

Phase I:
Knowledge and attitudes

All FPs and HPs of the region.
Self-administered questionnaire
(n. of paediatricians = 540 FPs and 212
HPs)

A sample of parents: all vaccination
centres open at least 5 days a week.
Self-administered questionnaire
(n. of centres = 51 out of the existing 233;
n. of parents= 1029)

Phase II:
Patient care practices and parents
expectations and satisfaction

A stratified sample of regional
FPs and HPs.
Self-administered questionnaire
(n. of paediatricians = 120 FPs and 26
HPs working at emergency services)

A sub-sample of parents in 4 Local
Health Authorities.
Interviews
(n. of interviews= 359)