

Exercise Referral Scheme Questionnaire

Please answer the following questions to let us know a little bit about you:

Age Gender: Male/Female (Please circle one)

Please circle which of the following one box best describes the way you live:

Alone	With spouse or partner	In a shared house	Other
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Was reducing weight one of the reasons you were referred to the scheme? Yes/No

The following questions relate to your general exercise habits, rather than to your specific experience of the Exercise Referral Scheme. Please circle one of the numbers 1-7 next to each of the statements below. If you strongly agree with a statement, please circle number 7. If you strongly disagree with a statement, please circle number 1. If your feelings are not strong, circle one of the numbers in the middle.

Strongly Disagree

Strongly Agree

							About you
1	2	3	4	5	6	7	I feel pain when exercising
1	2	3	4	5	6	7	I enjoy exercising
1	2	3	4	5	6	7	I have time to exercise
1	2	3	4	5	6	7	Exercising is not expensive

¹ Used with the authors permission

Please circle one of the letters A-E to let us know how much of the referral you completed or are still in the process of completing. If you did not attend at all, your opinions are still very valuable to us and we would greatly appreciate you completing the rest of the questionnaire.

- A I did not attend at all.
- B I started but did not complete my referral.
- C I have started but have not yet completed my referral.
- D I completed my referral but have stopped exercising since.
- E I completed my referral and still exercise

I completed approximately % of the total number of sessions

Please complete the following questions about how much you normally exercise:

1. During a typical **7-day period** (a week), how many times on average do you do the kinds of exercise for **more than 15 minutes** during your free time (write on each line the appropriate number:

Times per week

a. Strenuous exercise (heart beats rapidly)

(e.g. running, jogging, soccer, squash,
vigorous swimming, vigorous long distance bicycling)

b. Moderate exercise (not exhausting)

(e.g. fast walking, tennis, easy bicycling, badminton,
Easy swimming, popular and folk dancing)

c. Mild exercise (minimal effort)

(e.g. yoga, fishing from river bank, bowling, golf,
easy walking)

[Source: Godin, G., and Shephard, R. J. (1985) 'A simple method to assess exercise behaviour in the community', *Canadian Journal of Applied Sports Science*, 10: 141-146.]

SECTION 1

The first part of the survey deals with your expectations **before you were referred**. This section is not specific to the leisure centre at which you may have been, but should be viewed as being applicable to Exercise Referral Schemes in general. Please circle one of the numbers 1-7 next to each of the statements below. If you strongly agree with a statement, please circle number 7. If you strongly disagree with a statement, please circle number 1. If your feelings are not strong, circle one of the numbers in the middle.

Strongly Disagree

Strongly Agree

1	2	3	4	5	6	7		
The facilities								
1	2	3	4	5	6	7	Q1	The leisure centre should have up-to-date equipment.
1	2	3	4	5	6	7	Q2	The leisure centre should look nice and attractive
1	2	3	4	5	6	7	Q3	Their staff should be well dressed and appear neat.
1	2	3	4	5	6	7	Q4	The changing rooms at the centre should be clean and well maintained.
Reliability, responsiveness and assurance of service								
1	2	3	4	5	6	7	Q5	When these leisure centres promise to do something, they should do it when they say they will.
1	2	3	4	5	6	7	Q6	When people have problems, these leisure centres should be sympathetic and reassuring.
1	2	3	4	5	6	7	Q7	These leisure centres should be dependable.
1	2	3	4	5	6	7	Q8	The leisure centre should stick to its timetable accurately.
1	2	3	4	5	6	7	Q9	They should keep their records accurately.
1	2	3	4	5	6	7	Q10	They should be expected to tell people exactly when services would be available.
1	2	3	4	5	6	7	Q11	It is realistic to expect prompt service from employees of these leisure centres.
1	2	3	4	5	6	7	Q12	Their employees should always have to be willing to help clients.
1	2	3	4	5	6	7	Q13	It is not okay if they are too busy to respond a person's request promptly.

1	2	3	4	5	6	7	Q14	Their staff should be polite
1	2	3	4	5	6	7	Q15	Their staff should get adequate support from these leisure centres to do their jobs well.
1	2	3	4	5	6	7	Q16	People should be able to trust staff of these leisure centres.
1	2	3	4	5	6	7	Q17	Exercise Professionals dealing with people on the scheme should be of a similar age to the exercisers.
1	2	3	4	5	6	7	Q18	Exercise Professionals should be able to demonstrate a considerable knowledge of the benefits to health of exercise.
1	2	3	4	5	6	7	Q19	Employees of these centres should offer help and support when requested by people.
Ability of staff to appreciate peoples' needs								
1	2	3	4	5	6	7	Q20	People should receive praise from the staff of these leisure centres.
1	2	3	4	5	6	7	Q21	These leisure centres should be expected to give people individual attention.
1	2	3	4	5	6	7	Q22	Employees of these centres should seek to identify people's previous exercise experience.
1	2	3	4	5	6	7	Q23	It is not unrealistic to expect staff to know what the needs of their exercisers are.
1	2	3	4	5	6	7	Q24	It is not unrealistic to expect these leisure centres to have their exercisers' best interests at heart.
1	2	3	4	5	6	7	Q25	They should be expected to have operating hours convenient to all their customers
Factors related to the GP								
1	2	3	4	5	6	7	Q26	GPs should be enthusiastic towards the Exercise Referral procedure.
1	2	3	4	5	6	7	Q27	GPs referring to an Exercise Referral program should be active themselves.
1	2	3	4	5	6	7	Q28	GPs should be able to demonstrate understanding of the benefits of exercise.
1	2	3	4	5	6	7	Q29	GPs should encourage doing exercise all the time.

SECTION 2

Directions: The second part of the questionnaire deals with your perceptions of the service **after you had visited the centre**. Once again, please circle one of the numbers from 1-7 based on how strongly you agree or disagree with the statement. This part of the questionnaire IS specific to the centre that you attended so please answer the questions with your centre in mind.

Please tick the box next to the centre that you were referred to. Please also tick the box next to the ONE centre that you exercised at most regularly, even if this was the same centre. **Please tick only one box in each case:**

Referred to

Attended Most

The facilities

1	2	3	4	5	6	7	Q30	The centre has up-to-date equipment.	
1	2	3	4	5	6	7	Q31	The centre is nice and attractive	
1	2	3	4	5	6	7	Q32	The centre's staff are well dressed and appear neat.	
1	2	3	4	5	6	7	Q33	The changing rooms at the centre were clean and well maintained.	

Reliability, responsiveness and assurance of service

1	2	3	4	5	6	7	Q34	When the staff at the centre promise to do something, they do so when they say they will.
1	2	3	4	5	6	7	Q35	When you have problems, the centre is sympathetic and reassuring.
1	2	3	4	5	6	7	Q36	The centre is dependable.
1	2	3	4	5	6	7	Q37	The centre sticks to its timetable accurately.

1	2	3	4	5	6	7	Q38	The centre keeps its records accurately.
1	2	3	4	5	6	7	Q39	The centre tells people exactly when services would be available.
1	2	3	4	5	6	7	Q40	You receive prompt service from the centre's employees.
1	2	3	4	5	6	7	Q41	Staff at the centre are always willing to help people.
1	2	3	4	5	6	7	Q42	Staff at the centre are never too busy to respond to people's requests promptly.
1	2	3	4	5	6	7	Q43	Staff at the centre are polite.
1	2	3	4	5	6	7	Q44	Staff get adequate support from the centre to do their jobs well (e.g. Had everything they needed; Not overloaded)
1	2	3	4	5	6	7	Q45	You can trust staff at the centre
1	2	3	4	5	6	7	Q46	Exercise Professionals at the centre are of a similar age to the exercisers.
1	2	3	4	5	6	7	Q47	Exercise Professionals at the centre demonstrated a considerable knowledge concerning the benefits to health of exercise.
1	2	3	4	5	6	7	Q48	Staff at the centre offered help and support when requested.
Ability of staff to appreciate peoples' needs								
1	2	3	4	5	6	7	Q49	I received praise from the staff at the centre.
1	2	3	4	5	6	7	Q50	The centre does give you individual attention.
1	2	3	4	5	6	7	Q51	Staff at the centre sought to identify my previous exercise experience.
1	2	3	4	5	6	7	Q52	Staff at the centre know what your needs are.
1	2	3	4	5	6	7	Q53	The centre has my best interests at heart.
1	2	3	4	5	6	7	Q54	The centre has operating hours convenient to all their customers
Factors related to the GP								
1	2	3	4	5	6	7	Q55	My GP was enthusiastic towards the Exercise Referral procedure.
1	2	3	4	5	6	7	Q56	My GP was openly physically active.
1	2	3	4	5	6	7	Q57	My GP demonstrated understanding of the benefits of exercise.
1	2	3	4	5	6	7	Q58	My GP always encouraged me to be physically active.

Thank you very much indeed for taking the time to complete this questionnaire. Your answers are invaluable to the success of the research. Finally, please ensure you have completed and signed the consent forms and return in the pre-paid envelope, or to: