

Survey of Centre users 2018

Results

56 respondents

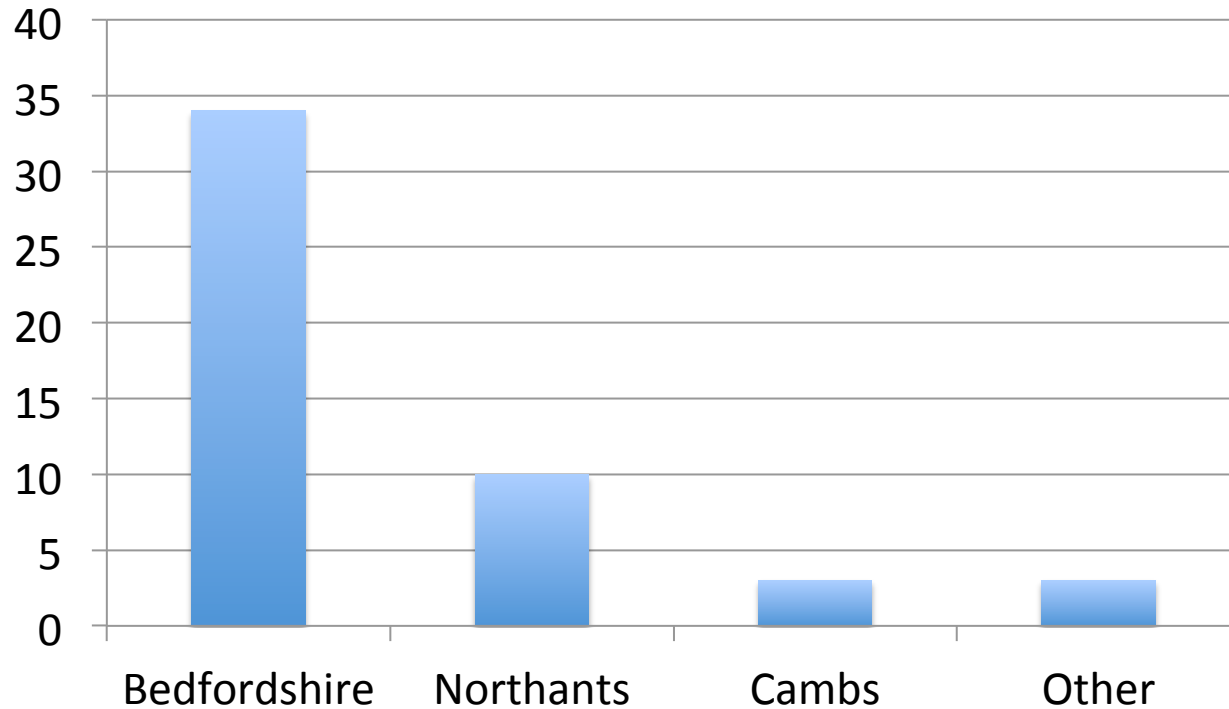
Beds & Northants



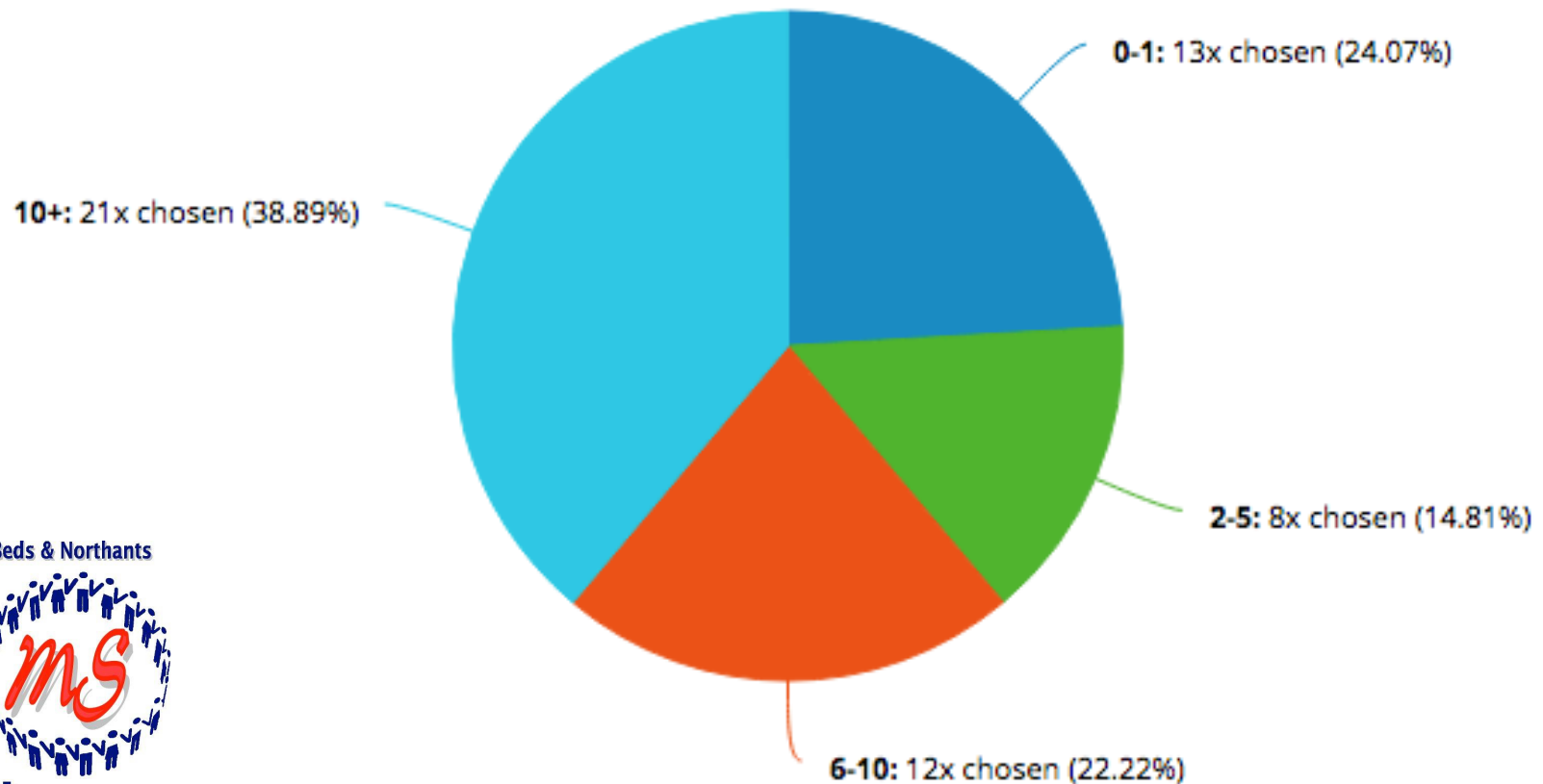
**Therapy
Centre**

1. Where do Centre users travel from?

County2



2. Years of attendance at the Centre

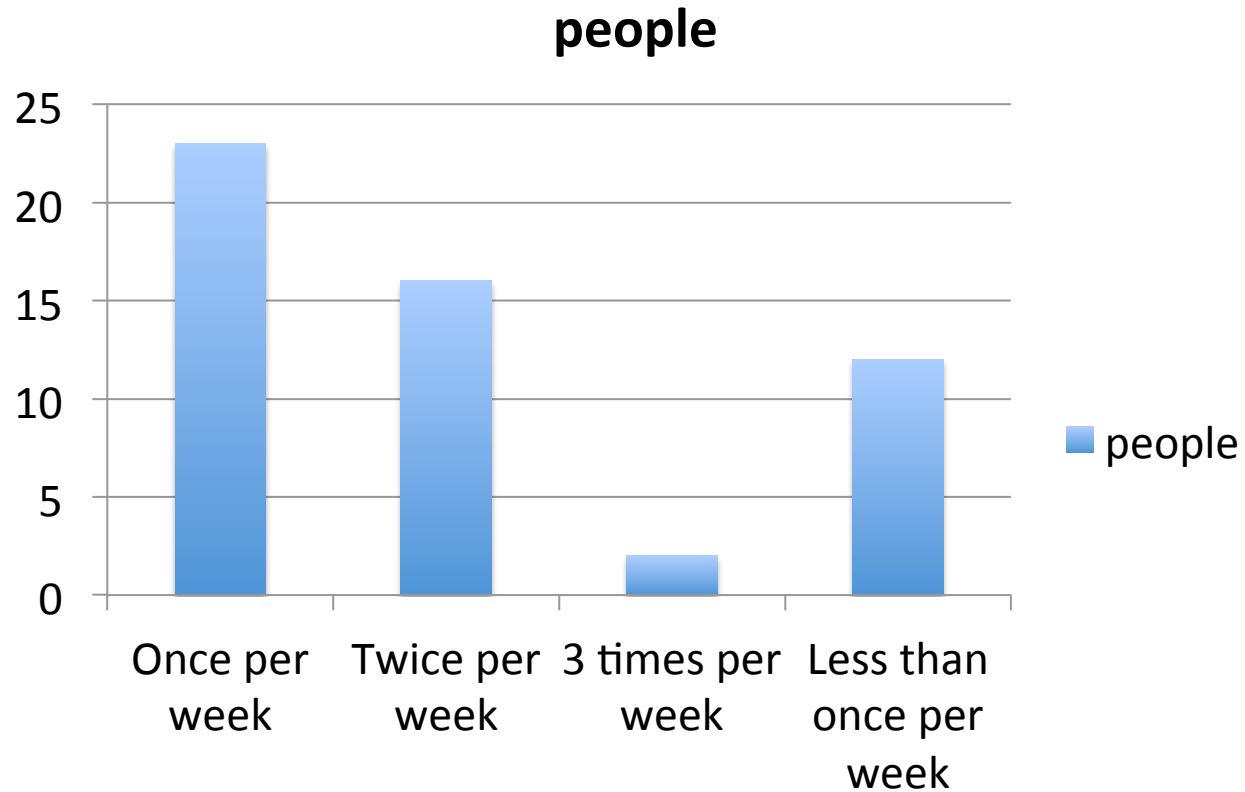


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3. How often do you visit the Centre?



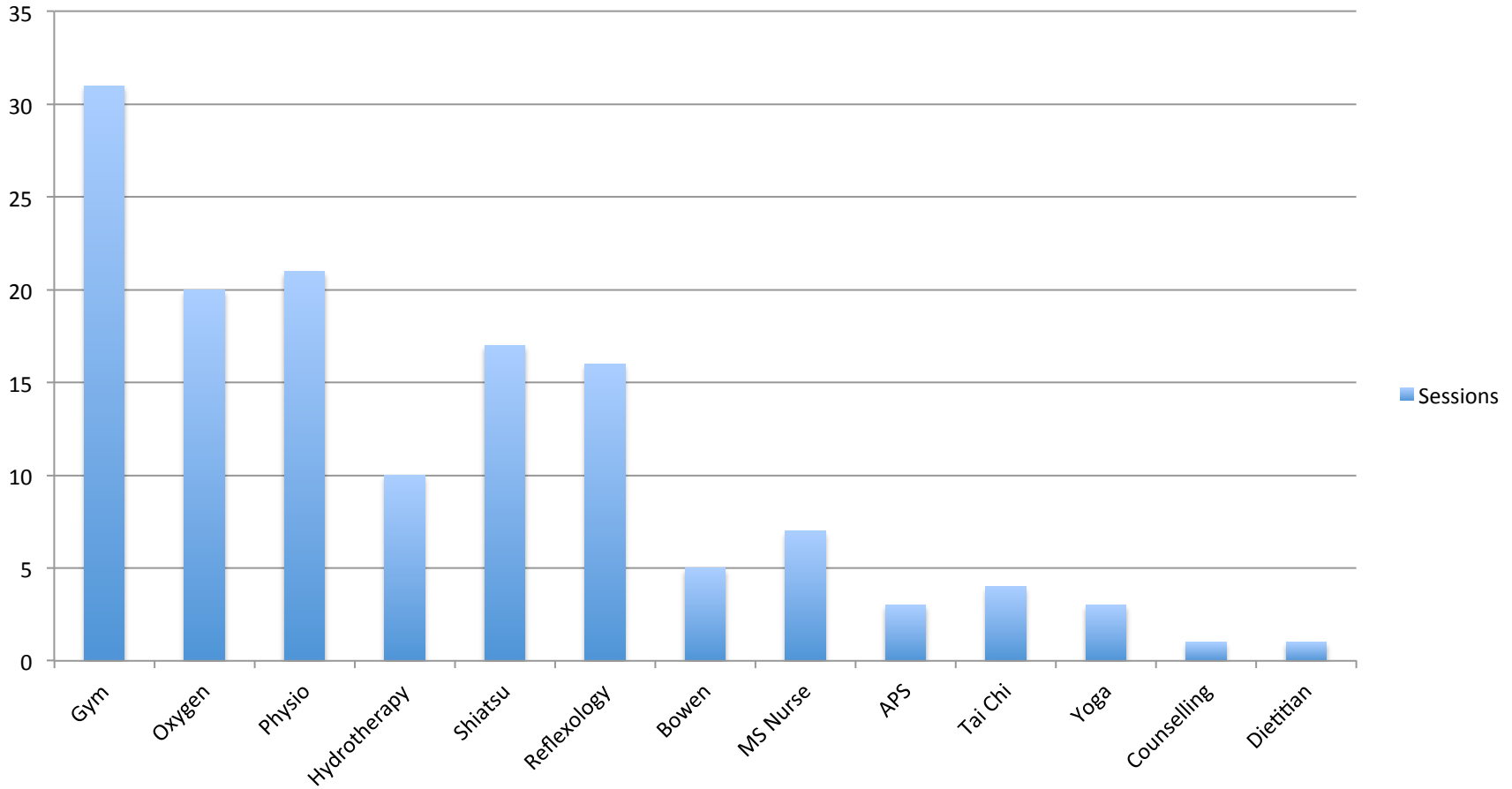
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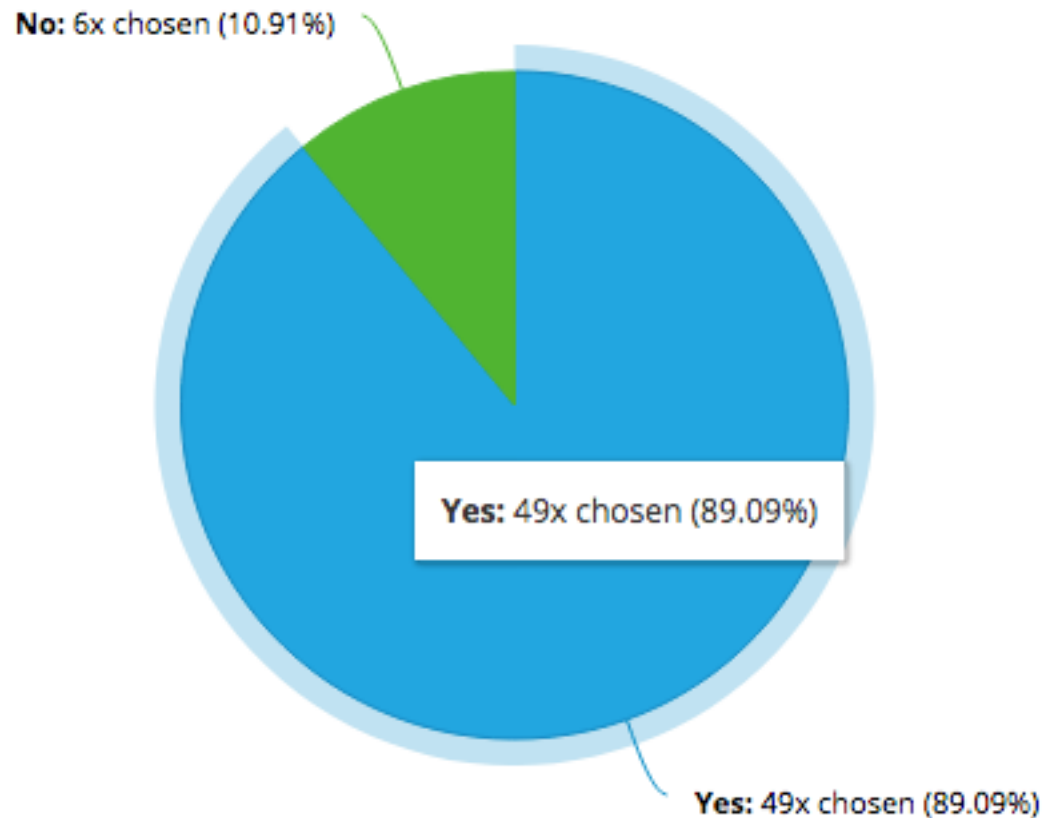
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4. Which therapies do you use most?

Sessions



Are you aware that you can book a free appointment with the nurse anytime?



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6. Do you find the staff and therapists helpful, and can you get appointments when needed?

100% of people (54) said they found the staff helpful.

“Very professional, helpful and always have excellent advice”

“Extremely helpful and knowledgeable”

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Appointments:
3 people would like
more appointments

7. Transport

None of the people who answered the survey currently have a problem with transport to the MS Therapy Centre

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8. If you do not attend the MS Therapy Centre, why not?

Work 3

Not needed at the moment 3

Live too far away 3

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9. Do we communicate well with you?

96% of people said they were happy with the communication by newsletter, Facebook or email.

One person would like more information for younger members.

One person would like details of disability equipment suppliers.

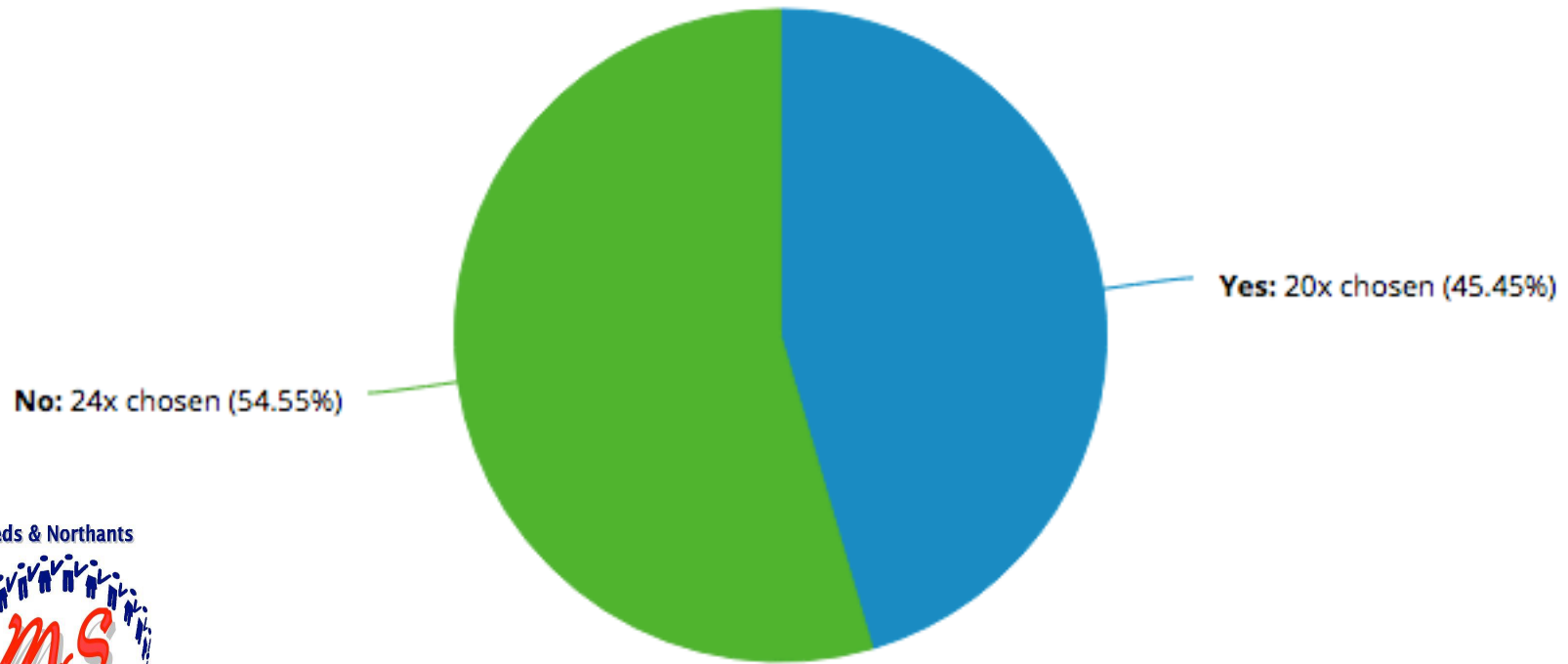
10. Do you use the website?
What other information could be
on there?

Exactly half of people use the
website and half do not.



Suggestions:
Add opening hours
Add funding information
Modernise

11. Would you like us to supply more disability equipment for sale?

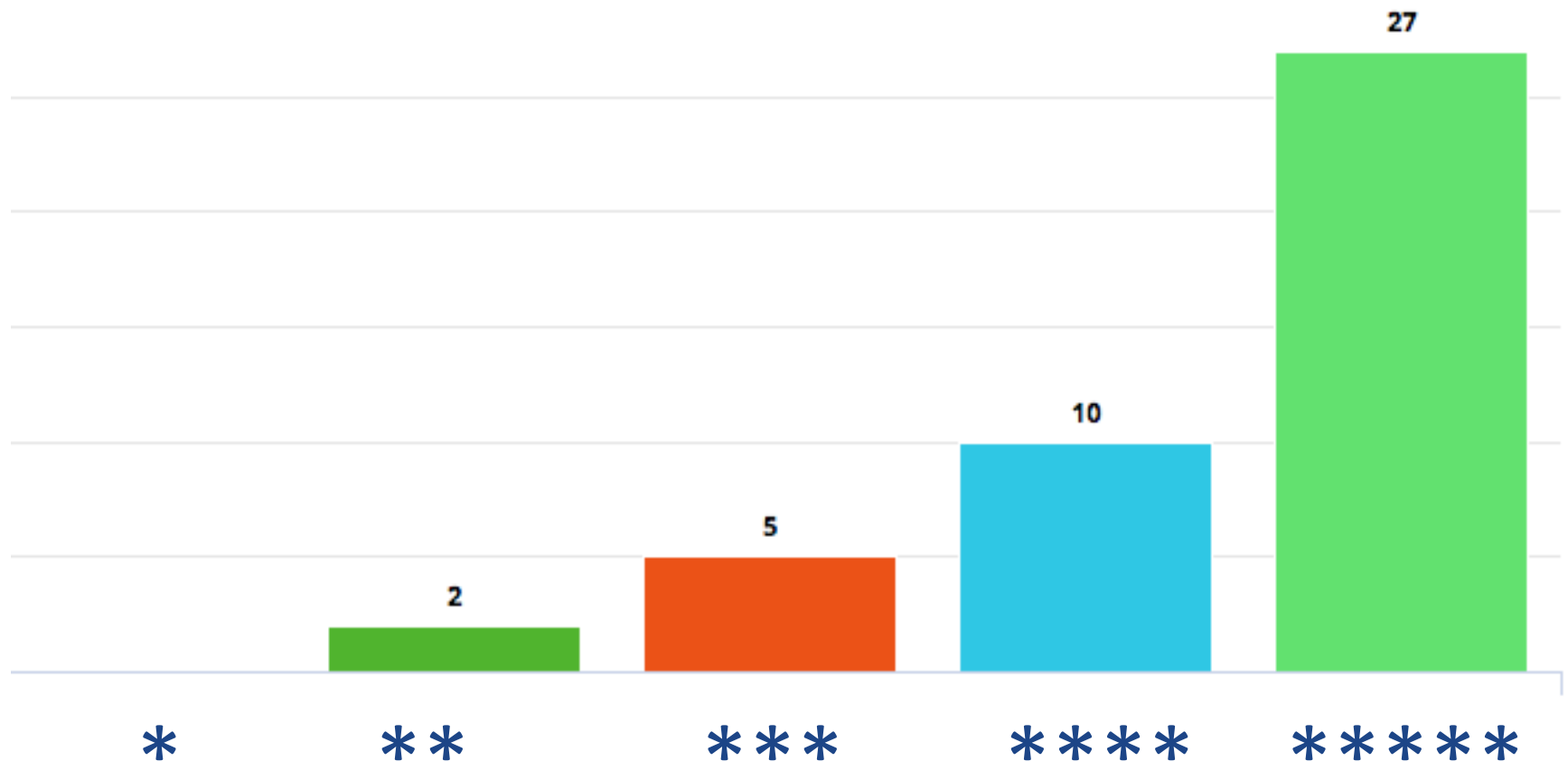


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12. Is our current suggested donation good value?



44 responses

13. Suggestions and help for the fundraising team?

Several people said that they would help, but didn't leave their name. Please make yourselves known to us!

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Centre**

14. Professions/trades that could help us?

Several people said that they would help, but didn't leave their name. Please make yourselves known to us!

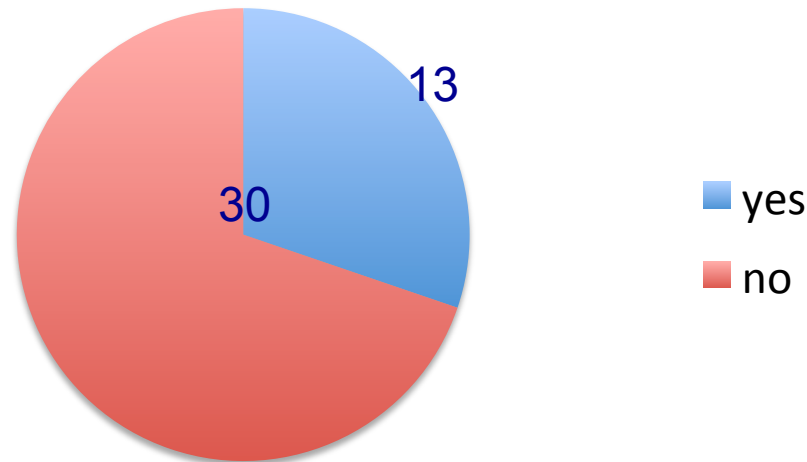
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15. Would it help you if we were open for longer hours?

people



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People requested varying times and days for longer opening hours

16. How has the MS Therapy Centre helped you?

50 positive responses

The Centre has assisted me in the long journey of acceptance - that I do have MS and it is nothing to be ashamed of. I could not think of not attending the Centre now.

It is a lifeline for treatments and information readily available through literature from the Centre and availability of an MS nurse.

Provides great physio/hydro and other therapies to keep me moving and find the exercise helps my general well being and it's good to chat to others who understand how I feel.

The welcome was lovely from day one, with lots of advice from all the staff (nurse) and volunteers. I have met lots of people since; exchanging information has made me feel part of a group, not alone.

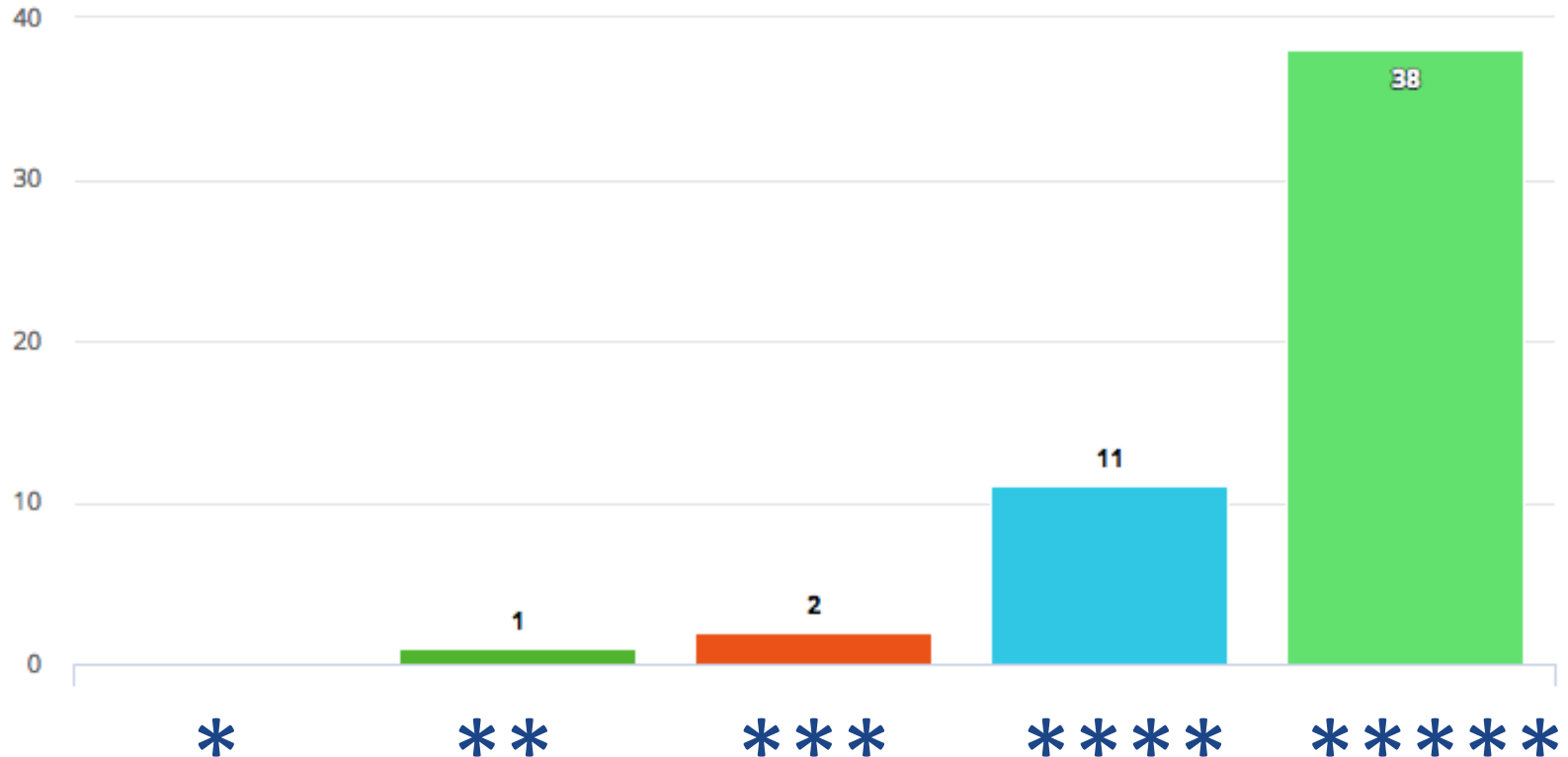
17. How useful are NHS services?

Several people said that they only receive help from the MS Therapy Centre

Hydrotherapy, Physiotherapy and MS nurse are more readily available at the MS Therapy Centre than via the NHS

Addenbrooke's is good
District Nurses are good.

18. How would you rate the MS Therapy Centre overall?



52 responses