%	19%	13%	959
Getting into and around the library building	1%	1%	10%	64%	10%	13%	959
Knowing what's available at the library	1%	4%	21%	52%	9%	13%	959



Finding my nearest library

1% of all survey respondents had encountered a problem with finding their nearest library, compared to 75% who had had no problems. Amongst respondents who normally used Hereford library, 1% had had a problem with finding it. No respondents from other Herefordshire libraries had had problems with finding the library.

Knowing the routes and times of mobile libraries

9% of all survey respondents had encountered problems with knowing the routes and times of mobile libraries, compared to 19% who had had no problems. For this question, 58% of respondents selected “not applicable”. Amongst those who normally used a mobile library (42 respondents), 26% had encountered a problem with knowing the routes and times.

Knowing when the library is open

5% of all survey respondents had encountered problems with knowing when the library is open, compared to 71% who had had no problems. Amongst respondents who normally used Hereford library, 9% had had problems with knowing when it is open. At Ross library the figure was 2%, at Leominster it was 1%, and it was 6% at other Herefordshire libraries.

No difference was seen between respondents who were in full or part-time employment or training, and those who were not in employment or training.

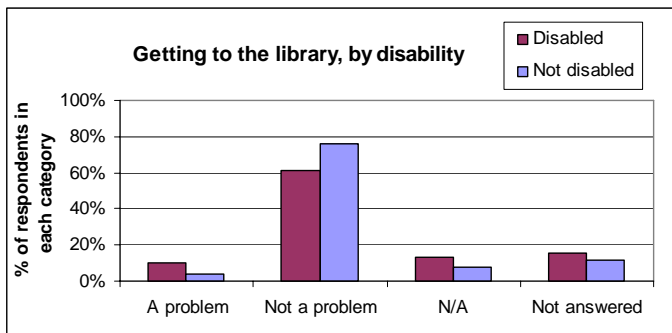
The times or days the library is open

7% of all survey respondents had encountered a problem with the times or days the library is open, compared to 70% who had had no problems. 12% of Hereford library users had had problems, compared to 2% at Ross, 1% at Leominster and 9% at other Herefordshire libraries.

No difference was seen between respondents who were in full or part-time employment or training, and those who were not in employment or training.

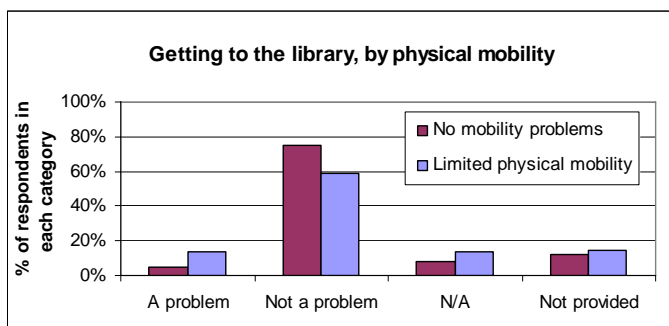
Getting to the library

6% of all survey respondents had encountered problems with getting to the library, compared to 72% who had not encountered problems. Amongst those who normally used Hereford library, 12% had had a problem with getting there; no respondents had had a problem with getting to Ross, 2% had had a problem getting to Leominster, and 3% had had a problem getting to other Herefordshire libraries.



Respondents who identified themselves as disabled were more likely to have experienced problems with getting to the library, than those who said they had no disability.

Respondents with limited physical mobility were more likely to have encountered problems with getting to the library, than those with no mobility problems.

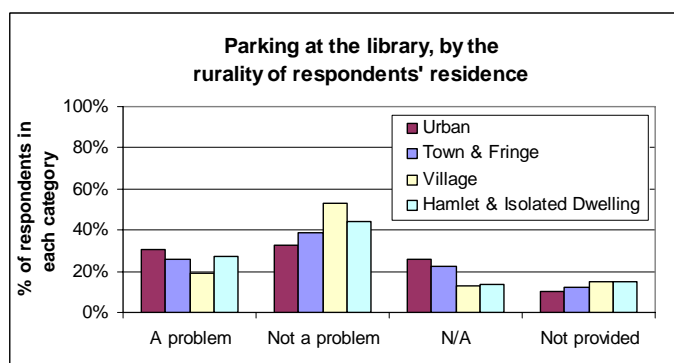


No difference was seen according to the rurality of respondents' residence.

No difference was seen between respondents who normally had access to a car or van, and those who did not have access.

Parking

26% of all survey respondents had encountered problems with parking for the library, compared to 41% who had not had problems. Amongst those who normally used Hereford library, 52% had had problems with parking at the library, compared to 18% who had had problems at Ross, 7% at Leominster, and 19% at other Herefordshire libraries.



Respondents who lived in villages were least likely to have experienced problems with parking at the library, while those who lived in urban areas were most likely to have had problems.

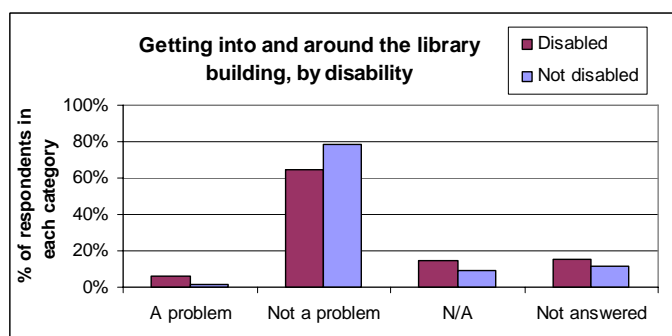
Note that the rurality of respondents' residence does not necessarily reflect the rurality of the library they normally use.

Please refer to Appendix 1 for a full explanation of the urban / rural classifications used.

Getting into and around the library building

2% of all survey respondents had encountered problems with getting into and around the library building, compared to 75% who had had no problems. There was a small amount of variation between respondents who normally used different libraries in Herefordshire.

Respondents who identified themselves as disabled were more likely to have encountered problems with getting into or around the library building, than those who said they did not have a disability.



No difference was seen between respondents with limited physical mobility, and those who had no mobility difficulties.

Knowing what's available at the library

5% of all survey respondents had encountered problems with knowing what's available at the library, compared to 73% who had had no problems. Amongst respondents who normally used Hereford library, 7% had had problems with knowing what was available; at Ross, 3% had had problems; at Leominster, it was 2%; 8% of those who normally used a different library in Herefordshire had had problems.

Q21: Please give details of any specific problems you have encountered with accessing the library:

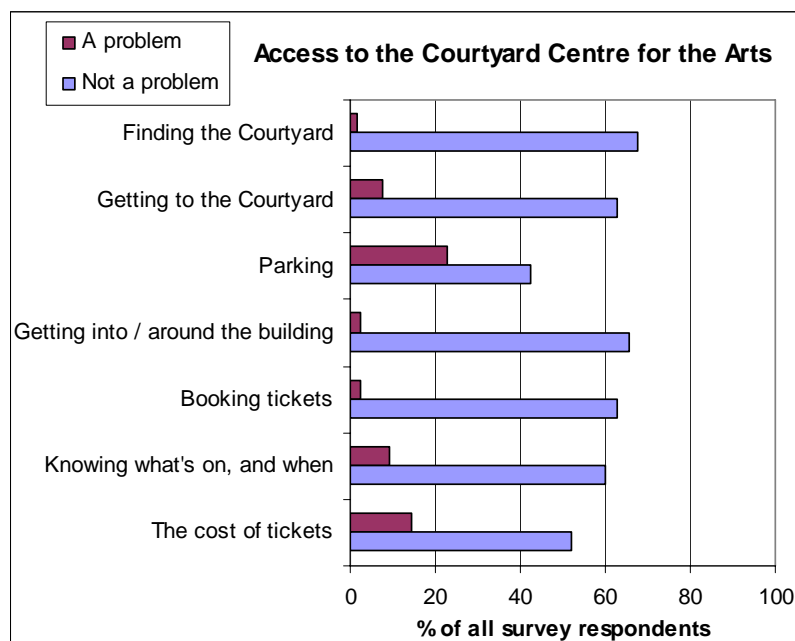
The comments made covered themes such as parking problems, Monday opening, the availability of computers, and alterations to the routes and times of mobile libraries.

A full list of the comments made will be provided to the appropriate people in the relevant organisations.

Access to the Courtyard Centre for the Arts

Q22: Thinking about the Courtyard, to what extent do you encounter problems with the following factors, which make it difficult for you to access the service?

Access to the Courtyard Centre for the Arts (all survey respondents)							
	A very big problem	A fairly big problem	Not a very big problem	Not a problem at all	Not applicable	Not provided	Base
Finding the Courtyard	1%	1%	8%	60%	22%	9%	959
Getting to the Courtyard	3%	5%	17%	45%	20%	9%	959
Parking	8%	15%	21%	21%	24%	11%	959
Getting into and around the Courtyard building	1%	1%	11%	55%	22%	10%	959
Booking tickets	1%	2%	14%	48%	25%	10%	959
Knowing what's on, and when	2%	7%	18%	42%	21%	10%	959
The cost of tickets	3%	11%	31%	21%	23%	10%	959



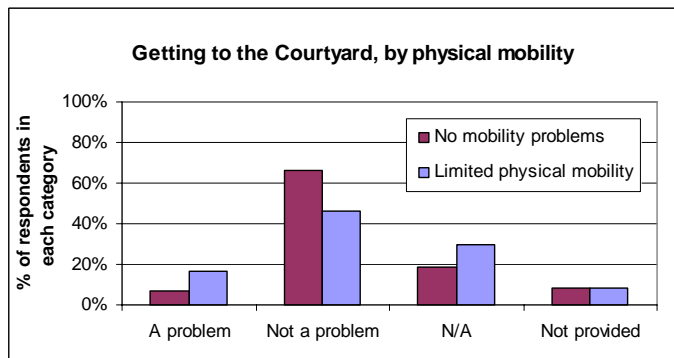
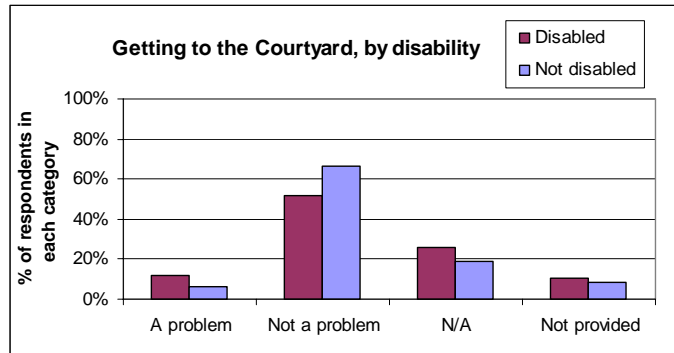
Finding the Courtyard

2% of all survey respondents had encountered a problem with finding the Courtyard, compared to 67% who had had no problem.

Getting to the Courtyard

8% of all survey respondents had encountered problems with getting to the Courtyard, compared to 63% who had had no problems.

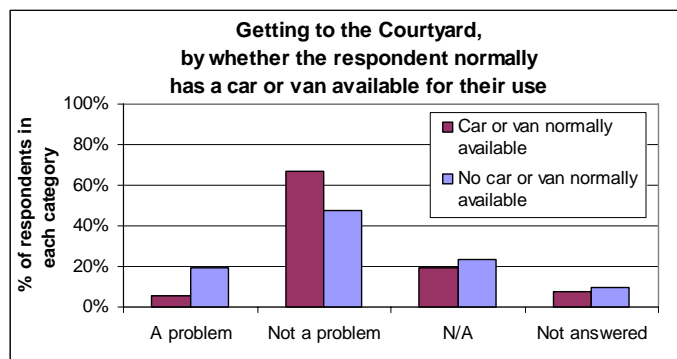
Respondents who identified themselves as disabled were more likely to have encountered problems with getting to the Courtyard, than those who said they had no disability.



Respondents with limited physical mobility were more likely to have encountered problems with getting to the Courtyard, than those with no mobility problems.

No difference was seen between respondents who lived in urban areas, and those who lived in rural areas.

Respondents who normally had a car or van available for their use were less likely to have encountered problems with getting to the Courtyard, than those who didn't have access to a car or van.



Parking

23% of all survey respondents had encountered problems with parking at the Courtyard, compared to 42% who had had no problems.

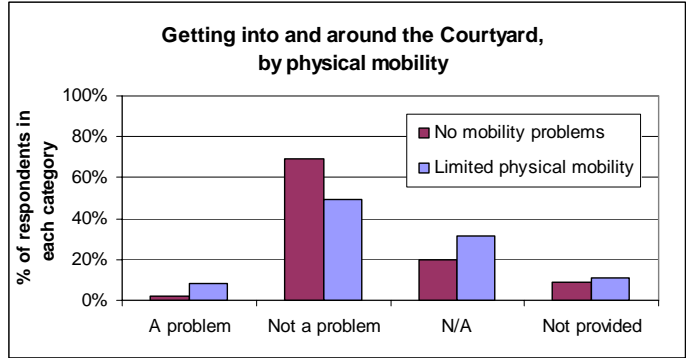
No pattern was seen with the rurality of respondents' residence.

Getting into and around the Courtyard building

2% of all survey respondents had encountered problems with getting into or around the Courtyard building, compared to 66% who had had no problems.

No difference was seen between respondents who identified themselves as disabled, and those with no disability.

Respondents with limited physical mobility were more likely to have had problems with getting into or around the Courtyard building, than those with no mobility problems.



Booking tickets

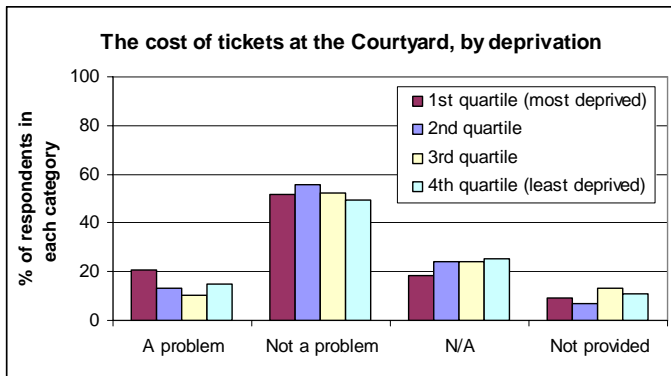
2% of all survey respondents had encountered problems with booking tickets at the Courtyard, compared with 63% who had had no problems.

Knowing what's on, and when

9% of all survey respondents had had problems with knowing what's on at the Courtyard, compared to 60% who had had no problems.

The cost of tickets

15% of all survey respondents had encountered problems with the cost of tickets, compared with 52% who had had no problems.



Respondents who lived in an area in the most deprived quartile in Herefordshire were more likely to have encountered problems with the cost of tickets at the Courtyard, than those from other quartiles.

Please refer to Appendix 2 for a full explanation of the deprivation quartiles used.

Q23: Please give details of any specific problems you have encountered with accessing the Courtyard:

The majority of comments made concerned the cost and availability of parking. Other themes mentioned included the range of events staged, the cost of tickets and accessibility by public transport.

A full list of the comments made will be provided to the appropriate people in the relevant organisations.

Access to a cinema

Q24: Please indicate which one cinema you have used or would expect to use in Herefordshire.

This question is used only to provide greater insight to the results given in Q1f and Q25.

Q1f: Ease of access to a cultural / recreational facility, eg theatre, cinema

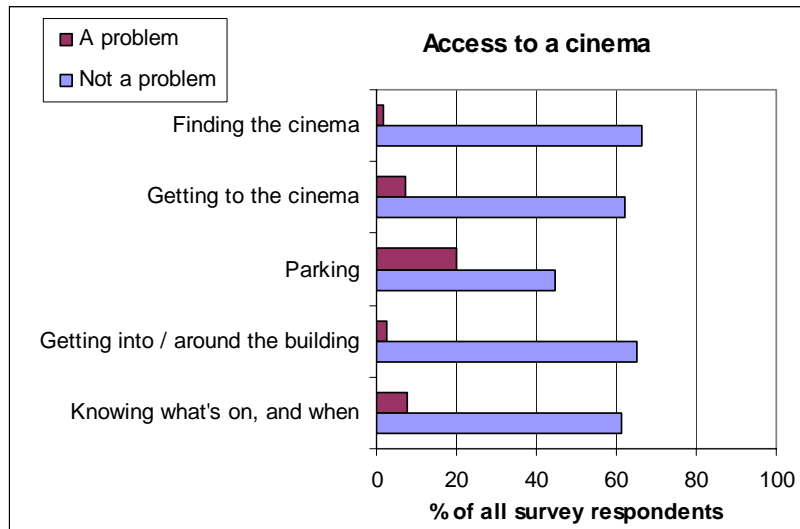
Ease of access to a cultural / recreational facility, eg theatre, cinema, by the cinema normally used (valid responses only)				
	Easy	Neither easy nor difficult	Difficult	Base
All valid responses	58%	20%	22%	867
Hereford Odeon Cinema	63%	19%	18%	249
The Courtyard Cinema	65%	18%	16%	98
"Flicks in the Sticks" or other in Herefordshire	57%	15%	28%	68
Cinema outside Herefordshire	57%	20%	23%	113
No interest in cinemas	51%	27%	22%	190

Note that Q1f asked about both theatres and cinemas. Although we do not know whether the respondent was thinking of cinemas when answering Q1f, it is still considered useful to present the results broken down by the cinema they said they normally used in Q24. **Note** also that respondents may typically use more than one cinema, so we cannot be sure that the cinema they had in mind when answering Q1 was the same one mentioned in Q24.

Respondents who normally used one of the cinemas in Hereford city centre were more likely to find it easy to get to a cultural or recreational facility, than those who normally used a cinema outside the city, or outside the county. **Note** the low sample base for "Flicks in the Sticks" users. ("Flicks in the Sticks" is a film touring scheme, showing films in rural venues such as village halls.)

Q25: Thinking about the cinema indicated above, to what extent do you encounter problems with the following factors, which make it difficult for you to access the service?

Access to a cinema (all survey respondents)							
	A very big problem	A fairly big problem	Not a very big problem	Not a problem at all	Not applicable	Not provided	Base
Finding the cinema	*%	1%	8%	59%	15%	17%	959
Getting to the cinema	2%	5%	16%	46%	13%	18%	959
Parking	7%	13%	20%	25%	16%	19%	959
Getting into and around the building	1%	2%	11%	54%	14%	19%	959
Knowing what's on, and when	2%	6%	18%	43%	13%	18%	959



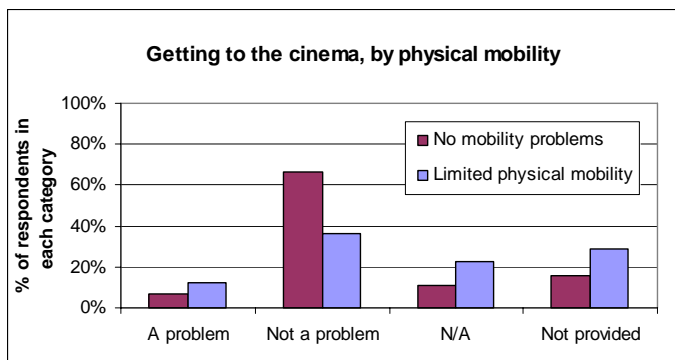
Finding the cinema

2% of all survey respondents had encountered a problem with finding the cinema, compared to 66% who had had no problems. Little variation was seen between cinemas.

Getting to the cinema

7% of all survey respondents had experienced problems with getting to the cinema, compared to 62% who had had no problems. Amongst respondents who normally used Hereford's Odeon cinema, 11% had had problems getting to it, while 2% of the Courtyard cinema users had had problems. 4% of Flicks in the Sticks users had problems, while 13% of those who used a cinema outside Herefordshire had problems.

No difference was seen between respondents who identified themselves as disabled, and those who said they had no disability.



Respondents with limited physical mobility were more likely to have encountered problems with getting to the cinema, than those with no mobility problems.

No difference was seen between respondents who lived in urban areas, and those who lived in rural areas.

Parking

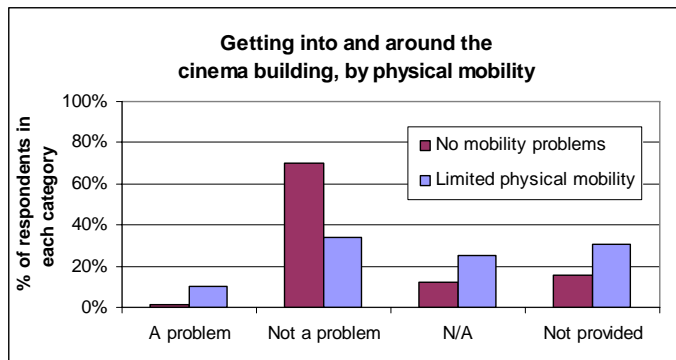
20% of all survey respondents had encountered problems with parking for the cinema, compared to 45% who had had no problems. Amongst respondents who normally used Hereford Odeon cinema, 33% had had problems with parking. There was a similar score at the Courtyard cinema (32%). With Flicks in the Sticks users, 6% had had parking problems, while 21% of those who used a cinema outside the county had had problems.

No pattern was seen with the rurality of respondents' residence.

Getting into and around the building

3% of all survey respondents had encountered problems with getting into or around the cinema building, compared to 65% who had had no problems. There was a small amount of variation between cinemas.

No difference was seen between respondents who identified themselves as disabled, and those who said they had no disability.



Respondents who had limited physical mobility were more likely to have encountered problems with getting into or around the cinema building, than those who had no mobility problems.

Knowing what's on, and when

8% of all survey respondents had encountered problems with knowing what's on at the cinema, compared to 61% who had had no problems. Amongst respondents who normally used Hereford Odeon cinema, 13% had had problems with knowing what's on, while 2% of Courtyard cinema users had had problems. 3% of Flicks in the Sticks users had had problems with knowing what's on, and 9% of those who used a cinema outside Herefordshire had had problems.

Q26: Please give details of any specific problems you have encountered with accessing the cinema:

The comments made covered a variety of themes, including publicity of the films showing, suitability of the buildings, the range of films showing, and the number of cinema screens available in the county.

A full list of the comments made will be provided to the appropriate people in the relevant organisations.

Access to swimming pools

Q27: Please indicate which one swimming pool you have used or would expect to use in Herefordshire

This question is used only to provide greater insight to the results given in Q1g and Q28.

Q1g: Ease of access to a sports / leisure centre

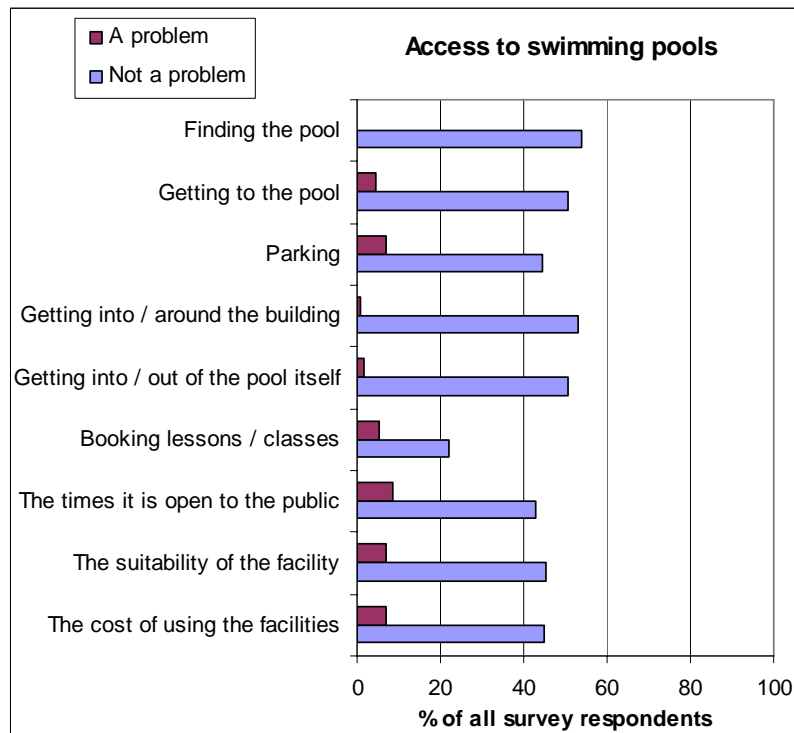
Ease of access to a sports / leisure centre, by the swimming pool normally used (valid responses only)				
	Easy	Neither easy nor difficult	Difficult	Base
All valid responses	71%	16%	14%	800
Hereford Leisure Pool	71%	15%	14%	248
Leominster swimming pool	78%	19%	3%	78
Ross-on-Wye swimming pool	66%	18%	16%	62
Ledbury swimming pool	87%	6%	6%	47
Pool outside Herefordshire	66%	17%	17%	47
No interest in swimming pools	69%	15%	16%	267

Note that Q1g asked about sports / leisure centres. Although it did not specifically mention swimming pools, it is possible that respondents will have included these facilities in their understanding of the term. It is therefore still considered useful to present the results broken down by the swimming pool they said they normally used in Q27. **Note** also that respondents may typically use more than one pool, so we cannot be sure that the pool they had in mind when answering Q1 was the same one mentioned in Q27.

Although included in “all valid responses”, Hereford LEA pool has been excluded from the above table in its own right, as there were too few responses from users for the results to be reliable. **Note** also the low bases for Leominster, Ross, Ledbury, and swimming pools outside the county.

Q28: Thinking about the swimming pool indicated above, to what extent do you encounter problems with the following factors, which make it difficult for you to access the service?

Access to swimming pools (all survey respondents)							
	A very big problem	A fairly big problem	Not a very big problem	Not a problem at all	Not applicable	Not provided	Base
Finding the swimming pool	*%	*%	6%	48%	16%	29%	959
Getting to the swimming pool	*%	4%	10%	40%	15%	30%	959
Parking	2%	5%	14%	30%	18%	31%	959
Getting into and around the building	*%	1%	7%	46%	15%	31%	959
Getting into and out of the swimming pool itself	1%	1%	7%	44%	16%	32%	959
Booking lessons or classes	2%	3%	7%	15%	41%	32%	959
The times the swimming pool is open to the public	3%	6%	14%	28%	17%	31%	959
The suitability of the facility	2%	5%	12%	33%	16%	32%	959
The cost of using the facilities	1%	6%	18%	27%	16%	32%	959



Finding the swimming pool

1% of all survey respondents had encountered a problem with finding the swimming pool, compared to 54% who had had no problems. There was little variation between different pools.

Getting to the swimming pool

4% of all survey respondents had encountered problems with getting to the swimming pool, compared to 51% who had had no problems. Amongst respondents who normally used Hereford Leisure Pool, 10% had had problems getting to the pool. At Leominster, 5% had had problems, 0% at Ross, and 2% at Ledbury, while 8% of those visiting a pool outside the county had had problems getting there.

No difference was seen between respondents who identified themselves as disabled, and those who said they had no disability; or between respondents with limited physical mobility, and those with no mobility problems.

No difference was seen between respondents who lived in urban areas, and those who lived in rural areas; no difference was seen between respondents who normally had access to a car or van, and those who did not have access.

Parking

7% of all survey respondents had encountered problems with parking at the swimming pool, compared to 45% who had had no problems. Parking problems appear to be worst at Hereford Leisure Pool (17% of respondents had a problem) and Ledbury (13% had a problem). There was less of a problem at Leominster (7%) and Ross (3%).

No difference was seen between respondents who lived in urban areas, and those who lived in rural areas.

Getting into and around the building

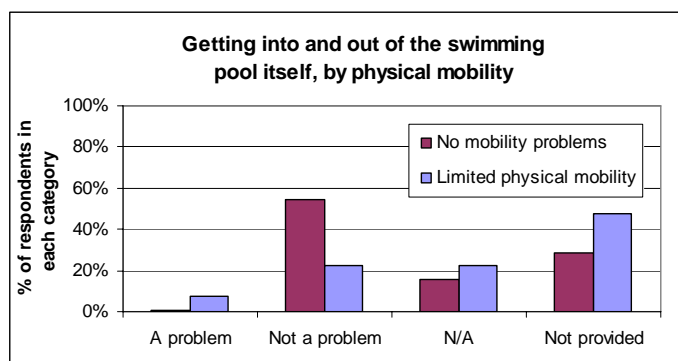
1% of all survey respondents had had problems with getting into or around the swimming pool building, compared to 53% who had had no problems. There was little variation between the different swimming pools.

No difference was seen between respondents who identified themselves as disabled, and those who said they had no disability; or between respondents with limited physical mobility, and those with no mobility problems.

Getting into and out of the swimming pool itself

2% of all survey respondents had encountered problems with getting into or out of the pool itself, compared to 51% who had had no problems. There is some variation between pools. Amongst respondents who normally used Ledbury pool, 4% had had problems; at Hereford Leisure Pool, 3% had had problems; at Leominster it was 1%; and 0% at Ross.

No difference was seen between respondents who identified themselves as disabled, and those who said they had no disability.



Respondents with limited physical mobility were more likely to have encountered problems with getting into or out of the swimming pool, than those with no mobility problems.

Booking lessons or classes

5% of all survey respondents had encountered problems with booking swimming lessons or classes, compared to 22% who had had no problems. Note that 41% of respondents selected “not applicable” for this question. Amongst respondents who normally used Hereford Leisure Pool, 13% had had problems with booking classes. At Leominster, 7% had had problems; 4% had had problems at Ross, and the same proportion at Ledbury.

The times the swimming pool is open to the public.

9% of all survey respondents had encountered problems with the times the pool is open to the public, compared to 43% who had had no problems. The biggest problems were seen amongst respondents who normally used Leominster pool, where 22% had had a problem. 16% of Hereford users had had a problem, 13% at Ross, and 11% at Ledbury.

No difference was seen between respondents who were in full or part-time employment or training, and those not in employment or training.

The suitability of the facility

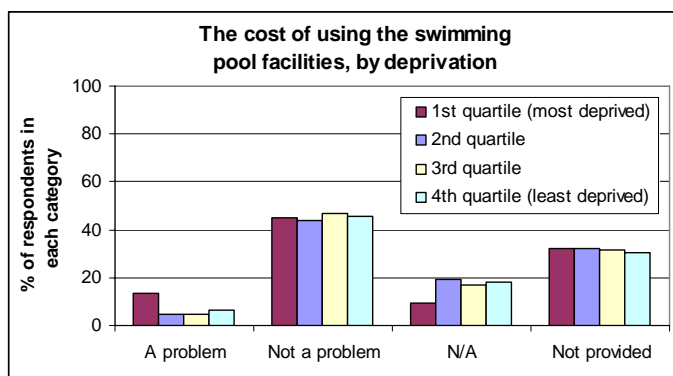
7% of all survey respondents had encountered problems with the suitability of the facility, compared to 45% who had had no problems. Amongst respondents who normally used Hereford Leisure Pool, 16% had had problems with the facility's suitability; at Ledbury, 11% had had problems; at Ross, 9% had; and at Leominster, 6% had had problems.

No difference was seen between respondents who identified themselves as disabled, and those who said they had no disability; or between respondents with limited physical mobility, and those with no mobility problems.

No pattern was seen according to whether respondents had any children aged 0 – 15 years living in their household.

The cost of using the facilities

7% of all survey respondents had encountered problems with the cost of using the swimming pool, compared to 45% who had had no problems. Amongst respondents who normally used Hereford Leisure Pool, 16% had had problems with the cost; at Leominster, 9% had had problems; at Ross, 8% had; and at Ledbury, 6% had.



Respondents who lived in an area in the most deprived quartile in Herefordshire were more likely to have encountered problems with the cost of swimming, than those from other quartiles.

Please refer to Appendix 2 for a full explanation of the deprivation quartiles used.

Q29: Please give details of any specific problems you have encountered with accessing the swimming pool:

The comments made covered a number of themes, including the times the pool is open to the public, cleanliness of the facilities, and problems booking classes.

A full list of the comments made will be provided to the appropriate people in the relevant organisations.

Access to sports / leisure centres

Q30: Please indicate which one sports / leisure centre you have used or would expect to use in Herefordshire:

This question is used only to provide greater insight to the results given in Q1g and Q31.

Q1g: Ease of access to a sports / leisure centre

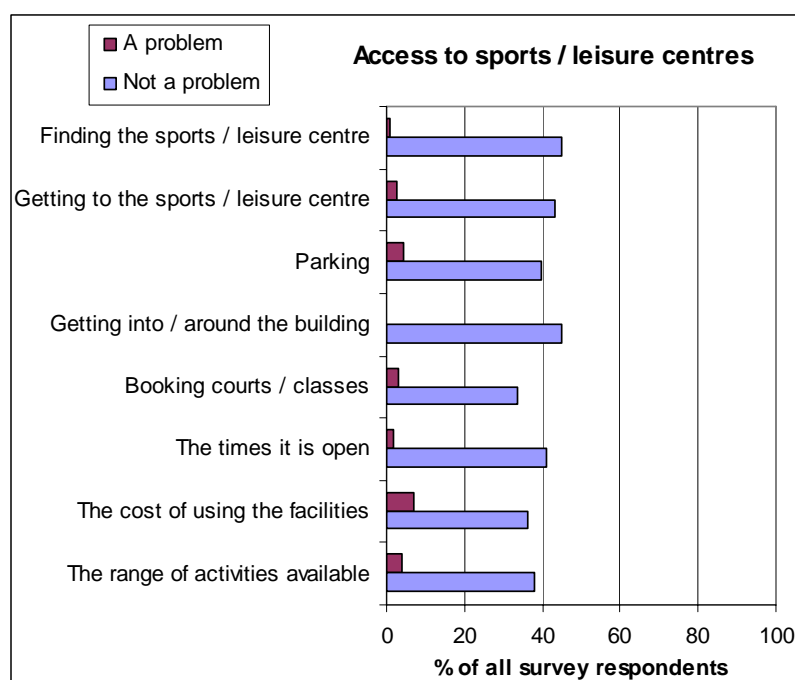
Ease of access to a sports / leisure centre, by the sports / leisure centre normally used (valid responses only)				
	Easy	Neither easy nor difficult	Difficult	Base
All valid responses	71%	16%	14%	800
Hereford Leisure Centre	74%	12%	15%	213
Other sports / leisure centre in Herefordshire	83%	10%	7%	184
Sports / leisure centre outside Herefordshire	63%	19%	19%	43
No interest in sports / leisure centres	66%	18%	16%	310

Note that at the stage in the survey at which this question was asked, respondents had not been asked to specify which sports / leisure centre they normally used. Respondents may typically use more than one centre, so we cannot be sure that the centre they had in mind when answering Q1 was the same one mentioned in Q30.

Amongst respondents who normally used Hereford Leisure Centre, 74% found it easy to get to. Of those who normally used a different leisure centre in Herefordshire, 83% found it easy to get to. Those who normally used a centre outside of the county were less likely to find it easy (63%).

Q31: Thinking about the sports / leisure centre indicated above, to what extent do you encounter problems with the following factors, which make it difficult for you to access the service?

Access to sports / leisure centres (all survey respondents)							
	A very big problem	A fairly big problem	Not a very big problem	Not a problem at all	Not applicable	Not provided	Base
Finding the sports / leisure centre	*%	1%	6%	39%	22%	32%	959
Getting to the sports / leisure centre	1%	2%	8%	35%	21%	33%	959
Parking	1%	3%	10%	29%	23%	33%	959
Getting into and around the building	0%	*%	7%	38%	21%	34%	959
Booking courts / classes	1%	2%	12%	21%	29%	34%	959
The times the sports / leisure centre is open	*%	2%	11%	30%	23%	34%	959
The cost of using facilities	2%	5%	16%	20%	23%	34%	959
The range of activities available	2%	2%	12%	26%	23%	35%	959



Finding the sports / leisure centre

1% of all survey respondents had encountered problems with finding the sports / leisure centre, compared to 45% who had had no problems. There was little variation between leisure centres.

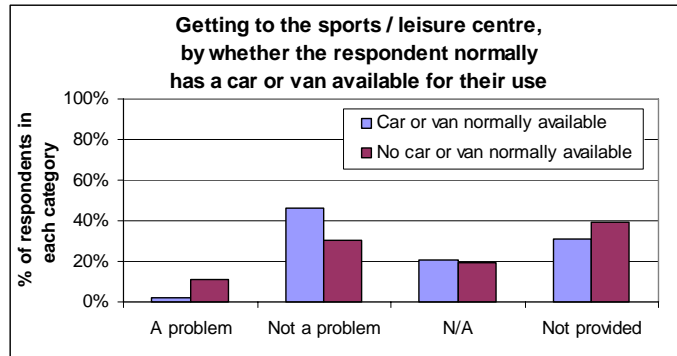
Getting to the sports / leisure centre

3% of all survey respondents had encountered problems with getting to the leisure centre, compared to 43% who had had no problems. Amongst respondents who normally used Hereford Leisure Centre, 7% had had problems getting there, compared to 2% of those who used an other leisure centre in Herefordshire.

No difference was seen between respondents who identified themselves as disabled, and those who said they had no disability; no difference was seen between respondents with limited physical mobility, and those who had no mobility problems.

No difference was seen between respondents who lived in urban areas, and those who lived in rural areas.

Respondents who normally had access to a car or van were less likely to have encountered a problem with getting to the leisure centre, than those who did not have access to a car or van.



Parking

4% of all survey respondents had encountered a problem with parking at the leisure centre, compared to 40% who had had no problems. Amongst respondents who normally used Hereford Leisure Centre, 9% had had problems with parking; 7% of those who used a different leisure centre in Herefordshire had had problems.

No difference was seen between respondents who lived in urban areas, and those who lived in rural areas.

Getting into and around the building

Less than 0.5% of all survey respondents had encountered problems with getting into or around the leisure centre building, compared to 45% who had had no problems. There was little variation between leisure centres.

No difference was seen between respondents who identified themselves as disabled, and those who said they had no disability; no difference was seen between respondents with limited physical mobility, and those who had no mobility problems.

Booking courts / classes

3% of all survey respondents had encountered problems with booking courts or classes at the leisure centre, compared to 34% who had had no problems. There was little variation between leisure centres.

The times the sports / leisure centre is open

2% of all survey respondents had encountered problems with the times the leisure centre is open, compared to 41% who had had no problems. Amongst respondents who normally used Hereford Leisure Centre, 2% had had problems with opening times, compared to 6% of those who normally used other leisure centres in Herefordshire.

No difference was seen between respondents who were in full or part-time employment or training, and those not in employment or training.

The cost of using facilities

7% of all survey respondents had encountered problems with the cost of using sports facilities, compared to 36% who had had no problems. Amongst respondents who normally used Hereford Leisure Centre, 14% had had problems with the cost, while 12% of those who normally used other Herefordshire leisure centres had had problems.

No pattern can be seen with the deprivation quartile of the area in which respondents live.

The range of activities available

4% of all survey respondents had encountered problems with the range of activities available at the leisure centre, compared to 38% who had not. Amongst respondents who normally used Hereford Leisure Centre, 4% had had problems with the range of activities available, while 12% of those who normally used other leisure centres in Herefordshire had had problems.

No pattern was seen according to whether respondents had any children aged 0 – 15 years living in their household.

Q32: Please give details of any specific problems you have encountered with accessing the sports / leisure centre:

The comments made covered a range of themes, including the range of activities available, the physical condition of the facilities, and the cost of using them.

A full list of the comments made will be provided to the appropriate people in the relevant organisations.

Disability and physical mobility

Q33 – Q35, covering disability and the physical mobility of the respondent, are covered in the respondent profile, towards the beginning of this report.

Any other comments

Q36: If you have any comments or suggestions about any aspect of this questionnaire or Herefordshire Voice, please use the space below:

Comments were made on a number of themes, both connected to the questionnaire and also covering a wider range of issues. These included highlighting specific problems that could affect the ease with which services can be accessed, notes stating that the answers given were from the point of view of someone with access to private transport, and suggestions for future topics for Herefordshire Voice questionnaires.

A full list of the comments made will be provided to the appropriate people in the relevant organisations.

Appendix 1: Urban / rural classifications

As part of a project commissioned by the Office for National Statistics (ONS), the Department for Environment, Food and Rural Affairs (Defra), the Office of the Deputy Prime Minister (ODPM), the Countryside Agency (CA) and the Welsh Assembly Government, all Census output areas⁵ in the country have been classified as “urban” or “rural”. The rural group can also be broken down into three smaller categories.

- Urban
- Rural
 - Town & Fringe
 - Village
 - Hamlet & Isolated Dwelling

“Urban” refers to settlements with a population of at least 10,000 – so the market towns of Leominster and Ross, as well as the city of Hereford, are considered “urban”.

Appendix 2: Deprivation quartiles

The Index of Multiple Deprivation (IMD) is used widely to identify areas of deprivation. Deprivation levels have been calculated by combining a number of indicators across seven “domains” of deprivation: income deprivation; employment deprivation; health deprivation and disability; education, skills and training deprivation; barriers to housing and services; living environment deprivation; and crime. The score calculated is then used to rank each super output area⁶ relative to others in the country, relative to those in the region (West Midlands) and relative to those in the county.

The ranking of Herefordshire’s 116 super output areas is used to divide the areas into four groups, known as “quartiles”. The resulting categories are the 25% most deprived in Herefordshire, the 25% least deprived in Herefordshire, and two categories in between. The quartiles give an indication of the deprivation of the area in which each respondent lives.

Appendix 3: The questionnaire

⁵ Census “output areas” are the smallest defined physical areas used for analysis, each containing roughly 125 resident households.

⁶ Output areas are collected into groups to form “super output areas”.



Welcome to the 15th Herefordshire Voice questionnaire

Access to Services

Questions in this survey are asked on behalf of the Herefordshire Partnership, looking particularly at services provided by two member organisations:

Herefordshire Primary Care Trust (PCT), which can be seen as the local 'branch' of the NHS; and Herefordshire Council.

You may notice that some of the services mentioned in this survey also appeared in the last Herefordshire Voice questionnaire. While the last survey investigated the quality of the facilities, this questionnaire deals with their accessibility - so is more concerned with whether you are able to get the services you need, rather than the quality of the services themselves.

All information provided will be kept in strict confidence. The report on this survey may include comments made by panel members in this questionnaire, but if included these will be anonymous.

Please complete this questionnaire by ticking the box(es) for each question or writing in where appropriate.

When you have completed this questionnaire, please return it by **Friday 12th January** in the prepaid envelope provided, or if this has been misplaced, to:

Herefordshire Council Research Team
Freepost SWC4816
PO Box 4
Hereford
HR4 0BR

If you have any questions or queries about Herefordshire Voice or this questionnaire, or if you would prefer this questionnaire in large print format, please call Tony Cramp on 01432 383 615

Ease of access to services

The purpose of this survey is to help us understand how easy or difficult Herefordshire residents find it to access a number of services in the County. A greater understanding of where there are any difficulties, and the causes of those difficulties, will help the people who provide the services to make improvements to reduce any barriers.

Q1 From your home, how easy is it for you to get to the following using your usual form of transport?

	Very easy	Fairly easy	Neither easy nor difficult	Fairly difficult	Very difficult	It does not apply / Don't know
GP	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Dentist	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Local hospital	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Chemist or pharmacy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Library	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cultural / recreational facility, eg theatre, cinema	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sports / leisure centre	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Council or neighbourhood office	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

The following questions ask whether you have experienced any problems or difficulties when using various services and, if so, the nature of those difficulties.

Please make sure you provide all the information you can in the space provided after each block of questions - for example if you have problems with getting to a service, we will need to know what method of transport you use, as well as specific details of the problem.

In many of the questions, for example the one about libraries, you may have used more than one of the listed facilities, or you may not have used any of them. In each case, we need you to choose and identify **just the one that's most relevant to you**. If you have experienced problems with a second facility, please give details in the space provided at the end of each section.

If you don't feel able to answer a question, or if a question is not relevant to you, please tick "Not applicable".

Access to a Doctor's surgery

Q2 Are you registered at a Doctor's surgery?

Please tick ONE box only

- I am registered at a surgery in Herefordshire.....
- I am registered at a surgery outside Herefordshire.....
- I am not registered at a surgery

Q3 At which surgery are you registered?

If you are not registered at a doctor's surgery, please indicate the surgery or area that is most relevant to you

Q4 Thinking about the surgery indicated above, to what extent do you encounter problems with the following factors, which make it difficult for you to access the service?

	A very big problem	A fairly big problem	Not a very big problem	Not a problem at all	Not applicable
Finding my nearest surgery	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Contacting the surgery to make an appointment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Getting an appointment at a convenient time	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Getting to the surgery	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Parking	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Getting into and around the surgery building	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The times or days the surgery is open	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q5 Have difficulties in accessing the surgery ever caused you to miss an appointment?

- Yes
- No
- Not applicable

Q6 Please give details of any specific problems you have encountered with accessing the doctor's surgery:

Access to a Dentist

Q7 Do you have a Dentist?
Please tick ONE box only

I am with a Dentist in Herefordshire

I am with a Dentist outside Herefordshire

I don't have a Dentist.....

Q8 Which dental surgery are you with?
If you are not with a dental surgery, please indicate the dentist or area that is most relevant to you

Q9 Thinking about the dental surgery indicated above, to what extent do you encounter problems with the following factors, which make it difficult for you to access the service?

	A very big problem	A fairly big problem	Not a very big problem	Not a problem at all	Not applicable
Getting an NHS dentist	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Finding my nearest dental surgery	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Contacting the dentist to make an appointment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Getting an appointment at a convenient time	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Getting to the dental surgery	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Parking	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Getting into and around the building	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The times or days the dental surgery is open	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The cost of treatment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q10 Have difficulties in accessing the dental surgery ever caused you to miss an appointment?

Yes No Not applicable

Q11 Please give details of any specific problems you have encountered with accessing the dentist:

Access to the local hospital

Q12 Please indicate which ONE hospital in Herefordshire you have used or would expect to use, either as a patient or as a visitor.
Please tick ONE box only. If you have used more than one hospital, please select the one which is most relevant to you.

Hereford County Hospital	<input type="checkbox"/>
Leominster Community Hospital	<input type="checkbox"/>
Ross-on-Wye Community Hospital	<input type="checkbox"/>
Bromyard Community Hospital	<input type="checkbox"/>
Any other hospital in Herefordshire (<i>please tick and write in</i>)	<input type="checkbox"/>
A hospital outside Herefordshire (<i>please tick and write in</i>)	<input type="checkbox"/>

Q13 Thinking about the hospital indicated above, to what extent do you encounter problems with the following factors, which make it difficult for you to access the service?

	A very big problem	A fairly big problem	Not a very big problem	Not a problem at all	Not applicable
Finding the hospital	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Getting to the hospital	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Parking	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Getting into and around the hospital building	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q14 Have difficulties in accessing the hospital ever caused you to miss an appointment?

Yes	No	Not applicable
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q15 Please give details of any specific problems you have encountered with accessing the hospital:

Access to a chemist or pharmacist

Q16 Which chemist or pharmacist do you normally use?

If you have not used a chemist or pharmacist, please say which you would expect to use

Q17 Thinking about the chemist or pharmacist indicated above, to what extent do you encounter problems with the following factors, which make it difficult for you to access the service?

	A very big problem	A fairly big problem	Not a very big problem	Not a problem at all	Not applicable
Finding my nearest chemist or pharmacist	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The times or days the chemist is open	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Getting to the chemist	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Parking	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Getting into and around the building	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The cost of prescriptions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q18 Please give details of any specific problems you have encountered with accessing the chemist or pharmacist:

Access to a library or mobile library

Q19 Please indicate which ONE library you have used or would expect to use in Herefordshire:
Please tick ONE box only. If you use more than one library, please select the one which is most relevant to you.

N/A - I have no interest in libraries.....	<input type="checkbox"/>	Ledbury	<input type="checkbox"/>
N/A - I use a library outside Herefordshire.....	<input type="checkbox"/>	Leintwardine	<input type="checkbox"/>
Belmont.....	<input type="checkbox"/>	Leominster	<input type="checkbox"/>
Bromyard	<input type="checkbox"/>	Ross-on-Wye	<input type="checkbox"/>
Colwall	<input type="checkbox"/>	Weobley	<input type="checkbox"/>
Hereford	<input type="checkbox"/>	Mobile library.....	<input type="checkbox"/>
Kington.....	<input type="checkbox"/>		

Q20 Thinking about the library indicated above, to what extent do you encounter problems with the following factors, which make it difficult for you to access the service?

	A very big problem	A fairly big problem	Not a very big problem	Not a problem at all	Not applicable
Finding my nearest library	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Knowing the routes and times of mobile libraries	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Knowing when the library is open	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The times or days the library is open	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Getting to the library	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Parking	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Getting into and around the library building	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Knowing what's available at the library	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q21 Please give details of any specific problems you have encountered with accessing the library:

Access to the Courtyard Centre for the Arts

In this section on the Courtyard, please do *not* answer with regard to the Courtyard's cinema. Cinemas are covered in the following section of the questionnaire.

Q22 Thinking about the Courtyard, to what extent do you encounter problems with the following factors, which make it difficult for you to access the service?

	A very big problem	A fairly big problem	Not a very big problem	Not a problem at all	Not applicable
Finding the Courtyard	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Getting to the Courtyard	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Parking	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Getting into and around the Courtyard building	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Booking tickets	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Knowing what's on, and when	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The cost of tickets	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q23 Please give details of any specific problems you have encountered with accessing the Courtyard:

Access to a cinema

Q24 Please indicate which ONE cinema you have used or would expect to use in Herefordshire.
Please tick ONE box only. If you have used more than one cinema, please select the one which is most relevant to you.

N/A - I have no interest in cinemas.....

Hereford Odeon Cinema.....

The Courtyard Cinema

"Flicks in the sticks" (*please tick and write in the location*)

Any other cinema in Herefordshire (*please tick and write in*)

A cinema outside Herefordshire (*please tick and write in*).....

Q25 Thinking about the cinema indicated above, to what extent do you encounter problems with the following factors, which make it difficult for you to access the service?

	A very big problem	A fairly big problem	Not a very big problem	Not a problem at all	Not applicable
Finding the cinema	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Getting to the cinema	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Parking	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Getting into and around the building	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Knowing what's on, and when	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q26 Please give details of any specific problems you have encountered with accessing the cinema:

Access to swimming pools

If your local swimming pool is part of a leisure centre, please answer the questions in this section with regard to the swimming pool only. Sports and leisure centres are covered in the following section of the questionnaire.

Q27 Please indicate which ONE swimming pool you have used or would expect to use in Herefordshire.

Please tick ONE box only. If you have used more than one pool, please select the one which is most relevant to you.

- N/A - I have no interest in swimming pools
- N/A - I use a swimming pool outside Herefordshire
- Hereford Leisure Pool
- Hereford LEA pool.....
- Leominster swimming pool.....
- Ross-on-Wye swimming pool.....
- Ledbury swimming pool.....

Q28 Thinking about the swimming pool indicated above, to what extent do you encounter problems with the following factors, which make it difficult for you to access the service?

	A very big problem	A fairly big problem	Not a very big problem	Not a problem at all	Not applicable
Finding the swimming pool	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Getting to the swimming pool	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Parking	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Getting into and around the building	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Getting into and out of the swimming pool itself	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Booking lessons or classes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The times the swimming pool is open to the public	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The suitability of the facility	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The cost of using the facilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q29 Please give details of any specific problems you have encountered with accessing the swimming pool:

Access to sports / leisure centres

Q30 Please indicate which ONE sports / leisure centre you have used or would expect to use in Herefordshire:

Please tick ONE box only. If you have used more than one sports / leisure centre, please select the one which is most relevant to you.

- N/A - I have no interest in sports / leisure centres
- N/A - I use a sports / leisure centre outside Herefordshire
- Bridge Street Sports Centre, Leominster ...
- The Bromyard Centre
- Hereford Leisure Centre
- Kingstone High School Sports Hall

- Lady Hawkins Community Leisure Centre, Kington
- Ledbury Leisure Centre
- Leominster Leisure Centre.....
- Mortimer Leisure Centre, Wigmore.....
- Wilton Sports Centre, Ross-on-Wye
- Any other sports / leisure centre in Herefordshire (*please tick and write in*)

Q31 Thinking about the sports / leisure centre indicated above, to what extent do you encounter problems with the following factors, which make it difficult for you to access the service?

	A very big problem	A fairly big problem	Not a very big problem	Not a problem at all	Not applicable
Finding the sports / leisure centre	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Getting to the sports / leisure centre	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Parking	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Getting into and around the building	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Booking courts / classes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The times the sports / leisure centre is open	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The cost of using facilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The range of activities available	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q32 Please give details of any specific problems you have encountered with accessing the sports / leisure centre:

Disability and physical mobility

Q33 Do you have a disability, long-term illness or health problem (12 months or more) which limits your daily activities or the work you can do?

Yes

No

Q34 If "Yes", please specify:

Please tick all that apply

Deaf / hard of hearing / acute hearing

Blind / partially sighted / sensitive to light

Learning disability or difficulty

Mental health

Progressive / chronic illness (eg MS, cancer)

Mobility difficulties

Other (please specify)

Q35 Please indicate which ONE of the following statements best describes your current physical mobility. For a moderate distance, for example walking around a town centre.....

Please tick ONE box only

I can walk freely

I normally use a walking stick or walking frame

I normally use a mobility scooter or wheelchair.....

I am unable to leave my home

Q36 If you have any comments or suggestions about any aspect of this questionnaire or Herefordshire Voice, please use the space below (use an additional sheet if necessary):

Thank you very much for completing this survey. Please return it to Herefordshire Council Research Team in the prepaid envelope provided, by **Friday 12th January**.
