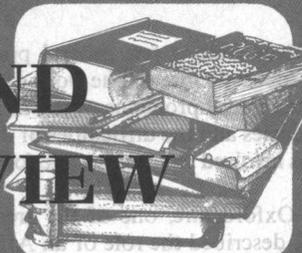




BOOK AND VIDEO REVIEW



USER SURVEYS OF GENERAL PRACTICE

I. Some suggestions about how to do such surveys by post
Ann Cartwright

Institute for Social Studies in Medical Care, London (1989)
43 pages. Price £2.50

II. Some findings from a postal survey of users' views and experiences of general practice

Ann Jacoby

Institute for Social Studies in Medical Care, London (1989)
28 pages. Price £2.00 (£4.00 for both books)

In the first of these concise and informative booklets, Ann Cartwright lists the types of information which can be gathered by user surveys in general practice. She then goes on to show how such surveys can be carried out, giving practical suggestions about how to select a suitable sample, phrase the initial letter which is sent to patients and obtain a good response rate. The major part of the booklet is devoted to the design of questionnaires for use in user surveys. The questions need to be clear and unambiguous and most should be answered by ticking or circling a response.

In the second booklet, Ann Jacoby describes how one user survey provided information on patients' perceptions of general practice. Information was gathered about the accessibility of care, the nature of care and the doctor-patient relationship. The study was carried out in 10 different areas, with a random sample of 160 people in each area. The results are of interest in themselves but are also useful as a bench mark against which practices can judge their own performance.

Taken together these booklets will be of value to general practitioners who wish to include patients in their audit of the services provided by their practice.

GRAHAM BUCKLEY

General practitioner, Livingston, West Lothian

LIVING AND WORKING WITH HIV

A training pack for staff in the personal social services

CCETSW, London (1989)

Six book pack. Price £20.00

This pack has been produced and published by the Central Council for Education and Training in Social Work (CCETSW). It arises from a project undertaken in 1988 to gather information on the training needs of staff providing services for people with human immunodeficiency virus (HIV) infection.

The pack consists of a 94 page A4 document, *Training guidance for staff in the personal social services*, and a similarly sized directory of training resources together with four discussion papers addressing some of the more sensitive areas, such as working with black and ethnic minority communities.

Although described as a training pack, no training materials

are included. Rather, it is intended to assist those who are responsible for developing training policy and programmes. The guidance manual contains a complex matrix to help identify information needs, attitudes and feelings, skills and organizational issues for different staff groups working with a range of people affected by HIV. The directory of training resources is well classified to complement this and the guidance document also provides helpful information about training strategies, methods and evaluation.

Although specifically intended for a social services audience, many of the issues and problems identified are common to other aspects of community care. Health service managers may find it helpful to refer to the guidance when developing training programmes for community based staff. Primary care teams may also find the pack helpful in assessing their training and support needs related to living and working with HIV.

MARYAN PYE

*Special adviser to the AIDS programme,
Health Education Authority, London*

RESPONDING TO THE AIDS CHALLENGE

A comparative study of local AIDS programmes in the United Kingdom

Maryan Pye, Mukesh Kapila, Graham Buckley and Deirdre Cunningham

Longman, Harlow (1989)

215 pages. Price £12.95

Responding to the AIDS challenge is the result of the coordination by a small steering group from the Health Education Authority, the Royal College of General Practitioners, and the then Faculty of Community Medicine, of reports from nine areas in the UK about how the challenge of the acquired immune deficiency syndrome (AIDS) had been met at a local level.

The aim was to select areas which had high and low prevalences of AIDS and which were spread over a wide geographical area. Four areas of high prevalence and five areas of low prevalence were located, each with two or three local contributors of whom eight were in health education, seven were community physicians, five were general practitioners and three were other types of clinician.

The four areas of high prevalence were Paddington and North Kensington, Bloomsbury, Lothian and Brighton. In Paddington and North Kensington the organizational response had shifted from a clinical base with research funding to a management base with health authority funding. Local issues such as housing and prostitution were considered in depth, whereas the report from Bloomsbury concentrated more on the problems of drug users and the community care of AIDS.

The report from Lothian revealed that there was little provocation to cope with AIDS and associated drug usage; much