



What people told us about **Medequip's Community Equipment Service**

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Report summary

What is this report about?

This report highlights the findings from a project that aimed to gather the views of people who are using equipment provided by Medequip on their experience of the service they have received. It was carried out in late 2021/early 2022.

What did we do?

We designed and ran a survey for about 10 weeks. Due to the pandemic, we did not meet people face to face but made the survey available to be completed online, as paper copies or over the telephone.

What were the key findings?

- Most people told us they were happy with the service they received.
- The Community Equipment Service is valued and appreciated by the majority of service users.
- Most people felt that equipment was delivered on time and in the condition expected.
- The majority said that Medequip staff and delivery staff were friendly and helpful.
- People felt strongly that services were delivered and collected in a Covid-safe way.
- The assessment process is reliant on the availability of occupational therapists (OTs) and other healthcare professionals but generally works well.
- Difficulties were reported with communications about the equipment.
- Delivery time slots offered were thought to be too wide which caused difficulty for some people.
- Some people were frustrated with the servicing of equipment.
- Collection times for taking away equipment and products no longer needed was slow.
- Some professionals felt that the service needed improvement and equipment or product availability had deteriorated.

Conclusions and recommendations

This report makes several recommendations to Medequip about improving communications, delivery and collection, coordination with related services and reviewing staffing resources. It also recommends the idea of a collaborative forum to inform service improvements, involving the respondents who volunteered to participate is progressed.

Introduction

Healthwatch Wiltshire is the independent champion for people using health and care services in Wiltshire. We listen to what people like about services and what they think could be improved and share their views with those who have the power to make change happen.

In late 2021 we worked on a project with Medequip who run the Wiltshire Community Equipment Service. They provide this service on behalf of Wiltshire Council and Bath and North East Somerset, Swindon and Wiltshire Clinical Commissioning Group (BSW CCG) and provide equipment such as walking frames, wheelchairs, beds and hoists.

Medequip wanted to hear from users of their service and to use this feedback to improve the service they provide. Our survey looked at all aspects of the county's Community Equipment Service, from the information given to people about the equipment to how it is delivered and installed in their homes, serviced and collected.

This work was carried out during the Covid-19 pandemic. As a result, we did not meet people face to face and most of the surveys were completed online. We therefore may not have reached those who do not use the internet and this should be considered when reading the findings.

What we did

Healthwatch Wiltshire worked with Medequip and BSW CCG to develop a survey that could be shared with users of the Community Equipment Service. The draft of this survey was shared with Healthwatch Wiltshire volunteers who made further suggestions and improvements which were incorporated into the final version.

Our survey ran from October to December 2021. The survey was promoted through Healthwatch Wiltshire's social media channels and newsletters and was shared widely by our partners and local organisations. Medequip created a flyer promoting the survey including an online link. They also shared paper copies of the survey with a Freepost envelope which were handed out during equipment deliveries.

Due to the pandemic, we were not able to meet people face to face. However, it was felt that we needed to give as many as possible the opportunity to complete the survey so people were offered the chance to complete the survey online, via a paper copy or to complete over the telephone.

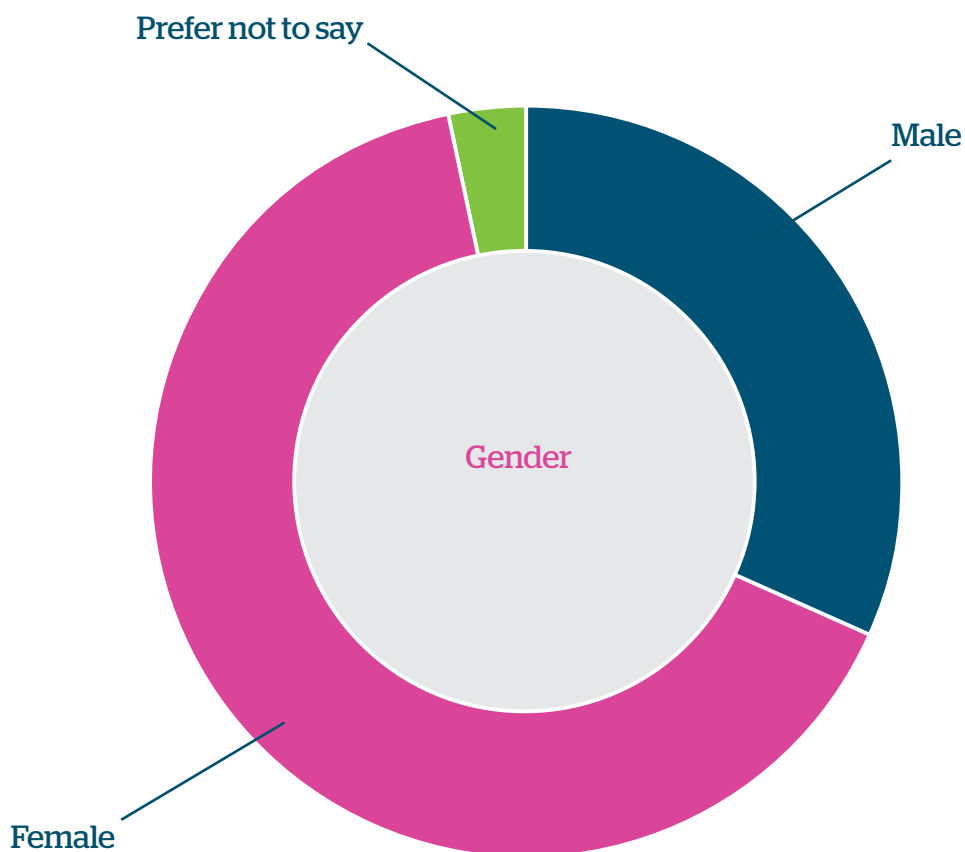
Who did we hear from?

We received a total of 71 completed surveys:

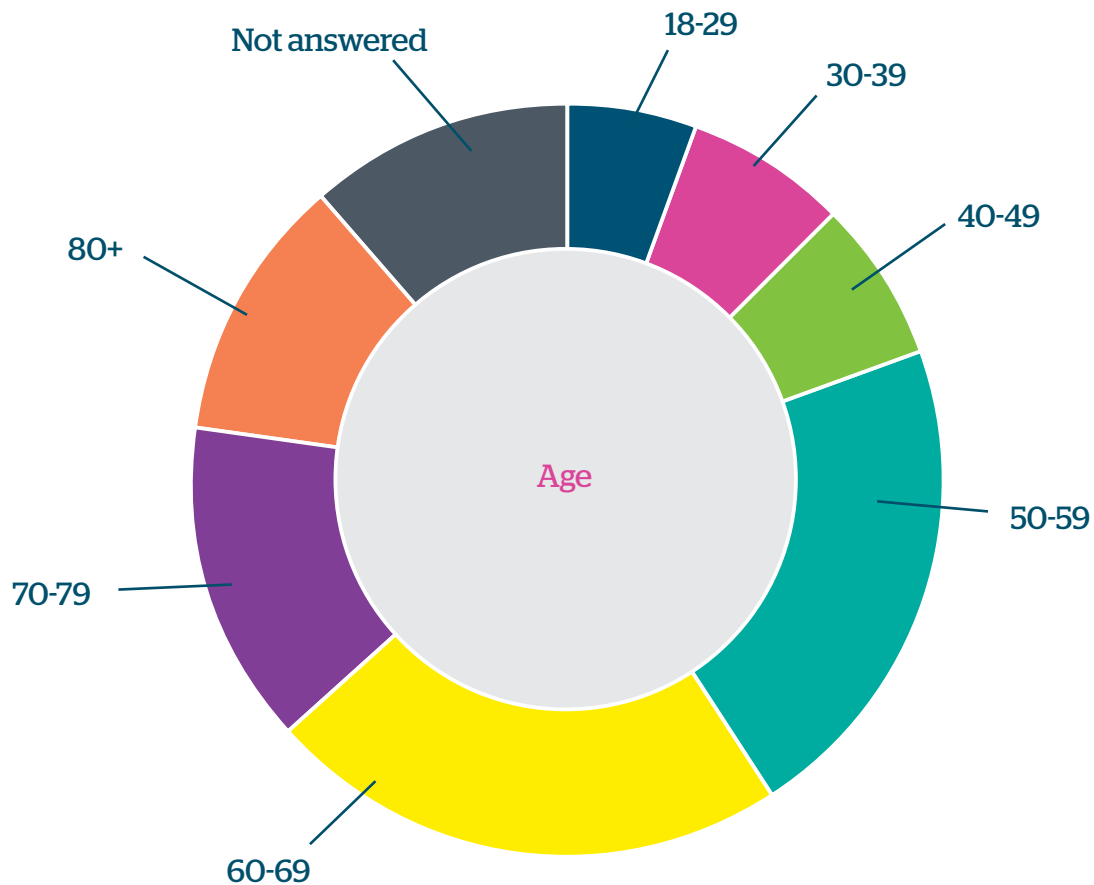
- 17 from people using the equipment
- 43 from a family member, carer or friend
- 7 from healthcare professionals or prescribers
- 1 property owner and landlord
- 3 people who did not specify which group they fitted into

73% (53) of the people who responded are currently using Medequip equipment, 13% (9) had used it in the last 2 years and 9% (6) had used it over 2 years ago. 3 people did not specify.

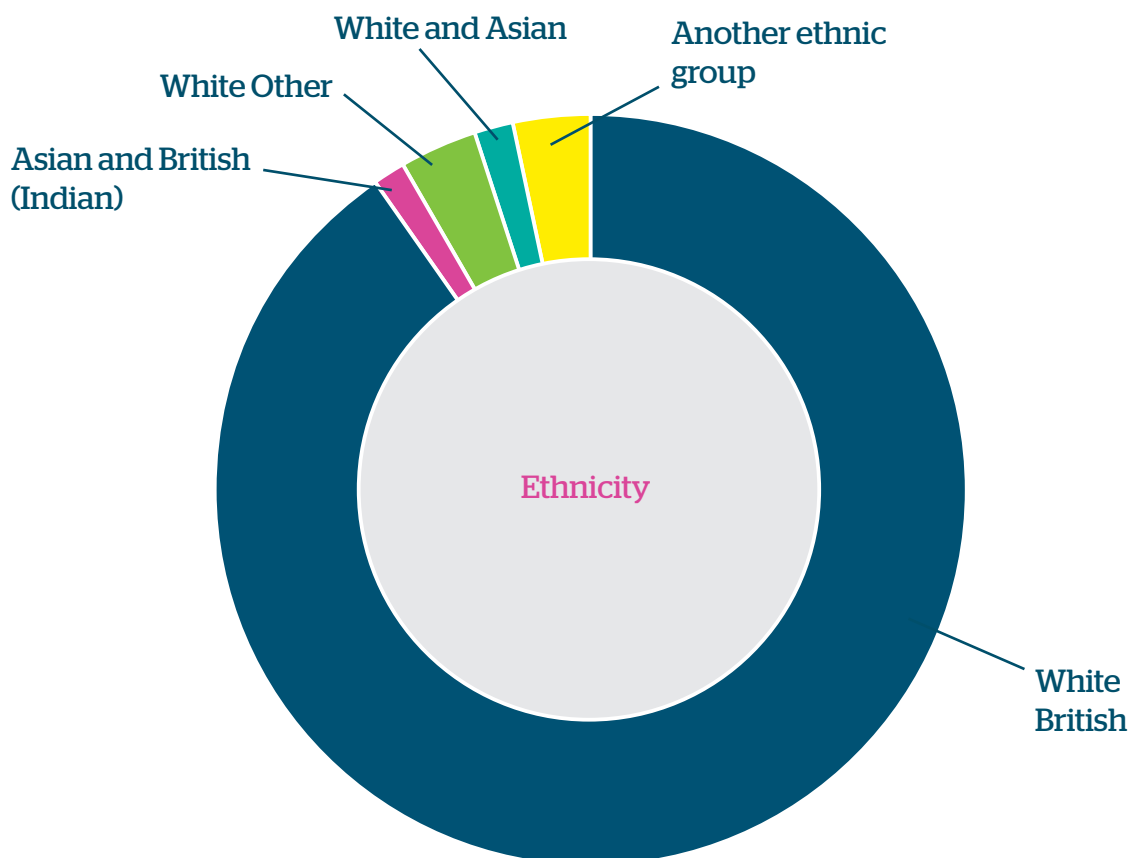
65% of respondents identified as female, 32% as male and 3% preferred not to say. 8 people chose not to respond to this question.



The majority of respondents were aged between 50 and 69 years (25% aged 60-69, 24% aged 50-59) but there was good representation across all ages groups specified. Again, eight people chose not to respond to this question.



Most respondents identified as White British (89%) with others identifying as British Indian, White Other, White and Asian and another ethnic group. Eight people chose not to answer this question.



There was wide representation amongst respondents across Wiltshire as shown by this breakdown of where people who completed the survey live. 29 places were identified ranging from the north of the county in Malmesbury to Salisbury and Tisbury in the south, Warminster in the west to Marlborough in the east.

Which city, town or village do you live in?

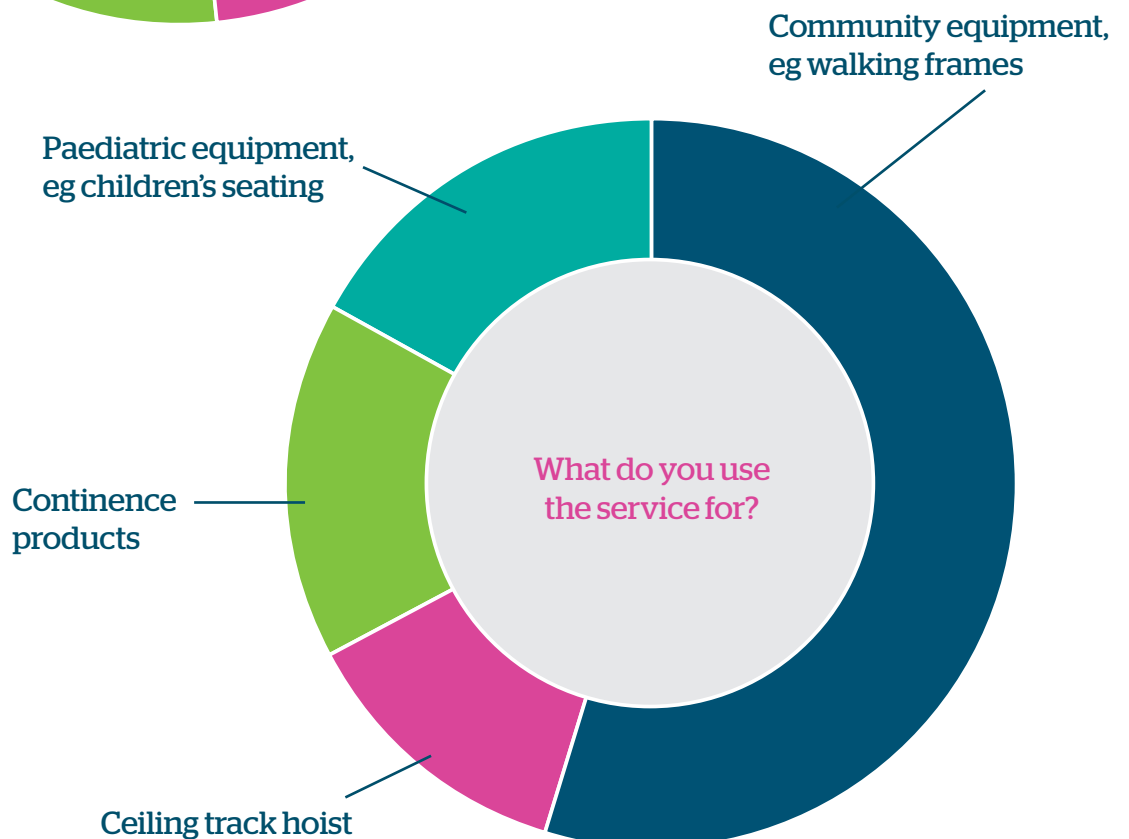
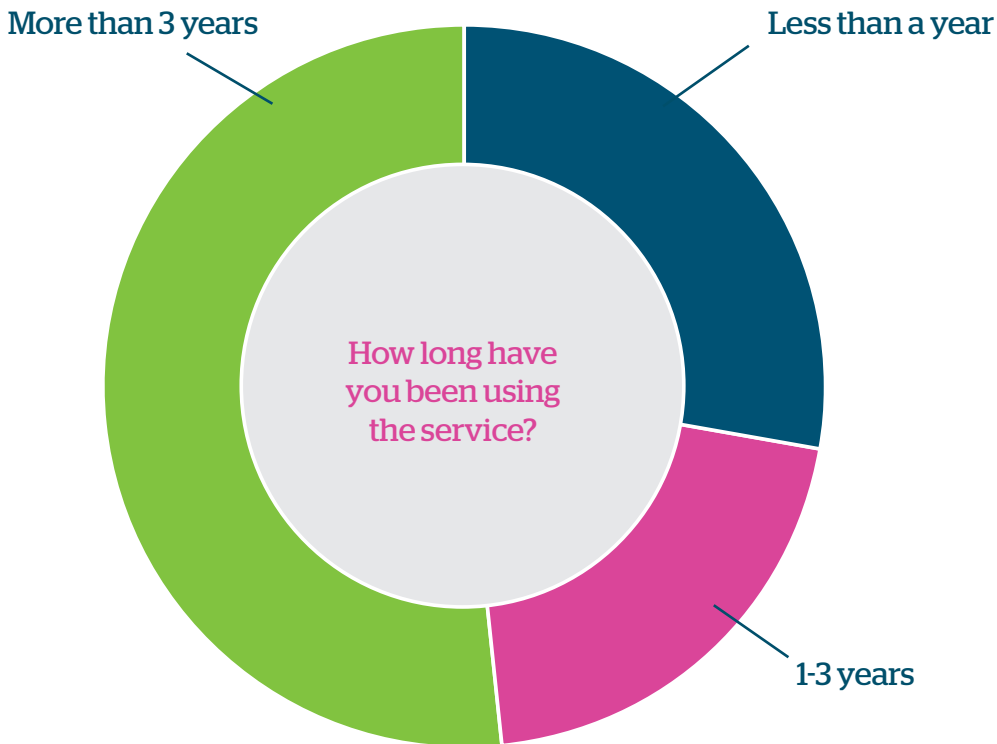
Amesbury	1	Pewsey	1
Bradford on Avon	2	Royal Wootton Bassett	1
Bratton	1	Salisbury	6
Box	2	Southwick	1
Burnley	1	Stourton	1
Calne	1	Swindon	1
Chippenham	5	Tisbury	1
Codford	1	Trowbridge	4
Corsham	2	Warminster	1
Devizes	4	Wedhampton	1
Hullavington	3	Westbury	3
Malmesbury	2	Whiteparish	1
Market Lavington	2	Wilton	1
Marlborough	2	Winterslow	1
Melksham	2	Total	55

46% of the people who responded to the survey identified themselves as caring for someone who needed extra support day to day. 12% of respondents also said that they would be interested in joining a forum set up by Medequip to help shape the Community Equipment Service in the future.

What people told us

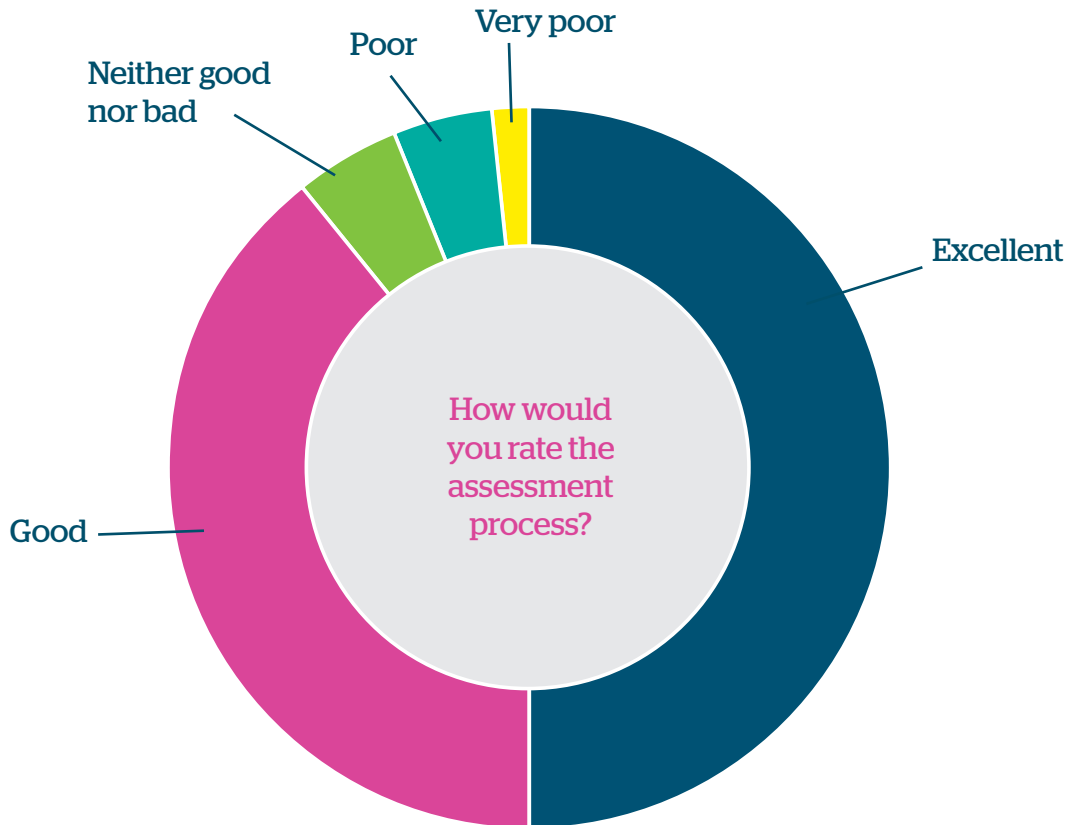
Community Equipment Service

Our survey began by asking people how long they had been using the Community Equipment Service and what equipment they were using. 68 people answered, and over half of respondents said they had been using the equipment for over three years. The majority were using equipment such as walking frames, commodes, beds/mattresses, as well as more specific items.



Assessment process

When asked about the assessment process for getting the equipment they needed, 90% of the responses said it was excellent or good. A few people had some issues, either that it took too long or the wrong equipment was provided or not delivered. Five people who completed the survey did not comment.



When asked if they wanted to say anything more about the assessment process, 34 people (50% of respondents) added comments, most of which were very positive although seven people (20%) had not had good experiences.

Very professional, kind, understanding and helpful – nothing was too much trouble for anyone that was involved in the whole process.

My husband broke his neck in June 2021, via Salisbury Hospital, on being released his needed equipment was provided by you and returned to you on Mon 27th Sept. Both the service and equipment we received were excellent and your staff kind, polite and helpful and of whom you should be very proud. Many thanks to all involved.

Once everything has been clarified by the occupational therapist there is a quick turn around.

We have had a few OTs from Wiltshire Council over the years. Everyone has been excellent and have really listened to us.

Referral to an occupational therapist can be a lengthy wait.

It was difficult to find out how to get an assessment. Eventually, was requested by the care agency who visited mum. Did not have a detailed assessment for some equipment (eg chair). Some equipment was supplied via adult social care helpdesk.

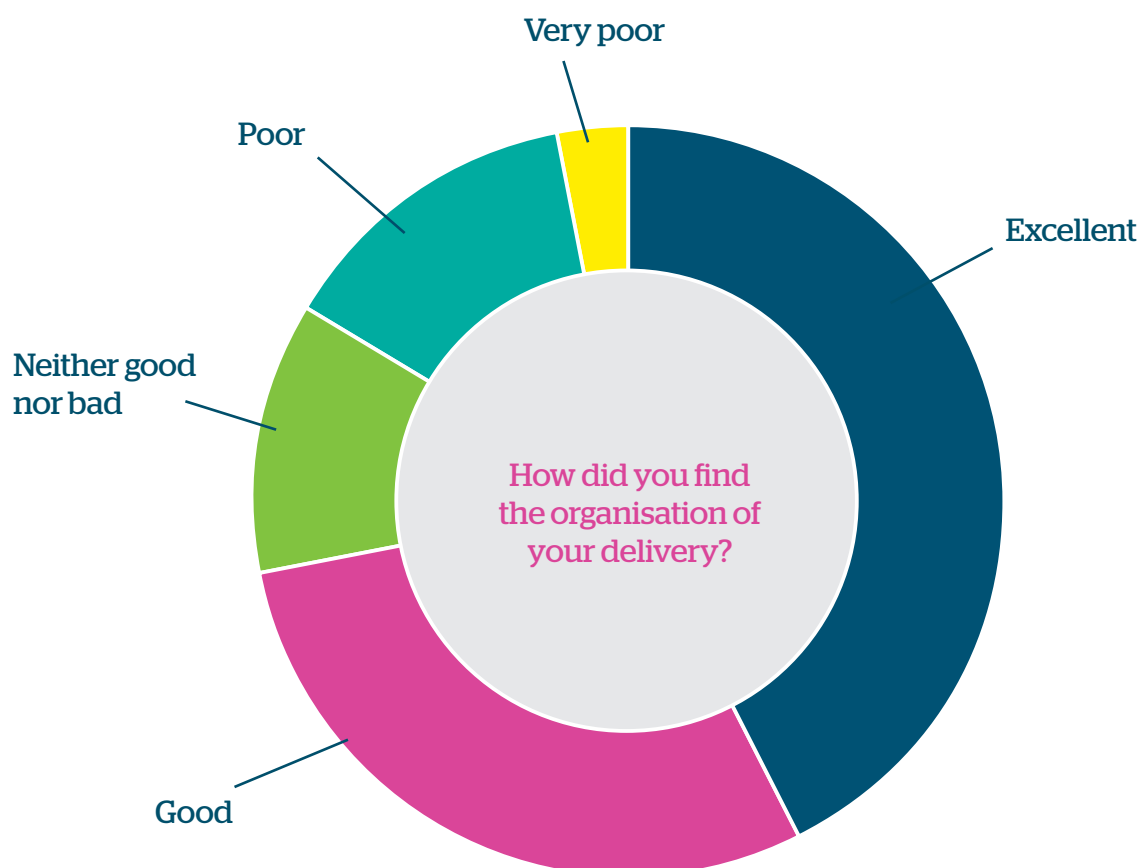
Two respondents (who are healthcare professionals) pointed out that Medequip does not get involved in the assessment process, which is usually done by occupational therapists or other healthcare professionals.

Delivery, installation, collection and servicing

We asked about the delivery and/or installation, collection and servicing of people's equipment or products. The responses were broadly positive although there were comments about the need for better communication, more specific delivery times and lack of timely servicing of equipment. The majority of people who completed the survey (75%) said that they felt their equipment or products were delivered in a Covid-safe way.

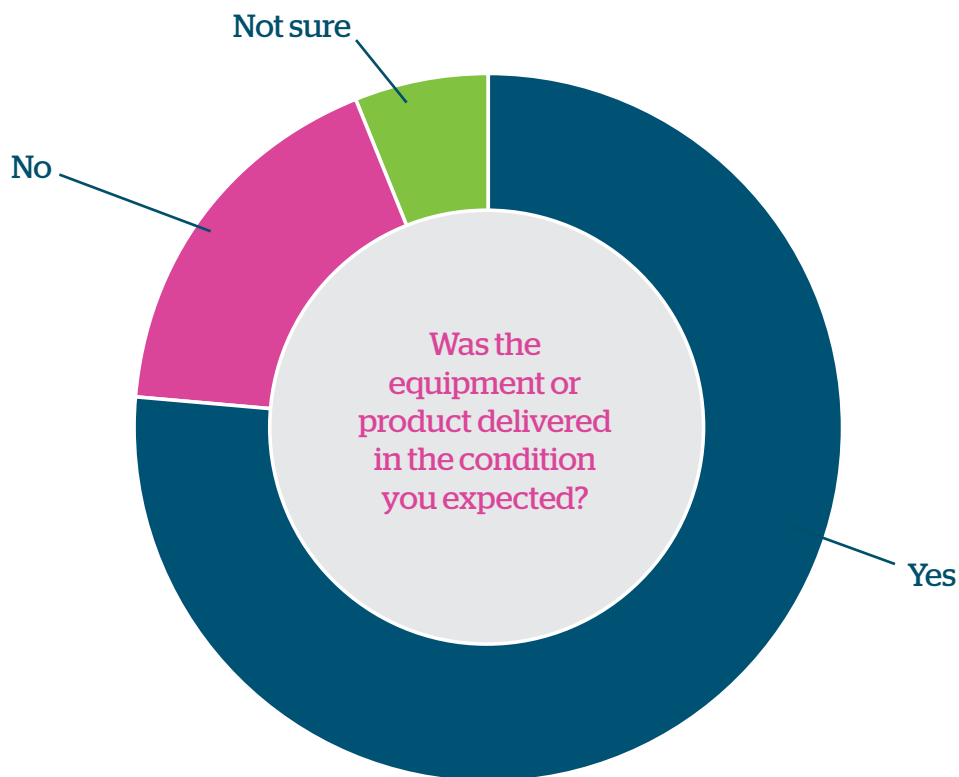
Delivery

Delivery of the equipment was generally viewed as excellent or good, though nine people (13%) said it was poor and two (3%) very poor. Three people did not respond to this question.

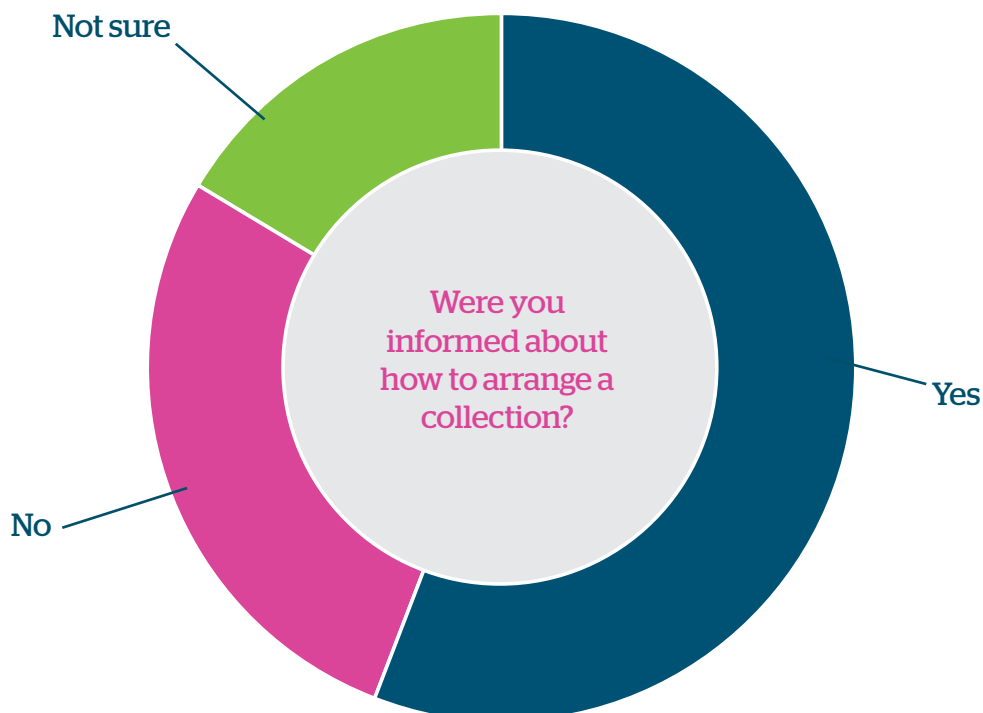


Similarly, 45 people (66%) confirmed that their equipment or products were delivered/installed when expected, but 19 (27%) said that it was not, while four (6%) were not sure. Three people did not respond.

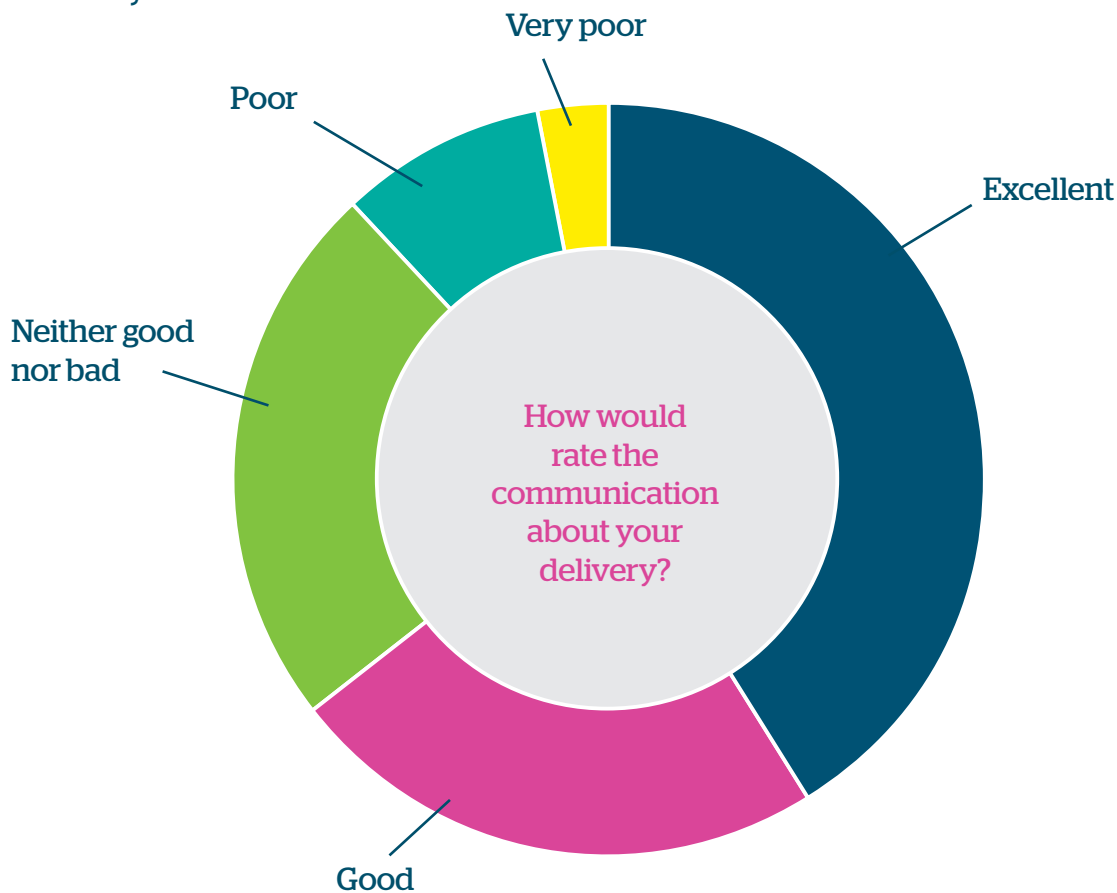
A large majority also confirmed that the equipment or product was delivered in the condition they expected, although 12 people disagreed and four were not sure.



Responses were less positive on whether information about manufacturer guidance or instructions were shared with them. Of the 66 people who responded to this question, 51% agreed guidance or information was shared, but 33% said it was not and 15% were not sure. However, more than half of respondents felt they had been told how to arrange a collection when their product or equipment was delivered.



The importance of communication was a theme that ran through most of the survey responses where we asked for comments. We asked people what they thought of the communication about their delivery and the responses were positive with 65% responding excellent or good. But there were comments later in the survey about the need for better communication. These included more specific times for delivery and collection, rather than a wide window where people had to wait in all day.



Communication about delivery was an issue, text messages with delivery timings were not accurate. I was told delivery could be any time up to 2200 hrs but when no one arrived there was no explanation given – I had to chase the delivery next day.

Eventual delivery air mattress replacing a crash mat sent as supposed mattress THE normal problem COMMUNICATION... WHERE ARE MY BED RAILS?

Most people (75%) felt the delivery staff were friendly and kind, although 15 people (22%) replied only partially. There were some comments later in the survey about equipment being left uninstalled or staff being unhelpful but these were in the minority.

Collection

Responses about the collection of equipment when it was no longer needed were again largely positive. 75% of respondents confirmed they had had equipment collected and most (69%) were happy with the organisation of collection. More than 70% of respondents said the equipment was collected on time and they found the staff to be friendly and kind.



Servicing of equipment

Fewer people responded to our questions on servicing. Only 20 people (30% of respondents) had their equipment serviced but the majority of them (66%) felt the organisation of the servicing visit was excellent or good. One person thought it was poor and two people said it was very poor. However, the majority of responses (over 70%) said that the staff arrived when expected and were friendly and kind.

11 people responded when we asked for your comments on servicing. Four comments were positive but six addressed specific issues.

All our hoist engineers have been excellent.

Done annually – chair, bed and hoist. Reliable, professional and always kind and understanding with my mother.

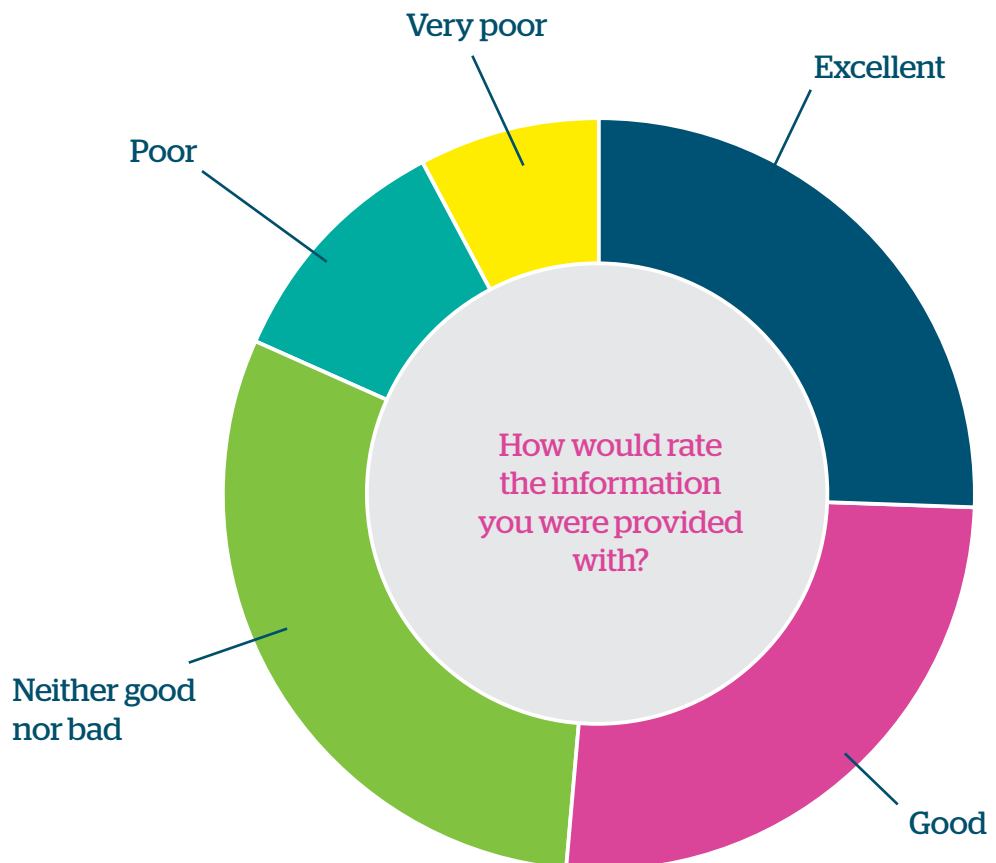
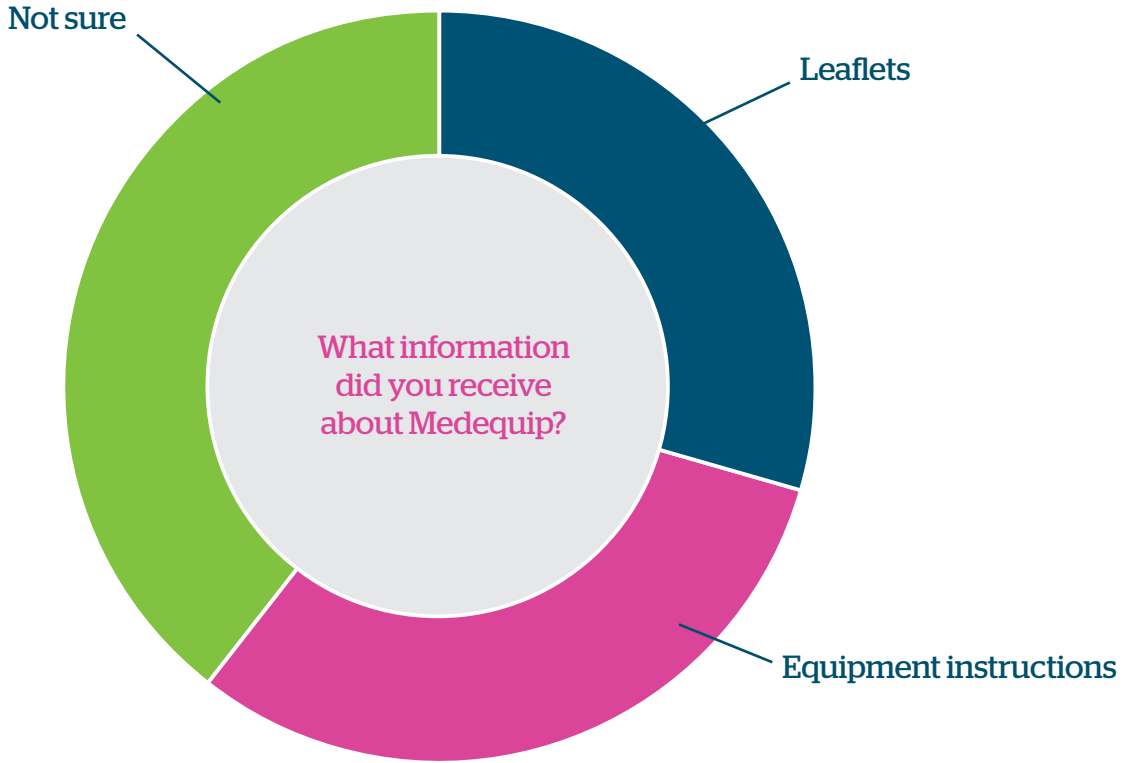
Do you mean the staff in the office or the person who actually comes to do the servicing? The latter are efficient and very professional.

On many occasions servicing can be sporadic and often late.

I have been waiting for an accurate bed service since Feb. Organising an appointment is very poor, each time I get a call saying an engineer can come tomorrow and I say no I am at work, I need more notice they say we will call back and I say please give me a week's notice – this conversation has been repeated at least 8 times. After much complaining I get a planned appointment, the text message says your engineer will arrive shortly and doesn't show up.

Information about Medequip

We asked people what information they received about Medequip and how they rated it. Overall views were mixed with most people saying that the information was either excellent or good although 20 people (30%) felt it was neither good nor bad.



Comments about the Community Equipment Service

We asked people what they thought of the community equipment service. 45 people gave us their comments. 37 were positive, one negative and seven were mixed reviews. Most comments highlighted professional service, friendly and helpful staff. Where there was criticism, it was mostly frustration with communication.

Bed erected by very friendly staff working in difficult time for both of us (post op delirium) and for everyone (Covid PPE needed). Excellent provision of commode/wheelchair/bed/ chair and side table. More than I expected.

Excellent service. My mother needed a special air bed and it was delivered almost immediately and efficiently. The delivery man was kind and helpful.

Equipment fitted and secured in a professional manner and left clean work area. We would not survive without this service.

Everyone who delivered, assembled and collected the equipment went above and beyond what was expected. They were extremely professional, caring and friendly and I found they were full of empathy for my situation. I cannot praise them enough.

It came when I needed it and was eventually taken away when I did not. The advice on what was appropriate and available was essential as I had no experience of the situation.

It was always seamless. They would ring and make an appointment and always show up cheerfully.

Equipment was of good quality, clean and in good working order. Almost all of it was delivered in one batch. Communication was good. One or two items were added to the order or had to be changed and this was dealt with very smoothly and effectively.

Most communication regarding how to use equipment comes via OT or I work out how to use myself – Medequip have never given instructions.

We asked what had not worked so well and if there was anything people thought could have been improved. 40 people responded. Most of the comments related to what had not worked so well and therefore there were more negative comments (23) than positive (three). Six people told us their experience was mixed and eight people said they had no comment or suggestions for improvement.

The most common themes in the negative comments were problems with communication (five) frustration with waiting times for delivery (nine), length of time to get delivery/supply of specific items (seven).

The delivery and collection of items we have had recently have both been a bit of a nightmare. Deliveries have come straight from the manufacturer and we were given no warning of arrival and it was only delivered to the kerbside on a pallet so we had to struggle to get it in the house, we had one delivery of the incorrect item which took months to be collected.

There is something of a disconnect between Medequip's service, Wiltshire Wheelchair Service and the Incontinence Service. Each is separate from the other and the services differ in effectiveness and efficiency. Assessments happen separately and equipment/kit is provided from different places – a patient/client will often require services from all three and having to deal with separate providers is unhelpful at a time when a carer is tired and under significant stress.

Very poor logistics, and communication. Frequently failed to show up when they said they would and failure to call back when they said they would. Equipment taking 10 days to collect is ridiculous when a loved one has died and the equipment is a constant reminder of their suffering. No instruction leaflets left either.

The disappointing aspect was the inability of the service to offer a specified time of day – morning or afternoon, let alone a two-hour slot. To be expected to be available for the whole day for goods to be collected/delivered seemed unreasonable and this was especially true when a journey to a friend's house was involved to allow access to collect items.

The delivery time of 8am to 4pm can be very limiting, and I have to spend all day at my mother's house to receive goods... most other delivery companies can at least reduce the time window or update an hour before.

I found that booking a service was difficult as they only covered my area on one day a week, and that was the day I work! The person I spoke with seemed surprised I would be working... not all disabled people are at home all week!

The whole service. It's all a battle and the people on the telephone are rarely friendly. They are abrupt and not helpful. To be given a frame line of times when they can turn up equally isn't helpful when we are busy and someone needs to be at home.

There were some helpful suggestions for improvement including:

- Offering incontinence ordering online instead of having to call every time.
- Give more than one day's notice that equipment is going to be serviced.
- Coordinate the servicing of connected items, eg wheelchair provision, community equipment and incontinence provision.
- Address lack of available drivers to enable deliveries.
- Improve administration about logistics and deliveries.
- A waitlist and call back arrangement would be helpful.
- For Medequip to provide details of other organisations that will take back medical and electrical medical equipment, if Medequip can't.
- Medequip could take back unopened boxes of incontinence products, so they can be used elsewhere and help to save money.

Lastly, we asked for any other comments about the Community Equipment Service. 32 people gave us their comments. 15 were positive, 13 were less satisfied or negative and four were mixed views.

The service is brilliant and on behalf of my family we were and still are very grateful for the service provided. We cannot fault anything, from all the teams and people involved, to the equipment we had/have.

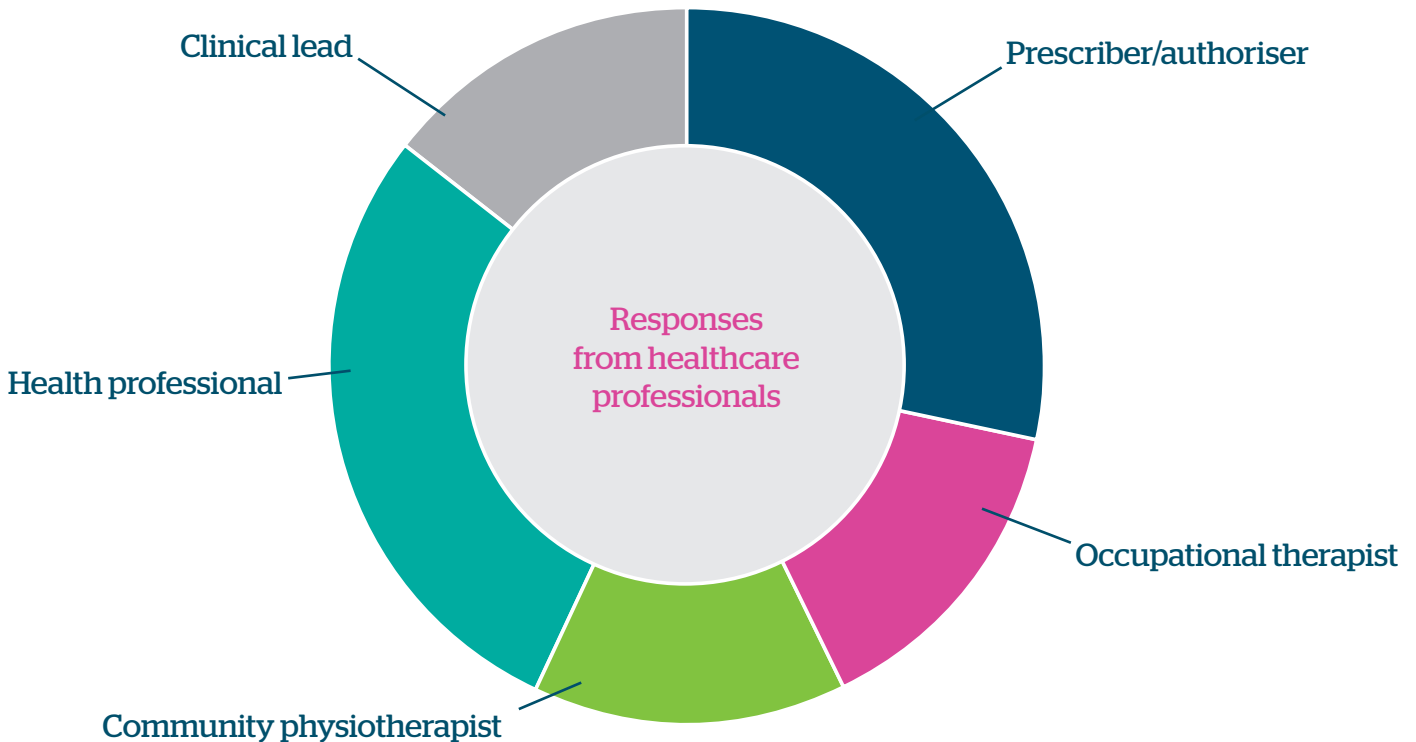
It is an excellent service and enormously helped my mother to spend her last few months at home.

Please just continue to be as good as you are... don't make changes for changes' sake!!

I am grateful that this one area of my life as an unpaid carer was pleasant and dependable.

What healthcare professionals and prescribers told us

As mentioned above, seven healthcare professionals (10% of respondents) completed the community equipment survey. They comprised:



All of these responses were negative or mixed. Their experience of delivery and collection of equipment was consistently poor, though several commented that the staff were friendly and kind, and one said that communication regarding delivery was excellent. When asked what was good about the service, responses included:

The call handlers are polite and very helpful even when information is sparse for them. They always appear to try their very best.

When we asked what had not worked so well and if anything could be improved, these professionals responded that improvements across the service were needed, particularly around better communication on equipment stock levels, the importance of urgent deliveries and availability of delivery staff to assemble/install equipment.

From previous patient feedback, some Medequip drivers have not attempted deliveries, left equipment outside, have not delivered as 'ran out of time', have delivered items and left them in the hallway instead of fitting it eg a bathlift. Some staff do not wear PPE consistently.

- Wait for call times to be answered.
- Miscommunication of delivery times/dated (change last minute).
- Communication with prescribers.

When items are out of stock this is not relayed to the prescriber who often believes the item is with the client. In health services we need to order items for urgent delivery, ie at end of life or following an injury and technicians simply do not deliver when asked to... I have worked with Medequip for approx 20 years for health and social care and believe the contract is innovative and cost effective but the demand for their services are not reflected in available drivers and so these difficulties arise. Patients have been left at risk from incidents and this is not always corrected.

As a healthcare professional who regularly orders equipment for patients I find the service very unhelpful in many respects. Often the equipment required is not available, with no date for this to be back in stock. Often the equipment is not delivered/fitted on time, often very late. Equipment arrives to both our stores and to patients with missing parts and/or dirty... Overall I find it to be a shocking service that has massively declined in every area in the last 2/3 years.

Positive suggestions for improvements were made and included recommendations for dealing with staff availability and predictability of deliveries.

Working hours should be reviewed to cover a minimum of 8-8 fully staffed and weekend cover.

A way to track the driver or give a 2 hour time window would greatly support patients and their families and also staff when equipment is delivered.

When we asked if there were any other comments they wanted to make about the service, we were told:

Long-term ongoing problems include:

- Difficulty contacting office staff – very long call queues.
 - Equipment often delivered late, or not at all, with little effort to follow up when customers can't be contacted.
 - Delivery drivers offer unsolicited and often incorrect or unsafe advice regarding equipment.
 - Issues/complaints raised via the feedback portal often 'closed' with a generic "we'll sort this out" message, when in reality the issue remains unresolved for a long time, requiring frequent chasing by whomever raised it.
 - We are rarely informed if an item is out of stock when it is ordered – and only find out when it does not get delivered.
 - Special order items are frequently lost.
 - Close Technical Equivalents can be very different from the item it replaces, without the differences being clearly specified on the catalogue.
- [Occupational Therapist]

An excellent service and contract that requires some review and attention to detail.

There have been many times where I have ordered an emergency delivery (before 5pm) and the local department have not handed it over to out of hours despite me asking if I need to contact out of hours. It would be useful to have an updated reason as to why equipment is delayed.

Conclusions & recommendations

Recipients of equipment and their carers who responded to the survey told us that overall they were satisfied with the service that Medequip provides and it is much appreciated, with most recipients rating it excellent or good. However some areas for improvement were identified. These focused mostly on communication, delivery timescales, more specific “windows” for delivery and more prompt collection of equipment when it was no longer needed.

The seven healthcare professionals who responded to the survey were more pointed in their comments and recommended that some substantial changes should be made to improve the service. Their comments largely echoed themes raised by service users/carers.

All respondents recognised the efforts that Medequip have made to ensure Covid-safe delivery, servicing and collection of equipment and generally felt that their staff are friendly and helpful.

While most people felt that the assessment process to get equipment was well-handled, there were comments about how long it could take to access the assessment process and how dependent they were on the availability of healthcare professionals.

A lack of coordination between Medequip’s service, Wiltshire Wheelchair Service and the Incontinence Service was mentioned. Each service is separate from the other and were seen to differ in effectiveness and efficiency leading to additional stress to carers/users at already challenging times. It was suggested that improving the coordination of these services would help arrange deliveries of equipment or products either at the same time or in a timely order and make life easier for users and carers. It would also help healthcare professionals ensure patients/carers are getting the support they need when they need it.

Helpful suggestions for improvement were made by respondents which are included in the recommendations below.

Based on what we heard from people who completed the survey, we make the following recommendations:

- Improve communication about delivery and collection of service and equipment.
- Improve call handling to minimise long call queues from both professionals and patients/carers.
- Aim to provide more notice and more specific times for delivery and collection of equipment rather than offering a wide window where people have to wait all day, impacting on their work or caring role.
- Set up the forum suggested in the survey involving respondents who expressed an interest in helping to shape service improvements. Use the forum to listen to what users/carers would value and need to help inform service improvements.
- Review staff working hours to improve availability of drivers/delivery staff and therefore improve deliveries and enable better response to out of hours requests.
- Seek to build better coordination and integration between three services: Medequip’s service, the Wiltshire Wheelchair Service and the Incontinence Service.
- Improve information about Medequip so that people and healthcare professionals have a clearer idea of how Medequip works, what it does and what service to expect.

Responses

 **Michaela Harris, General Manager – South West and Suffolk, Medequip** 

Following our recent co-produced survey with Healthwatch Wiltshire and the Wiltshire commissioners, Medequip will be working with the Contracting Team to review our service delivery.

The feedback we received has allowed us to really tailor some future offerings on behalf of the users of the Community Equipment Service in Wiltshire. As part of this ongoing work, we will be hosting a meeting so that people get to see what we have done as a direct result and to allow us to continually improve what we do in Wiltshire together.

 **Rebecca Lockwood-Norris, Senior Commissioner, Better Care Fund Team, Adult Social Care Commissioning, Wiltshire Council and Hannah Massey, Commissioning Manager (Wiltshire Locality), BSW CCG** 

Commissioners from Wiltshire Council and BSW CCG, Wiltshire Locality, are pleased to be working with Medequip to respond to the areas identified for improvement in the survey report and also acknowledge the positive feedback received.

Our thanks go out to Healthwatch Wiltshire and to those who took time to complete the survey to help us to improve the Wiltshire Integrated Community Equipment and Support Service.

Thank you

Thank you to all those service users, relatives, carers and healthcare professionals who took the time to share their views with us. Thanks also to staff at Medequip and to our volunteers who helped to develop the survey and supported this work.

Share your experience of using the Community Equipment service

1. Background

Healthwatch Wiltshire is the independent champion for people using health and care services in Wiltshire. We listen to what people like about services and what they think could be improved, then share their views with those who have the power to make change happen.

Healthwatch Wiltshire is working with Medequip to hear your experiences of using the community equipment service. Medequip provides equipment such as walking frames and hoists to people to enable them to keep their independence for as long as possible.

All responses are anonymous, and no individuals will be named. The survey should take between 5 and 15 minutes to complete depending on your answers. The results will be collated and shared with Medequip and those that plan and pay for the service. By completing this survey, you are agreeing to Healthwatch Wiltshire using your responses in a way that can't identify you.

1. Are you

- The person using the equipment
- Family member, carer or friend
- Other (please specify):

2. Are you using the Medequip service at the moment?

- Yes
- No, but I have used it in the past - up to 2 years ago
- No, but I have used it in the past - more than 2 years ago

3. How long have you used the community equipment service?

- Less than a year
- Between 1 and 3 years
- Over 3 years

4. What have you used the service for?

- Community equipment (for example walking frames, commodes, bed/mattress)
- Ceiling track hoist
- Continence products
- Paediatric equipment (for example children's seating/toileting/showering)

2. About the assessment by the occupational therapist, physiotherapist, or district nurse

5. How would you rate the assessment process of your need for your equipment or products?

- Excellent
- Good
- Neither good nor bad
- Poor
- Very poor

6. Is there anything else you'd like to say about the assessment process?

3. About the delivery and/or installation of your equipment or products

7. How did you find the organisation of your delivery?

- Excellent
- Good
- Neither good nor bad
- Poor
- Very poor

8. Was your equipment or product delivered or installed on the date that you expected?

- Yes
- No
- I'm not sure

9. Was your equipment or product delivered in the condition that you expected?

- Yes
- No
- I'm not sure

10. Were you informed how to arrange a collection when your product or item of equipment was delivered?

- Yes
- No
- I'm not sure

11. Was information about manufacturer guidance or instructions shared with you?

- Yes
- No
- I'm not sure

12. How would you rate the communication about your delivery?

- Excellent
- Good
- Neither good nor bad
- Poor
- Very poor

13. Did you find the staff friendly and kind?

- Yes

Partially

No

4. About the collection of your equipment

14. Have you had an item collected from Medequip?

Yes

No

5. About the collection of your equipment

15. How did you find the organisation of the collection?

Excellent

Good

Neither good nor bad

Poor

Very poor

16. Was it collected on the date you expected?

Yes

No

I'm not sure

17. Did you find the staff friendly and kind?

Yes

Partially

No

6. About the servicing of your equipment

18. Does your equipment get serviced?

- Yes
- No

7. About the servicing of your equipment

19. How was the organisation of your servicing visit?

- Excellent
- Good
- Neither good nor bad
- Poor
- Very poor

20. Did they arrive when you expected?

- Yes
- No
- I'm not sure

21. Did you find the staff friendly and kind?

- Yes
- Partially
- No

22. Is there anything else you'd like to say about the servicing of your equipment?

8. About the information you received

23. What information did you receive about Medequip?

- Leaflets
- Equipment instructions
- I'm not sure

24. How would you rate the information that you were provided with about Medequip?

- Excellent
- Good
- Neither good nor bad
- Poor
- Very poor

25. Do you feel that your products or equipment were delivered or collected in a covid safe way?

- Yes
- No
- I'm not sure

26. What was good about this service? (Please tell what worked well for you)

27. Is there anything you thought could have been improved? (Please tell us what didn't work so well for you.)

28. Is there anything else you would like to say about this service?

9. Tell us a bit about you

By telling us more information about yourself, you will help us better understand how people's experiences may differ depending on their personal characteristics. However, if you do not wish to answer these questions you do not have to.

29. Please tell us the city, town or village you live in?

30. What gender do you identify as?

- Male
- Female
- Non-binary
- Prefer not to say
- Prefer to self describe/ Other (please specify):

31. What is your age?

- Under 18
- 18-29
- 30-39
- 40-49
- 50-59

- 60 -69
- 70-79
- 80+

32. What ethnicity would you identify as?

White

- British
- Irish
- Gypsy/traveller/boater
- Eastern European
- White Other

Asian or Asian British

- Indian
- Pakistani
- Bangladeshi
- Any other Asian background

Mixed

- White and Black Caribbean
- White and black African
- White and Asian
- Any other mixed background

Black or Black British

- Caribbean
- African
- Any other black background

Other Ethnic Group

- Arab
- Chinese
- Any other Ethnic Group
- I do not wish to disclose my ethnic origin
- Other (please specify):

33. Do you consider yourself to have a health condition or disability?

- No
- Learning disability
- Mental health condition
- Physical or mobility disability
- Visual impairment
- Hearing impairment
- Prefer not to say
- Other (please specify):

34. Do you care for someone who needs extra support day to day?

- Yes
- No
- Prefer not to say

35. Would like to be added to the Healthwatch Wiltshire mailing list to receive a copy of the final report and regular updates?

- Yes
- No

36. Would be interested in joining a forum to help shape the community equipment service?

- Yes
- No

37. If yes to either of the above, please provide your email or postal address below.

Your details will be held securely and in compliance with data protection laws. They will only be used for the purposes of carrying out Healthwatch Wiltshire activity. Your details will not be shared with any other organisation. You may unsubscribe or withdraw your consent to us holding your details at any time by emailing info@healthwatchwiltshire.co.uk or calling 01225 434218.

Thank you for taking the time to complete our survey.

healthwatch Wiltshire

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