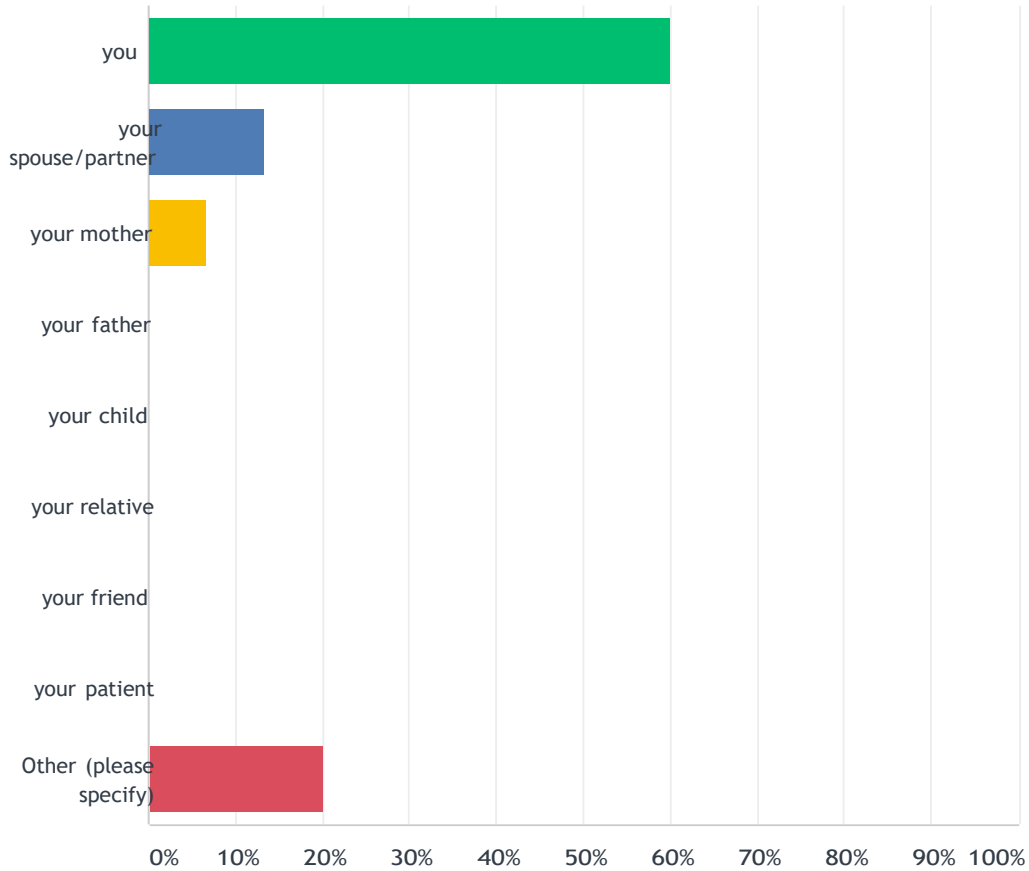


Q1 Can I just check, first of all, is it you that uses the wheelchair/equipment or someone else?

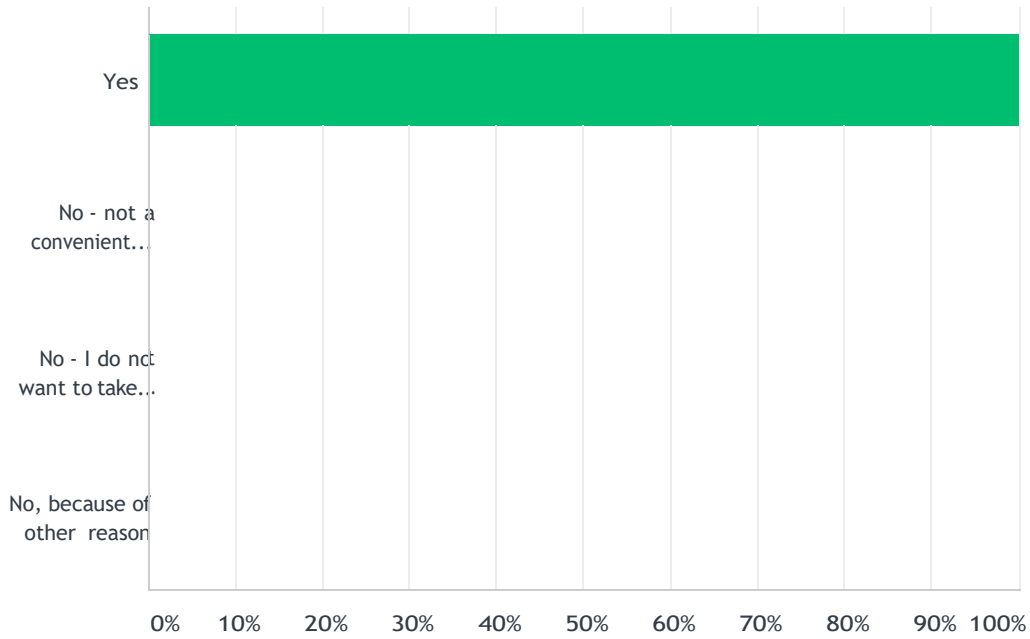
Answered: 15 Skipped: 0



ANSWER CHOICES	RESPONSES	
you	60.00%	9
your spouse/partner	13.33%	2
your mother	6.67%	1
your father	0.00%	0
your child	0.00%	0
your relative	0.00%	0
your friend	0.00%	0
your patient	0.00%	0
Other (please specify)	20.00%	3
TOTAL		15

Q2 The questions will only take about 5 minutes. Is that ok?

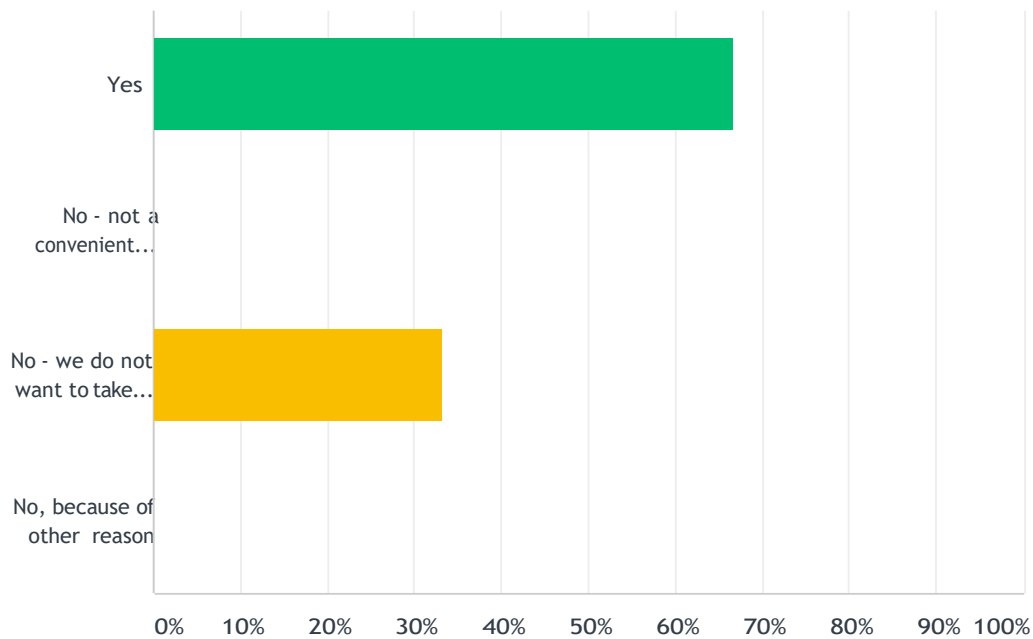
Answered: 13 Skipped: 2



ANSWER CHOICES	RESPONSES	
Yes	100.00%	13
No - not a convenient time, please call back	0.00%	0
No - I do not want to take part in the survey	0.00%	0
No, because of other reason	0.00%	0
TOTAL		13

Q3 Would you be able to answer a few questions on their behalf about their recent assessment by a wheelchair clinician and their wheelchair equipment?

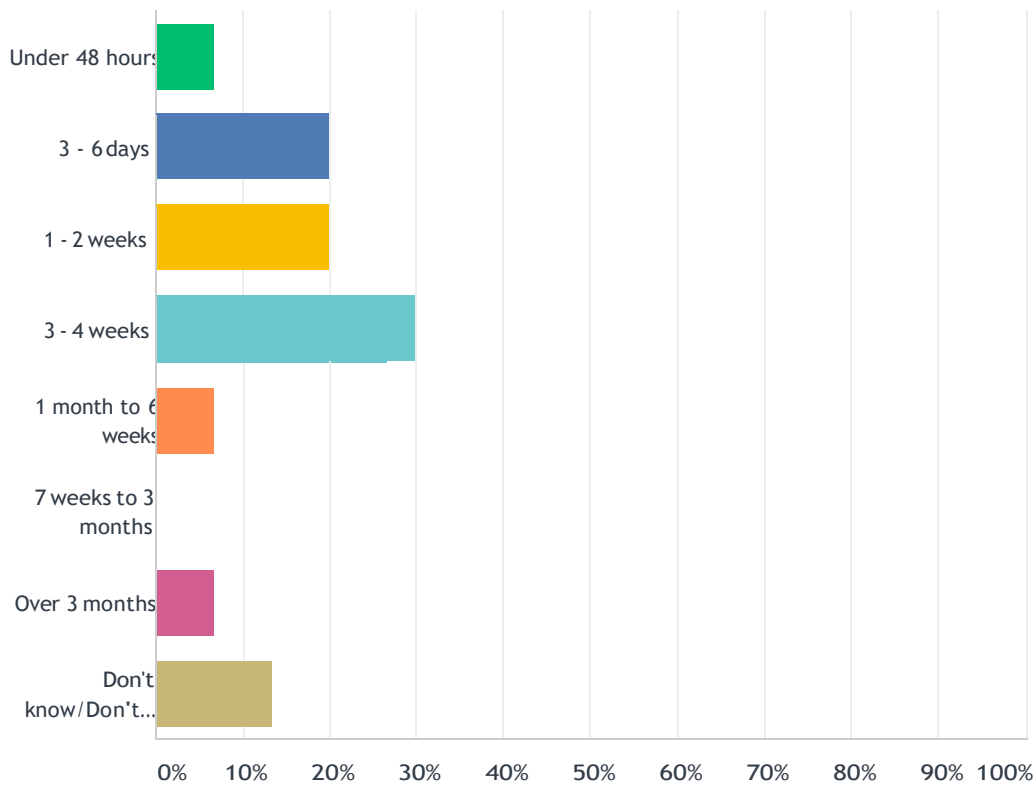
Answered: 3 Skipped: 12



ANSWER CHOICES	RESPONSES
Yes	66.67% 2
No - not a convenient time, please call back	0.00% 0
No - we do not want to take part in the survey	33.33% 1
No, because of other reason	0.00% 0
TOTAL	3

Q4 Overall, from the time {{Q1}} first requested an appointment to the time seen by a wheelchair clinician, approximately how long did {{Q1}} have to wait?

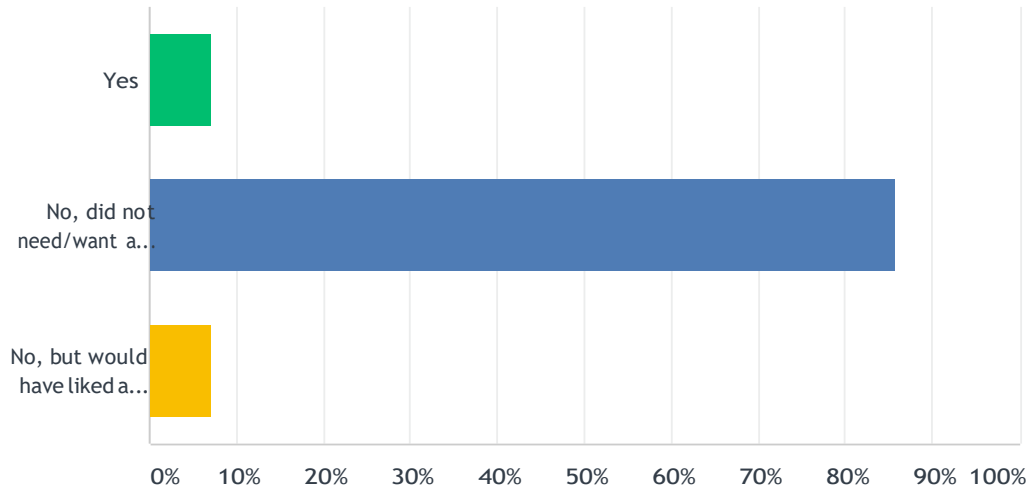
Answered: 15 Skipped: 0



ANSWER CHOICES	RESPONSES
Under 48 hours	6.67% 1
3 - 6 days	20.00% 3
1 - 2 weeks	20.00% 3
3 - 4 weeks	26.67% 4
1 month to 6 weeks	6.67% 1
7 weeks to 3 months	0.00% 0
Over 3 months	6.67% 1
Don't know/Don't remember	13.33% 2
TOTAL	15

Q5 Did {{Q1}} have a choice of location for the appointment?

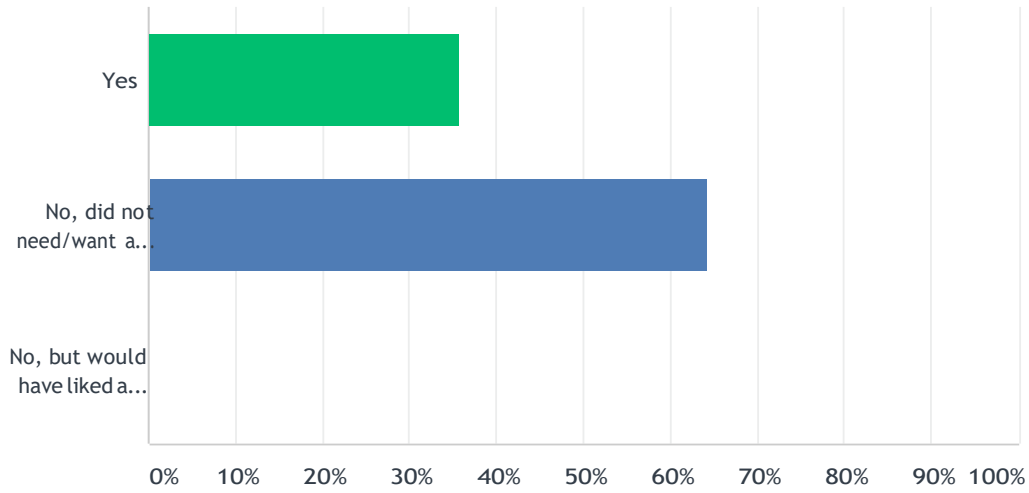
Answered: 14 Skipped: 1



ANSWER CHOICES	RESPONSES	
Yes	7.14%	1
No, did not need/want a choice	85.71%	12
No, but would have liked a choice	7.14%	1
TOTAL		14

Q6 Did {{Q1}} have a choice of appointment times?

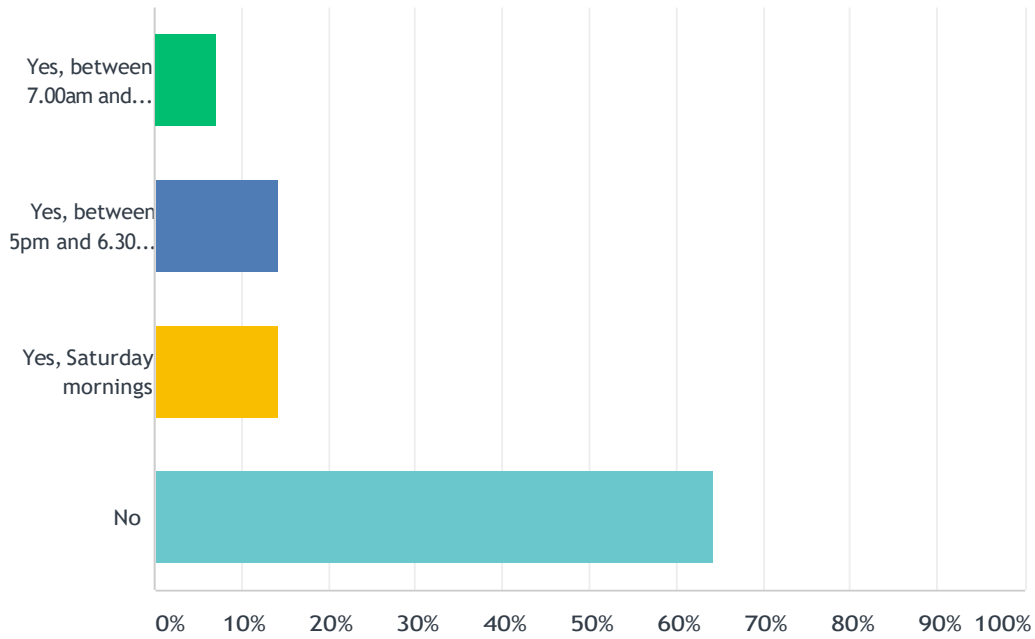
Answered: 14 Skipped: 1



ANSWER CHOICES	RESPONSES	
Yes	35.71%	5
No, did not need/want a choice	64.29%	9
No, but would have liked a choice	0.00%	0
TOTAL		14

Q7 If extended opening hours were an option at the Wheelchair Centre, would {{Q1}} be interested?

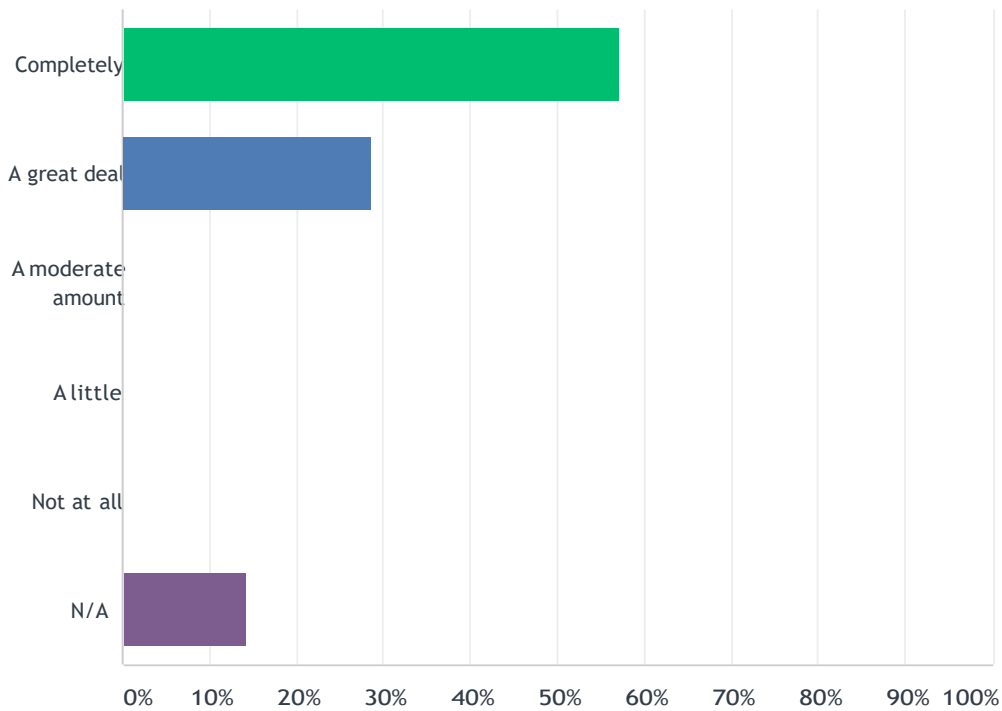
Answered: 14 Skipped: 1



ANSWER CHOICES	RESPONSES	
Yes, between 7.00am and 9.00am weekdays	7.14%	1
Yes, between 5pm and 6.30pm weekdays	14.29%	2
Yes, Saturday mornings	14.29%	2
No	64.29%	9
TOTAL		14

Q8 If the appointment was arranged by telephone, how well did the Wheelchair Centre team listen to and understand personal circumstances over the phone?

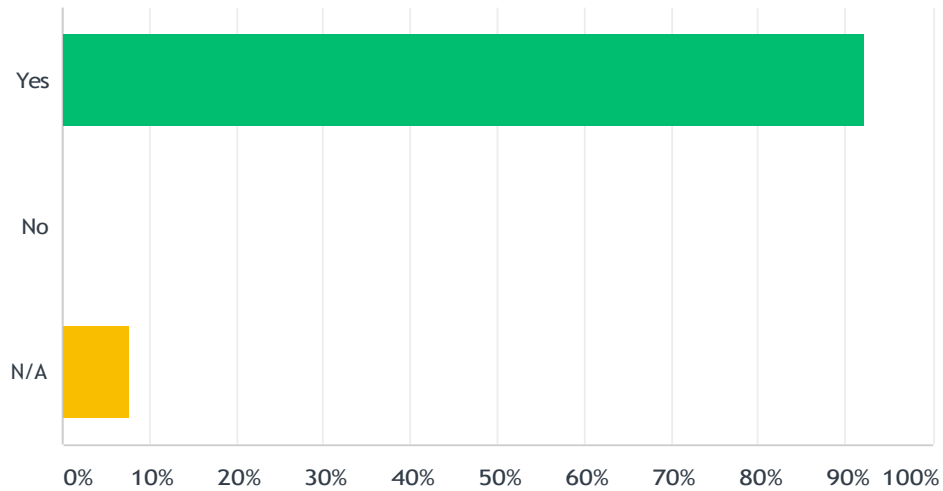
Answered: 14 Skipped: 1



ANSWER CHOICES	RESPONSES	
Completely	57.14%	8
A great deal	28.57%	4
A moderate amount	0.00%	0
A little	0.00%	0
Not at all	0.00%	0
N/A	14.29%	2
TOTAL		14

Q9 Was the Wheelchair Centre team able to resolve all appointment questions/concerns over the telephone?

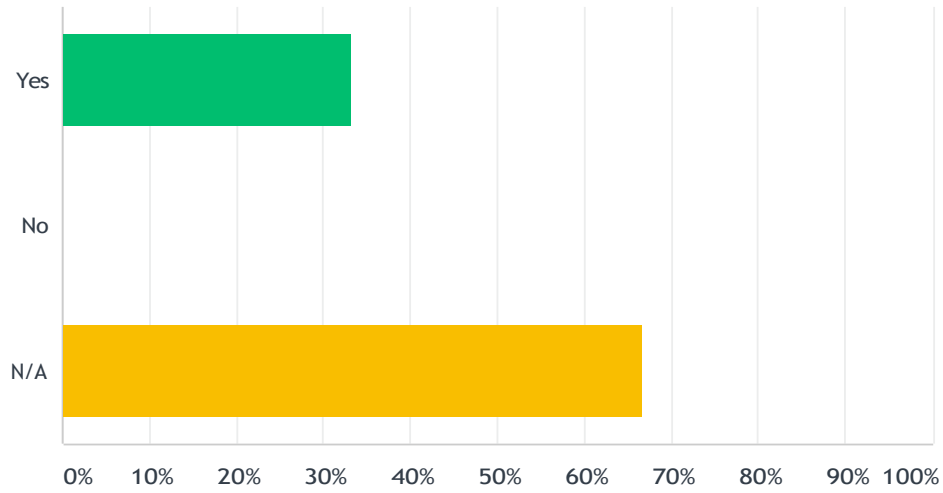
Answered: 13 Skipped: 2



ANSWER CHOICES	RESPONSES	
Yes	92.31%	12
No	0.00%	0
N/A	7.69%	1
TOTAL		13

Q10 Are our waiting areas appropriate for your needs?

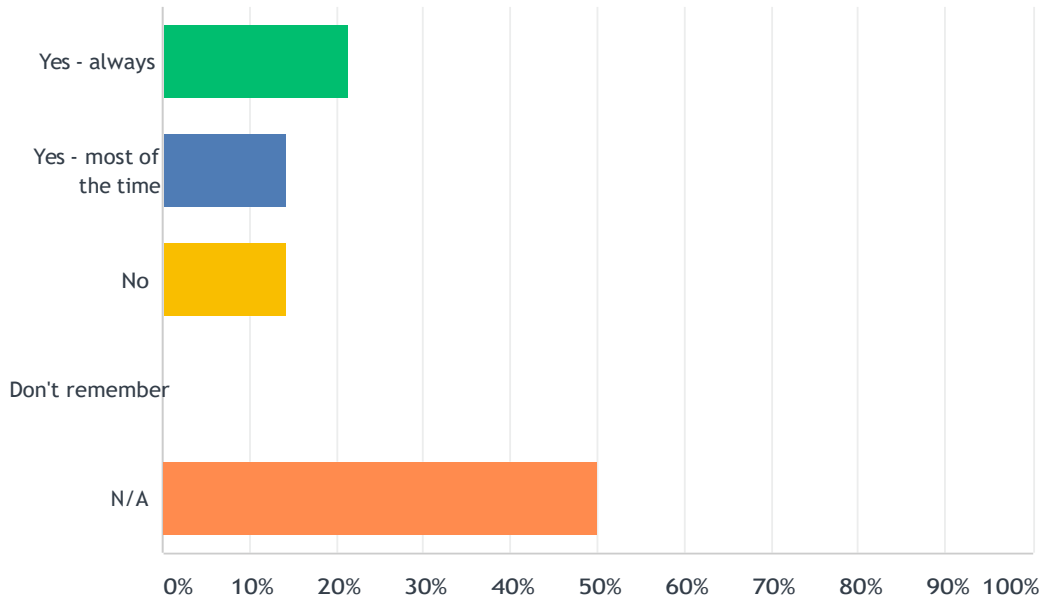
Answered: 15 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	33.33%	5
No	0.00%	0
N/A	66.67%	10
TOTAL		15

Q11 Do you see the same wheelchair clinician each time?

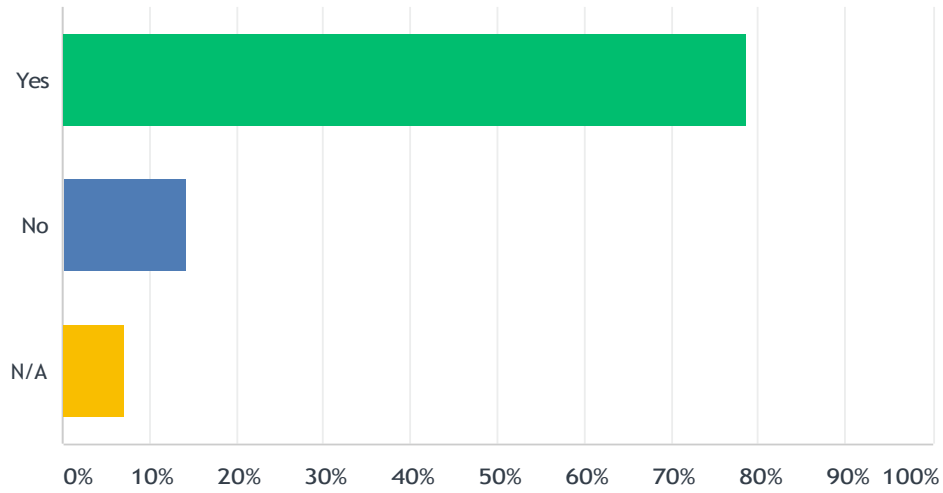
Answered: 14 Skipped: 1



ANSWER CHOICES	RESPONSES	
Yes - always	21.43%	3
Yes - most of the time	14.29%	2
No	14.29%	2
Don't remember	0.00%	0
N/A	50.00%	7
TOTAL		14

Q12 Is seeing the same person each visit important?

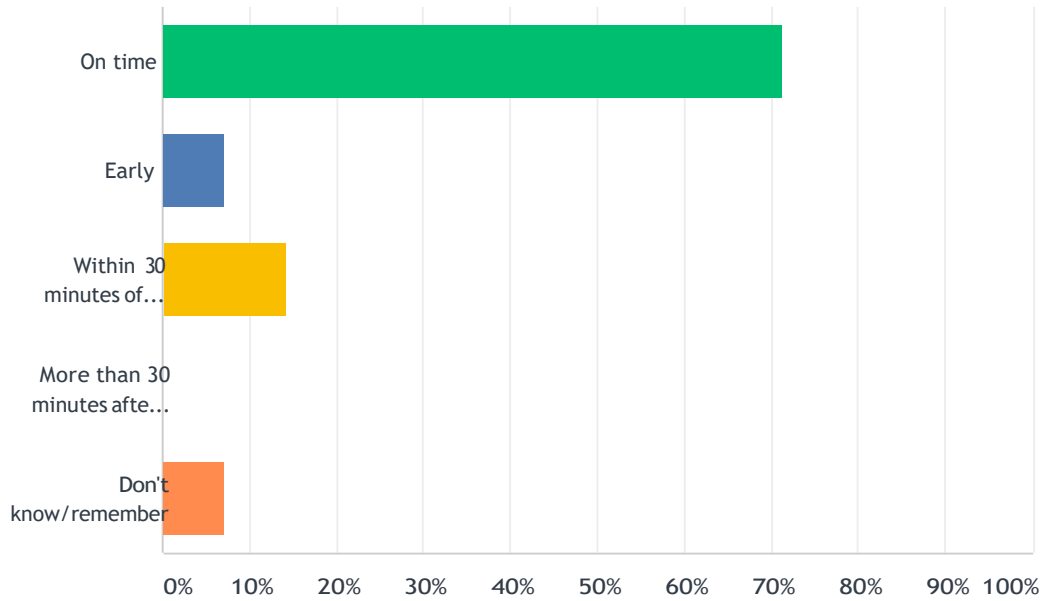
Answered: 14 Skipped: 1



ANSWER CHOICES	RESPONSES	
Yes	78.57%	11
No	14.29%	2
N/A	7.14%	1
TOTAL		14

Q13 Focusing on the most recent appointment, did this take place...

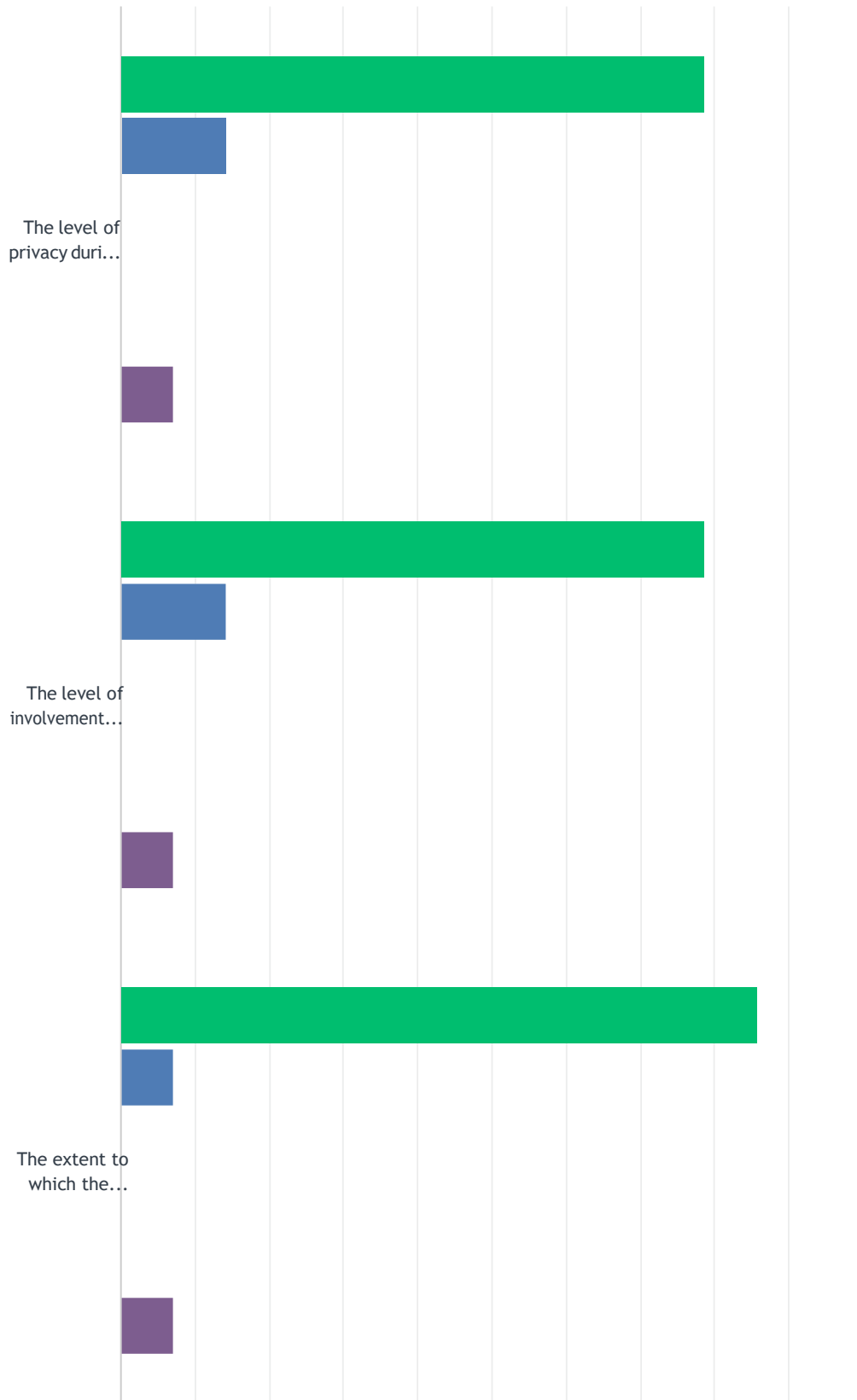
Answered: 14 Skipped: 1



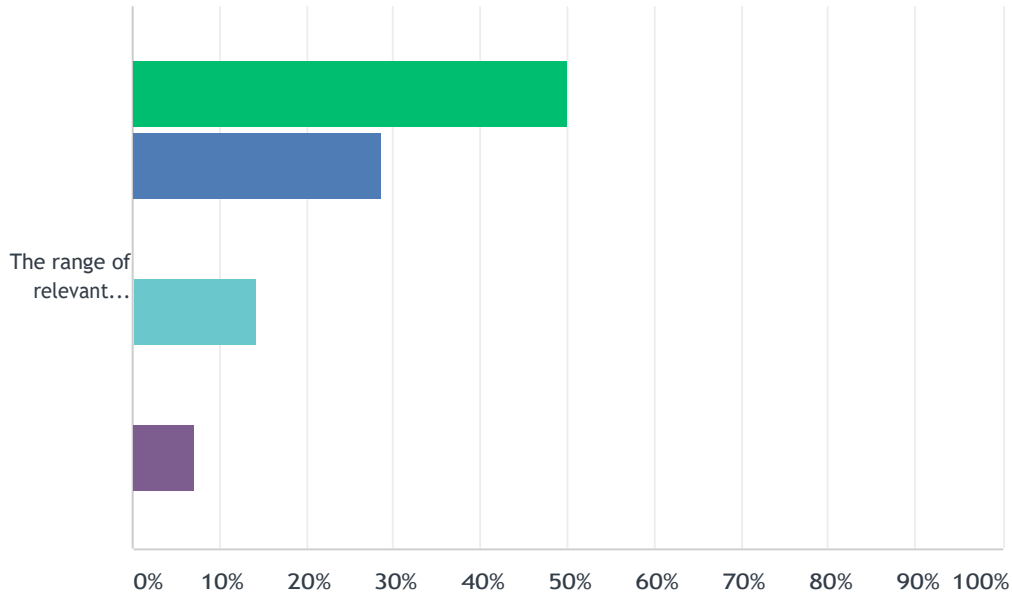
ANSWER CHOICES	RESPONSES	
On time	71.43%	10
Early	7.14%	1
Within 30 minutes of appointment time	14.29%	2
More than 30 minutes after appointment time	0.00%	0
Don't know/remember	7.14%	1
TOTAL		14

Q14 What satisfaction ratings would {{Q1}} give the following aspects of the appointment?

Answered: 14 Skipped: 1



Wheelchair User Survey 2020



■ Very satisfied
 ■ Satisfied
 ■ Neither satisfied nor dissatisfied
■ Dissatisfied
 ■ Very dissatisfied
 ■ N/A

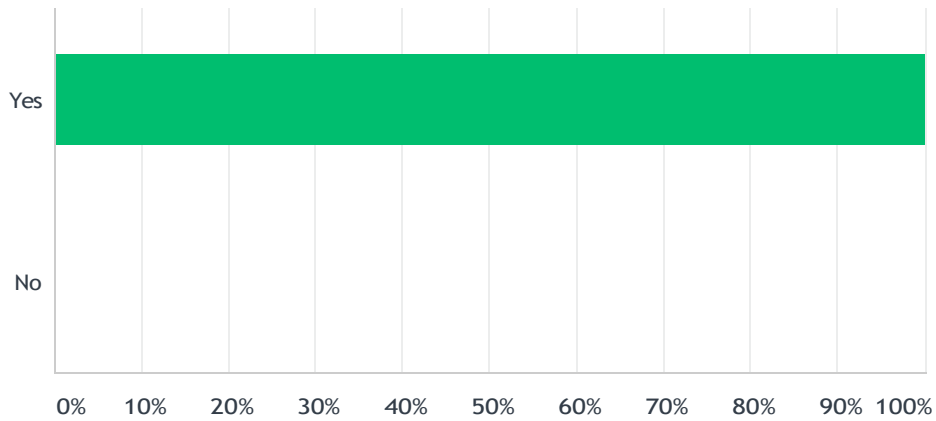
	VERY SATISFIED	SATISFIED	NEITHER SATISFIED NOR DISSATISFIED	DISSATISFIED	VERY DISSATISFIED	N/A	TOTAL	WEIGHTED AVERAGE
The level of privacy during your appointment	78.57% 11	14.29% 2	0.00% 0	0.00% 0	0.00% 0	7.14% 1	14	4.85
The level of involvement {{Q1}} had in the decisions about the care and treatment required	78.57% 11	14.29% 2	0.00% 0	0.00% 0	0.00% 0	7.14% 1	14	4.85
The extent to which the clinician listened to {{Q1}} and any specific needs	85.71% 12	7.14% 1	0.00% 0	0.00% 0	0.00% 0	7.14% 1	14	4.92
The range of relevant equipment options offered by the clinician	50.00% 7	28.57% 4	0.00% 0	14.29% 2	0.00% 0	7.14% 1	14	4.23

Q15 If you were dissatisfied with any aspect of the appointment, please let us know what we could improve

Answered: 2 Skipped: 13

Q16 Are you aware that {{Q1}} can contact the Wheelchair Centre at any time if clinical needs change or if there are any issues with the wheelchair/equipment?

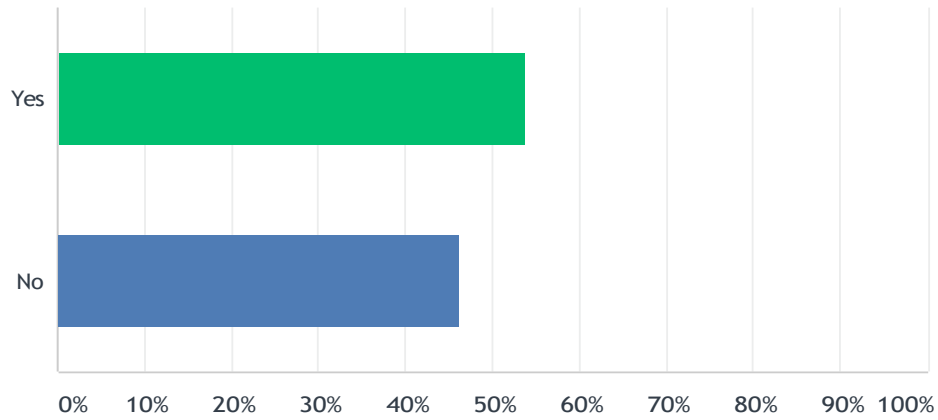
Answered: 14 Skipped: 1



ANSWER CHOICES	RESPONSES	
Yes	100.00%	14
No	0.00%	0
TOTAL		14

Q17 Do you know about Personal Wheelchair Budgets (PWBs) and how to get one?

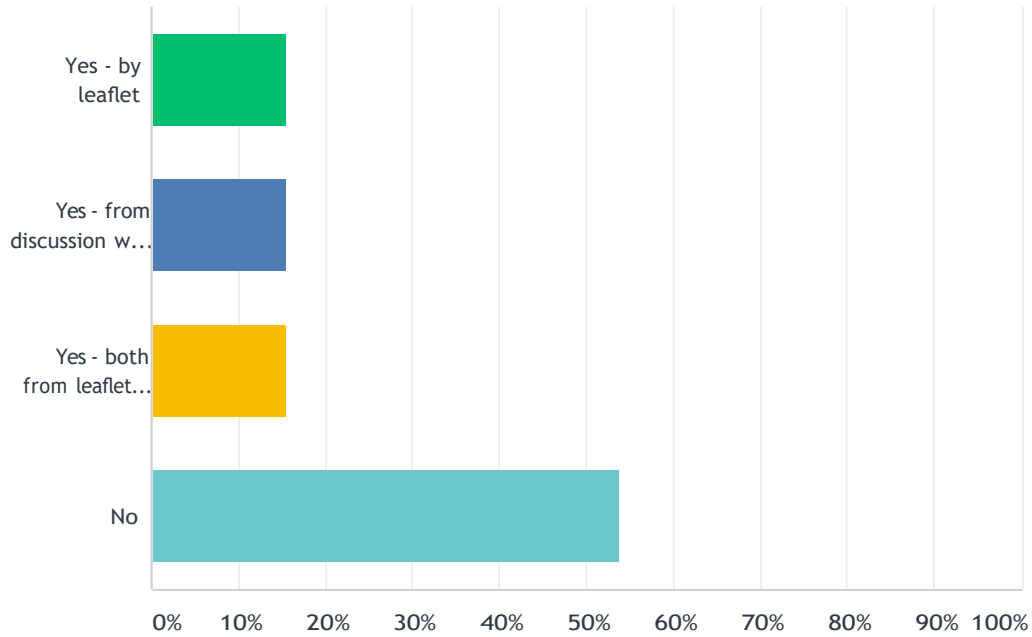
Answered: 13 Skipped: 2



ANSWER CHOICES	RESPONSES	
Yes	53.85%	7
No	46.15%	6
TOTAL		13

Q18 Did you receive information about PWBs from the Service?

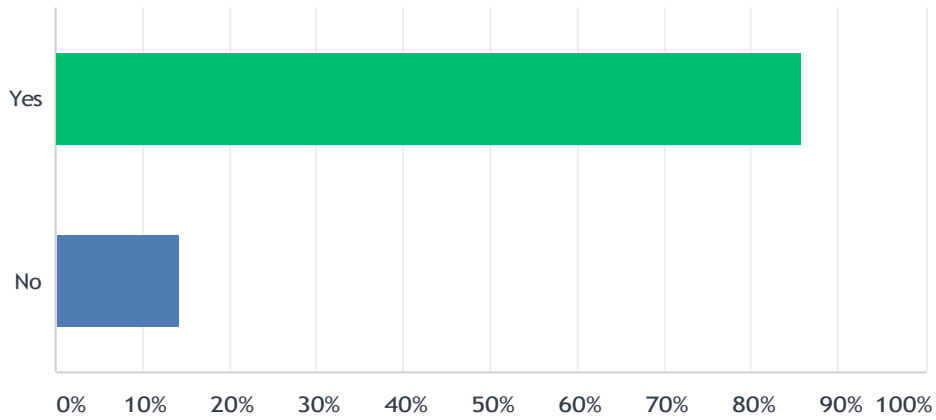
Answered: 13 Skipped: 2



ANSWER CHOICES	RESPONSES	
Yes - by leaflet	15.38%	2
Yes - from discussion with clinician	15.38%	2
Yes - both from leaflet and clinician	15.38%	2
No	53.85%	7
TOTAL		13

Q19 If you did receive information about PWBs from the Service, did they help explain how the budget might work for you?

Answered: 7 Skipped: 8



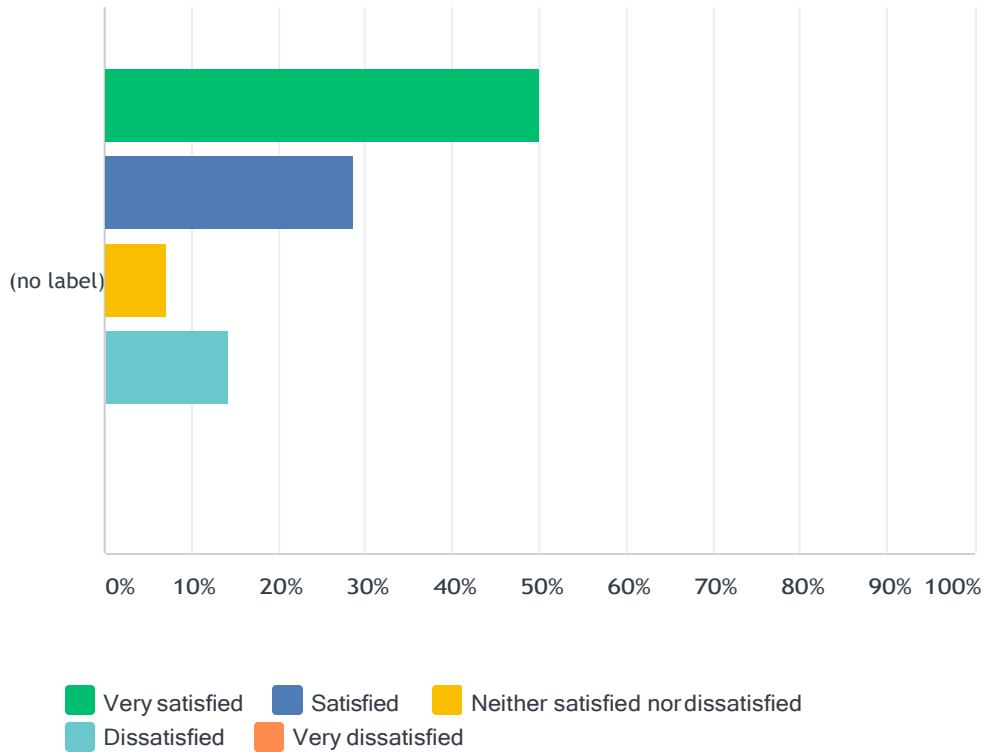
ANSWER CHOICES	RESPONSES	
Yes	85.71%	6
No	14.29%	1
TOTAL		7

Q20 If you would like to receive information about the PWB options, please let us have your contact details:

Answered: 4 Skipped: 11

Q21 What rating would {{Q1}} give in terms of satisfaction with the prescribed equipment and accessories?

Answered: 14 Skipped: 1



Original chair was too narrow and didn't give you another cushion, which meant her legs were catching. Second chair was too wide and unsuitable for car.

Chair is unsafe to use.

Wife would like some training on chair.

Called and spoke with carer at the supported living. This carer was not on shift when our clinician visited from the wheelchair services. Has answered to the best of her knowledge.

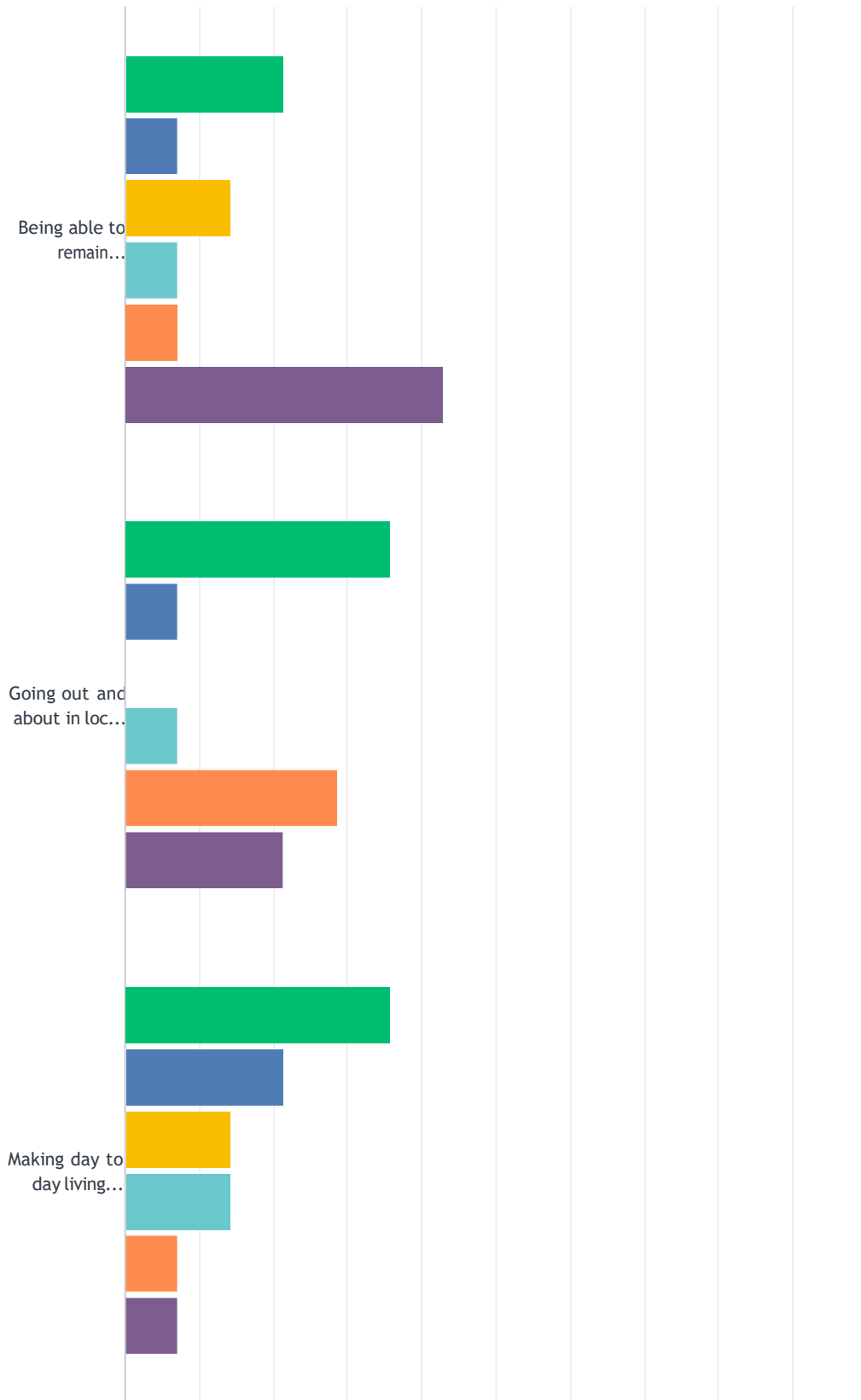
First chair was too heavy, now getting a lighter more suitable chair.

Quick release button catch on the door way, squeaky and its really irritating.

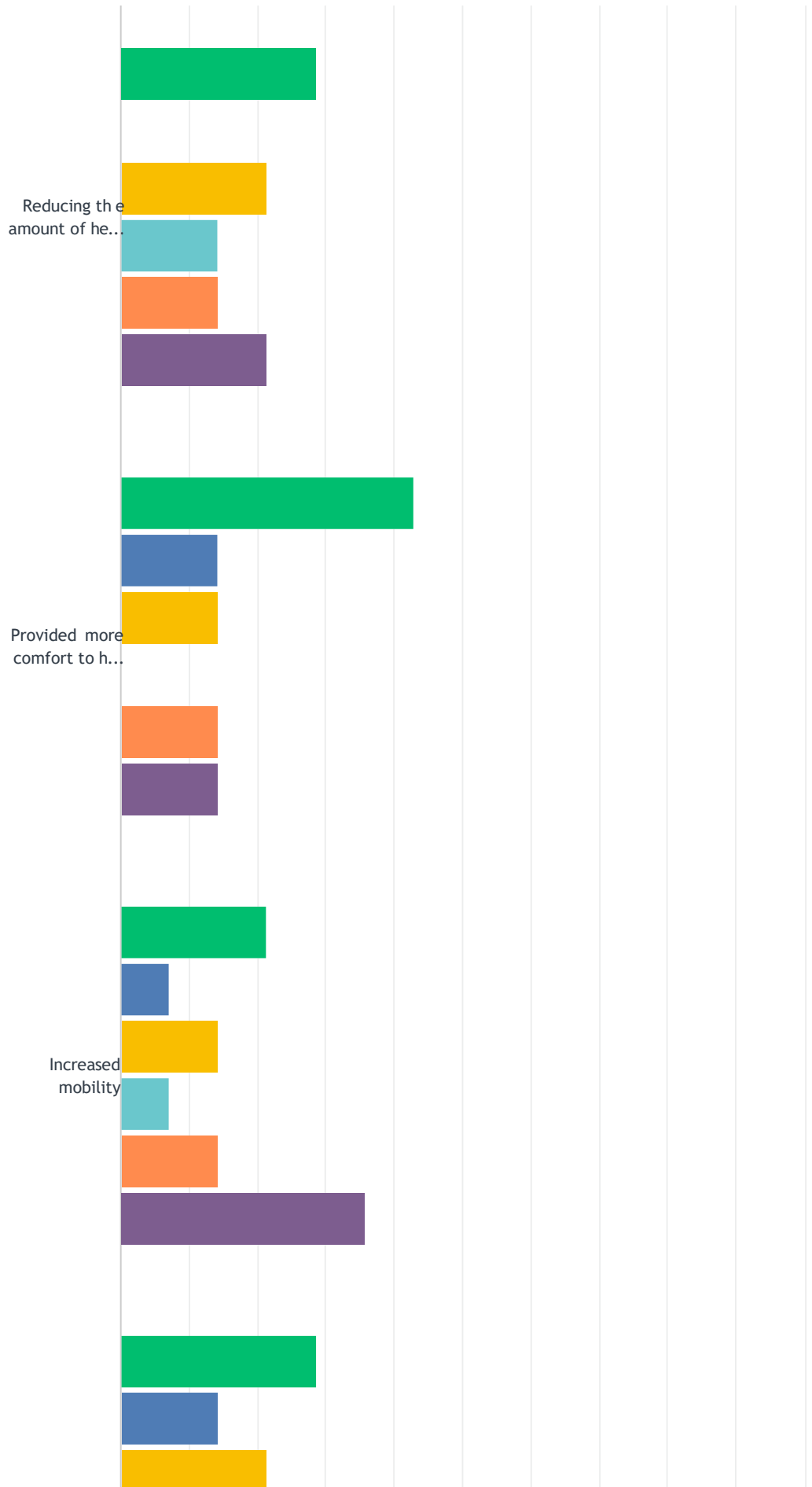
	VERY SATISFIED	SATISFIED	NEITHER SATISFIED NOR DISSATISFIED	DISSATISFIED	VERY DISSATISFIED	TOTAL	WEIGHTED AVERAGE
(no label)	50.00% 7	28.57% 4	7.14% 1	14.29% 2	0.00% 0	14	4.14

Q22 To what extent has the wheelchair/equipment helped {{Q1}} with the following?

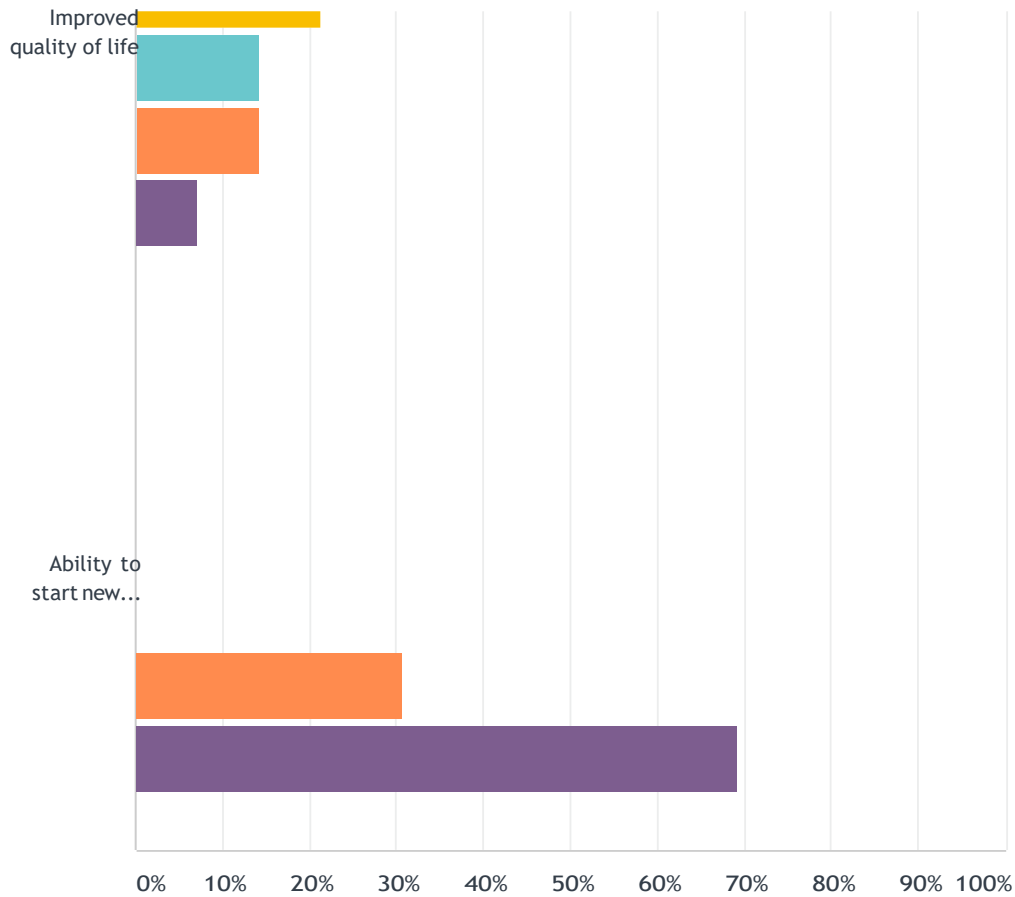
Answered: 14 Skipped: 1



Wheelchair User Survey 2020



Wheelchair User Survey 2020

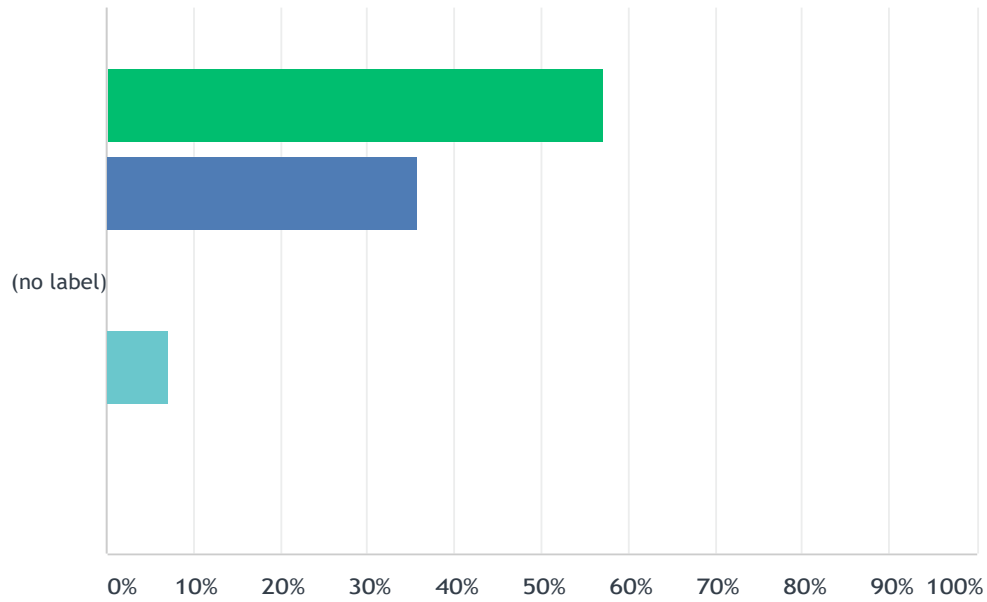


■ Completely
 ■ A great deal
 ■ A moderate amount
 ■ A little
■ Not at all
 ■ N/A

	COMPLETELY	A GREAT DEAL	A MODERATE AMOUNT	A LITTLE	NOT AT ALL	N/A	TOTAL	WEIGHTED AVERAGE
Being able to remain independent in own home	21.43% 3	7.14% 1	14.29% 2	7.14% 1	7.14% 1	42.86% 6	14	3.50
Going out and about in local community	35.71% 5	7.14% 1	0.00% 0	7.14% 1	28.57% 4	21.43% 3	14	3.18
Making day to day living easier	35.71% 5	21.43% 3	14.29% 2	14.29% 2	7.14% 1	7.14% 1	14	3.69
Reducing the amount of help needed from others	28.57% 4	0.00% 0	21.43% 3	14.29% 2	14.29% 2	21.43% 3	14	3.18
Provided more comfort to help reduce pain	42.86% 6	14.29% 2	14.29% 2	0.00% 0	14.29% 2	14.29% 2	14	3.83
Increased mobility	21.43% 3	7.14% 1	14.29% 2	7.14% 1	14.29% 2	35.71% 5	14	3.22
Improved quality of life	28.57% 4	14.29% 2	21.43% 3	14.29% 2	14.29% 2	7.14% 1	14	3.31
Ability to start new things, e.g. activity, hobby, job, etc	0.00% 0	0.00% 0	0.00% 0	0.00% 0	30.77% 4	69.23% 9	13	1.00

Q23 Overall, what satisfaction rating would {{Q1}} give the Wheelchair Service from NRS?

Answered: 14 Skipped: 1



■ Very satisfied
 ■ Satisfied
 ■ Neither satisfied nor dissatisfied
■ Dissatisfied
 ■ Very dissatisfied

	VERY SATISFIED	SATISFIED	NEITHER SATISFIED NOR DISSATISFIED	DISSATISFIED	VERY DISSATISFIED	TOTAL	WEIGHTED AVERAGE
(no label)	57.14% 8	35.71% 5	0.00% 0	7.14% 1	0.00% 0	14	4.21

Q24 Any additional comments/reasons for this score?

Answered: 3 Skipped: 12

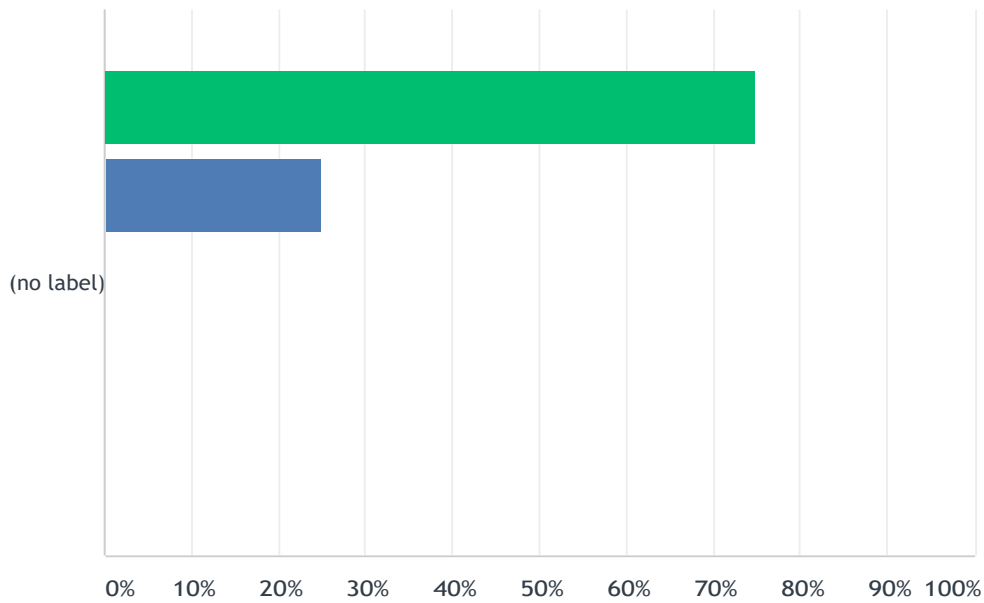
Service was good, however equipment unsuitable.

Received good service.

Admin take too long to offer appointments.

Q25 CARER QUESTION ONLY - DO NOT ASK THIS QUESTION IF THE PERSON ANSWERING IS NOT THE CARER As the carer, how satisfied are you with the wheelchair equipment and service?

Answered: 4 Skipped: 11

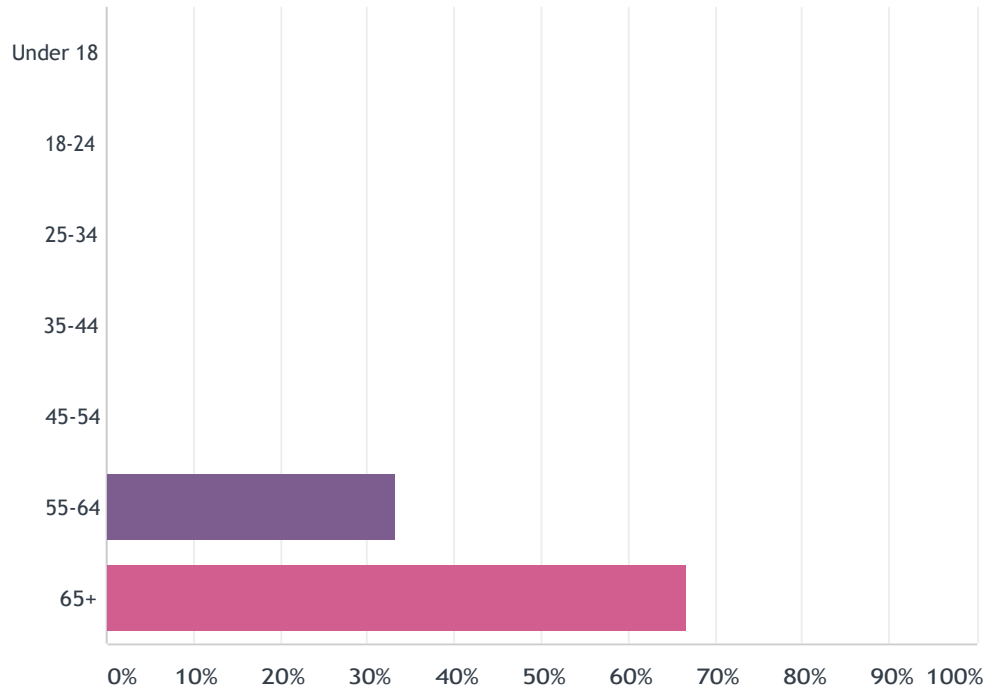


■ Very satisfied
 ■ Satisfied
 ■ Neither satisfied nor dissatisfied
■ Dissatisfied
 ■ Very dissatisfied

	VERY SATISFIED	SATISFIED	NEITHER SATISFIED NOR DISSATISFIED	DISSATISFIED	VERY DISSATISFIED	TOTAL	WEIGHTED AVERAGE
(no label)	75.00% 3	25.00% 1	0.00% 0	0.00% 0	0.00% 0	4	4.75

Q26 Service user's age

Answered: 15 Skipped: 0



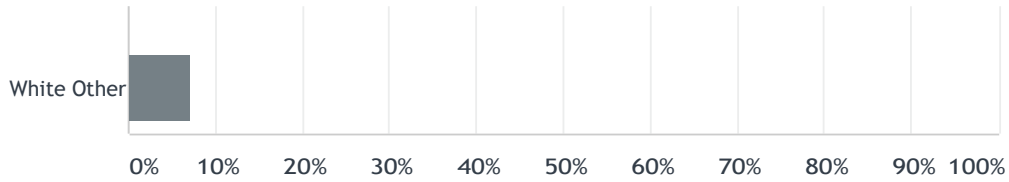
ANSWER CHOICES	RESPONSES	
Under 18	0.00%	0
18-24	0.00%	0
25-34	0.00%	0
35-44	0.00%	0
45-54	0.00%	0
55-64	33.33%	5
65+	66.67%	10
TOTAL		15

Q27 Ethnicity

Answered: 14 Skipped: 1



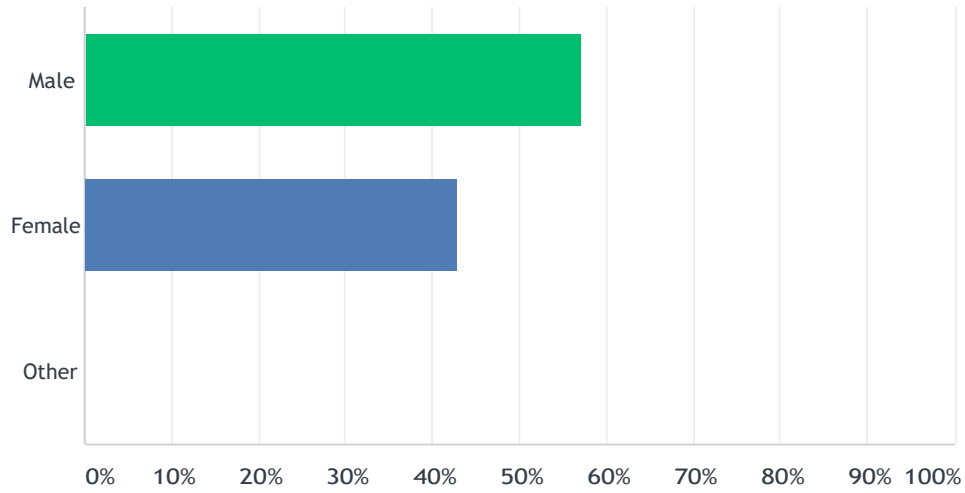
Wheelchair User Survey 2020



ANSWER CHOICES	RESPONSES	
Asian/Asian/British Bangladeshi	0.00%	0
Asian/Asian/British Indian	0.00%	0
Asian/Asian/British Other	0.00%	0
Asian/Asian/British Pakistani	0.00%	0
Black/Black/British African	0.00%	0
Black/Black/British Caribbean	0.00%	0
Black/Black/British Other	0.00%	0
Chinese	0.00%	0
Gypsy/Roma	0.00%	0
Information not yet obtained	0.00%	0
Mixed Other	0.00%	0
Mixed White and Asian	0.00%	0
Mixed White and Black African	0.00%	0
Mixed White and Black Caribbean	0.00%	0
Other ethnic group	0.00%	0
Refused	0.00%	0
Traveller of Irish heritage	0.00%	0
White British	92.86%	13
White Irish	0.00%	0
White Other	7.14%	1
TOTAL		14

Q28 Gender - which of the following does the service user identify as:

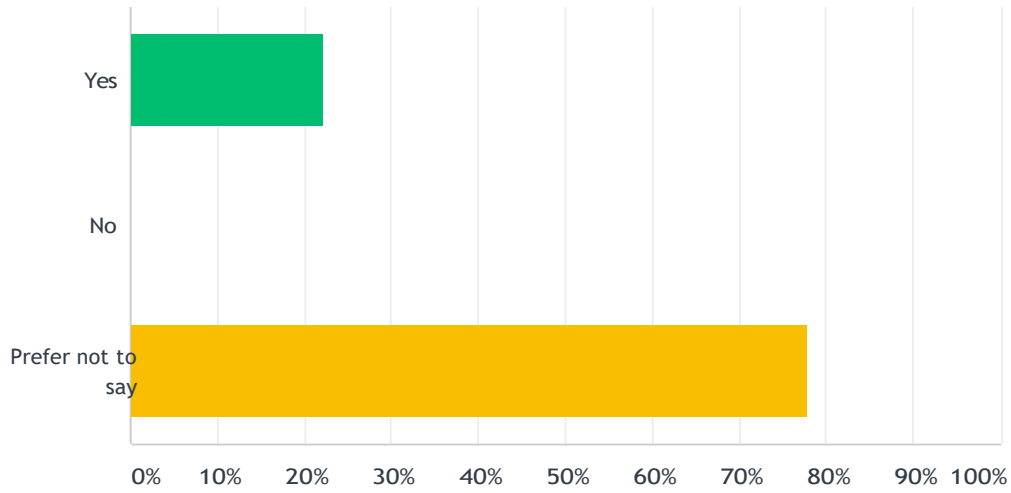
Answered: 14 Skipped: 1



ANSWER CHOICES	RESPONSES	
Male	57.14%	8
Female	42.86%	6
Other	0.00%	0
TOTAL		14

Q29 Was this the gender you were assigned at birth?

Answered: 9 Skipped: 6



ANSWER CHOICES	RESPONSES	
Yes	22.22%	2
No	0.00%	0
Prefer not to say	77.78%	7
TOTAL		9

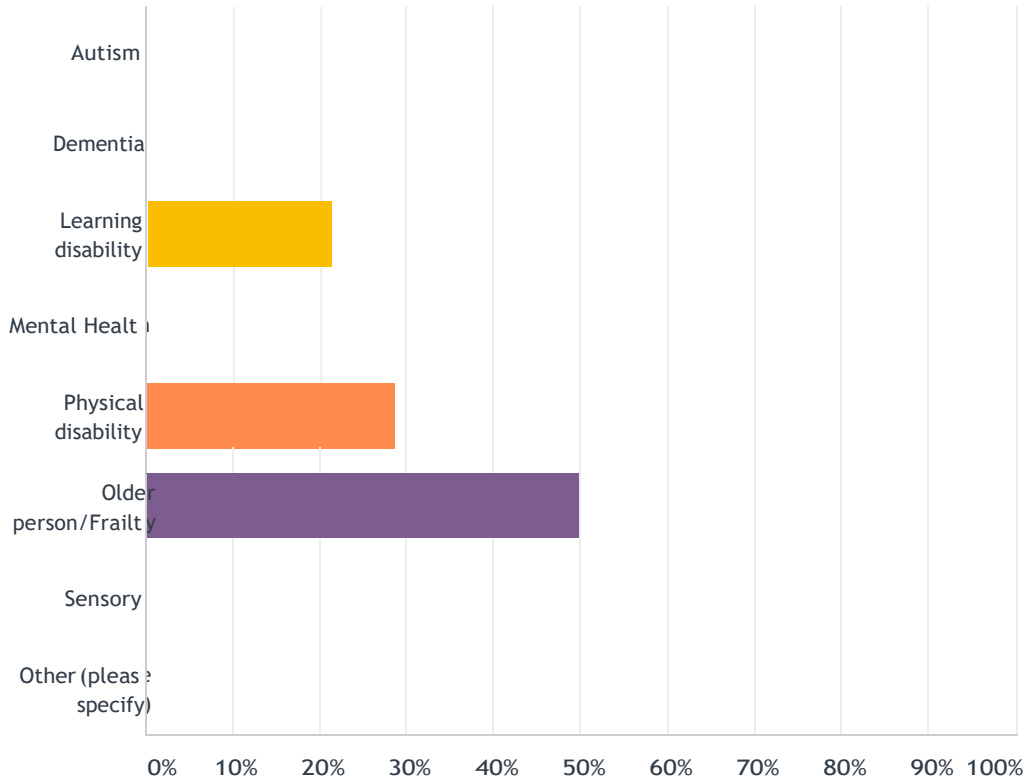
Q30 THE INFORMATION WE WANT TO CAPTURE HERE SHOULD BE ON YOUR CALL LIST AND CAN BE COMPLETED AFTER YOU HAVE THANKED THE CALLER AND ENDED THE CALL WITH THEM.

Answered: 15 Skipped: 0

ANSWER CHOICES	RESPONSES	
PHONE NUMBER CALLED:	100.00%	15
NRS CLIENT ID:	93.33%	14
YOUR FIRST INITIALS:	93.33%	14

Q31 Client Group

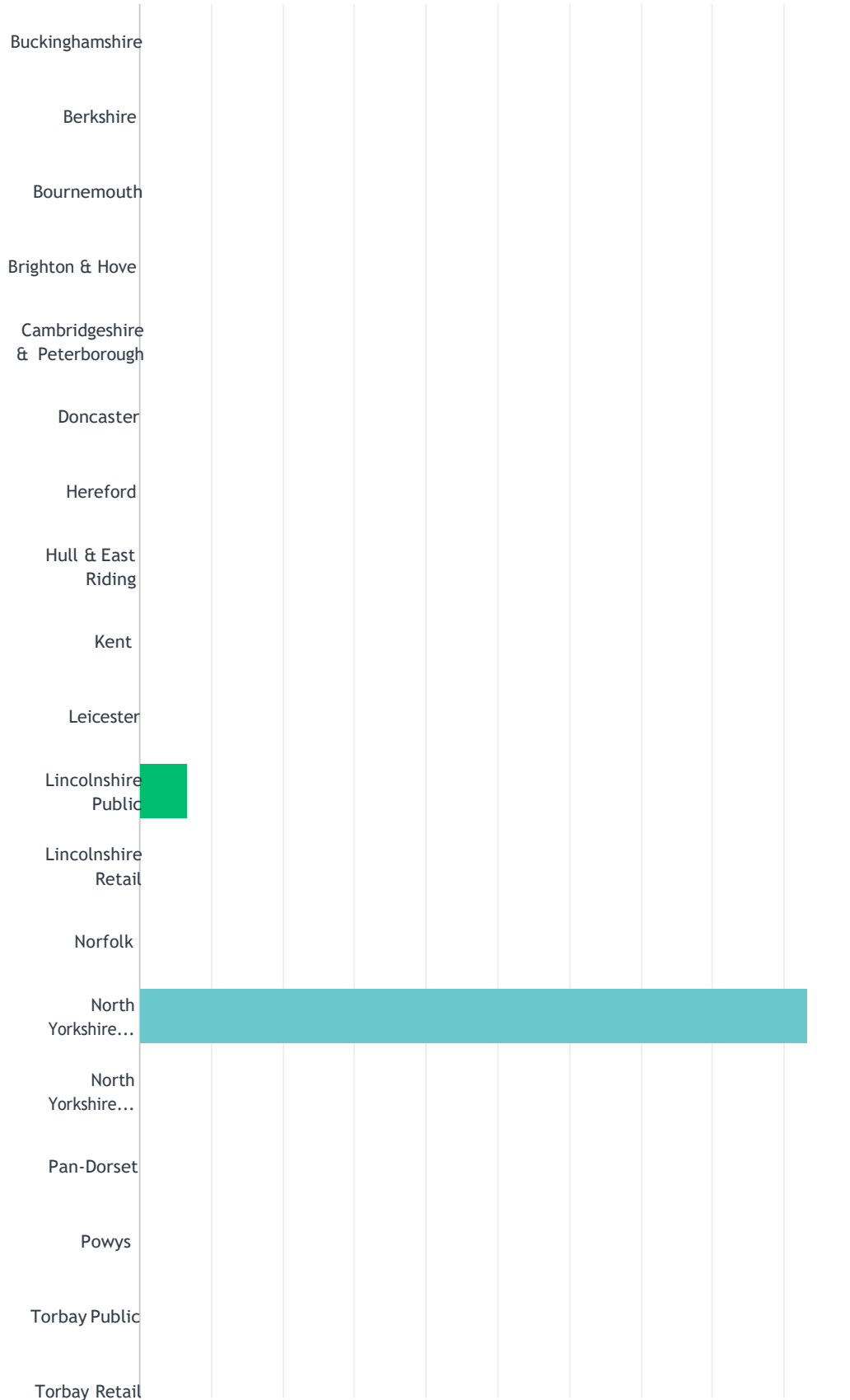
Answered: 14 Skipped: 1



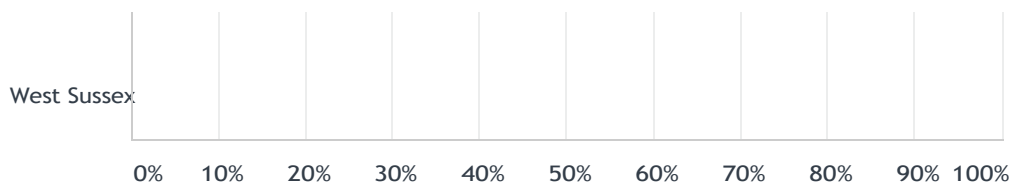
ANSWER CHOICES	RESPONSES	
Autism	0.00%	0
Dementia	0.00%	0
Learning disability	21.43%	3
Mental Health	0.00%	0
Physical disability	28.57%	4
Older person/Frailty	50.00%	7
Sensory	0.00%	0
Other (please specify)	0.00%	0
TOTAL		14

Q32 Please select your contract:

Answered: 15 Skipped: 0



Wheelchair User Survey 2020



ANSWER CHOICES	RESPONSES	
Buckinghamshire	0.00%	0
Berkshire	0.00%	0
Bournemouth	0.00%	0
Brighton & Hove	0.00%	0
Cambridgeshire & Peterborough	0.00%	0
Doncaster	0.00%	0
Hereford	0.00%	0
Hull & East Riding	0.00%	0
Kent	0.00%	0
Leicester	0.00%	0
Lincolnshire Public	6.67%	1
Lincolnshire Retail	0.00%	0
Norfolk	0.00%	0
North Yorkshire Public	93.33%	14
North Yorkshire Retail	0.00%	0
Pan-Dorset	0.00%	0
Powys	0.00%	0
Torbay Public	0.00%	0
Torbay Retail	0.00%	0
West Sussex	0.00%	0
TOTAL		15