CONTENTS

I	Introduction	page 1
	The study—the practices in the study—the data.	
II	Organization, use and costs	8
Ш	Effect on numbers and place of consultation	20
IV	Visiting time and related travel	26
	Time spent consulting and on visits—time spent on travel related to home visits and in patients' homes—numbers of visits and mileage—conclusions about the effect of the service on the doctors' work.	
V	Patients' reactions	32
	The samples—attitudes towards the transport service—advantages and disadvantages found by those who had used the service—attitudes towards the doctor and to other services he offers—conclusions.	
VI	Physical and social disability in elderly patients	44
	Symptoms not discussed with the doctor—difficulties in every-day activities—social contacts—use of social services—conclusions.	
VII	Implications and future development	49
	Setting up a service—the advantages of a transport service—the disadvantages of a transport service—changes in organization—patterns of use over two years—the future development of transport services in general practice.	
	Appendices	
	1 Details of the practices	54
	2 Methods and problems of data collection	59
	3 The samples of patients	61
	4 Patterns of use over two years: the data	62
	5 Layout of tables and statistical significance	65
	References	66