

Index

Note: an 'n' followed by a number after a page number denotes a note number on that page.

- accountability
 - balancing medical authority 8, 32, 49, 61
 - Child Health Line nurses' orientation 43–4
 - children's orientation to non-responses 87
 - 'institutional' 134, 143
 - patients' 68
 - preservation, in surgical training 112
 - relationship to institutional policies and guidelines 31
- accounts 48–50
 - because-/in-order-to- 49
 - components and features 49
 - in healthcare interactions 48, 49–50
 - implicit 48, 60
 - physiotherapists' treatment 8–9, 50–63
- admission interviews *see* nurse admission interview
- advice/advice giving
 - boundary with information 8, 44
 - as first-line obesity treatment 9, 68
 - managing medical advice seeking in calls to Child Health Line 8, 31–47
 - NHS Direct nurses' adaptation of 6
 - patients' displays of compliance with obesity-related 72–3, 76, 79
- agency
 - children's, in paediatric encounters 9, 83, 85
 - findings of conversational analysis on patients' 2
 - to make tissue donations 23, 25
 - patients' enhancement, in 'success' 9, 66, 70–3, 78, 79
 - patients' minimisation, in 'lack of success' 9, 66, 73–8
- AHDI 142, 144–5n1
- AHIMA 136, 143
- AIDS/HIV counselling 3
- Alcoholics Anonymous 4
- Anderson, W. T. 3
- anaesthesia 3
- anaesthetists, contribution to situated surgical training 10, 100, 110–12, 114
- Angell, A. 99
- Antaki, C. 3, 48, 60
- ante-natal screening 3
 - communication around 'risk figures' 7
- Aphramor, L. 67
- Arminen, I. 4
- Aronsson, K. 84
- ASTM International 143
- asymmetry, in medical encounters 2, 5, 8, 31, 32, 44
- Atkinson, J. M. 69, 138
- Atkinson, P. 5
- automation, healthcare research 133
- 'B-statements' 22
- Baker, C. D. 31
- Ball, D. L. 99
- Barnard, A. 129
- Barnett, A. H. 18
- Barratt, J. 129
- Batnitzky, A. 67
- Beach, W. A. 4, 93, 126
- Becker, H. 10, 99
- Beckman, H. B. 1
- Beeke, S. 4
- Bellali, T. 19
- Beresford, B. A. 84
- Berg, M. 113, 117, 122, 128, 129, 130, 133, 134
- Bluebond-Langner, M. 95
- Boardman, J. D. 67
- Bolden, G. 72
- Bordo, S. 67
- Borowitz, S. M. 133
- Bosk, C. L. 5, 99, 102
- Bower, P. 85

- Bowker, G. 122, 130
 Boyd, E. 43, 123
 Braverman, H. 136
 Britten, N. 80
 Brown, B. 117
 Brown, J. S. 144
 'bureaucratic format' 68
 Bursch, B. 85
 Büscher, M. 3
 Buttny, R. 48, 50, 60, 61
 Byrne, P. S. 1, 3, 69, 83, 86
- Callero, P. L. 17
 Campion, P. 48
 Carter, B. 83
 Castells, M. 137
 Cederborg, A.-C. 84
 Chang, V. 67
 Charng, H. 17, 18
 Chassin, Mark 133
 Chen, P. 18, 27n2
 child counselling 3
 Child Health Line
 description 33
 managing medical advice seeking
 8, 31–47
 name change suggested 45
 registered nurse triaging 45–6
- children
 competence as symptom informants
 83, 93–4
 limited participation in healthcare
 9–10, 84
 'one body for two' problem 85
 and 'patienthood' 84–5
 practice at 'being a patient' 83, 85, 95
- children's management of parental
 assistance in paediatric chronic pain
 encounters 9–10, 83–98
 answer completion 86, 91–3, 94
 answer search 86–9, 93, 94
 background 84–5
 data and methods 85–6
 future study suggestions 95
 results 86–93
 sequence progressivity 84, 85, 94
 solicitation of an answer 86, 90–1, 93, 94
 solicitation of corroboration 86, 89–
 90, 93
- Childress, J. F. 19
 Christakis, N. 67
 Clarke, A. 32, 44
 Clarke, K. M. 133
 class 67
 Clayman, S. E. 20, 50
 Clemente, I. 83, 85, 86, 88
 Cobb, P. 99
 codes of ethics, hospital pharmacists 4–5
 Coiera, E. 143
 Coleman, I. 68
 Collins, S. 2, 5, 8, 48, 129, 130
 communication disorders 4
 'communities of practice' 99, 113
 competence
 children's, as symptom informants 83,
 93–4
 and communication disorders 4
 connotations of accounts for
 patient 62
 medical transcriptionists' social 11,
 134, 136, 142, 144
 Conn, J. 135
 'consumer' conception 118
 conversation analysis (CA) 20, 33, 50, 66,
 68–9, 86, 100, 119, 138
 benefits for understanding obesity
 consultations 80
 contributions to medical interaction
 studies 1–2
 diverse settings and activities 3–7
 key issues in doctor-patient
 interaction 3
 methodological commitments and
 concerns 2
 practical motivations 1
 and 'stocks of interactional
 knowledge' 119
 utility in healthcare settings 11
- Coulter, J. 2
 Crawford, P. 117
 Crossley, N. 67
 Curl, T. S. 22
 Currell, R. 117
- Dallas, J. 117
 Danby, S. 31
 Darbyshire, P. 128
 David, G. 134, 136
 DeJong, W. 18
 dentistry 3, 4
 Department of Health 66
 diabetes consultations 68

- diagnosis
 constraints on helpline nurses 32, 36–7, 41–2
 doctors' accountability 8, 32, 49
 expert systems 143
 primary care consultations 3
- dispreferred responses 36
- Dixon, C. 126
- doctor-patient interactions
 'communication gap' 1
 doctors' diagnostic accounts 8, 49
 doctors' treatment accounts 49–50
 effects of medical records 118
 key issues in CA research 3
 observational studies 120
 patients' accounts 49
 practical motivations for research 1
 restriction of patient histories 128
 technology and 'physician style' 129
see also children's management of parental assistance in paediatric chronic pain encounters; obesity-related consultations
- donation (organ and tissue)
 and altruism 17, 18
 effects of solicitation interaction 18, 19, 26–7
 emotional cost to family members 18
 financial incentives 19
 social psychological and sociological perspectives 17–18
 social scientific perspectives 18–19
 telephone solicitation 7, 17–30
 US waiting list 18
- 'donor role identity' 17
- Dougherty, L. 118, 122
- Dougherty and Lister's manual of clinical nursing procedures 118–19
- Drew, P. 22, 32, 44, 59, 69, 77, 85, 119
- Duguid, P. 144
- dyadic approach, to paediatric communication 10, 84
- Edwards, D. 31
- electronic patient records (EPRs) 118, 128, 129, 130
- emergency calls 3
- Emerson, J. 1
- Emmison, M. 31
- Ende, J. 6
- Enfield, N. J. 89
- Engestrom, Y. 100
- epistemic display 21–2
- Epstein, R. 18
- ethnicity 67
- ethnographic studies 1, 99, 129, 137
- ethnomethodology 1, 20, 33, 68, 100, 137
- Evans, J. 67
- expert systems 6, 32, 143
- family 4
- Fanshel, D. 22
- Fassnacht, C. 50
- Ferguson, R. 33
- Finlay, W. 4
- Fox, R. C. 17
- Fox Tree, J. 52
- Frankel, R. 1, 3, 48
- Freidson, E. 99
- Frosch, D. L. 95
- Gabe, J. 84
- Gain, P. 19
- Gallup Organisation 18
- Garafanga, J. 80
- Garcia, A. 136
- Gard, M. 67
- Garfinkel, H. 2, 68, 134, 137, 144, 145n3
- Garson, B. 136–7
- gender 67
- genetic counsellors, 'zones of expertise' 32
- Gill, V. T. 2, 3, 20, 22, 31, 35, 36, 44, 49, 50, 72
- Goedert, J. 135
- Goffman, E. 83, 84, 85, 92, 94
- Goodwin, C. 4, 86, 87, 90, 92
- Goodwin, D. 99, 113
- Goodwin, M. H. 87, 92
- Greatbatch, D. 3, 6, 31, 32, 38, 44, 46, 50, 133, 137
- Greenbaum, J. 143
- Greenfield, S. 95
- Griesemer, J. R. 134
- guidelines *see* policy and institutional guidelines
- Haddow, G. 19
- Hak, T. 127
- Halkowski, T. 2, 3
- Hall, J. A. 83
- Harper, R. H. 137

- Harris, R. 122
- ten Have, P. 1, 3, 12, 20, 62, 69, 120
- health visiting 3
- healthcare interactions
- asymmetrical distribution of
 - knowledge 8, 31, 32
 - collaboration 2
 - and the construction of moral
 - 'sensitivity' 68
 - contingency 2
 - contribution of conversational
 - analysis 1–2
 - generation of social organisation 2
 - and new technologies 6–7
 - opening questions 66, 69, 78, 80
 - practitioner-patient 4–5
 - between practitioners 5–6
 - see also* doctor-patient interactions
- Healy, K. 17–18, 19
- Heath, C. 1, 3, 6, 31, 50, 62, 70, 86, 100, 117, 120, 125, 133, 138
- helplines *see* medical helplines
- Henderson, K. 136
- Hepburn, A. 3, 31
- Heritage, J. 2, 3, 9, 22, 31, 32, 33, 43, 48, 49, 50, 56, 59, 63, 69, 73, 76, 83, 86, 93, 119, 123, 127, 138
- HES 117
- Hindmarsh, J. 3, 5, 99, 113, 125
- Hing, E. S. 133
- homeopathy 3
- hospital pharmacists 4–5
- Housley, W. 5
- Houtkoop-Steenstra, H. 62
- Hughes, E. C. 112
- Hutchby, I. 3, 33, 84, 94
- information technology, healthcare
 - research 133
- Institute of Medicine (US) report on organ
 - donation 19
- 'interaction order' 85, 94
- James, A. 84
- Jefferson, G. 22, 33, 50, 69, 70, 91, 95n1, 120, 123, 138
- Jeffersonian conventions 33, 50, 69, 120, 138
- Jensen, G. 3, 63
- Johnson, D. 48
- Jutel, A. 67
- Kaner, E. 118
- Kaplan, R. M. 95
- Kaplan, S. H. 95
- Kaptein, M. 84
- Kaserman, D. L. 18
- kidney donation
 - 'altruism and humanitarianism' 17
 - 'gift exchange' 17
- King, I. 117
- Kirshbaum, M. 128
- Kleinman, A. 83
- knowledge
 - boundedness of medical 32
 - epistemic considerations in helplines 31–2
 - epistemic display, telephone tissue
 - solicitation 21–2
 - nurses' epistemic entitlement, downgrading
 - in 'medical' problems 32, 36–7, 44
 - nurses' epistemic entitlement, upgrading in
 - 'child health' issues 43–4, 44–5
- Koh, H. K. 18
- Koschmann, T. 3, 5, 99, 113
- Kurtz, S. F. 18
- Kyng, M. 143
- Labov, W. 22
- Lampert, M. 99
- Latimer, J. 117
- Lave, J. 99, 113
- Lee, L. 17
- Lee, T. 128, 130
- Leppanen, V. 32
- Lerner, G. 52, 90
- Levinson, S. C. 92
- Lewis, C. C. 84
- Lindsay, J. 4
- Lister, S. 118, 122
- Liverman, C. T. 19
- Long, B. 1, 3, 69, 83, 86
- Loureiro, M. L. 67
- Luff, P. 50, 100, 133
- Lynch, M. 137
- Maggs, C. 117
- Majid, A. 10
- Martin, C. 3
- Marx, L. 136
- Maynard, D. W. 2, 3, 4, 20, 21, 22, 24, 27n8, 31, 36, 49, 61, 64n1, 73, 77, 83, 86, 124
- McCabe, R. 3

- McGrath, J. 118
- Mead, N. 85
- medical authority
 balanced with accountability 8, 32, 49, 61
 boundedness 32
 interactional organisation 44
 relationship with institutional policies and guidelines 31
see also nurse authority
- medical encounters *see* doctor-patient interactions; healthcare interactions
- medical helplines 3
 epistemic considerations 31–2
 expert support systems 6, 32
 increasing use 31
see also Child Health Line; National Health Service Direct
- medical records
 as ‘boundary objects’ 134, 144
 effect on doctor-patient interaction 118
 effects of mundane technologies on nurse-patient interaction 10–11, 117–32
 emergence 134
 impact of speech recognition technologies on medical transcription 11, 133–47
 ‘institutional accountability’ 134, 143
- medical training
 general hospital medicine 6
 relationship with medical practice 5–6
 and social interaction 99
 use of videotapes 1
see also surgical training
- medical transcription, impact of speech recognition technologies 11, 133–47
 automating vs. supporting 143–4
 correcting the dictation 142–3
 data and methods 137–8
 natural features of dictation and speech recognition 138–40
 not marking erroneous recognition 141–2
 punctuation, instruction and dictation 140–1
- medical transcriptionists (MTs)
 checking functions 135
 complexity of task 133, 136
 reduced visibility 134–5
 response to new technologies 142–3
 and revenue generation 143–4
 social competence and knowledge 11, 134, 136, 143, 144
- Meeuwesen, L. 84, 94
- Middleton, D. 100
- Mishler, E. 83
- Mohr, D. N. 133
- Moloney, R. 117
- Monaghan, L. 67
- Mondada, L. 3, 5, 99, 113
- Moran-Ellis, J. 84, 94
- Morgan, S. E. 18
- Morris, G. 48, 50, 60
- Nagya, R. M. Jr 67
- National Health Service (NHS)
 in-patient admissions 117
 obesity treatment 66
- National Health Service Direct (NHSD) 6, 32
- National Health Service (NHS)
 Executive 118
National Organ Transplant Act 18
- Newman, J. 118
- NICE 66, 80
- Nishisaka, A. 3
- non-lexical perturbations 87
- nurse admission interviews, effects of
 mundane technologies 10–11, 117–32
 analysis 120
 delaying patient descriptions to fit with records 122–4
 discussion 128–30
 documentation reduces patient participation 127–8
 influence of note reading/writing on interaction 124–7
 nurse concerns over electronic patient records 128, 130
 patient participation background 118–19
 recommendations for guidance 129–30
 study data 118
 ‘template-guided’ interaction 129
 topical organisation of talk 120–2
- nurse authority (helpline nurses)
 epistemic entitlement downgraded in ‘medical’ problems 32, 36–7, 44
 epistemic entitlement upgraded in ‘child health’ issues 43–4, 44–5
 privileging parental authority 37–40
- nurse call-takers, managing medical advice seeking in calls to Child Health Line 8, 31–47
 Child Health Line 33, 45–6
 data and method 33

- effects of institutional guidelines 8, 32–3, 44, 45, 46
- epistemic and institutional boundaries 44–5
- establishing boundaries of expertise 34–7
- implications for telehealth 44, 45–6
- privileging parental authority 37–40
- re-specifying ‘medical’ problems 40–4
- sample and recruitment 119–20
- nurses
 - contribution to situated surgical training 10, 100, 110–11, 112, 114
 - use of NHS Direct clinical assessment system 6, 32
- Nursing and Midwifery Code of Professional Conduct 118
- Nursing and Midwifery Council (NMC) 118, 127
- Nutkiewicz, M. 83
- obesity
 - energy imbalance model 66, 67
 - ‘epidemic’/ ‘crisis’ 9, 66, 67
 - as lifestyle issue 9, 66, 68, 79
 - moral model 67
 - political model 67
- obesity-related consultations 9, 66–82
 - analysis 70–8
 - collaborative construction of moral issues 66, 79–80
 - methodology 68–9
 - patients’ ‘lack of success’ and minimisation of agency 9, 66, 73–8
 - patients’ performance of moral work 9, 73, 78–9
 - patients ‘success’ and enhancement of agency 9, 66, 70–3, 78, 79
 - relevance to healthcare practice 80
 - role of interaction in obesity and medicine 67–8
- offers
 - constituting consent to donation 23–4
 - ‘ostensible’, in donation solicitation 7, 22–3
- opening questions
 - function in medical encounters 66, 69, 78
 - and responses, in obesity-related medical consultations 9, 66–82
 - shaping opportunities for moral work 80
- organ donor cards 18
- organ procurement organisations (OPOs) 17–18
- Orlikowski, W. 137
- paediatric medicine
 - children’s management of parental assistance in chronic pain 9–10, 83–98
 - as triadic process 10, 84
- Pantell, R. H. 84
- Papadatou, D. 19
- Parry, R. 3, 4, 53, 62, 64n2
- Parsons, C. 3
- Parsons, T. 31, 79
- participation 7, 11
 - and complex medical learning 113
 - see also* patient participation
- Partridge, C. 48
- patient education, role of practitioner accounts 50, 61
- patient performance trouble
 - interactional sensitivity 4, 62
 - and practitioner accounts 51–3, 56, 61, 62
- patient participation 2, 8, 118–19
 - centrality to nursing practice 118–19
 - children’s limited 9–10, 84
 - effects of admission documents 10–11, 117–32
 - as a moral matter 9, 68, 78–80
 - policy priority 8, 10, 118, 119
- patients
 - contributions to medical interviews 85
 - as focus of conversational analytical studies 2
 - key issues in primary care consultations 3
 - performance of moral work 9, 69, 73, 78–9
 - provision of symptom information 83
 - see also* doctor-patient interactions
- Payne, S. 27n1
- Peräkylä, A. 3, 5, 8, 31, 32, 36, 44, 49, 61, 86, 119
- Perkins, K. 19
- pharmacy 3
- physiotherapy 3, 4, 50
- practitioner accounts for treatment actions 8–9, 50–63
- Piliavin, J. A. 17, 18
- Pilnick, A. 3, 5, 7, 32, 45, 68, 99
- podiatry 4

- policy 7, 11
 ‘blanket’ recommendations vs. local contingencies 5
 and children’s participation in healthcare 95
 enthusiasm for EPRs 128, 129
 on patient participation 8, 118, 119
 ‘talked into being’ 8, 31, 44, 45, 55
 and US organ/tissue donation shortage 7, 18–19
- policy and institutional guidelines
 assessment frameworks 122
 communicating treatment rationale 48
 impact on helpline interactions 8, 31, 32–3, 44, 45, 46
 need for recognition of interactional understanding 11, 67, 80
 on obesity 66
- Pomerantz, A. 6, 36, 56, 99, 123
- Pooler, J. 3, 31, 32, 36, 44
- Pope, C. 102, 113
- Potter, J. 3, 31, 48
- ‘practice turn’ 99
- practitioner accounts for treatment
 actions 8–9, 48–65
 accounts generally 48–50
 adjustment/removal of clothing 8–9, 57–8, 61, 62
 data and methods 50–1
 functions 60–1, 61–2
 future research suggestions 63
 locally evident problems 9, 58–9, 61
 and patients’ expression of concern 51–3, 61
 persuasiveness 61
 and possible differences in perspective 59–60
 reasons for infrequency 62–3
 remediating locally evident problems 58–9
 therapist recommends against patient preference 53–7
 when they arise 61
- practitioner-patient interaction, practical problems 4–5
- practitioner-practitioner interaction 5–6
 medical training/practice relationship 5–6
 multiple party involvement 6
see also surgical training
- Prentice, R. 99, 113
- Prottas, J. M. 18
- Prout, A. 84
- psychiatry 2, 3, 134
- psychotherapy 2, 3
- Pufall, P. B. 84
- Pyörälä, E. 84
- questions
 accounts and ‘why’ questions 48, 62
 children’s answers to clinicians’ symptom questions 9, 83–98
 construction, and declination to donate organs 26
 open 119
 ‘template-guided’ 129
see also opening questions
- Rawls, A. W. 137
- Raymond, G. 22, 31, 53
- resistance, and practitioner accounts 8, 49, 60–1, 63
- Reunanen, M. 48
- Rhodes, P. 11, 122, 128
- Rich, E. 67
- Riley, K. W. 67
- Ritzer, G. 137
- Roberts, F. 3
- Robinson, J. D. 3, 9, 49, 69, 70, 83, 84, 86, 93, 94
- Rodrigue, J. R. 18, 19
- Rodrigues, J. 128
- Rogoff, B. 85, 95
- Roop, E. S. 133
- Rose, M. 136
- Roter, D. L. 83
- Royal College of Nursing 10, 118
- Rundström, B. 84
- Ruusuvuori, J. 3, 120
- Sacks, H. 2, 20, 24, 68, 86, 89, 145n3
- Saguy, A. C. 67
- Sahlsten, M. 119
- Sanchez Svennson, M. 3, 5, 100
- Sarangi, S. 32, 44
- Sarlio-Lahteenkorva, S. 67
- Satel, S. 18
- Schaeffer, N. C. 21, 22, 24, 124
- Schegloff, E. 2, 21, 22, 23, 33, 85, 86, 87, 89, 91, 92, 138, 145n3
- Schock, P. 135

- Schrock, J. 52
 Schutz, A. 49
 Sefi, S. 3, 32
 Seiffge-Krenke, I. 85
 sequences 2
 Shneiderman, B. 143
 Shriberg, E. 138
 sick role 79
 Silverman, D. 1, 3, 32, 41, 45, 68, 84, 86, 120
 Siminoff, L. A. 18, 19
 Simmons, R. G. 17
 'situated learning' 10, 99
 accomplishment in practice 113–14
 Sloper, P. 84
 smoking consultations 68
 Sobal, J. 67
 social context 2
 sociology of medicine 1
 debates on practitioner avoidance of explanations 62–3
 sociology of obesity 67
Speech Recognition Adoption White Paper 135
 speech recognition technologies
 asynchronous/'back-end' 133, 135, 137, 138
 'facilitative' vs. 'automotive' role 134, 144
 impact on medical transcription 11, 133–47
 limitations 135–6
 synchronous/'front-end' 133, 135, 137
 vendors' claims 135
 speech therapy 4
 Speer, S. A. 3
 Sque, M. 18, 27n1
 Star, S. L. 134
 Stewart, M. 85
 Stivers, T. 3, 10, 36, 49–50, 61, 63, 83, 84, 85, 86, 87, 88, 89, 94, 95, 127
 'stocks of interactional knowledge' 119
 Strong, P. M. 1, 68, 84
 Suchman, L. 136
 Sudnow, D. 1
 Sully, P. 117
 surgery 3
 surgical contingencies 102, 106, 113–14
 surgical training 5, 10, 99–116
 basic and higher 101
 contribution of all participants 10, 110–13, 114
 formal procedures and their occasioned application 113–14
 methods and data collection 100
 'momentary revelations' 10, 99–100, 110, 114
 operating theatre as an ecology of instruction 100–2
 recognising the problem and its transformation 102–6
 timely revelation of a problem's characteristics 106–10
 Swazey, J. P. 17
 Talvitie, U. 48
 Tannen, D. 84
 Tate, K. 84, 85, 94
 technological determinism 129
 technology
 and deskilling 136–7
 impact of labour-saving on healthcare 137
 and 'manual' vs. 'knowledge' work 136
 new, and healthcare interaction 6–7, 11
 see also nurse admission interviews; speech recognition technologies;
 telephone solicitation of donated human tissues 7, 17–30
 agency issues 23, 25
 data and methods 19–20
 identification, epistemic display and condolence sequence 21–2
 inadvertent discouragement 26–7
 institutional setting 20
 'offering the option' 22–3
 'potential to donate' 23–5
 social scientific perspectives on donation 17–19
 tacit solicitation 7, 22–7
 Thorne, E. D. 19
 Throsby, K. 67
 Timmermans, S. 99, 117, 129, 134
 'Tissue Center' (pseudonym) 19, 20
 Titmuss, R. 19
 Transana software 50
 treatment accounts
 official guidance 48
 in physiotherapy 9–10, 50–63
 in primary care consultations 49–50
 treatment delivery, interactional challenges 4

- treatment recommendation, primary care consultations 3
- treatment talk, and obesity 68
- triadic approach, to paediatric communication 10, 84, 94
- Turner, R. 2
- turns at talk, context-sensitive and context-renewing 33
- Tutton, E. 117
- Uniform Anatomical Gifts Act (UAGA, 1968)* 18
- Unsworth, R. P. 84
- Urquhart, M. 117
- US-based health information network 133
- van Dulmen, A. M. 84
- van Terheyden, N. 135, 143
- Vehviläinen, S. 119
- Ventres, W. 118, 129
- Verble, M. 18
- video-recording 1, 50, 68, 85, 100, 137
- Vidler, E. 118
- Vinkhuyzen, E. 143
- Walczak, D. 137
- Warin, M. 67
- Weathersbee, T. E. 22, 26, 27n8
- Webb, H. 68
- Weider, D. L. 113–14
- Welsh Assembly Government 118, 129
- Wenger, E. 99, 113
- Wertlieb, S. 18
- West, C. 1, 31, 48, 86, 145n3
- Whalen, J. 3, 136, 143
- Whalen, M. 22, 136
- Widdicombe, S. 124
- Wilkinson, R. 4
- Wisow, L. S. 84
- Wood, M. 113
- Woods, D. 50
- Wooffitt, R. 33, 124
- Wootton, A. 2
- workplace studies 100
- World Health Organisation (WHO) 9, 66, 118
- Worth, J. 18
- Wright, G. 135
- Wright, J. 67
- Xenical 76–7
- Young, B. 84
- Zimmerman, D. H. 22, 31, 145n3
- Zink, S. 18
- Zuboff, S. 137

