

DECEMBER 2024

healthwatch
wirral

Medequip Project



**The value
of listening**

Medequip Survey Analysis

Table of Contents

ABOUT MEDEQUIP	3
BACKGROUND	3
FINDINGS.....	6
QUALITATIVE FEEDBACK.....	9
RECOMENDATIONS	12
APPENDIX.....	13

ABOUT MEDEQUIP

Medequip is a longstanding provider of Community Equipment Services in the Health and Social Care sector, dedicated to supporting individuals through innovative and responsive solutions. Established in 1993, Medequip has grown from its roots as a community equipment contractor to a leading provider of fully integrated services that address the complex needs of those who rely on community support. Working closely with commissioners, healthcare professionals, community organisations, and families, Medequip offers a comprehensive range of services, from procurement and delivery to installation, maintenance, and collection of essential homecare medical equipment.

What sets Medequip apart is its focus on community equipment and its commitment to quality and accessibility. The company's values—honouring commitments, empowering staff, showing empathy, fostering teamwork, and driving innovation—underpin every service provided.

Through their vision of “Keeping people independent,” Medequip remains committed to enhancing the lives of those experiencing declining health, helping them maintain independence, dignity, and comfort in their daily lives.

BACKGROUND

In 2024, Medequip asked Healthwatch Wirral (HWW) to provide an independent evaluation of their service and enhance their approach to gathering service user feedback. Healthwatch Wirral could also promote awareness of Medequip services in the community as well as provide information about wider health and social care provision. This collaboration aimed to develop a structured, service-user-focused survey that would provide Medequip with valuable insights into user experiences and highlight opportunities to improve their service delivery.

In addition to creating, analysing, and reporting on the survey, HWW supported the Medequip project by:

- **Flyer Design:** Designed a print-ready flyer to help promote the survey
- **Social Media Images:** Created social media graphics tailored to various platforms.
- **MailChimp Bulletin:** Designed and distributed an email bulletin via MailChimp.
- **Website Article Upload:** Published the provided article on the Healthwatch Wirral website.
- **Social Media Campaign:** Scheduled and published four posts across social media platforms.

The project was structured in three phases, each with specific objectives to maximize engagement and collect data:

Phase 1 focused on the design of the survey itself. HWW and Medequip collaborated on creating an online survey, along with printed materials, including leaflets and posters, designed to promote the survey and increase accessibility (see below Figure 1). A dedicated "Medequip" button was also added to the Healthwatch Wirral Website's Feedback Centre, allowing users to share their experiences directly on an ongoing basis.

Figure 1: Image of Poster/flyer for promotion



Phase 2 sought to capture feedback from past and current Medequip users about their experiences with the service. Medequip facilitated this by sending telephone messages featuring invitations containing the survey link. It is important to mention that, after receiving the text message, many service users contacted us directly to answer the questionnaire through HWW. This increased the volume of calls the HWW and the team were able to provide one-to-one support to those callers.

This phase also included distributing leaflets at community events and through outreach activities and via Social Media Posts to broaden public awareness in the wider Wirral population (see below Figure 2 and 3).

Figure 2: Example of Social Media Post

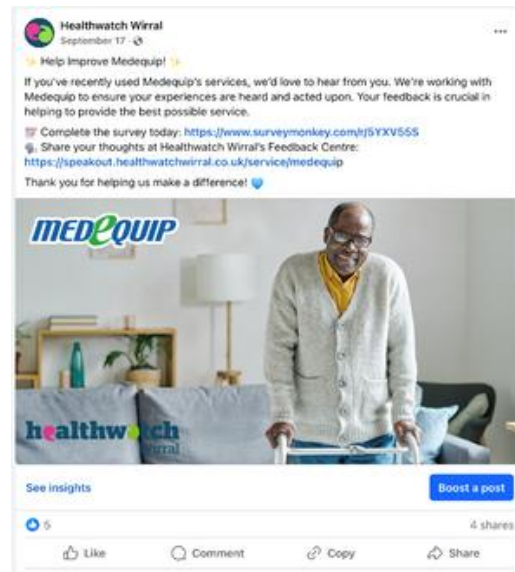


Figure 3 Example of HWW Community Event



Phase 3 concluded the survey period, after which the data collected was analysed. This report summarises the survey findings and provides recommendations based on user feedback, offering Medequip a detailed overview of service impact and areas for potential improvement.

FINDINGS

The survey collected a total of **454** responses from Medequip service users between September and October 2024.

The Medequip Survey gathered feedback from service users on various aspects of their experience with the equipment and services provided. Here is a summary of the results:



Survey Demographics

- 73.12% of respondents completed the survey on their own behalf, while 26.88% filled it out for someone else.
- Among those responding for others, 22.41% were family members, 6.27% were carers, and 0.96% were advocates.

Postcode Areas:

- The majority of responses came from postcode areas CH42, CH43, CH44, CH45, CH49, and CH62, reflecting Medequip's service reach within these communities.

Age Groups:

- Most respondents were within the 61-80 age group (54.65%) and the 81+ group (26.33%), highlighting the older demographic often served by Medequip's service.



Equipment

- The most common equipment types received by users included toileting aids (64.52%), mobility aids (62.53%), and bathing aids (37.92%).

Equipment Quality:

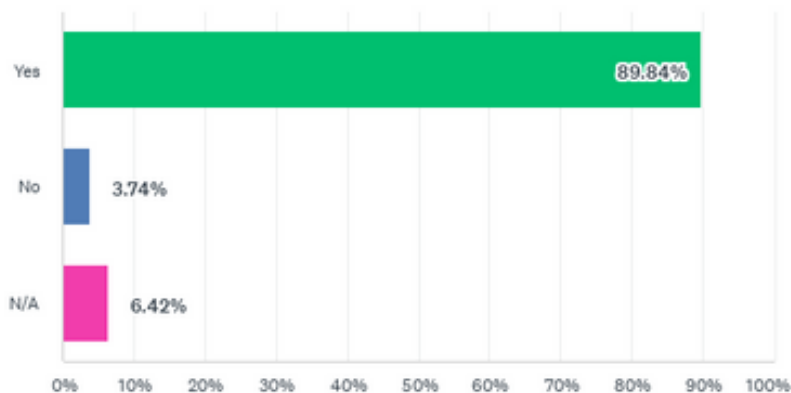
- Cleanliness: 85.60% of users reported being very happy with the cleanliness of the equipment.
- Working Condition: Similarly, 85.05% were very happy with the functionality and condition of the equipment upon delivery.

Impact of Equipment:

- **Independence: 89.84% of users reported that having the equipment improved their ability to live more independently (see below Figure 4).**
- **Quality of Life: 85.83% stated that the equipment positively impacted their quality of life, underscoring the value of Medequip’s services in enhancing daily living.**

Figure 4: Graph of Distribution of service users’ opinions about the impact of the equipment in their independent living

Did having the equipment improve your ability to live more independently?





Customer Service Experience

- Call Centre: Among those who used it, 56.39% were very happy with the service, with a high percentage (69.95%) also appreciating the **empathy and understanding of call centre staff**.
- Driver Technicians: The majority of respondents (84.97%) were **very happy with the attitude and professionalism of the technicians** who delivered or collected equipment, indicating strong positive interactions with Medequip staff.

Ease of Arrangements:

- Delivery and Collection: Users generally found these services easy to arrange, with 77.89% finding it very easy to organise delivery and 51.28% very satisfied with the timeliness of collection.
- Instructions: Among those who required instructions, 42.25% found them easy to understand, though some users preferred additional clarity or support.

Maintenance and Repairs:

- While most equipment remained in good condition, 17.50% of users required repairs. Of those, 23.55% found it very easy to organise maintenance or repairs, and 65.18% were very happy with the support they received during the process.

Overall Satisfaction:

- **A substantial 84.66% of respondents expressed high satisfaction with the overall services provided by Medequip, indicating a positive response to the service quality and impact.**

QUALITATIVE FEEDBACK

Collection of Equipment:

Most users found the equipment collection process smooth, describing it as “quick,” “easy,” and “reliable,” with many praising the professionalism and friendliness of Medequip staff. However, a few reported delays or lengthy time slots. Some users preferred to arrange collections by phone rather than email, especially those less familiar with email, and a few were unaware of the email option altogether (please see the full responses in the Appendix).

How the Equipment Improved Ability to Live Independently

Many users gained mobility within their homes, reducing their reliance on others for tasks like bathing and moving around.

“I live alone and the equipment provided assisted me in remaining independent.”

“Having helping aids has helped with the ease of doing everyday stuff.”

Fall alarms and stability aids boosted users' **confidence** and sense of **security**.

“It helps me to keep mobile and gives me confidence.”

Please say how having the equipment has improved your quality of life.

Increased Independence

Many service users described being able to perform daily activities without assistance, highlighting role equipment played in maintaining their independence.

“Having access to equipment enables you to do things which without would be hard.”

“It has helped me to manage my illness and be more independent.”

“I don't have to rely upon people for bathing help.”

Enhanced Mobility

Equipment such as walkers, trolleys, and commodes enabled service users to move around their homes with safety.

“Able to get about better and live freely at home.”

Please tell us how well we did (Attitude of the driver or technician)

Positive Staff Interactions

Many respondents highlighted the friendliness and professionalism of Medequip staff during equipment delivery and collection.

“The gentlemen who delivered were friendly and courteous.”

Efficiency and Timeliness

“Delivery of the equipment arrived as promised, and the person making the delivery was efficient and pleasant.”

Quality of Explanation and Support

Service users valued the instructions and demonstrations provided by the staff.

“Confident that the person delivering the equipment knew all about it and how to use it.”

“Staff always take time to listen and help.”

While most of the feedback was positive, a few users noted concerns, such as rushed interactions or missing instructions.

“The poor men are always in a rush.”

“No instructions given.”

High Levels of Satisfaction in Relation to Maintenance

“I reported a fault with a break on an item of equipment, and within 24-hours, the item had been repaired with no fuss; great service.”

“Every year I am contacted for the bed lift to be serviced, and I am given a date according to when I am available.”

Occasional Equipment Issues

A few people reported isolated incidents with faulty equipment or minor dissatisfaction with repair outcomes.

“The bed has developed a squeak at the head-end when it is moved up or down.”

High Praise for Service and Staff

“Excellent and polite, caring service.”

“Helpful, friendly, and polite staff.”

Efficiency and Timeliness

“Very quick and efficient, turned up when they said they would.”

“No problem with Medequip collection, excellent.”

Personalised Support and Flexibility

“Call centre went out of their way to help and collected the bed the day after I called, so grateful.”

“Staff always respectful and helpful, looking to help you stay independent.”

Areas for Improvement in Communication

“First phone call for collection was not actioned properly, and I waited in all day.”

RECOMMENDATIONS

Based on the survey findings and feedback analysis, HWW recommends the following to enhance Medequip's services:

Improve Communication

- Offer clear time slots for deliveries and collections and notify users of delays.
- Use texts or emails for updates and follow-ups.

Provide Clear Instructions

- Ensure all equipment comes with written and verbal instructions.
- Create video tutorials for commonly used items.

Upgrade Equipment Options

- Address user feedback to provide lighter, more comfortable, and suitable equipment.
- Regularly assess equipment quality to prevent issues.

Enhance Collection Services

- Simplify the process for collecting old or unused equipment.
- Ensure timely and efficient collection of items.

Continue Staff Training

- Maintain regular customer service training to keep staff professional and empathetic.

Engage the Community

- Host open-day events where users can try different equipment and get advice.

Account for Workload in Future Projects

- Many service users contacted Healthwatch Wirral directly to respond to the survey, significantly increasing the team's workload.
- Future projects should include provisions to account for this added workload in project costs.

APPENDIX

What is Social Value

Social Value is a broader understanding of value. It moves beyond using money as the main indicator of value, instead putting the emphasis on engaging people to understand the impact of decisions on their lives. The people's perspective is critical.

Organisations will always create good and bad experiences, but on balance should aim to create a net positive impact in the present and for a sustainable future. They should measure their impacts and use this understanding to make better decisions for people.

Social Value UK, 2024

How Healthwatch Wirral demonstrates Social Value: -

Healthwatch Wirral (HWW) is dedicated to ensuring how Providers meet Social Value standards. Our social value commitments aim to put people's perspectives first when supporting vulnerable individuals, economic pressures, and promoting environmental sustainability.

Vulnerable People, Economic Pressures, and Environmental Sustainability.

People experience vulnerability at different points in their lives, which can increase and decrease over time. We want to ensure we understand the needs of vulnerable people who live in Wirral.

Whilst carrying out HWW activities and functions, we discuss with the Providers their training practices, how they support both staff and families, and where they would signpost or refer to when supporting a person's clinical or non-clinical needs. We offer suggestions and recommendations to help ensure the Provider is utilising all available care and support resources. Our aim is to ensure that people are allocated the right care at the right time, and to reduce people choosing A&E when the situation can be managed effectively closer to where they live.

By utilising our knowledge of the care system, we can assist Providers and members of the public in navigating what can appear like a complicated system. This includes directing them to the appropriate services like GP Enhanced Access appointments, Pharmacy First, NHS 111, etc.

Providing the right care in the right place and at the right time can provide a positive experience for the person involved and can help to alleviate pressures on the health and care system. Good communication and promotion of services can help Care Providers utilise the support they need more effectively.

HWW promotes Wirral InfoBank <https://www.wirralinfobank.co.uk/> which provides an online directory of provisions available across all sectors (clinical and non-clinical). We also promote HWW's Feedback Centre <https://speakout.healthwatchwirral.co.uk/> to ensure people can leave feedback about their experiences. This helps influence the

design, commissioning, and deliverance of care to better reflect the needs of the community.

HWW ensures it is as paperless as possible. However, it is vital that everyone gets information in a format that is suitable to them. Our website is available in different languages and audio, and we share Public Health's commitment to addressing inequalities by providing documentation in different formats and languages.

We have adopted a culture of seeking assurances in relation to: -

- Quality and Equality of care.
- Clinical and non-clinical support and treatment.
- Equality Impact Assessments.
- Coproduction and integrated commissioning.

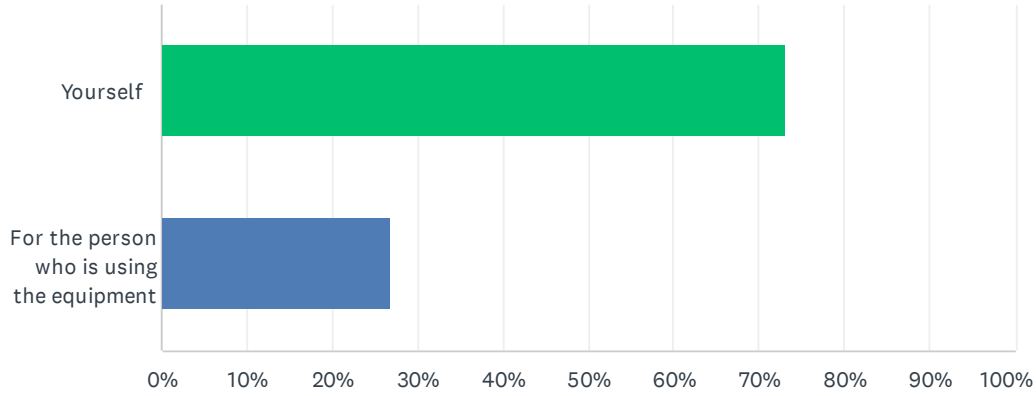
We engage health and care Commissioners and Providers in discussions about how effectively they collaborate to deliver integrated, seamless care and support for patients, families, carers, and the workforce. Coproduction is integral to achieving meaningful social value.

We prioritise using local services and providers for all our administration, office and operational needs, ensuring that our finances are spent locally. Whenever possible, we utilise free premises and have sponsored local sports clubs for women and children. Additionally, we support HWW staff by being Mindful Employers and providing equipment to meet the needs of individuals.

Healthwatch Wirral CIC 2024.

Q1 Who are you doing this survey for? (Please tick one box) If you are not filling this form in for anyone else, please go to Question 3

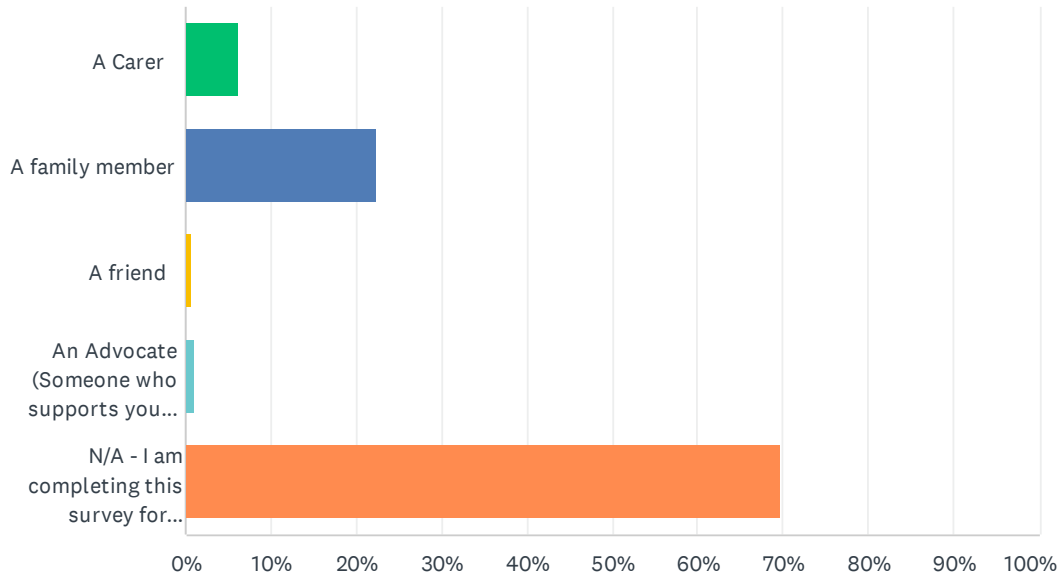
Answered: 439 Skipped: 15



ANSWER CHOICES	RESPONSES	
Yourself	73.12%	321
For the person who is using the equipment	26.88%	118
TOTAL		439

Q2 If you ticked 'For of the person who is using the equipment', are you?

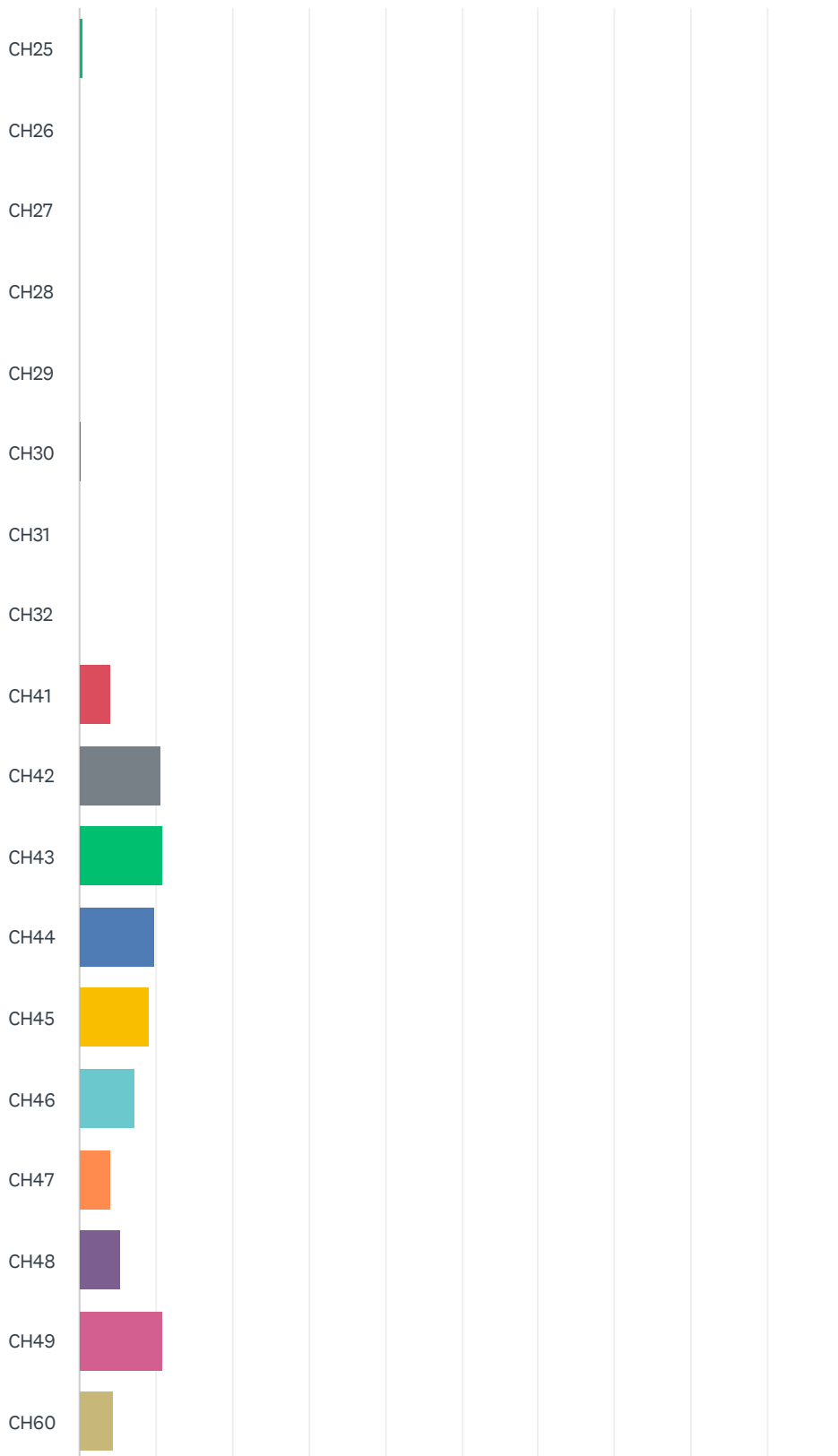
Answered: 415 Skipped: 39



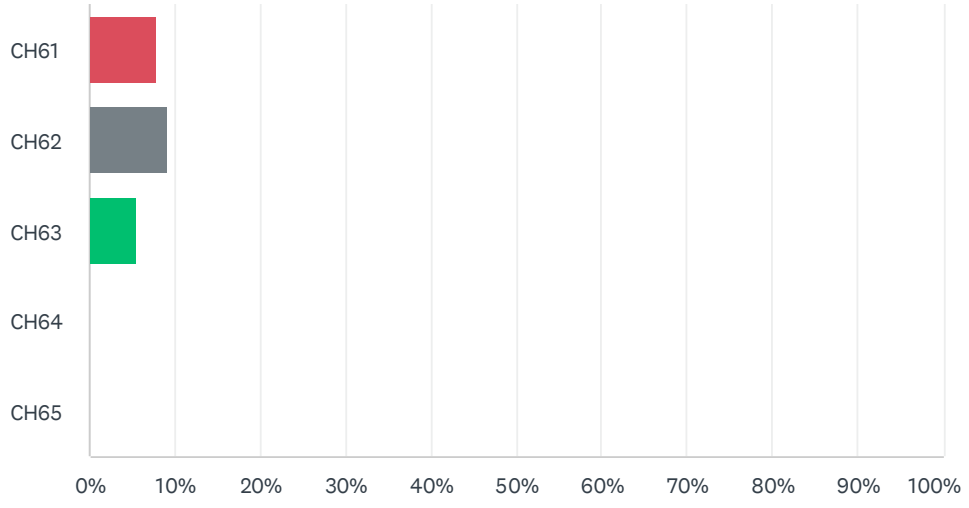
ANSWER CHOICES	RESPONSES	
A Carer	6.27%	26
A family member	22.41%	93
A friend	0.72%	3
An Advocate (Someone who supports you to help express your views and wishes and helps you to stand up for your rights)	0.96%	4
N/A - I am completing this survey for myself	69.64%	289
TOTAL		415

Q3 Please select the postcode area of the person who received the service

Answered: 444 Skipped: 10



Medequip Survey

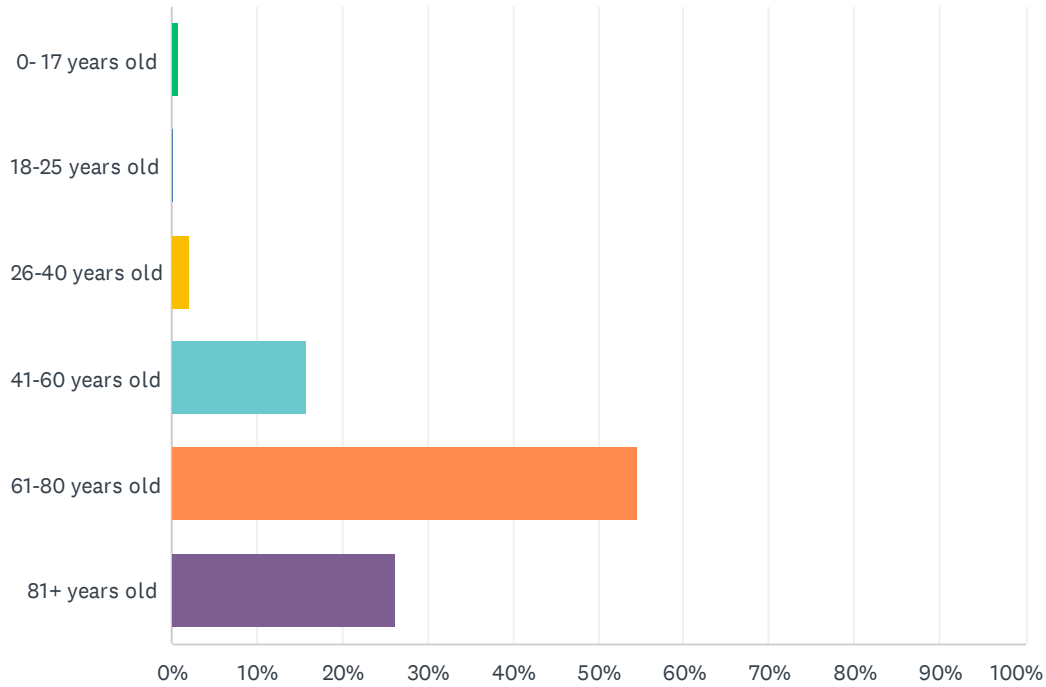


Medequip Survey

ANSWER CHOICES	RESPONSES	
CH25	0.45%	2
CH26	0.00%	0
CH27	0.00%	0
CH28	0.00%	0
CH29	0.00%	0
CH30	0.23%	1
CH31	0.00%	0
CH32	0.00%	0
CH41	4.05%	18
CH42	10.59%	47
CH43	10.81%	48
CH44	9.91%	44
CH45	9.23%	41
CH46	7.21%	32
CH47	4.05%	18
CH48	5.41%	24
CH49	10.81%	48
CH60	4.50%	20
CH61	7.88%	35
CH62	9.23%	41
CH63	5.63%	25
CH64	0.00%	0
CH65	0.00%	0
TOTAL		444

Q4 Please pick the age group of the person who the equipment was for?
 (Please pick the right one for you or the person you are filling it in for)

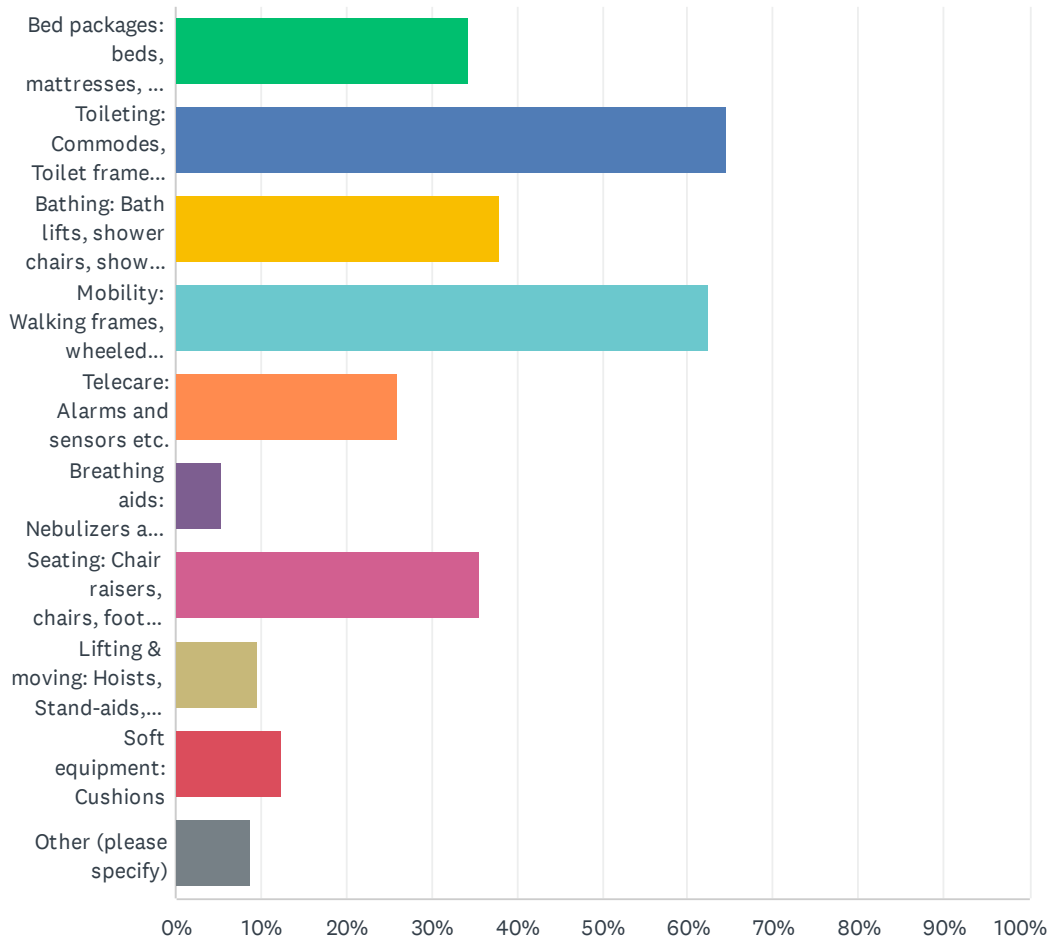
Answered: 452 Skipped: 2



ANSWER CHOICES	RESPONSES
0- 17 years old	0.88% 4
18-25 years old	0.22% 1
26-40 years old	2.21% 10
41-60 years old	15.71% 71
61-80 years old	54.65% 247
81+ years old	26.33% 119
TOTAL	452

Q5 What type of equipment did you get from Medequip?

Answered: 451 Skipped: 3



Medequip Survey

ANSWER CHOICES	RESPONSES	
Bed packages: beds, mattresses, bed levers, bed raisers, e-motion sheets etc.	34.37%	155
Toileting: Commodes, Toilet frames, Raised toilet seats etc.	64.52%	291
Bathing: Bath lifts, shower chairs, shower stools, bath boards etc.	37.92%	171
Mobility: Walking frames, wheeled walkers, walking sticks, trollies etc.	62.53%	282
Telecare: Alarms and sensors etc.	25.94%	117
Breathing aids: Nebulizers and suction pumps etc.	5.32%	24
Seating: Chair raisers, chairs, foot stools	35.70%	161
Lifting & moving: Hoists, Stand-aids, turners, slings etc.	9.53%	43
Soft equipment: Cushions	12.42%	56
Other (please specify)	8.65%	39
Total Respondents: 451		

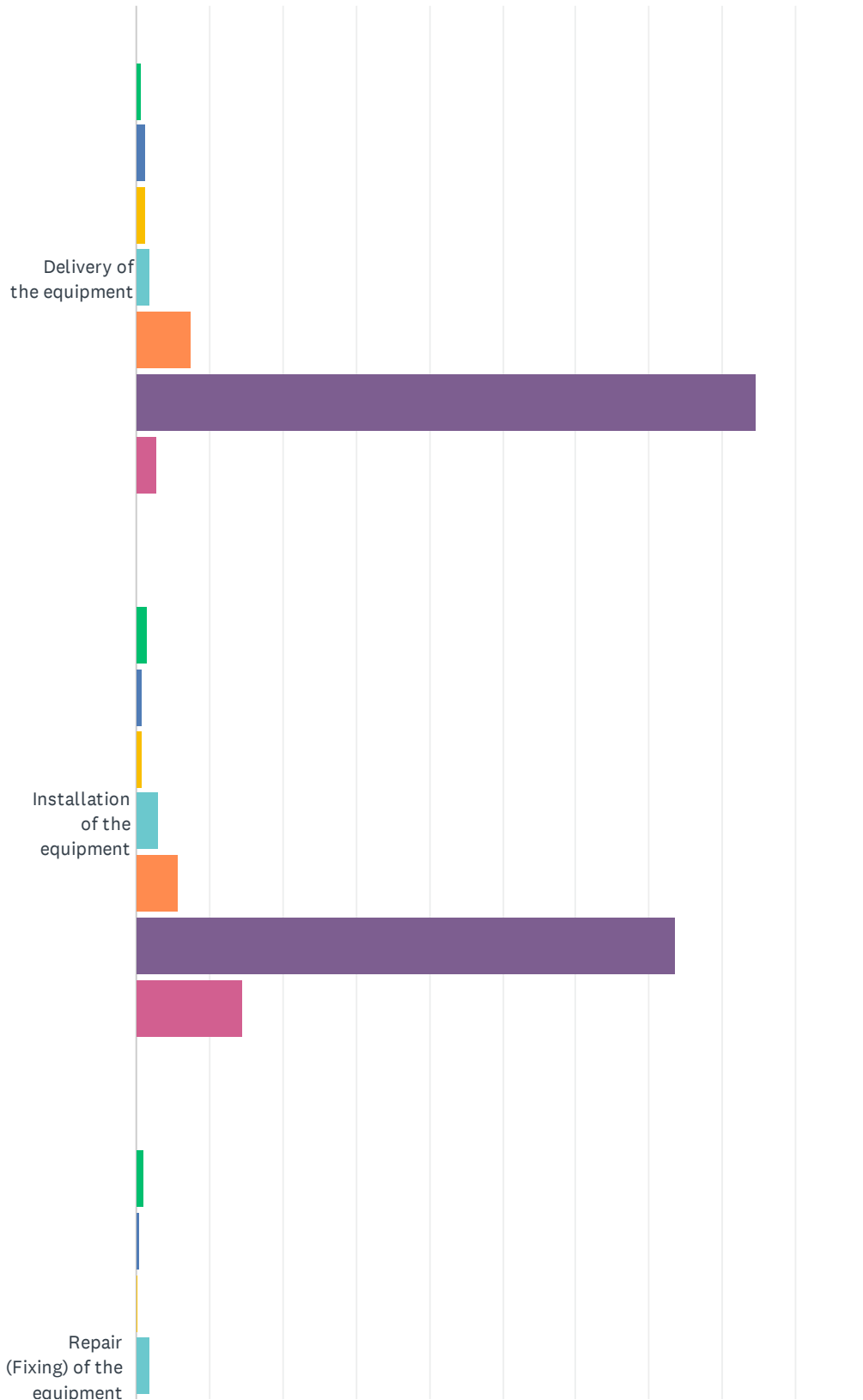
#	OTHER (PLEASE SPECIFY)	DATE
1	I tried to use the falls service	10/15/2024 4:52 PM
2	Could do with a trolley	9/19/2024 12:57 PM
3	perching stools for kitchen and bathroom; additional stair rail; and rails on wall and outside front and back doors.	9/18/2024 2:55 PM
4	front door access rails	9/12/2024 4:19 PM
5	blister packs	9/12/2024 2:39 PM
6	Tray on wheels	9/10/2024 12:40 AM
7	Raised step	9/8/2024 5:16 PM
8	Fall Alarm	9/5/2024 12:23 PM
9	Table	9/5/2024 11:34 AM
10	Grab rails	9/5/2024 11:01 AM
11	Bedrails	9/4/2024 5:39 PM
12	Hand rails and waiting for a wet room	9/4/2024 5:06 PM
13	Perching stool	9/4/2024 3:49 PM
14	Water mattress	9/4/2024 1:11 PM
15	Trolley for meals	9/4/2024 1:03 PM
16	No longer have fall arm as had very negative ableist experiences and false information on forms, didn't get adequate assistance and was not respected, treated with capacity + given false information and refused proper assistance/service	9/4/2024 12:07 PM
17	Fall alarms	9/4/2024 7:29 AM
18	High chair	9/4/2024 12:13 AM
19	Perching stool	9/3/2024 11:57 PM
20	Supposed to get a shower stool but didn't get one	9/3/2024 8:31 PM
21	Accident gadget	9/3/2024 6:15 PM

Medequip Survey

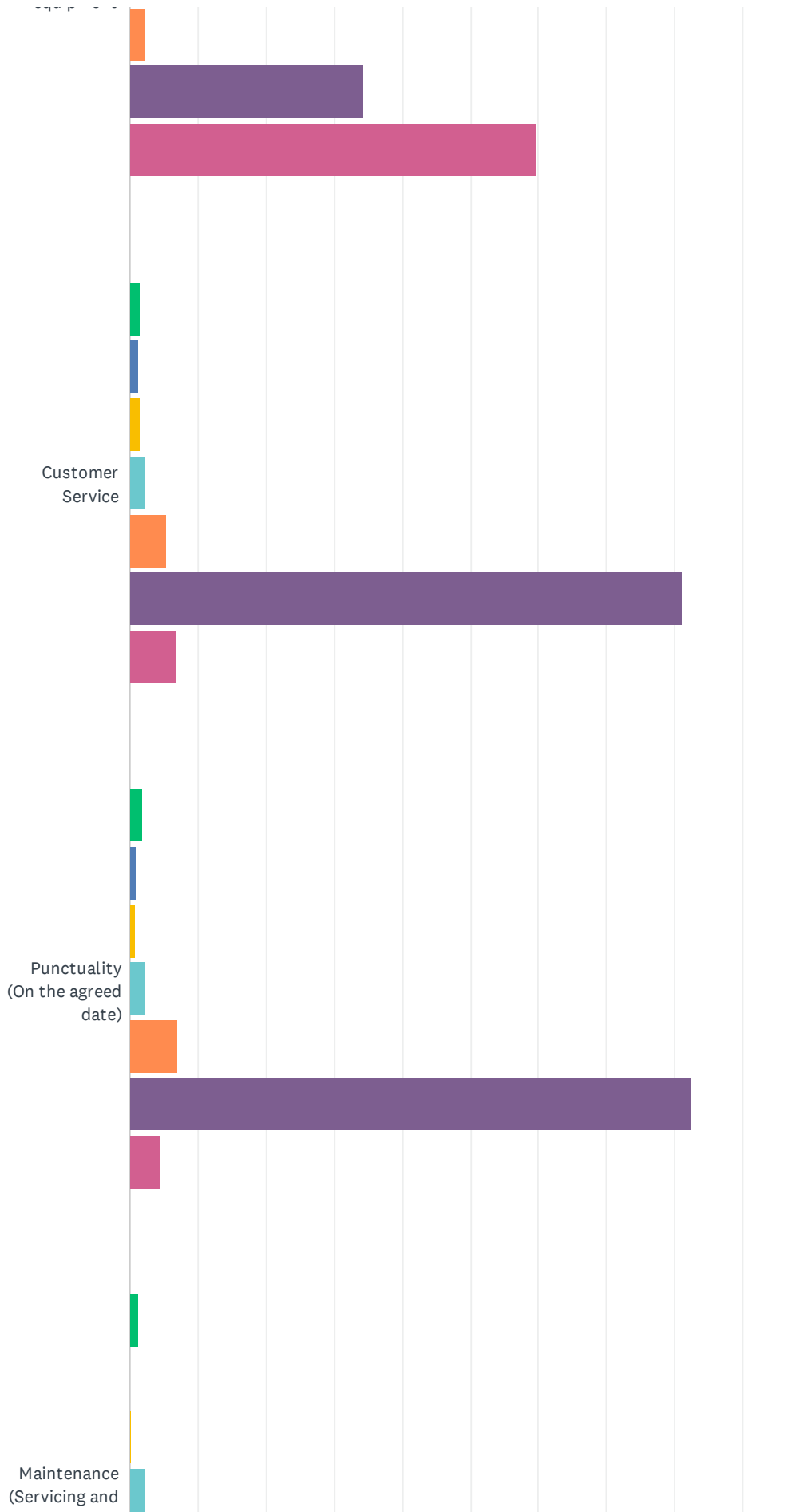
22	Table	9/3/2024 5:29 PM
23	Oxygen	9/3/2024 4:18 PM
24	Grab rails	9/3/2024 3:47 PM
25	I was supposed to get a larger bed leaver, i have a bed leaver that is not helping me. My OT asked for another bed leaver but your mediquip had the wrong part. I waited in all day. Did not who to get in touch with about the leaverleaver	9/3/2024 3:41 PM
26	Attachment so I could get up out of bed	9/3/2024 3:06 PM
27	Waiting for Handle for front door	9/3/2024 2:44 PM
28	Key safe	9/3/2024 2:35 PM
29	High level chair	9/3/2024 2:33 PM
30	HANDRAILS	9/3/2024 2:31 PM
31	high seat	9/3/2024 2:29 PM
32	Footstool for resting on	9/3/2024 2:12 PM
33	good for me back thank you	9/3/2024 2:11 PM
34	RAISED TOILET SEAT. CUSHIONED WEDGE	9/3/2024 2:11 PM
35	Hand rails.	9/3/2024 2:11 PM
36	Table	9/3/2024 2:08 PM
37	Life line	9/3/2024 2:08 PM
38	Wheelchair	9/3/2024 2:07 PM
39	Grab rail in shower	9/3/2024 11:47 AM

Q6 Please tell us how good the service is from Medequip(Please tell us from 0 to 5, with 0 being not good, 3 ok/neutral and 5 very good)

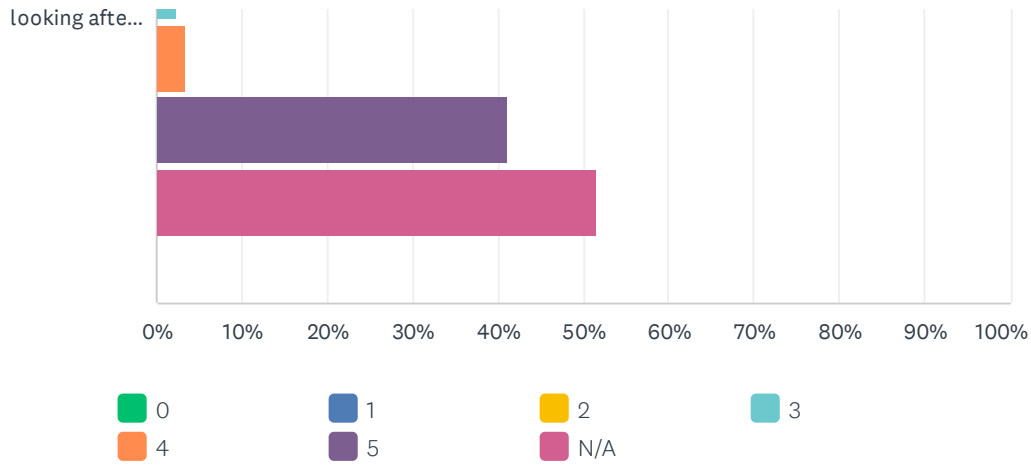
Answered: 402 Skipped: 52



Medequip Survey



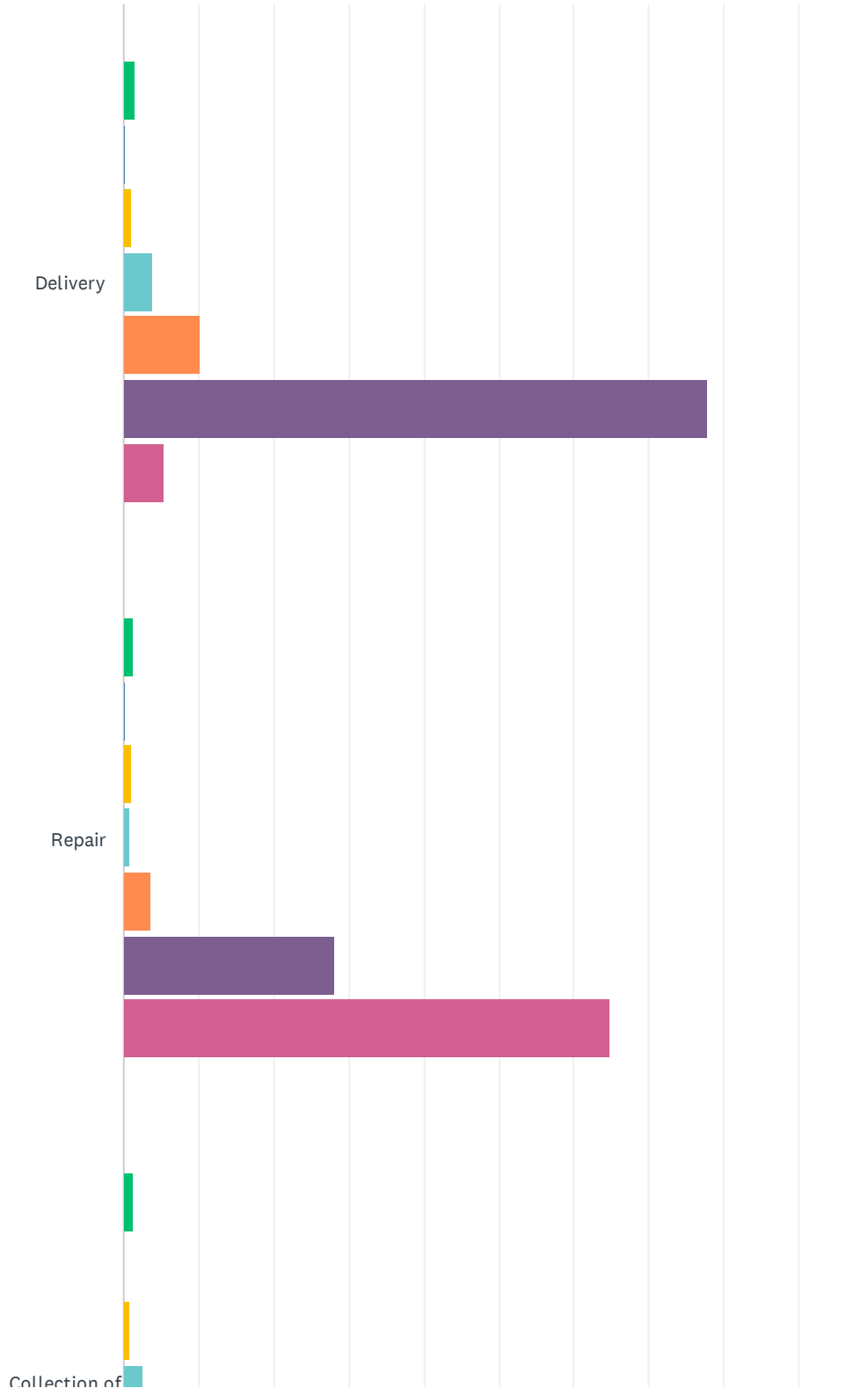
Medequip Survey



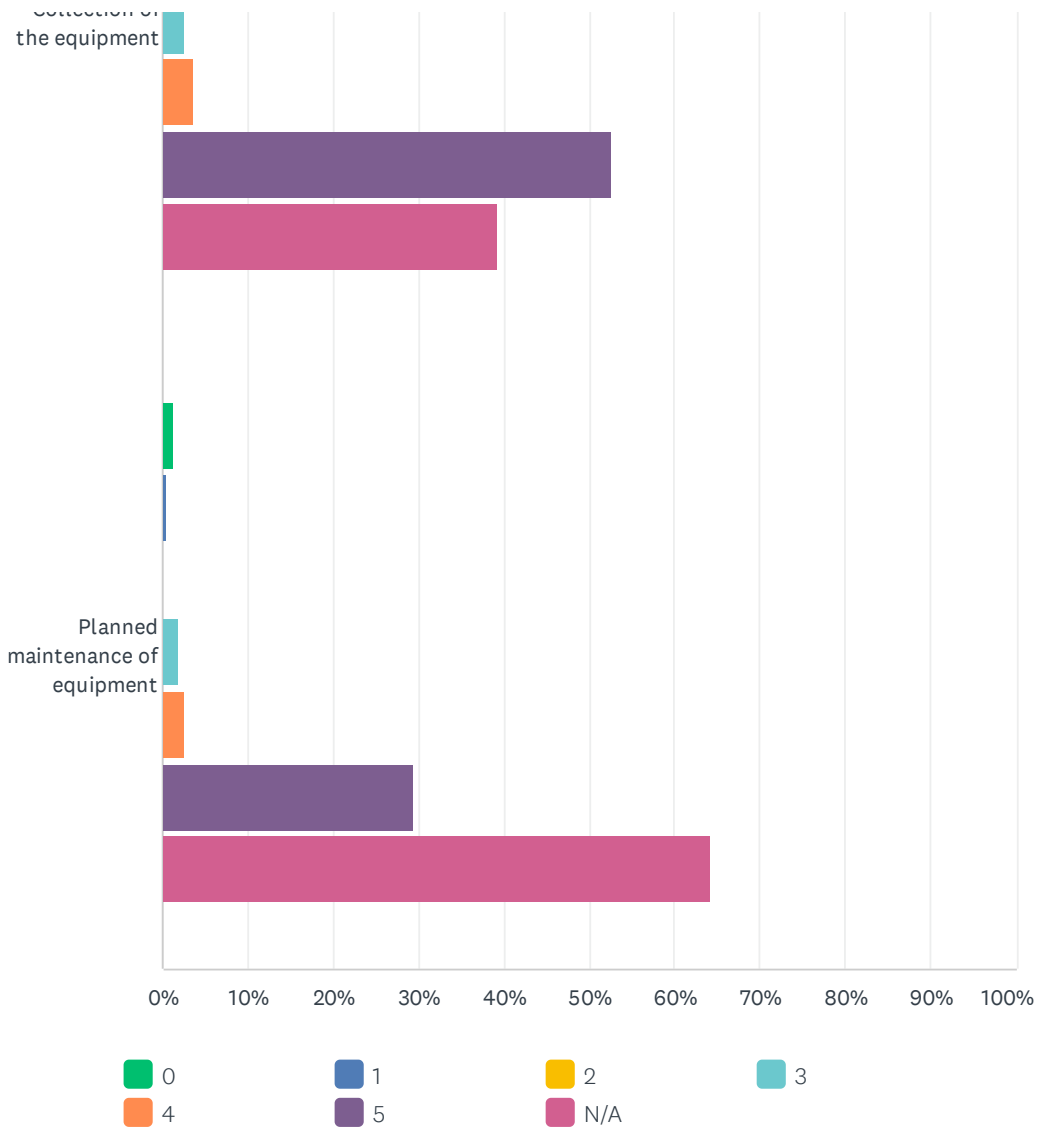
	0	1	2	3	4	5	N/A	TOTAL	WEIGHTED AVERAGE
Delivery of the equipment	0.75% 3	1.24% 5	1.24% 5	1.99% 8	7.46% 30	84.58% 340	2.74% 11	402	4.75
Installation of the equipment	1.51% 6	0.75% 3	0.75% 3	3.02% 12	5.78% 23	73.62% 293	14.57% 58	398	4.71
Repair (Fixing) of the equipment	1.05% 4	0.52% 2	0.26% 1	1.83% 7	2.36% 9	34.29% 131	59.69% 228	382	4.65
Customer Service	1.52% 6	1.27% 5	1.52% 6	2.28% 9	5.32% 21	81.27% 321	6.84% 27	395	4.71
Punctuality (On the agreed date)	2.01% 8	1.01% 4	0.75% 3	2.26% 9	7.04% 28	82.41% 328	4.52% 18	398	4.71
Maintenance (Servicing and looking after the equipment)	1.30% 5	0.00% 0	0.26% 1	2.34% 9	3.39% 13	41.15% 158	51.56% 198	384	4.68

Q7 Please say how easy it was to arrange the following with Medequip(Please tell us from 0 to 5, with 0 being very hard, 3 ok/neutral and 5 very easy)

Answered: 404 Skipped: 50



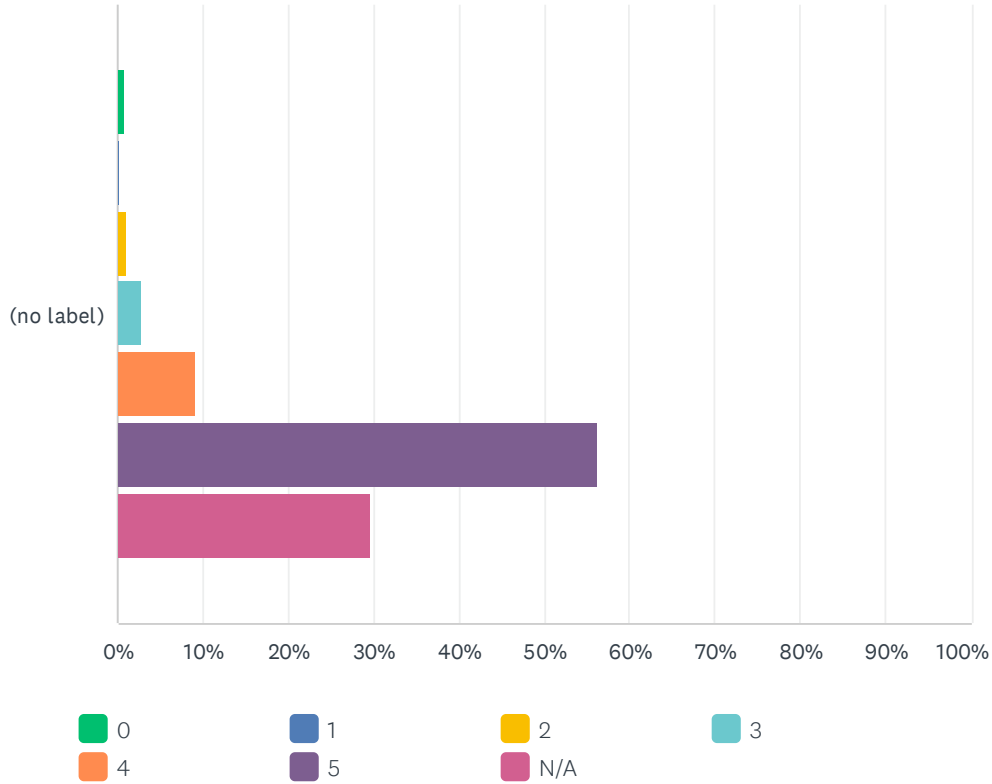
Medequip Survey



	0	1	2	3	4	5	N/A	TOTAL	WEIGHTED AVERAGE
Delivery	1.51% 6	0.25% 1	1.01% 4	3.77% 15	10.30% 41	77.89% 310	5.28% 21	398	4.69
Repair	1.29% 5	0.26% 1	1.03% 4	0.78% 3	3.62% 14	28.17% 109	64.86% 251	387	4.55
Collection of the equipment	1.28% 5	0.00% 0	0.77% 3	2.56% 10	3.58% 14	52.69% 206	39.13% 153	391	4.71
Planned maintenance of equipment	1.31% 5	0.52% 2	0.00% 0	1.83% 7	2.61% 10	29.50% 113	64.23% 246	383	4.58

Q8 If you have used Medequip's Call Centre, please tell us what your experience has been with this service and tell us how well we did.(Please tell us from 0 to 5, with 0 Very unhappy, 3 ok/neutral and 5 Very happy)

Answered: 399 Skipped: 55



	0	1	2	3	4	5	N/A	TOTAL	WEIGHTED AVERAGE
(no label)	0.75%	0.25%	1.00%	2.76%	9.27%	56.39%	29.57%		
	3	1	4	11	37	225	118	399	4.68

Q9 In your own words, please provide any comments about your Medequip Call Centre experience

Answered: 302 Skipped: 152

#	RESPONSES	DATE
1	very good	10/24/2024 11:52 AM
2	N/A	10/21/2024 4:48 PM
3	Installation by professional who was pleasant. Not had to use alarm so far.	10/15/2024 10:41 PM
4	I had a fall and my carers tried to get support from the falls team. They told us they had no staff and could not attend. Instead I had to wait over four hours for an ambulance only to get me up and tell me I was fine. I was very uncomfortable for the whole time and this could have been avoided.	10/15/2024 4:54 PM
5	Re delivery ..Medequip delivered to a previous address of 4 years earlier! We had updated Medequip re change of address (a few times via phone)..the lady at customer services said that she ' couldn't change the address on the system '!!	10/15/2024 12:13 PM
6	Clatterbridge hospital provided the equipment & my husband brought it home.	10/15/2024 11:11 AM
7	Excellent	10/11/2024 1:17 PM
8	So helpful, nice people, so caring & helpful	10/11/2024 1:09 PM
9	Very reliable and a wonderful service	10/11/2024 1:02 PM
10	Very helpful	10/9/2024 9:47 AM
11	The service cN be veery slow	10/7/2024 7:29 PM
12	Friendly and professional	10/2/2024 8:04 PM
13	Very helpful	10/1/2024 9:54 AM
14	Very prompt and courteous	9/26/2024 8:44 AM
15	It was Medequip who contacted me and on both occasions she was very polite and professional!!!	9/21/2024 2:38 PM
16	Very effecient and demonstrate good depth of knowledge dealing with equipment	9/20/2024 2:25 PM
17	not yet used the Essence equipment myself yet	9/19/2024 12:59 PM
18	All positive conversations had with your workers from office staff to the delivery man. All helpful and friendly. Lovely people. 5syar service.	9/19/2024 9:44 AM
19	Always helpful and friendly	9/18/2024 7:33 PM
20	Staff were friendly, efficient and knew what they were talking about! Service was great.	9/18/2024 2:57 PM
21	Quick rpsonce and directed to respective service	9/17/2024 1:49 PM
22	Very good service	9/15/2024 8:15 PM
23	Disappointing	9/14/2024 6:51 AM
24	It's a life saving service enabling our disabled and vulnerable the ability to live independently in their own homes. Bob couldn't fault Medequip!! Without them he doesn't know where he would have been!! From the call to the delivery drivers everyone has been really lovely with great interpersonal skills, and a friendly but professional manner. God bless them all 🌟🙏🌟	9/12/2024 7:20 PM
25	I have not used it as I can't afford it can. Some one come and collect it thank you. Y cripps 159 noctorame avenue	9/12/2024 7:11 PM

Medequip Survey

26	Very helpful and efficient service	9/12/2024 4:58 PM
27	very good	9/12/2024 4:21 PM
28	I called the call center to arrange collection after use. The operator was extremely helpful and polite.	9/11/2024 5:17 PM
29	Difficult to know who it is you want to speak to from the info given	9/11/2024 4:28 PM
30	Not been needed	9/11/2024 4:10 PM
31	Very nice to deal with	9/11/2024 2:00 PM
32	Really nice staff and did everything I needed.	9/11/2024 1:00 PM
33	They where very informative and helped me with good customer service	9/11/2024 12:10 PM
34	Excellent Service	9/10/2024 12:51 PM
35	Had a few hiccups at first everything fine now	9/9/2024 12:09 PM
36	I was provided with a walking aid following an appointment with a respiratory physiotherapist. It has given me some independence and an ability to walk more upright hence improving my ability to breath better whilst walking. Just so grateful for the help I've been given. Thank you.	9/8/2024 2:53 PM
37	I couldn't ask for better service. Totaly amazing. Many thanks Ann Griffiths	9/7/2024 5:48 PM
38	The time it takes for an answer to emergency alarm is to long	9/7/2024 1:55 PM
39	Very friendly and efficient	9/7/2024 10:05 AM
40	All Very good	9/7/2024 9:21 AM
41	Excellent	9/7/2024 2:05 AM
42	The chair was delivered on time after a few delivery times were not suitable.	9/6/2024 7:12 PM
43	Friendly n polite staff on phone, helped with advice n quick delivery with equipment n collection	9/6/2024 6:38 PM
44	Easy	9/6/2024 3:50 PM
45	Helpful Time available generous	9/6/2024 3:08 PM
46	Excellent customer service. Very knowledgeable staff, prompt, polite, respectful and very efficient.	9/6/2024 1:54 PM
47	Was very helpful	9/6/2024 1:30 PM
48	Good	9/6/2024 11:41 AM
49	Excellent service helped me with the right height of my toilet and furniture requirements delivered quickly great service	9/6/2024 11:04 AM
50	I accidentally pressed my wrist alarm and they were very polite when I explained, they didn't imply that I was a time waster	9/6/2024 10:58 AM
51	Ok	9/6/2024 7:39 AM
52	N/A	9/5/2024 7:21 PM
53	Utterly amazing service!! Lads that called with my stuff couldn't have been more helpful. Truly marvellous	9/5/2024 6:25 PM
54	Thanks very much for the equipment. It has been VERY useful.	9/5/2024 5:50 PM
55	Extremely good	9/5/2024 5:24 PM
56	No problem sorting equipment out, very helpful, they even put it in the car for me.	9/5/2024 4:25 PM
57	First class	9/5/2024 4:20 PM
58	Lady At the hospital ordered all equipment medequip called to give me a date and time slot they rang to say they were on the way set up equipment rang to get everything picked up	9/5/2024 3:51 PM

Medequip Survey

lovely lady on the phone arranged everything time and date was all picked up as arranged
fabulous service

59	N/A	9/5/2024 3:25 PM
60	Reliable and saved us having to purchase these goods. An excellent service for which we are very grateful for. Many Thanks	9/5/2024 3:23 PM
61	Very helpful	9/5/2024 2:43 PM
62	Had no issues with contacting the Mediquipe call centre, the call centre staff are courteous, polite, friendly and helpful. No issues whatsoever 👍	9/5/2024 12:30 PM
63	Call service is excellent	9/5/2024 12:17 PM
64	Equipment was clean and useful. Good service everything I needed	9/5/2024 11:32 AM
65	Positive	9/5/2024 11:08 AM
66	No problem experienced with service	9/5/2024 10:50 AM
67	Staff always answer immediately and polite	9/5/2024 10:34 AM
68	Fantastic	9/5/2024 10:31 AM
69	Excellent	9/5/2024 10:16 AM
70	Excellent service	9/5/2024 9:30 AM
71	Helpful and to the point. Efficient.	9/4/2024 8:30 PM
72	Helpful and friendly operatives. Time schedules sometimes too broad, so often lots of waiting a long time in a day. But I'm very grateful for the use of equipment, especially walkers.	9/4/2024 7:56 PM
73	Pleasant, very informative and very helpful.	9/4/2024 7:29 PM
74	Find the staff friendly and knowledgeable	9/4/2024 7:18 PM
75	Excellent service very supportive, polite and knowledgeable staff	9/4/2024 6:58 PM
76	Very good service	9/4/2024 6:56 PM
77	Good	9/4/2024 6:55 PM
78	No complaints at all very helpful with my enquiry.	9/4/2024 6:31 PM
79	Staff are always polite, respectful and friendly	9/4/2024 5:49 PM
80	Very friendly to talk to. Nothing was too much trouble. Please keep up the excellent work	9/4/2024 5:44 PM
81	Very good and easy to talk to	9/4/2024 5:19 PM
82	Excellent	9/4/2024 4:38 PM
83	Excellent service and follow up Anything I need was there the next day 👍👍👍	9/4/2024 4:22 PM
84	N/A	9/4/2024 4:19 PM
85	Pleasant staff from reception to delivery staff very polite efficient genuinely nice people to deal with	9/4/2024 3:53 PM
86	Very good and precise	9/4/2024 3:42 PM
87	Very helpful and polite staff and on time when coming to house.	9/4/2024 3:32 PM
88	No comment	9/4/2024 3:27 PM
89	Excellent service	9/4/2024 2:58 PM
90	Very helpful	9/4/2024 2:15 PM
91	Always very polite, understanding and helpful	9/4/2024 1:59 PM
92	Excellent service. Immediate delivery of equipment, in 30mins or sooner.	9/4/2024 1:14 PM

Medequip Survey

93	I am happy with the service.	9/4/2024 1:13 PM
94	I found the service to be excellent from first contact to the installation & would recommend this to anyone needing this service.	9/4/2024 1:11 PM
95	All spot-on.	9/4/2024 1:10 PM
96	Very friendly staff. They will repair or replace equipment on the same day if possible	9/4/2024 1:02 PM
97	Excellent service. Much appreciated	9/4/2024 12:47 PM
98	Ableist, rude, lack of assistance and respect, false information, derogatory, dehumanising absolutely appalled.	9/4/2024 12:10 PM
99	Very good	9/4/2024 11:24 AM
100	My wife calls	9/4/2024 9:52 AM
101	Excellent service in traumatic time. Only negative comment would be wheeling commode down the lane getting the wheels dirty	9/4/2024 9:20 AM
102	All calls dealt with efficiently. Have had no problems as yet.	9/4/2024 8:35 AM
103	Na	9/4/2024 8:26 AM
104	Very good. Equipment provided has made such a difference	9/4/2024 8:24 AM
105	Not a lot of information about what time delivery will be. They do not ask is this date ok for you.	9/4/2024 8:22 AM
106	Very efficient Helpful professional Knowledgeable	9/4/2024 7:01 AM
107	No problems, deals with call quickly	9/4/2024 6:55 AM
108	They are overworked I think and have too many calls, so I am patient with Medequip	9/4/2024 6:44 AM
109	Efficient dependable caring	9/4/2024 2:08 AM
110	Phone call was precise and well executed which didn't take long to organise	9/4/2024 1:21 AM
111	Very good	9/4/2024 1:03 AM
112	Just on one occasion I was told to contact my doctor which had never happened before.	9/4/2024 12:04 AM
113	Very happy always friendly	9/4/2024 12:00 AM
114	Good. Helpful.	9/3/2024 10:24 PM
115	I don't have any bad comments to make except it was a very good experience.	9/3/2024 10:20 PM
116	Excellent very helpful especially with inquiries	9/3/2024 10:15 PM
117	Very helpful and efficient delivery and collection	9/3/2024 9:54 PM
118	ALL THE STAFF ARE BRILLANT MADE MY LIFE A LOT EASIER,AND I FEEL A LOT SAFER IN MY HOME NOW	9/3/2024 9:36 PM
119	Quick in answering phone and only short time on phone	9/3/2024 9:29 PM
120	O	9/3/2024 8:54 PM
121	Always very polite and informative	9/3/2024 8:48 PM
122	Very courteous	9/3/2024 8:38 PM
123	I missed the drop off of my shower stool rang to sort out delivery but haven't received it months later	9/3/2024 8:34 PM
124	excellent	9/3/2024 8:27 PM
125	Very happy with the service and happy with the way I was treated by the staff	9/3/2024 8:10 PM
126	Excellent very helpful	9/3/2024 7:58 PM
127	Fantastic service from the beginning till present day. Cannot fault the staff. I received more	9/3/2024 7:54 PM

Medequip Survey

	than I expected	
128	Very easy to access, helpful staff	9/3/2024 7:52 PM
129	Smooth run	9/3/2024 7:50 PM
130	They are always friendly and helpful	9/3/2024 7:30 PM
131	Took a long time to answer	9/3/2024 7:27 PM
132	Just very friendly and helpful	9/3/2024 7:21 PM
133	They were excellent and lovely also on phone	9/3/2024 7:16 PM
134	Impressed with the service and the equipment provided	9/3/2024 6:51 PM
135	Last lady i spoke to was very friendly and helpful and arranged what I needed for only 2 days away	9/3/2024 6:50 PM
136	Service has always been prompt, professional and friendly	9/3/2024 6:48 PM
137	Used them once , found them very helpful .	9/3/2024 6:40 PM
138	N/a	9/3/2024 6:32 PM
139	It is a great service centred around patient's need and priorities	9/3/2024 6:29 PM
140	Very helpful and efficient	9/3/2024 6:19 PM
141	All staff were very professional	9/3/2024 6:13 PM
142	N/a	9/3/2024 6:11 PM
143	Excellent thank everyone	9/3/2024 6:05 PM
144	Made it easy for me and answered all my questions prompt	9/3/2024 5:49 PM
145	The person I spoke was extremely helpful in giving me the information I needed	9/3/2024 5:47 PM
146	Excellent service and equipment delivered on a Sunday after I came out of hospital the night before	9/3/2024 5:40 PM
147	Efficient and helpful	9/3/2024 5:34 PM
148	Excellent products	9/3/2024 5:32 PM
149	The call centre was excellent: it was the arranging of the equipment that was the problem. The occupational therapist arranged for the equipment to be in my home (after my total hip replacement) and it took almost 5 days longer keeping me in hospital for those extra days. Otherwise the service once everything arrived in my home the service was excellent.	9/3/2024 5:29 PM
150	Very efficient	9/3/2024 5:28 PM
151	Excellent	9/3/2024 5:27 PM
152	Friendly	9/3/2024 5:22 PM
153	Absolutely a 5 star service.ive been on this service for 5years & have always recieved an exemplary service from these Patient Centered Organisation.A great life giving company who always go the extra mile. THANKYOU SO MUCH for the way inwhich you help myself & others in similar circumstances.	9/3/2024 5:21 PM
154	Great staff always friendly and knowledgeable about equipment	9/3/2024 5:20 PM
155	N/a	9/3/2024 5:18 PM
156	Any time I had to phone either for delivery or pick-up over a 6 months period the girls who I spoke to could not have been nicer , nothing was too much trouble absolutely lovely heartfelt caring people on the end of the phone. So were the delivery drivers medicare is up there with the best x thank you x	9/3/2024 5:14 PM
157	Have not had any reason to call medequip	9/3/2024 5:05 PM
158	Very polite and explanatory	9/3/2024 5:03 PM

Medequip Survey

159	Professional and polite	9/3/2024 4:58 PM
160	Luckily I have only had to get in touch to test	9/3/2024 4:57 PM
161	Very good no problems	9/3/2024 4:56 PM
162	First class	9/3/2024 4:52 PM
163	Mediequip understands the needs of the user and I've always found them very helpful.	9/3/2024 4:47 PM
164	Because I ask them for help to get my crutches back they said no	9/3/2024 4:42 PM
165	Fine	9/3/2024 4:37 PM
166	Pleasant and very efficient	9/3/2024 4:37 PM
167	Speedy, efficient and a fantastic help	9/3/2024 4:35 PM
168	Very good	9/3/2024 4:28 PM
169	They keep in contact with you and you know if you need them you can call them	9/3/2024 4:28 PM
170	Very good I rang one day next day brought new cord for fall alarm	9/3/2024 4:20 PM
171	First class 	9/3/2024 4:08 PM
172	Very efficient and straightforward	9/3/2024 4:06 PM
173	Friendly helpful and efficient	9/3/2024 4:04 PM
174	Very easy. Very polite.	9/3/2024 4:02 PM
175	Very polite , friendly and efficient	9/3/2024 4:01 PM
176	Excellent	9/3/2024 3:55 PM
177	Pleasant helpful staff	9/3/2024 3:48 PM
178	Good	9/3/2024 3:48 PM
179	No equipment was bought. Waited in all day. Wrong bed lever I was told at about 3.30. I was not happy about this. Thank for your call.	9/3/2024 3:45 PM
180	Efficient service	9/3/2024 3:40 PM
181	Very responsive and professional	9/3/2024 3:37 PM
182	Efficient	9/3/2024 3:36 PM
183	The equipment was just left in the front nt garden. The person that delivered it delivered did not ring the bell. It was fortunate that I arrived just after they left and was able to take them in.	9/3/2024 3:31 PM
184	helpful	9/3/2024 3:27 PM
185	Very good service and excellent people to deal with. I am grateful for their help.	9/3/2024 3:26 PM
186	The team quickly identified who I was, and where I lived. They organised for someone to come out to look at my chair. Unfortunately , the motor had gone and it was apparent that a new chair was required.	9/3/2024 3:23 PM
187	Everything is excellent about Mediequip	9/3/2024 3:23 PM
188	Sometimes takes along while before someone answers the call button if pressed	9/3/2024 3:20 PM
189	Happy with the service	9/3/2024 3:19 PM
190	One experience I had left perching chair on front step	9/3/2024 3:18 PM
191	Very good service	9/3/2024 3:18 PM
192	Quick and efficient service delivered and removed on time	9/3/2024 3:14 PM
193	Top service	9/3/2024 3:13 PM
194	Efficient and very satisfactory service carried out with extreme care	9/3/2024 3:13 PM

Medequip Survey

195	No people skills	9/3/2024 3:12 PM
196	Call wera pleasent and nice people was very friendly and helpful	9/3/2024 3:11 PM
197	Helpful and knowledgeable	9/3/2024 3:08 PM
198	Gave me help when I needed	9/3/2024 3:08 PM
199	All equipment delivered @samevyimr	9/3/2024 3:05 PM
200	Very helpful	9/3/2024 3:04 PM
201	Very helpful and friendly	9/3/2024 3:00 PM
202	Delivery was excellent everything I needed was delivered so quickly I really could not have managed without all equipment brought to me when I first became ill I am so grateful for everything I know it's helped me get back on my feet and walking a bit	9/3/2024 2:58 PM
203	Friendly helpful staff explain options etc. Great service	9/3/2024 2:56 PM
204	Excellent	9/3/2024 2:51 PM
205	Good communication and excellent service	9/3/2024 2:51 PM
206	I've rang couple times and the person was Very pleasant	9/3/2024 2:49 PM
207	Always been satisfied prompt service repairs dealt with quickly	9/3/2024 2:45 PM
208	Staff very professional and answered all my questions	9/3/2024 2:45 PM
209	Excellent customer support and very friendly and helpful	9/3/2024 2:43 PM
210	The equipment was ordered and delivered very quickly, also easy to arrange collection when no longer required. Thank you.	9/3/2024 2:42 PM
211	Non applicable	9/3/2024 2:42 PM
212	Friendly professional. Great service	9/3/2024 2:41 PM
213	OT ordered bed, end-user has requested a shorter length bed as current bed is way too long.	9/3/2024 2:40 PM
214	Very accommodating. If they were unable to give a date/ time on contact in the morning, they would try to fit in & ask fir a call back later in day. They always managed to fit it in that day.	9/3/2024 2:40 PM
215	Not had to use it yet, but great to hear the demo working. Looking forward to my next fall!!!	9/3/2024 2:39 PM
216	Happy	9/3/2024 2:38 PM
217	Always friendly and helpful - aswell as professional	9/3/2024 2:35 PM
218	I pressed my alarm in error but the centre were very understanding	9/3/2024 2:34 PM
219	First Class	9/3/2024 2:33 PM
220	Very good and helpful	9/3/2024 2:33 PM
221	Both the trolley and perching stool immensely helpful as I have just had a knee replacement	9/3/2024 2:33 PM
222	Call centre helpful when replying to queries	9/3/2024 2:33 PM
223	Very polite, helpful and professional.	9/3/2024 2:33 PM
224	Have rang a view times and have had no problems the the call centre	9/3/2024 2:32 PM
225	This was the best company we used, during one of the most heartbreaking and stressful times in our lives. Their kindness, understanding, efficiency and responsiveness was outstanding	9/3/2024 2:30 PM
226	Helpful and responsive	9/3/2024 2:30 PM
227	Very good	9/3/2024 2:29 PM
228	Very polite and helpful staff.	9/3/2024 2:29 PM
229	Helpful and friendly	9/3/2024 2:29 PM

Medequip Survey

230	Medequipcall centre have AI ways given me excellent service .	9/3/2024 2:29 PM
231	Polite helpful	9/3/2024 2:28 PM
232	Very efficient and prompt service	9/3/2024 2:26 PM
233	Recently experienced a total power outage. Within a short time one of your personnel contacted to see what the problem was as my personal alarm was down.	9/3/2024 2:26 PM
234	We've had difficulty with the equipment being very helpful with the toilet	9/3/2024 2:26 PM
235	Have not needed any help or assistance up to date.	9/3/2024 2:26 PM
236	They were very friendly and helpful but also efficient	9/3/2024 2:25 PM
237	Answered quickly Very nice on phone Helpful On time with delivery	9/3/2024 2:20 PM
238	Very good delivered on time	9/3/2024 2:20 PM
239	I've found that the call centre staff are professional, friendly and helpful. Thanks	9/3/2024 2:19 PM
240	Up to standard expected	9/3/2024 2:19 PM
241	Excellent service provided by excellent staff	9/3/2024 2:19 PM
242	I live on doorstep of Medequip bromborough why is it my delivery a last ?	9/3/2024 2:19 PM
243	Very good	9/3/2024 2:19 PM
244	No comment	9/3/2024 2:18 PM
245	Confused information about delivery. Extremely pleasant to talk to	9/3/2024 2:17 PM
246	Very helpful	9/3/2024 2:16 PM
247	The female I spoke to to arrange collection did not enter it and I waited in all day but no one arrived. A male employee dealt with my second call, was professional and apologised for the error.	9/3/2024 2:16 PM
248	Very pleased no problems makes easier to cope	9/3/2024 2:16 PM
249	Call centre very helpful although out of their co trip when equipment dysfunctions which can happen occasionally. Prompt call out to remedy problem. Great service which gives me peace of mind regarding my mothers safety.	9/3/2024 2:15 PM
250	Once I finally got the ball rolling with others to be cent to you. It all move well. Organising things your end. Great	9/3/2024 2:15 PM
251	Everythingg went amoothly	9/3/2024 2:15 PM
252	Very quick to answer the alarm went activated very pleasant ask all the right questions and was very understanding excellent service 🙌	9/3/2024 2:15 PM
253	Ok . Would of been better if my husbands bath lift came with cover as his last one did . He finds this on very uncomfortable as got no padding .	9/3/2024 2:15 PM
254	Very good	9/3/2024 2:14 PM
255	Can't fault them	9/3/2024 2:14 PM
256	I received items promptly, haven't had to use maintenance yet x	9/3/2024 2:14 PM
257	Na	9/3/2024 2:14 PM
258	They are very helpful in all aspects of questions xxx	9/3/2024 2:14 PM
259	Very friendly staff	9/3/2024 2:13 PM
260	I had no problems with the service.	9/3/2024 2:13 PM
261	Very helpful	9/3/2024 2:13 PM
262	The staff are lovely and friendly. They give good advice and help out with any queries and are helpful and informative.	9/3/2024 2:13 PM

Medequip Survey

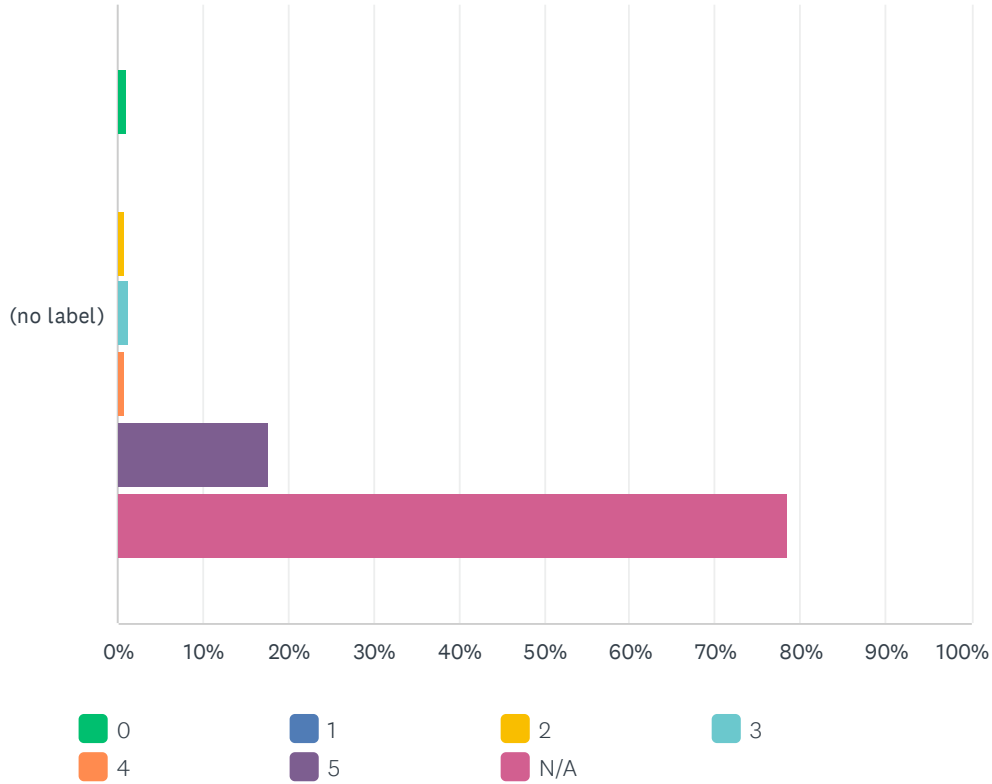
263	Took a long time to get through	9/3/2024 2:13 PM
264	Very helpful	9/3/2024 2:13 PM
265	No problems at all.	9/3/2024 2:13 PM
266	Always helpfull, & friendly.	9/3/2024 2:13 PM
267	Staff always been most helpful	9/3/2024 2:13 PM
268	Y daughter called said they were very helpful	9/3/2024 2:13 PM
269	Organised through hospital	9/3/2024 2:12 PM
270	very help full thank you	9/3/2024 2:12 PM
271	Professional in every respect.Waiting on the phone is minimal.Correct information given about delivery etc	9/3/2024 2:12 PM
272	Everything has been excellent and all my needs has been catered for.	9/3/2024 2:12 PM
273	Very professional	9/3/2024 2:12 PM
274	They are efficient and polite	9/3/2024 2:12 PM
275	I was so unaware of how much they help people with disabilities.	9/3/2024 2:12 PM
276	It was all well when I using it made me feel safe	9/3/2024 2:12 PM
277	Arrived when expected and assistance given on delivery.	9/3/2024 2:12 PM
278	I can't fault Mediquip in any way	9/3/2024 2:11 PM
279	I used the service on a Sunday and it took a. While for so Done to arrive.	9/3/2024 2:11 PM
280	All the staff have been really helpful and friendly	9/3/2024 2:11 PM
281	Brilliant 👍	9/3/2024 2:11 PM
282	They have good customer service	9/3/2024 2:11 PM
283	Very efficient	9/3/2024 2:11 PM
284	Make it difficult if you work and won't compromise on time. Resulting taking a day off work	9/3/2024 2:11 PM
285	Excellent reliable service	9/3/2024 2:10 PM
286	Prompt answering, very helpful	9/3/2024 2:10 PM
287	Very efficient and helpful staff	9/3/2024 2:10 PM
288	Excellent service	9/3/2024 2:10 PM
289	Excellent service	9/3/2024 2:10 PM
290	Very pleasant	9/3/2024 2:09 PM
291	All thing I had where very clean and fast delivery	9/3/2024 2:09 PM
292	Helpful on returning home from hospital.	9/3/2024 2:09 PM
293	Very understanding and polite	9/3/2024 2:09 PM
294	They have been excellent in ever department Thank you	9/3/2024 2:09 PM
295	Very friendly and helpful	9/3/2024 2:08 PM
296	Always very polite and helpful	9/3/2024 2:08 PM
297	Good service	9/3/2024 2:08 PM
298	It was very quick after the occupational health nurse ordered the equipment it was very fast and didn't take long to install. I am finding it very helpful!	9/3/2024 2:08 PM
299	very professional.	9/3/2024 2:08 PM

Medequip Survey

300	Efficient and friendly	9/3/2024 2:07 PM
301	This service is crucial to the clients i deal with on a daily basis, it gives them the independence they need, to help them stay in their own home, without this service i would see a huge decline within the clients wellbeing	9/3/2024 1:40 PM
302	Good equipment, delivered and collected in a timely fashion.	9/3/2024 11:54 AM

Q10 If you have contacted Medequip by email to arrange a collection of the equipment, please tell us how happy you were.(Please tell us from 0 to 5, with 0 being very unhappy, 3 Ok and 5 very happy.)

Answered: 389 Skipped: 65



	0	1	2	3	4	5	N/A	TOTAL	WEIGHTED AVERAGE
(no label)	1.03%	0.00%	0.77%	1.29%	0.77%	17.74%	78.41%		
	4	0	3	5	3	69	305	389	4.50

Q11 In your own words, please provide any comments about your experience when emailing Medequip to arrange an equipment collection

Answered: 200 Skipped: 254

#	RESPONSES	DATE
1	brilliant	10/24/2024 11:52 AM
2	I am still waiting for my crutches been approx 6 mths upto now	10/21/2024 4:48 PM
3	N/A	10/15/2024 10:41 PM
4	Na	10/15/2024 4:54 PM
5	The delivery men were very helpful when they eventually arrived. For too many phone calls to Mediquip reiterating we changed address many years prior.	10/15/2024 12:13 PM
6	n/a	10/11/2024 1:17 PM
7	n/a	10/11/2024 1:09 PM
8	very helpful	10/11/2024 1:02 PM
9	They're always fast In redspondicng but I usually y have to wssait ac long time for them to get to me. This is for the alarm around my neck	10/7/2024 7:29 PM
10	N/A	10/2/2024 8:04 PM
11	N/A	9/21/2024 2:38 PM
12	No problem	9/20/2024 2:25 PM
13	Only phone.	9/19/2024 9:44 AM
14	N/A	9/14/2024 6:51 AM
15	I forgot to pitot on and can't afford it and I am in all Or of pain	9/12/2024 7:11 PM
16	n/a	9/12/2024 4:21 PM
17	N/A	9/11/2024 5:17 PM
18	Not yet needed	9/11/2024 4:10 PM
19	Good promise to be there and time	9/11/2024 2:00 PM
20	Was collected as expected.	9/11/2024 1:00 PM
21	N/a	9/11/2024 12:10 PM
22	Na	9/10/2024 12:51 PM
23	Have not done it yet	9/9/2024 12:09 PM
24	Not applicable	9/8/2024 2:53 PM
25	Not returned any thing	9/7/2024 5:48 PM
26	Sorry my carers do that for me	9/7/2024 1:55 PM
27	Just very good service	9/7/2024 10:05 AM
28	N/a	9/7/2024 9:21 AM
29	Excellent	9/7/2024 2:05 AM
30	N/A	9/6/2024 7:12 PM

Medequip Survey

31	Never emailed them bout anything. Called when needed assistance	9/6/2024 6:38 PM
32	N/a	9/6/2024 3:50 PM
33	I contacted my local Medequip by phone re collection. Prompt and efficient service.	9/6/2024 1:54 PM
34	N/A	9/6/2024 11:04 AM
35	N/A	9/5/2024 7:21 PM
36	Not available	9/5/2024 6:25 PM
37	N/A	9/5/2024 5:50 PM
38	N/a	9/5/2024 5:24 PM
39	N/A	9/5/2024 4:25 PM
40	Very Good	9/5/2024 2:43 PM
41	N/A	9/5/2024 12:30 PM
42	Can't fault them	9/5/2024 11:41 AM
43	Never emailrd	9/5/2024 11:32 AM
44	N/A	9/5/2024 11:08 AM
45	N/A	9/5/2024 10:34 AM
46	Every quick and easy process	9/5/2024 10:31 AM
47	N/A	9/5/2024 9:30 AM
48	N/A	9/4/2024 8:30 PM
49	All OK, except for long time slot given.	9/4/2024 7:56 PM
50	N/A	9/4/2024 7:29 PM
51	N A	9/4/2024 6:55 PM
52	Na	9/4/2024 6:31 PM
53	N/a	9/4/2024 5:49 PM
54	Very simple to arrange.	9/4/2024 5:44 PM
55	It was already arranged by the occupational health team	9/4/2024 5:19 PM
56	Na	9/4/2024 4:38 PM
57	👍	9/4/2024 4:22 PM
58	N/A	9/4/2024 4:19 PM
59	N/a but I'm sure there wouldn't be any issues	9/4/2024 3:53 PM
60	Very hood	9/4/2024 3:42 PM
61	Didn't know you could contact them by email	9/4/2024 3:27 PM
62	Excellent	9/4/2024 2:58 PM
63	N/A	9/4/2024 1:14 PM
64	I have always been quite happy with the service	9/4/2024 1:13 PM
65	N/A	9/4/2024 1:02 PM
66	N/a	9/4/2024 12:47 PM
67	Great service	9/4/2024 12:43 PM
68	Very good	9/4/2024 11:24 AM

Medequip Survey

69	Not used	9/4/2024 9:52 AM
70	N/a	9/4/2024 9:20 AM
71	NA	9/4/2024 8:26 AM
72	N/A	9/4/2024 8:24 AM
73	N/A	9/4/2024 8:22 AM
74	Straight forward	9/4/2024 6:55 AM
75	...	9/4/2024 6:44 AM
76	N/A	9/4/2024 1:21 AM
77	Good	9/4/2024 1:03 AM
78	No problems	9/4/2024 12:04 AM
79	Do not e mail	9/4/2024 12:00 AM
80	I have not had to email about equipment being picked up, I did it over the phone	9/3/2024 10:20 PM
81	Had no collection to date.	9/3/2024 9:36 PM
82	Na	9/3/2024 9:29 PM
83	N/a	9/3/2024 8:48 PM
84	Na	9/3/2024 8:38 PM
85	NA	9/3/2024 8:34 PM
86	na	9/3/2024 8:27 PM
87	Very happy with the service and very happy with the people served me with the equipment	9/3/2024 8:10 PM
88	N/a	9/3/2024 7:54 PM
89	Haven't used this service	9/3/2024 7:52 PM
90	Na	9/3/2024 7:50 PM
91	I received my chair a couple of days later u took it back	9/3/2024 7:34 PM
92	N/A	9/3/2024 7:27 PM
93	Not applicable	9/3/2024 7:16 PM
94	Have not used email .	9/3/2024 6:40 PM
95	N/a	9/3/2024 6:32 PM
96	Have not used email	9/3/2024 6:29 PM
97	N/A	9/3/2024 6:13 PM
98	N/A	9/3/2024 6:11 PM
99	Excellent	9/3/2024 6:05 PM
100	N/A	9/3/2024 5:49 PM
101	Excellent no problems at all could not be more helpful	9/3/2024 5:40 PM
102	N/a	9/3/2024 5:32 PM
103	N/a I did not email them	9/3/2024 5:29 PM
104	N/A	9/3/2024 5:28 PM
105	Phone call	9/3/2024 5:27 PM
106	N/A	9/3/2024 5:22 PM

Medequip Survey

107	I don't use emails for this service as I'm not very good with IT	9/3/2024 5:21 PM
108	Not applicable	9/3/2024 5:20 PM
109	N/a	9/3/2024 5:18 PM
110	Had no reason to arrange equipment collection	9/3/2024 5:05 PM
111	not applicable	9/3/2024 4:57 PM
112	N/A	9/3/2024 4:56 PM
113	N/A	9/3/2024 4:52 PM
114	N/A	9/3/2024 4:47 PM
115	Na	9/3/2024 4:42 PM
116	N/A	9/3/2024 4:37 PM
117	Speedy response and prompt collection	9/3/2024 4:35 PM
118	Can't remember but I don't remember any problems	9/3/2024 4:16 PM
119	Not applicable	9/3/2024 4:08 PM
120	Not used email	9/3/2024 4:08 PM
121	N/a	9/3/2024 4:04 PM
122	Phoned. Was easy	9/3/2024 4:02 PM
123	Excellent	9/3/2024 3:55 PM
124	Can't give an approximate time, waited in an empty house all afternoon	9/3/2024 3:48 PM
125	Collection made as agreed.	9/3/2024 3:40 PM
126	Same as before	9/3/2024 3:37 PM
127	N/A	9/3/2024 3:36 PM
128	Na	9/3/2024 3:31 PM
129	The equipment was ordered by an OT so that was easy.	9/3/2024 3:31 PM
130	N/a	9/3/2024 3:23 PM
131	I have never emailed Mediquip. All my transactions have been by phone and all have been excellent.	9/3/2024 3:23 PM
132	N/a	9/3/2024 3:20 PM
133	My nephew use email addressing	9/3/2024 3:18 PM
134	Happy to have them for the service they provided	9/3/2024 3:14 PM
135	Top service	9/3/2024 3:13 PM
136	N/A	9/3/2024 3:12 PM
137	N/a	9/3/2024 3:11 PM
138	Non	9/3/2024 3:08 PM
139	N/A	9/3/2024 3:05 PM
140	Didn't email just phoned	9/3/2024 2:51 PM
141	Not applicable	9/3/2024 2:51 PM
142	Staff can be very helpful but are unable to replace things that are broke with after months of use	9/3/2024 2:51 PM
143	N A	9/3/2024 2:45 PM

Medequip Survey

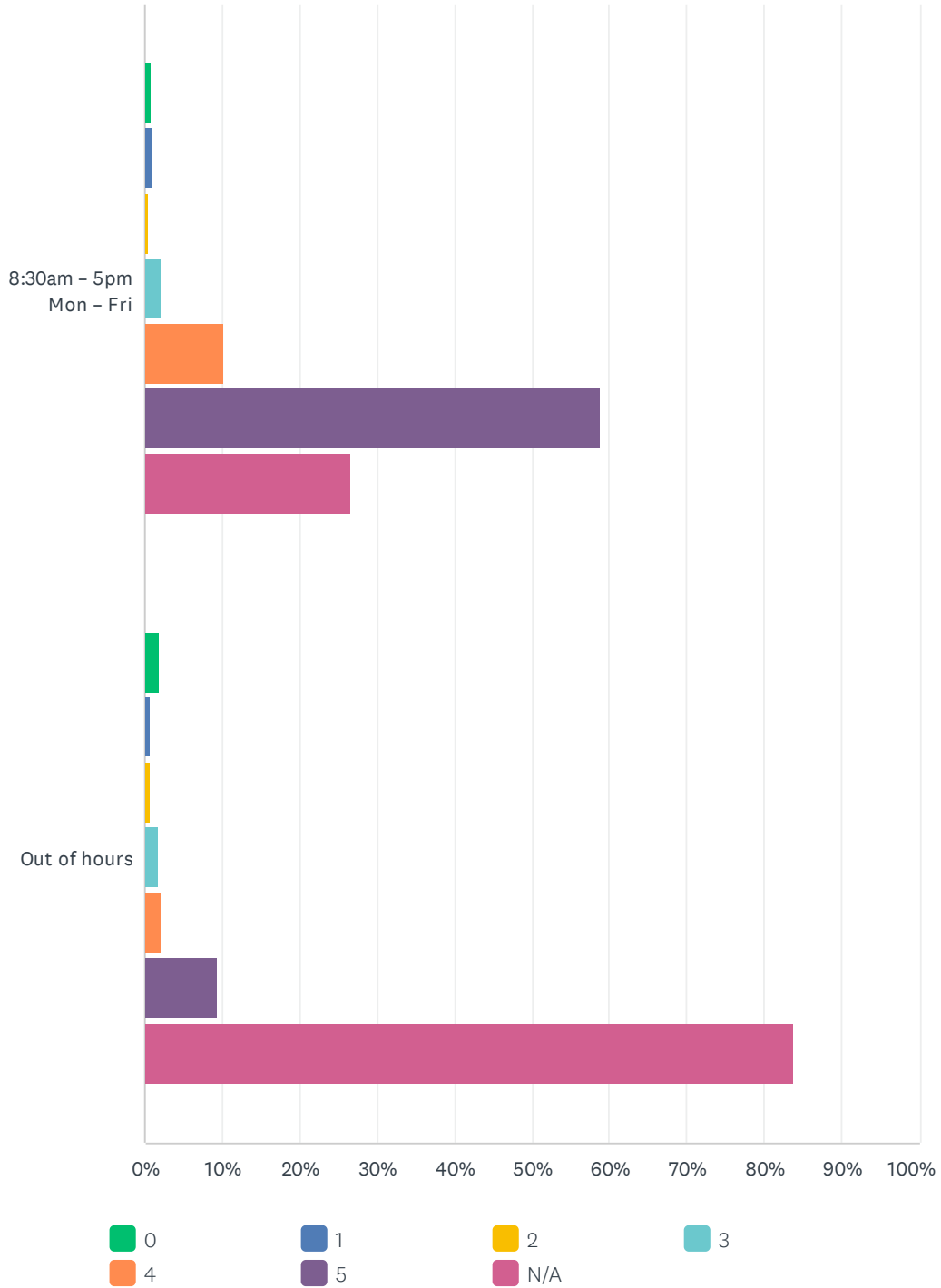
144	N/a	9/3/2024 2:45 PM
145	Exchanged equipment easy friendly service customer interaction excellent	9/3/2024 2:43 PM
146	N/A	9/3/2024 2:42 PM
147	No experience	9/3/2024 2:42 PM
148	My son returned the walking frame for me as I don't need it anymore	9/3/2024 2:42 PM
149	N/A	9/3/2024 2:40 PM
150	N/A	9/3/2024 2:39 PM
151	N/A	9/3/2024 2:35 PM
152	I spoke to someone in the office who was very helpful	9/3/2024 2:34 PM
153	Didn't email	9/3/2024 2:33 PM
154	N/A	9/3/2024 2:33 PM
155	Not applicable	9/3/2024 2:30 PM
156	N/A	9/3/2024 2:30 PM
157	I don't email iring up.And I have always had prompt service from them also with a smile .	9/3/2024 2:29 PM
158	Na	9/3/2024 2:28 PM
159	N/a	9/3/2024 2:26 PM
160	Medequip, I've been very helpful problem. I've had the toilet razor and Steel ham.	9/3/2024 2:26 PM
161	N/A	9/3/2024 2:26 PM
162	n/a	9/3/2024 2:25 PM
163	It just came	9/3/2024 2:20 PM
164	N/A	9/3/2024 2:19 PM
165	Excellent service	9/3/2024 2:19 PM
166	Ok just pick up very late 😞	9/3/2024 2:19 PM
167	Exceent	9/3/2024 2:19 PM
168	No comment	9/3/2024 2:18 PM
169	N/A	9/3/2024 2:16 PM
170	Still in use	9/3/2024 2:16 PM
171	I haven't emailed for removal as yet for my mother but have previously for my deceased father and I took equipment to the depot upon agreement.	9/3/2024 2:15 PM
172	NA	9/3/2024 2:15 PM
173	N/a	9/3/2024 2:15 PM
174	N/A	9/3/2024 2:14 PM
175	N/A	9/3/2024 2:14 PM
176	Na	9/3/2024 2:14 PM
177	Dont Email them	9/3/2024 2:14 PM
178	I phoned for collection and they responded quite quickly.	9/3/2024 2:13 PM
179	N/A	9/3/2024 2:13 PM
180	N/a	9/3/2024 2:13 PM
181	Have not used emails	9/3/2024 2:13 PM

Medequip Survey

182	Again y daughter done it al	9/3/2024 2:13 PM
183	NA	9/3/2024 2:12 PM
184	N/N	9/3/2024 2:12 PM
185	I didn't email I phoned	9/3/2024 2:12 PM
186	It was ok they gave me a date and came on rthe date	9/3/2024 2:12 PM
187	Staff were lovely and professional x	9/3/2024 2:11 PM
188	Brilliant 👍	9/3/2024 2:11 PM
189	N/A	9/3/2024 2:11 PM
190	Not applicable as I use house phone	9/3/2024 2:10 PM
191	I have not used the call cente	9/3/2024 2:10 PM
192	N/A	9/3/2024 2:10 PM
193	N/a	9/3/2024 2:10 PM
194	N/a	9/3/2024 2:09 PM
195	Haven't	9/3/2024 2:09 PM
196	NA	9/3/2024 2:08 PM
197	Excellent	9/3/2024 2:07 PM
198	The times i have spoken to the Medequip, i have found that they are very helpful and polite	9/3/2024 1:40 PM
199	good service and staff always helpful and friendly on the line when testing monthly	9/3/2024 1:39 PM
200	N/A	9/3/2024 11:54 AM

Q12 How easy was it to get in touch with Medequip's call centre by phone?
(Please tell us from 0 to 5, with 0 being very hard, 3 Ok and 5 very easy.)

Answered: 396 Skipped: 58

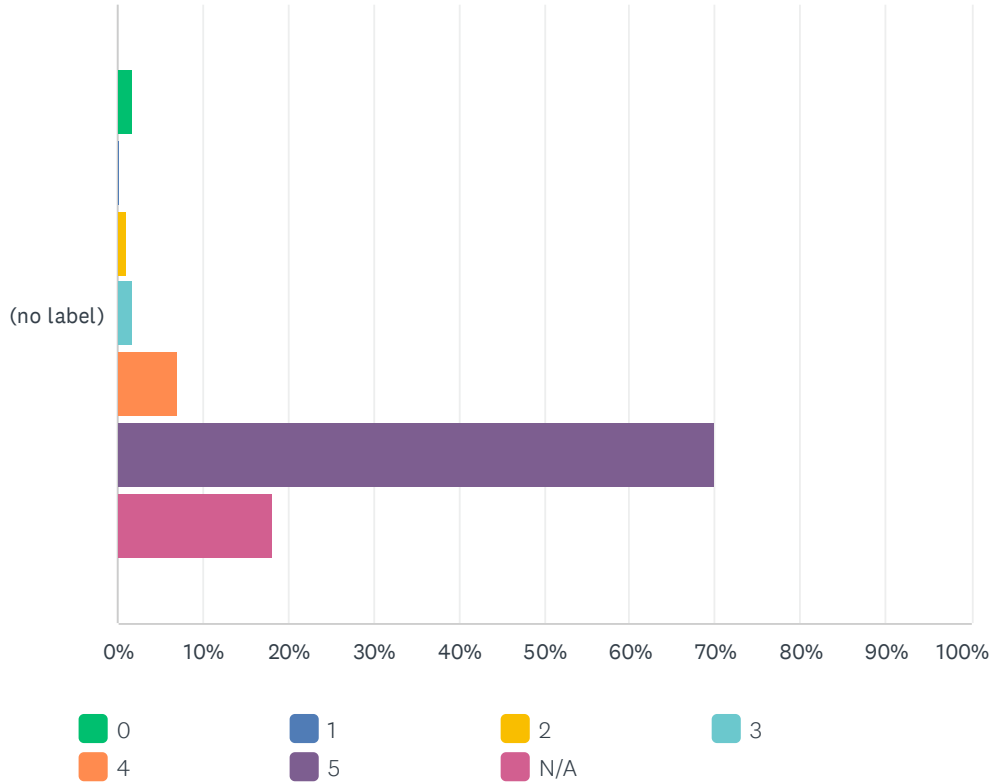


Medequip Survey

	0	1	2	3	4	5	N/A	TOTAL	WEIGHTED AVERAGE
8:30am – 5pm Mon – Fri	0.76% 3	1.02% 4	0.51% 2	2.03% 8	10.15% 40	58.88% 232	26.65% 105	394	4.68
Out of hours	1.92% 7	0.55% 2	0.55% 2	1.65% 6	2.20% 8	9.34% 34	83.79% 305	364	3.83

Q13 How happy are you with the level of empathy and understanding shown by Medequip's Call Centre staff about your needs? (Please tell us from 0 to 5, with 0 being very unhappy, 3 Ok and 5 very happy)

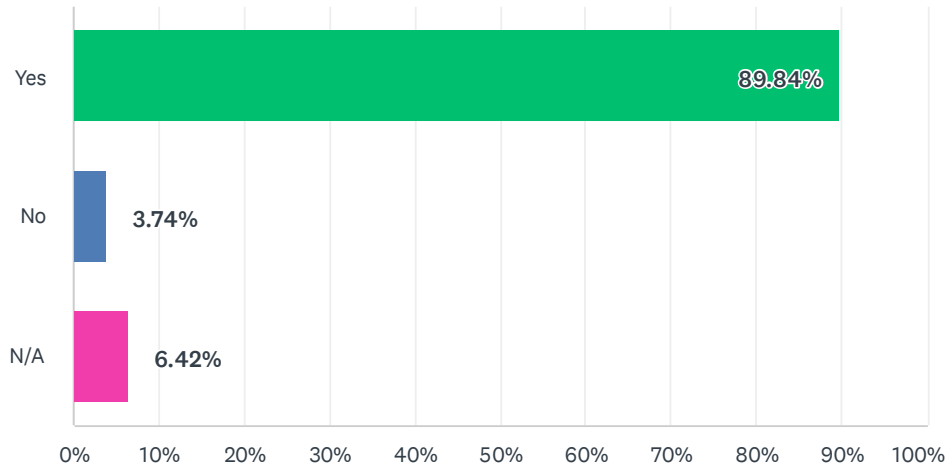
Answered: 396 Skipped: 58



	0	1	2	3	4	5	N/A	TOTAL	WEIGHTED AVERAGE
(no label)	1.77%	0.25%	1.01%	1.77%	7.07%	69.95%	18.18%	396	4.71
	7	1	4	7	28	277	72		

Q14 Did having the equipment improve your ability to live more independently?

Answered: 374 Skipped: 80



ANSWER CHOICES	RESPONSES	
Yes	89.84%	336
No	3.74%	14
N/A	6.42%	24
TOTAL		374

Q15 If yes, please say how having the equipment improved your ability to live independently? If no, why not?

Answered: 310 Skipped: 144

#	RESPONSES	DATE
1	NA	10/21/2024 4:49 PM
2	Reassures me & my family that I'll receive help when needed.	10/15/2024 10:44 PM
3	Na	10/15/2024 4:55 PM
4	The triangle inserts to raise bed did not work. The hospital bed was over seven foot long and too narrow. Client is only five foot but the bed even when raised a little made her feet cramp up against the fixed board at the end of bed.	10/15/2024 12:16 PM
5	Outstanding equipment. Thank you very much.	10/15/2024 11:13 AM
6	Easier to get upstairs. Good company. Wife has a brain injury and equipment has been a massive help	10/11/2024 1:20 PM
7	Helped me better	10/11/2024 1:11 PM
8	equipment very helpful for me	10/11/2024 1:04 PM
9	After a hip operation found equipment extremely useful	9/26/2024 8:46 AM
10	It is easier for me to get in and out of bed.	9/21/2024 2:54 PM
11	I would not be able to live at home without all the equipment provided by mediquip. They go above and beyond	9/20/2024 2:31 PM
12	If anything happens having the essence makes me feel safer	9/19/2024 1:02 PM
13	Mobility with quality equipment.	9/19/2024 9:48 AM
14	Able to move around home more easily and helped with day to day tasks.	9/18/2024 2:58 PM
15	Made it easy for me to sit down and get up	9/17/2024 8:11 AM
16	Helps me more 2 get about	9/15/2024 8:18 PM
17	N/A	9/14/2024 6:53 AM
18	The shower chair has helped my son to have a shower safely	9/13/2024 8:40 PM
19	Bob lost his mobility & was In hospital for a good while. Mediquip provided him with everything he required in his home that made his life more practical and dignified. This was huge for Bob because his life was quite difficult due to deteriorations in his health.	9/12/2024 7:26 PM
20	Enabled me to move around and care for myself independently	9/12/2024 5:01 PM
21	I don't have to order it. Open all boxes saves time	9/12/2024 2:43 PM
22	I live alone and the equipment provided assisted me in remaining independent.	9/11/2024 5:20 PM
23	Having had a hip replacement and using a stick, the trolley was invaluable.	9/11/2024 4:31 PM
24	More mobile	9/11/2024 4:12 PM
25	Helped walking with my walker	9/11/2024 2:06 PM
26	It's brilliant and has allowed my mum to be at my house and for me to care for her.	9/11/2024 1:02 PM
27	Having helping aids has helped with the ease of doing everyday stuff	9/11/2024 12:13 PM
28	I don't have to be scared now if I have an accident I know I am not alone	9/9/2024 12:17 PM

Medequip Survey

29	Access to shower made easier.	9/8/2024 5:21 PM
30	I've not been able to walk without my husbands arm to support me, now I've got the walking aid I can walk with him without hanging on his arm all the time.	9/8/2024 2:56 PM
31	I can be moved easily taking from bed to chair 🙌	9/7/2024 2:03 PM
32	Getting around also being able to get In and out of bed	9/7/2024 10:09 AM
33	Yes	9/7/2024 9:23 AM
34	Excellent service	9/7/2024 2:08 AM
35	I was able to sit and get up comfortably after my operation.	9/6/2024 7:15 PM
36	I was able to use bath with bath seat provided n also able to use WC with frame,	9/6/2024 6:44 PM
37	Ability to move about home and take care of personal needs.	9/6/2024 5:50 PM
38	Made life easier whilst recovering from knee surgery	9/6/2024 3:52 PM
39	Post hip surgery made rehabilitation easier	9/6/2024 3:10 PM
40	It enabled me to become active and help me with my day to day living after my recent total hip replacement operation.	9/6/2024 1:58 PM
41	I use my trolleys to mobilise inside my home and in community , my mattress stops my skin breaking and aids a good sleep , my shower and purging stool allow me to be independent	9/6/2024 1:33 PM
42	Helped	9/6/2024 11:43 AM
43	Using the toilet	9/6/2024 11:06 AM
44	Our toilet/bathroom and bedrooms are upstairs. Our stairs are step and narrow, I was unable to get up them. The equipment provided enabled me to come home from hospital and live as normal a life as possible whilst my ankle/leg was in plaster	9/6/2024 8:16 AM
45	It hasn't as there were no instructions on how to use the equipment and my family don't know so can't advise me	9/6/2024 7:42 AM
46	Truly helpful after sepsis and amputation	9/5/2024 6:28 PM
47	I did need the equipment after the hip replacement.	9/5/2024 5:52 PM
48	More independence	9/5/2024 5:25 PM
49	Easier to get up from a chair or toilet etc	9/5/2024 4:28 PM
50	Easier toileting	9/5/2024 4:22 PM
51	Nothing in my house was high enough to use after my operation so having all the equipment to give me the correct hight I was able to recover quickly using it couldn't have managed without	9/5/2024 3:58 PM
52	I wouldn't have been able to leave hospital without the equipment.	9/5/2024 3:29 PM
53	Could not have moved or used facilities without the help.	9/5/2024 3:25 PM
54	General mobility improved and having a showeris easier	9/5/2024 1:26 PM
55	Helps very much with day to day living getting around the house and bathroom activities and the falls alarm is essential.	9/5/2024 12:37 PM
56	I could not live without it	9/5/2024 12:19 PM
57	Rails make it easy to get upstairs new toilets and shower	9/5/2024 11:44 AM
58	It helps me to keep mobile and gives me confidence	9/5/2024 11:34 AM
59	Able to move and walk with trolley	9/5/2024 11:31 AM
60	Didn't really want it initially but now realise how helpful equipment has been and should have got it years ago	9/5/2024 11:16 AM
61	Walker is too wide for doorways	9/5/2024 11:03 AM

Medequip Survey

62	Trolley makes life easier	9/5/2024 10:56 AM
63	Helped my recovery from hip surgery	9/5/2024 10:51 AM
64	So helpful	9/5/2024 10:48 AM
65	I'll say so! Absolutely next	9/5/2024 10:38 AM
66	Answered your own question it's helps to live independently	9/5/2024 10:37 AM
67	Made things easier	9/5/2024 9:34 AM
68	N/A	9/4/2024 8:31 PM
69	Huge help getting about, using toilet etc.	9/4/2024 7:59 PM
70	Peace of mind knowing help is there if and when needed.	9/4/2024 7:34 PM
71	Bath lift enabled me to use the bath again. Bed lever made a huge difference to being able to get out of bed.	9/4/2024 7:25 PM
72	The person was more comfortable sleeping , sitting and was safe walking	9/4/2024 7:04 PM
73	Good for health improvement	9/4/2024 6:57 PM
74	Following a fall I sustained fractured elbow, bruised ribs and it helped me with toileting.	9/4/2024 6:42 PM
75	The pillow to help me sleep better,walking frame copd	9/4/2024 6:34 PM
76	walking on my own around my home , sitting stool in kitchen, grab rails on stairs, and a frame for the toilet and a bathing chair.	9/4/2024 5:56 PM
77	Bed rails provided safety in bed.waling aids very helpful too. Thankyou	9/4/2024 5:49 PM
78	Still struggling getting in and out of the bath	9/4/2024 5:27 PM
79	Na	9/4/2024 4:40 PM
80	Helps me have a better standard of living also able to go out when my wife pushes me	9/4/2024 4:25 PM
81	Able to have a bath. Also have security of knowing there is a fall alarm and railings to when going out.	9/4/2024 4:23 PM
82	Helped me get around without the fear of falling	9/4/2024 3:55 PM
83	Helped mobility	9/4/2024 3:45 PM
84	Helps greatly with my mobility and independence	9/4/2024 3:34 PM
85	It gives my support when walking	9/4/2024 3:31 PM
86	I was able to attend to my own personal care	9/4/2024 3:01 PM
87	It made life easier and aided recovery	9/4/2024 2:19 PM
88	I have problems with balance so the equipment is invaluable when these events occur	9/4/2024 2:02 PM
89	It has, without a doubt, improved my ability to live independently - I could not do without the equipment.	9/4/2024 1:13 PM
90	Makes life easier wonderful. The 4 wheel walker icant use to wide and heavy getting on xx and off bus can't cope need smaller one	9/4/2024 1:12 PM
91	It has kept me as independent as possible and at home.	9/4/2024 1:08 PM
92	Confidence gained in moving about safely	9/4/2024 12:49 PM
93	Do not live independently	9/4/2024 12:44 PM
94	Ablelist, untruthful, derogatory, dehumanising and appalling service from mediquip fall alarm in Ch44 area	9/4/2024 12:13 PM
95	It helped me at the time that i needed it. I had a perching chair so i was able to use it in the kitchen to prepare meals etc	9/4/2024 11:46 AM

Medequip Survey

96	Why not	9/4/2024 11:32 AM
97	Able to get out of bed and move around	9/4/2024 9:56 AM
98	Allowed me to move around the house and shower safely	9/4/2024 9:24 AM
99	Made life easier	9/4/2024 8:44 AM
100	Without the equipment they supply I would not be able to live at home and would require full time care in a care home.	9/4/2024 8:44 AM
101	Equipment has made life so much easier. I couldn't even get outside without it.	9/4/2024 8:31 AM
102	Somewhat	9/4/2024 8:24 AM
103	Aids help with my balance and gives me more confidence to do things	9/4/2024 7:34 AM
104	I can get out of bath and off toilet and I walked around after surgery. The Falls Alarm is reassuring.	9/4/2024 6:54 AM
105	Toilet frames make it easier to get on and off the toilet and the seat raisers ease the pain in my hip	9/4/2024 1:21 AM
106	Help me a lot	9/4/2024 1:06 AM
107	Rollattor truly need it	9/4/2024 12:03 AM
108	Using the toilet with the raised	9/3/2024 11:33 PM
109	Can't get out of bed without the tail.. would not shower without rails... toilet raised seat invaluable... need the piercing stools	9/3/2024 11:26 PM
110	1, It helped me to get back on my feet and start walking a lot earlier than I thought I would. 2, Having a commode by my bed prevented me from having a fall while trying to get to the bathroom.	9/3/2024 10:35 PM
111	Ability to move around independently. Use toilet safety.	9/3/2024 10:27 PM
112	Helped my mobility after surgery and greatly aided my recovery	9/3/2024 9:57 PM
113	Like before I feel safe now in my home now.	9/3/2024 9:40 PM
114	Wheeled walker was essential to get about house and early outdoor trips, raised toilet seat frame was and is still essential	9/3/2024 9:40 PM
115	It has made the getting in and out of bed easier and prevented the development of pressure sores.	9/3/2024 9:13 PM
116	Being able to walk with the stroller gave him confidence	9/3/2024 8:55 PM
117	Made home safer	9/3/2024 8:51 PM
118	Very well measured to ensure the correct equipment	9/3/2024 8:39 PM
119	The raised toilet seat is too uncomfortable to use	9/3/2024 8:36 PM
120	safety	9/3/2024 8:29 PM
121	It has helped me to walk again	9/3/2024 8:12 PM
122	I wouldn't be able to breathe with out my machine	9/3/2024 8:01 PM
123	I got a starlit and it is amazing. The commode is for when I am ill - invaluable. The walker help me get to thee loo at night	9/3/2024 8:01 PM
124	Walking ability greatly improved	9/3/2024 7:56 PM
125	I am able to use toilet easier can stand with having frame	9/3/2024 7:56 PM
126	Arthritic hands cannot cope with normal walking stick	9/3/2024 7:52 PM
127	I'm able to be transferred with the hoist, without it I'd be bed bound	9/3/2024 7:33 PM
128	Helped my independence	9/3/2024 7:27 PM

Medequip Survey

129	I was able to have a shower and wash my hair independently because we don't have a downstairs toilet the comode was so useful I can now manage the stairs again so life is back to normal	9/3/2024 7:26 PM
130	Enables sitting and standing where it wouldn't ordinarily be possible	9/3/2024 7:22 PM
131	U couldn't weight bear so zimmer and commode chair helped me live independently	9/3/2024 7:18 PM
132	Easier to use the toilet. Easier to get in and out of a chair	9/3/2024 6:53 PM
133	Being able to have a shower and move around	9/3/2024 6:52 PM
134	Greater mobility (walking frame)	9/3/2024 6:50 PM
135	Being able to adjust the bed for me to get in and out .	9/3/2024 6:44 PM
136	I didn't receive my equipment	9/3/2024 6:36 PM
137	Made daily living and activity and quality of life bearable	9/3/2024 6:32 PM
138	Able to prepare meals fir myself. Transport meals to table	9/3/2024 6:19 PM
139	Help me sleep and walk better	9/3/2024 6:16 PM
140	Knee surgery ability to be independent	9/3/2024 6:13 PM
141	Keeping independent	9/3/2024 6:06 PM
142	Without them she couldn't of moved around	9/3/2024 5:51 PM
143	Needed for initial first few weeks after my knee replacement and was excellent to help me toileting and washing	9/3/2024 5:44 PM
144	It was helpful following operation	9/3/2024 5:37 PM
145	All higher equipment needed after my total hip replacement prevented my hip dislocation.	9/3/2024 5:33 PM
146	Helped me with my mobility	9/3/2024 5:30 PM
147	Ease in mobility	9/3/2024 5:30 PM
148	Enabling use of toilet after hip replacement	9/3/2024 5:29 PM
149	Being 5' 11,my toilet was too low.it was more suitable to wheel chair user.i received a device that was placed on top of seat area & from that time my quality of life improved	9/3/2024 5:28 PM
150	It helps with my daughter's cough	9/3/2024 5:25 PM
151	My mum is not independent due to medical conditions	9/3/2024 5:22 PM
152	Helps with my independence	9/3/2024 5:20 PM
153	Iam more independent going out with my walking aids	9/3/2024 5:18 PM
154	Every bit of equipment made our lives and movement each day easier	9/3/2024 5:17 PM
155	Nebuliser helps my chest without it I would struggle , and my shower stool for showering is very very helpful so I can sit because balance isn't the best and I won't slip .	9/3/2024 5:10 PM
156	I am very mobile however I live on my own and have this as a safeguard	9/3/2024 5:01 PM
157	Made things easier and safer	9/3/2024 5:00 PM
158	Emergency button, peace of mind	9/3/2024 5:00 PM
159	It made it easier to get around from room to room.	9/3/2024 4:51 PM
160	Na	9/3/2024 4:45 PM
161	Walking stick gave me support and confidence	9/3/2024 4:41 PM
162	after my hip operation, theyvwere a great help	9/3/2024 4:38 PM
163	Help to keep my independence	9/3/2024 4:31 PM

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164	It makes it easier to get out of bed	9/3/2024 4:30 PM
165	The equipment was for my late husband. I now have a fall alarm from you	9/3/2024 4:22 PM
166	I can do more independently	9/3/2024 4:13 PM
167	Helps me withy confidence and independence	9/3/2024 4:11 PM
168	Massive help with my rehab at home	9/3/2024 4:08 PM
169	Unable to move husband or care for him without	9/3/2024 4:08 PM
170	Easier movement around house etc	9/3/2024 4:05 PM
171	Excellent	9/3/2024 4:04 PM
172	Can now get in and out of the bath and not fall over in the shower	9/3/2024 4:03 PM
173	Mobility	9/3/2024 3:56 PM
174	Safety and support	9/3/2024 3:50 PM
175	Know they have access to others when alone at home	9/3/2024 3:50 PM
176	Allowed me to live a more normal life and aided in my recovery.	9/3/2024 3:46 PM
177	The profile bed allows me to be helped to turn onto my side or to be tilted to prevent pressure sores. The hair mattress equally supports this with the range of pressure changing. I am able to use my upper body strength to assist my carers when I am being turned onto my side for cares. The taller commode chair fits over my toilet well in the wetroom. I am able to use the Nivena system to assist regular bowel movements. My recliner chair supports me from head to toe and this allows me to enjoy TV with my wife or socialising with visitors.	9/3/2024 3:44 PM
178	Help in getting out of bed	9/3/2024 3:39 PM
179	It helped when my mobility was restricted	9/3/2024 3:38 PM
180	Convenient	9/3/2024 3:35 PM
181	Made my life much easier to live,don't need to worry about daily life have the equipment to aid with normal activities such as bathing independently.	9/3/2024 3:33 PM
182	Perching stool is useful. The raised toilet seat is not	9/3/2024 3:32 PM
183	I couldn't function without the equipment.	9/3/2024 3:29 PM
184	I have bought some steam my self	9/3/2024 3:21 PM
185	I can now do things independently	9/3/2024 3:21 PM
186	Not too sure what you mean	9/3/2024 3:21 PM
187	Assisted in my recovery from operation on my knee	9/3/2024 3:16 PM
188	Helped me return home after 2years innhospital	9/3/2024 3:16 PM
189	More confident getting in and out of shower	9/3/2024 3:15 PM
190	Made my life easier and more manageable	9/3/2024 3:15 PM
191	Breathing	9/3/2024 3:14 PM
192	Improved mobility	9/3/2024 3:12 PM
193	Helped get about	9/3/2024 3:11 PM
194	Using my walking sticks has made me more mobile	9/3/2024 3:08 PM
195	I feel more independent	9/3/2024 3:08 PM
196	Helped to get me back on my feet. Helped to make me comfortable. Helped to give me confidence.	9/3/2024 3:07 PM
197	Being able to bathed	9/3/2024 3:05 PM

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198	Wouldnt be able to walk around without it	9/3/2024 3:04 PM
199	Can now bathe independently. Helped confidence	9/3/2024 2:59 PM
200	Use bed lever to pull me out of bed	9/3/2024 2:58 PM
201	Makes daily life easier	9/3/2024 2:57 PM
202	Enabled better mobility	9/3/2024 2:53 PM
203	Helpful After op	9/3/2024 2:52 PM
204	Not sure I would hear response if I was upstairs	9/3/2024 2:51 PM
205	Relieving sores	9/3/2024 2:50 PM
206	Both bed and hoist help me stop getting pressure sores and shower chair helps me to get a shower.	9/3/2024 2:50 PM
207	Walking support very good toilet frame helped very much sitting and rising	9/3/2024 2:48 PM
208	I could literally get in or out of bath without this equipment	9/3/2024 2:47 PM
209	Kept me safe and independent	9/3/2024 2:47 PM
210	Able to get about more	9/3/2024 2:46 PM
211	Better sleep,and more security	9/3/2024 2:45 PM
212	Able to look after myself better	9/3/2024 2:45 PM
213	Post op hip replacement allowed me to be able to sit at correct height and use toilets.	9/3/2024 2:44 PM
214	It helped my mobility & ensured not having another fall.	9/3/2024 2:44 PM
215	Have not needed any help as yet.	9/3/2024 2:44 PM
216	Am bed-bound. where the bed bends at the shoulder area it digs into me because I have Spina Bifida , I wish I'd have been able to be involved in ordering the bed myself because the bed I have now is too long for me.	9/3/2024 2:43 PM
217	Made easier for moving around, useful	9/3/2024 2:42 PM
218	Good to know that I won't have to wait on the floor for 10 hours to summon help.	9/3/2024 2:41 PM
219	Would make our lives very difficult without the equipment supplied	9/3/2024 2:38 PM
220	It has been very helpful for my cousin especially the items around the bungalow	9/3/2024 2:38 PM
221	Saved me having to go upstairs to use the toilet	9/3/2024 2:36 PM
222	IT HAS ENABLED ME TO GET AROUND THE HOUSE SAFELY IAM NOW MORE INDEPENDANT	9/3/2024 2:36 PM
223	Helped my recovery at home	9/3/2024 2:36 PM
224	At the time I was unable to stand and move freely so the equipment helped me tremendously.	9/3/2024 2:36 PM
225	I can breathe better so my life is better.	9/3/2024 2:36 PM
226	I am able to mobilise safely and more comfortably	9/3/2024 2:32 PM
227	Using it made him more independent and safe.	9/3/2024 2:32 PM
228	It enabled us to care for mum, and provide end of life care at home keeping her and us safe and comfortable	9/3/2024 2:31 PM
229	Made my live alot easier	9/3/2024 2:30 PM
230	Mobility cleanliness	9/3/2024 2:30 PM
231	Has facilirated everyday life	9/3/2024 2:29 PM
232	Shower stool has helped to make washing easier altho it was necessary to purchase my own cushion.	9/3/2024 2:29 PM

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233	Able to get up and move around a bit	9/3/2024 2:27 PM
234	It has allowed me to move and stand upright rather than bent over or crawling	9/3/2024 2:27 PM
235	Equipment is provided for both my wife and myself, she is bed bound and I have different walking. She is permanently in the bed and I could not care for her if I could not get around the house	9/3/2024 2:26 PM
236	Able to still be independent	9/3/2024 2:25 PM
237	My husband and I are both disabled. The equipment is supplied for him but we both need it. We couldn't manage without the equipment. The bed lifter helps my husband to sleep more comfortably and get out of the bed. The shower seat helps us both to be independent, as does the raised toilet seat.	9/3/2024 2:24 PM
238	Could sit up in correct position and correct hieght the lovely driver fixed for me	9/3/2024 2:24 PM
239	I can get to toilet and living room	9/3/2024 2:24 PM
240	I just done this I think the site went wrong. When pain stops me getting to the toilet. I can make it to the commode in my bedroom.	9/3/2024 2:24 PM
241	Using equipment has helped me move around the house and getting out,	9/3/2024 2:23 PM
242	Commode helps emensouly 👍	9/3/2024 2:23 PM
243	My life was improved with the toilet surround !!! And also had bath board and hand grips so helpful indeed.	9/3/2024 2:23 PM
244	I find it easier to take a shower	9/3/2024 2:22 PM
245	Risers for armchair, commode, walking sticks, grabbers have all been used permanently. The only thing we don't like is the screw on toilet seat.	9/3/2024 2:22 PM
246	Able to sit on bathboard to wash. Able to walk more easy with aids	9/3/2024 2:21 PM
247	Able to do many chores without help	9/3/2024 2:21 PM
248	No comment	9/3/2024 2:20 PM
249	Unable to carry anything without aid of trolley	9/3/2024 2:20 PM
250	Helps gettin in out of bath but lately find it a bit hard on my bottom	9/3/2024 2:20 PM
251	Enabled me to sit comfortably	9/3/2024 2:19 PM
252	Call button makes me feel safer in my home.	9/3/2024 2:19 PM
253	The adaption to move bed head has been paramount in my mother being able to sleep comfortably due to breathing difficulties.	9/3/2024 2:18 PM
254	Helped me to move around the house and gave me confidence.	9/3/2024 2:18 PM
255	A chair that raises me from sitting to standing with ease	9/3/2024 2:18 PM
256	Mostly it improved my confidence to get out more and do more for myself	9/3/2024 2:18 PM
257	Sticks enabled walking and toilet seats made using toilet easy	9/3/2024 2:18 PM
258	Makes getting g in and out of bed easier and also getting around	9/3/2024 2:17 PM
259	Move around the house	9/3/2024 2:17 PM
260	Able to use the bathroom with my sticks as I had a knee replacement and also the support for being able to use the toilet.	9/3/2024 2:17 PM
261	Made things easier following an operation	9/3/2024 2:17 PM
262	Helps with getting out of bed	9/3/2024 2:17 PM
263	Bed downstairs because I am not able to go upstairs	9/3/2024 2:16 PM
264	Only used after a knee opm	9/3/2024 2:16 PM

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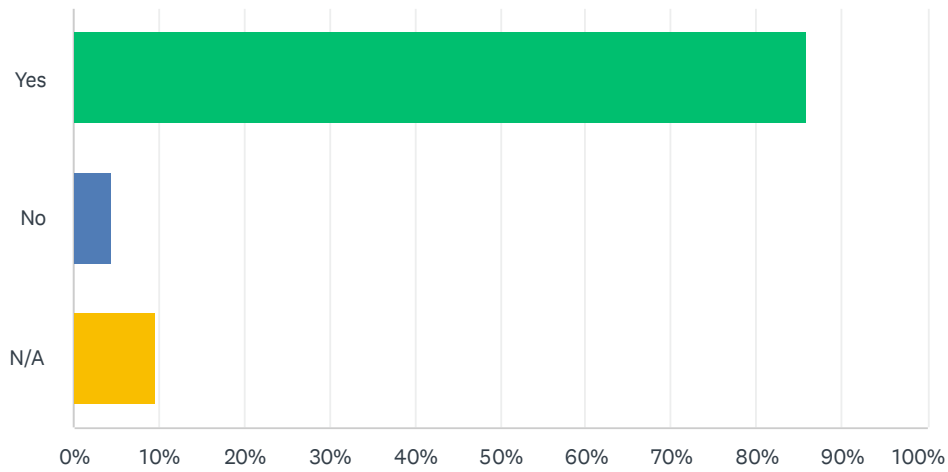
265	It has not only helped my mother to keep a bit of independence but also helped myself while she is not leaning on me for support.	9/3/2024 2:16 PM
266	Made it alot easier to get around	9/3/2024 2:16 PM
267	To get about	9/3/2024 2:15 PM
268	It has helped with all aspects of my daily life.	9/3/2024 2:15 PM
269	Felt more safe in the shower	9/3/2024 2:15 PM
270	Easier to take a bath.	9/3/2024 2:15 PM
271	I would not be able to get from place to place without my aids	9/3/2024 2:15 PM
272	Helped me with mobility	9/3/2024 2:14 PM
273	Easier use of toilet, sitting in an armchair etc	9/3/2024 2:14 PM
274	Quality equipment totally reliable	9/3/2024 2:14 PM
275	Better breathing	9/3/2024 2:14 PM
276	Made it easier to get round my house safely	9/3/2024 2:14 PM
277	Encouraged me to be more independent	9/3/2024 2:14 PM
278	I can move around better	9/3/2024 2:14 PM
279	It made me safe from falling	9/3/2024 2:14 PM
280	for sitting up thank you	9/3/2024 2:13 PM
281	Yes	9/3/2024 2:13 PM
282	Without my walker I would more or less be house bound	9/3/2024 2:13 PM
283	Recliner chair gave comfort and hospital bed helps prevent bedsores	9/3/2024 2:13 PM
284	Great help with mobility when out and about	9/3/2024 2:13 PM
285	Iam unable to walk independently.Fear if falling.	9/3/2024 2:13 PM
286	I can have baths, and walk with the walker	9/3/2024 2:13 PM
287	The only disappointment was the hospital bed. It was old and the mattress was uncomfortable. Everything else has been excellent	9/3/2024 2:13 PM
288	Commode downstairs means less trips upstairs and I also have Zimmer frames both upstairs and downstairs which I need for walking around the house	9/3/2024 2:13 PM
289	It has helped me alot and being a little more independent	9/3/2024 2:13 PM
290	By getting out more	9/3/2024 2:13 PM
291	It meant my mother didn't fall as much	9/3/2024 2:12 PM
292	Allowed me to come home from hospital	9/3/2024 2:12 PM
293	It's made my every day life easier and more comfortable	9/3/2024 2:12 PM
294	Devices enabled the user to enjoy more comfort and eased doing a number of daily actions	9/3/2024 2:12 PM
295	He couldn't walk with out the equipment	9/3/2024 2:12 PM
296	Moving around house much easier	9/3/2024 2:12 PM
297	N/A	9/3/2024 2:12 PM
298	Helped speed reco ery	9/3/2024 2:11 PM
299	I had a hip replacement and couldn't walk without it.	9/3/2024 2:11 PM
300	It helps me to be independent, it has also helped me enormously this year after surgery	9/3/2024 2:11 PM
301	I was struggling to get out of bed due to arthritis and other issues, and I don't have to struggle	9/3/2024 2:11 PM

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	now	
302	Reassurance having the home alarm and the aids around the bubgalow	9/3/2024 2:10 PM
303	gave me confidence.	9/3/2024 2:10 PM
304	Able to use toilet and walk alone	9/3/2024 2:09 PM
305	Lots of equipment I needed has helped me cope	9/3/2024 2:09 PM
306	Able to stay upstairs	9/3/2024 2:09 PM
307	This gives them their independence back	9/3/2024 1:44 PM
308	feels safer in knowledge help is at the press of a button	9/3/2024 1:41 PM
309	Prevented falls and gave confidence	9/3/2024 11:56 AM
310	It helped my husband to be more mobile.	9/3/2024 11:50 AM

Q16 Did having the equipment improve your quality of life?

Answered: 374 Skipped: 80



ANSWER CHOICES	RESPONSES	
Yes	85.83%	321
No	4.55%	17
N/A	9.63%	36
TOTAL		374

Q17 If yes, please say how having the equipment has improved your quality of lifelf no, why not?

Answered: 284 Skipped: 170

#	RESPONSES	DATE
1	Na	10/21/2024 4:49 PM
2	Na	10/15/2024 4:55 PM
3	As previous answer.	10/15/2024 12:16 PM
4	Making my life a lot easier.	10/15/2024 11:13 AM
5	easier to get upstairs	10/11/2024 1:20 PM
6	n/a	10/11/2024 1:11 PM
7	great equipment has helped me	10/11/2024 1:04 PM
8	It was just to help me getting in and out of bed.	9/21/2024 2:54 PM
9	See previous	9/20/2024 2:31 PM
10	Improvement of my mobility. Pain relief assistance in walking.	9/19/2024 9:48 AM
11	le the claw enabling me to reach items i have dropped	9/18/2024 11:09 PM
12	Able to go to toilet easier and able to sit whilst being dressed	9/18/2024 7:36 PM
13	-	9/18/2024 2:58 PM
14	Yes it helps with my walking	9/15/2024 8:18 PM
15	N/A	9/14/2024 6:53 AM
16	My son can shower independently now.	9/13/2024 8:40 PM
17	Gave Bob independence and the ability to move back into his own home from hospital xx	9/12/2024 7:26 PM
18	See answer to question 15	9/12/2024 5:01 PM
19	Helped me to remain independent.	9/11/2024 5:20 PM
20	Helped me carry things about	9/11/2024 4:31 PM
21	More mobile	9/11/2024 4:12 PM
22	I could sit and way for bus	9/11/2024 2:06 PM
23	Discharged from hospital and able to live at my house with care.	9/11/2024 1:02 PM
24	As said above, it has helped the strain and movement around his property better	9/11/2024 12:13 PM
25	BEFORE LOW, NOW HIGH	9/10/2024 12:55 PM
26	I don't have to feel alone now	9/9/2024 12:17 PM
27	Feel safer by not having to struggle getting in shower.	9/8/2024 5:21 PM
28	Just being able to get around independently, it's made a lot of difference to my quality of life.	9/8/2024 2:56 PM
29	Without it I would be left in bed I hate staying in bed I still managed cook ect	9/7/2024 2:03 PM
30	Being able to move about get out and about get to bed	9/7/2024 10:09 AM
31	Easier movement	9/7/2024 9:23 AM

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32	Very good service	9/7/2024 2:08 AM
33	Able to sit with comfort.	9/6/2024 7:15 PM
34	It helped me become bit more independent	9/6/2024 6:44 PM
35	See previous response.	9/6/2024 5:50 PM
36	Mobility	9/6/2024 3:52 PM
37	The need was temporary but assisted rehabilitation and mobility/independence	9/6/2024 3:10 PM
38	Enabled me to do things.	9/6/2024 1:58 PM
39	Toilet easier	9/6/2024 11:43 AM
40	Kept me at correct hight to use toilet after my hip operation	9/6/2024 11:06 AM
41	I'd of still been stuck in hospital without it	9/6/2024 8:16 AM
42	More able to freely live at home	9/5/2024 6:28 PM
43	I can safely go to the loo and the chair is excellent!	9/5/2024 5:52 PM
44	More mobile	9/5/2024 5:25 PM
45	Made things easier for me.	9/5/2024 4:28 PM
46	Whilst recovering I wouldn't have been able to cope outside the hospital environment.	9/5/2024 3:29 PM
47	Made life a lot comfier and manageable after a hip replacement	9/5/2024 3:25 PM
48	Helped me in and out of bed	9/5/2024 2:47 PM
49	See previous question	9/5/2024 1:26 PM
50	Definitely improves day to day living and quality of life functioning would be very difficult without it.	9/5/2024 12:37 PM
51	see above	9/5/2024 12:19 PM
52	Made things easier	9/5/2024 11:44 AM
53	Easy to do things	9/5/2024 11:37 AM
54	Helped my confidence	9/5/2024 11:34 AM
55	N/A	9/5/2024 11:31 AM
56	Really helped me to get around	9/5/2024 11:16 AM
57	Walker is too wide doorways so can't use in house	9/5/2024 11:03 AM
58	Trolley makes life easier	9/5/2024 10:56 AM
59	As previously stated	9/5/2024 10:51 AM
60	Equipment has helped with mobility.	9/5/2024 10:48 AM
61	Means I can move around my house safely.	9/5/2024 10:38 AM
62	Well I don't need help	9/5/2024 10:37 AM
63	Making mobility easier.	9/4/2024 8:31 PM
64	Given ability to be more independent.	9/4/2024 7:59 PM
65	Peace of mind	9/4/2024 7:34 PM
66	Commode means I've got the safety measure rather than trying to get upstairs urgently	9/4/2024 7:25 PM
67	The three wheeled walker helped mobility and I could move around the property safely without fear of falling. The fall alarm meant he didn't need to press anything if he had a fall and there was a reassuring voice on the end of the speaker	9/4/2024 7:04 PM
68	Good	9/4/2024 6:57 PM

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69	I can sit when am tired as i get breathless quickly.	9/4/2024 6:34 PM
70	Can get a coffee , get up the stairs , can't manage now so we are moving to a 50 per cent owned bungalow , ot did try to get me a stair lift but our stairs are too steep , then help with a extension for a toilet and wet room , but because we own our house and have savings we couldn't get help.	9/4/2024 5:56 PM
71	Easier to get about and helps keep me safe.	9/4/2024 5:49 PM
72	As above and still waiting for wet room	9/4/2024 5:27 PM
73	NA	9/4/2024 4:40 PM
74	👍	9/4/2024 4:25 PM
75	Peace of mind	9/4/2024 4:23 PM
76	Yes would not of been able to go outside without it	9/4/2024 3:55 PM
77	Easier mobility	9/4/2024 3:45 PM
78	Helps with mobility	9/4/2024 3:34 PM
79	Helps support me	9/4/2024 3:31 PM
80	Remain independent	9/4/2024 3:01 PM
81	Made recovery quicker	9/4/2024 2:19 PM
82	Independence and security	9/4/2024 2:02 PM
83	It means that I can h a bra shower with help from my carers	9/4/2024 1:18 PM
84	N/A	9/4/2024 1:16 PM
85	As I have no immediate family living near me it has helped me to know there is assistance at the press of a button should I need it	9/4/2024 1:14 PM
86	It has, without a doubt, improved my quality of life - I could not do without the equipment.	9/4/2024 1:13 PM
87	All. brilliant except 4 wheel walker need a smaller one	9/4/2024 1:12 PM
88	As above	9/4/2024 1:08 PM
89	Helped with gaining confidence and preventing falls	9/4/2024 12:49 PM
90	Unhelpful, derogatory, ablelist, dehumanising. not treated with respect and capacity, service not provided, ignored and given false information as well as false information left on papers left at property.	9/4/2024 12:13 PM
91	I could use it to help me as i could'nt stand for very long	9/4/2024 11:46 AM
92	Why5	9/4/2024 11:32 AM
93	Able to move around	9/4/2024 9:56 AM
94	See previous answer	9/4/2024 9:24 AM
95	Not being upstairs has helped no end	9/4/2024 8:44 AM
96	Allows me the freedom to live at home with at first full time care in the home and now my husband provides that service.	9/4/2024 8:44 AM
97	I can get outside, out of the bath and into my bed and to local shops.	9/4/2024 8:31 AM
98	Somewhat	9/4/2024 8:24 AM
99	More independence	9/4/2024 7:34 AM
100	I live alone with no help from family or friends so it is essential	9/4/2024 6:54 AM
101	The equipment has made it easier to sit more comfortably when watching TV and on the loo.	9/4/2024 1:21 AM
102	Very helpful	9/4/2024 1:06 AM

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103	Wouldn't get about much without it	9/4/2024 12:03 AM
104	Well being improved by having a shower and able to sit and stand in kitchen and bathroom to complete simple tasks	9/3/2024 11:26 PM
105	It meant a lot in that the carers who were coming in every day didn't need to come in as often and that gave me my independence back and slowly I was able to get rid of each equipment each week.	9/3/2024 10:35 PM
106	Without it I would have been dependent	9/3/2024 10:27 PM
107	See previous reply	9/3/2024 9:57 PM
108	I can now feel safe walking upstairs now	9/3/2024 9:40 PM
109	With a fractured hip I would have needed assistance with most things if I didn't have equipment	9/3/2024 9:40 PM
110	Helped with getting out of bed and the development of pressure sores.	9/3/2024 9:13 PM
111	Angle to line independently for longer	9/3/2024 8:51 PM
112	Hospital bed to day chair just excellent	9/3/2024 8:39 PM
113	Toilet seat too uncomfortable.Still waiting on shower stool months later	9/3/2024 8:36 PM
114	easier	9/3/2024 8:29 PM
115	I can't breathe without my machine	9/3/2024 8:01 PM
116	Making life easier	9/3/2024 8:01 PM
117	Yes	9/3/2024 7:56 PM
118	Because I live alone I it is easier for me having frame to hold on to raise up	9/3/2024 7:56 PM
119	Osteo of spine causes me to bend when walking and stuck helps me to start up right	9/3/2024 7:52 PM
120	Being able to be moved from place to place	9/3/2024 7:33 PM
121	I am able to socialise	9/3/2024 7:27 PM
122	Yes didn't have to relate onsomebody to help me and no accidents happened	9/3/2024 7:26 PM
123	As above	9/3/2024 7:22 PM
124	See above	9/3/2024 7:18 PM
125	Able to be independent	9/3/2024 6:53 PM
126	They allow me to move around independently	9/3/2024 6:52 PM
127	peace of mind (commodes)	9/3/2024 6:50 PM
128	Having the equipment means I can manage by myself without the help of carers , up to now .	9/3/2024 6:44 PM
129	N/a	9/3/2024 6:36 PM
130	Improved physical and mental health	9/3/2024 6:32 PM
131	Stopped me sitting to long in the chair	9/3/2024 6:16 PM
132	Independent	9/3/2024 6:13 PM
133	She could move Round independently	9/3/2024 5:51 PM
134	Could not have managed without the equipment in the first few weeks.	9/3/2024 5:44 PM
135	Made my life more comfortable during healing	9/3/2024 5:37 PM
136	See previous question	9/3/2024 5:33 PM
137	Enabled me to get up and down and some helped me to dress	9/3/2024 5:30 PM
138	Ease of mobility	9/3/2024 5:30 PM

Medequip Survey

139	As above	9/3/2024 5:29 PM
140	This was mentioned in previous box	9/3/2024 5:28 PM
141	N/A	9/3/2024 5:25 PM
142	N/a	9/3/2024 5:22 PM
143	Helps with my mobility	9/3/2024 5:20 PM
144	All I can say is with out these walking aids I would have to relaye on wife or friends to walk with me	9/3/2024 5:18 PM
145	General health and safety and must needed	9/3/2024 5:10 PM
146	Yes	9/3/2024 5:00 PM
147	See previous answer	9/3/2024 5:00 PM
148	Feeling more secure moving around	9/3/2024 4:51 PM
149	Na	9/3/2024 4:45 PM
150	Gave me necessary support and helped me to walk upright	9/3/2024 4:41 PM
151	Help me moved around with confidence and help my recovery	9/3/2024 4:38 PM
152	Made me feel safer	9/3/2024 4:31 PM
153	It makes it easier to get up	9/3/2024 4:30 PM
154	I don't need to ask for as much help	9/3/2024 4:13 PM
155	Helps me with my confidence and independence	9/3/2024 4:11 PM
156	Allowed me to rehabilitate easier	9/3/2024 4:08 PM
157	Stopped me from hurting my back	9/3/2024 4:08 PM
158	Movement as I said earlier	9/3/2024 4:05 PM
159	Was able to use toilet with frame and get around on sticks. Invaluable	9/3/2024 4:04 PM
160	Am able to bathe alone	9/3/2024 4:03 PM
161	Chair raisers and the recliner help me tremendously	9/3/2024 4:03 PM
162	Mobility	9/3/2024 3:56 PM
163	Safety around house	9/3/2024 3:50 PM
164	Enable them to call for help	9/3/2024 3:50 PM
165	Allowed me to live a more normal life and aided my recovery.	9/3/2024 3:46 PM
166	Ability to support own toileting and to sit in chair and enjoy being able to enjoy meals with my family and to socialise with visitors or watch TV with my wife.	9/3/2024 3:44 PM
167	It helped when my mobility was restricted	9/3/2024 3:38 PM
168	Help after hip surgery	9/3/2024 3:35 PM
169	The stool is ok but the toilet seat is not suitable.	9/3/2024 3:32 PM
170	Life is much easier.	9/3/2024 3:29 PM
171	social	9/3/2024 3:29 PM
172	It has made things easier.	9/3/2024 3:26 PM
173	Helped me get round my home and out off bed	9/3/2024 3:21 PM
174	I don't have to rely upon people for bathing help	9/3/2024 3:21 PM
175	Made it easy to use the bathroom	9/3/2024 3:16 PM

Medequip Survey

176	Helped me gervoutvofchospital afterc2 years	9/3/2024 3:16 PM
177	More confidence	9/3/2024 3:15 PM
178	Meant I could get around a bit more and made things more comfortable	9/3/2024 3:15 PM
179	Great	9/3/2024 3:14 PM
180	Improved mobility and confidence	9/3/2024 3:12 PM
181	Need it after my opp	9/3/2024 3:11 PM
182	I find it easier to lever myself from bed And sticks improved my mobility	9/3/2024 3:08 PM
183	Given me more security	9/3/2024 3:08 PM
184	See previous answer.	9/3/2024 3:07 PM
185	Helped me get around the house with feeling safe	9/3/2024 3:05 PM
186	Don't have to have hel and supervision majority of te now	9/3/2024 2:59 PM
187	Normally have to be pulled out of bed we're as the lever helps to a degree to pull me up	9/3/2024 2:58 PM
188	Better mobility	9/3/2024 2:53 PM
189	All aided recovery	9/3/2024 2:52 PM
190	As previous question - so always made sure I had my mobile phone in a small cross body bag.	9/3/2024 2:51 PM
191	Bed, and hoist help me not get pressure sores which means I'm not having to wait around for the district nurse to come or not have to go into hospital.	9/3/2024 2:50 PM
192	Walking made easier and toiletry needs vastly improved	9/3/2024 2:48 PM
193	Cannot get in or out of bath without this sest	9/3/2024 2:47 PM
194	Do thing's myself	9/3/2024 2:47 PM
195	Able to get about better	9/3/2024 2:46 PM
196	My movement	9/3/2024 2:45 PM
197	I would not have recovered without it	9/3/2024 2:45 PM
198	As above.	9/3/2024 2:44 PM
199	As before	9/3/2024 2:44 PM
200	I was getting bye without the equipment. I'd say it was more a peace of mind.	9/3/2024 2:44 PM
201	Am bed-bound. where the bed bends at the shoulder area it digs into me because I have Spina Bifida , I wish I'd have been able to be involved in ordering the bed myself because the bed I have now is too long for me.	9/3/2024 2:43 PM
202	Having access to equipment enables you do things which without would be hard	9/3/2024 2:42 PM
203	They Act Immediately!	9/3/2024 2:41 PM
204	Able to bathe/get in and out of bed etc	9/3/2024 2:38 PM
205	I CAN BE LEFT ALONE TO MAKE MYSELF A DRINK AND MY PARTNER IS MORE AT EASE GOING TO WORK.	9/3/2024 2:36 PM
206	It saved me asking for help from anyone	9/3/2024 2:36 PM
207	Helpful in moving my plates and food from kitchen to the dinning room.Also sitting on stool when prepping the food.	9/3/2024 2:36 PM
208	In being able to stand and move around.	9/3/2024 2:36 PM
209	Yes I am most definitely able to live independently.	9/3/2024 2:36 PM
210	I feel more reassured when mobilising	9/3/2024 2:32 PM

Medequip Survey

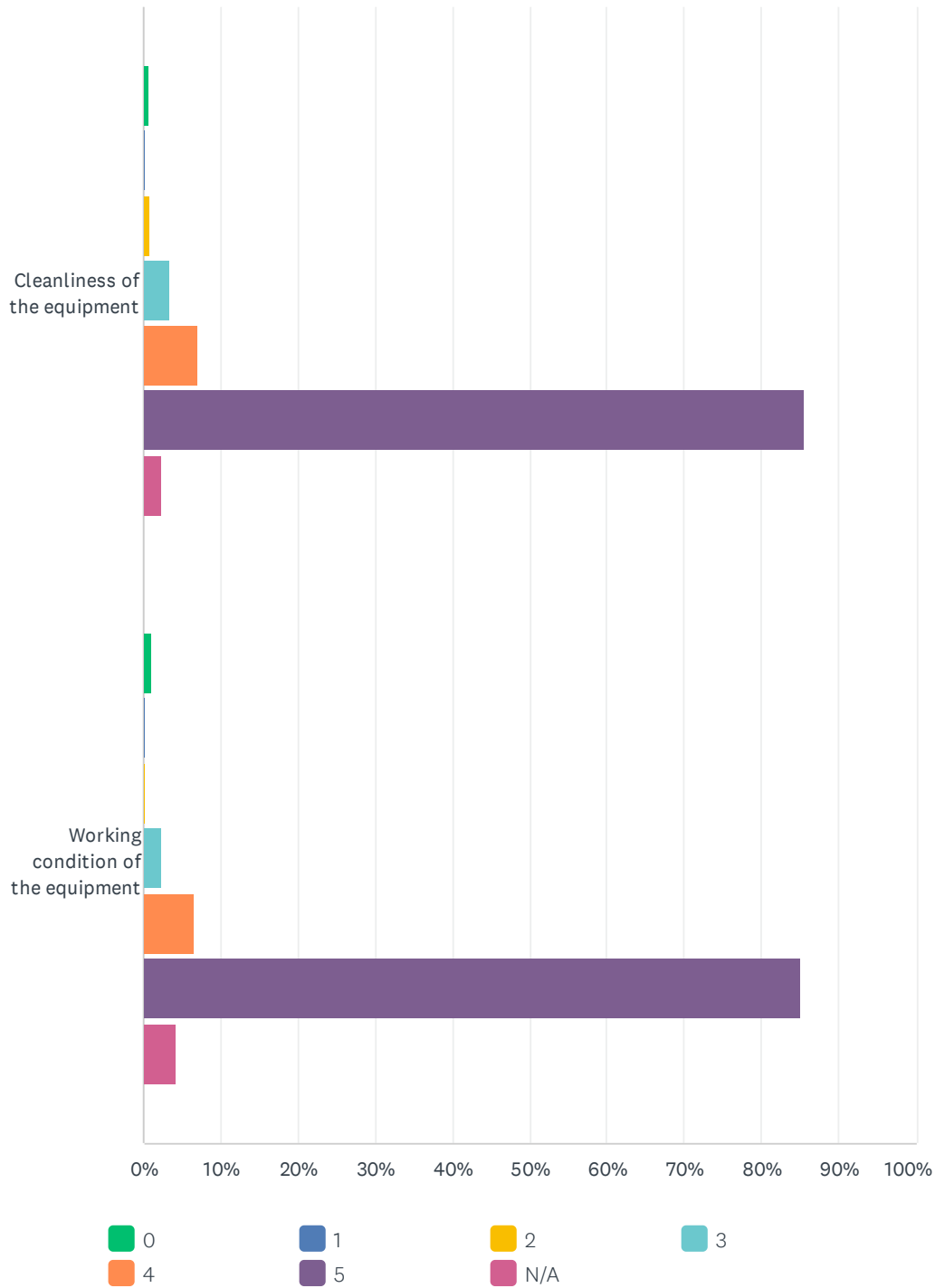
211	Made him feel safe.	9/3/2024 2:32 PM
212	Short term post op. For mobility	9/3/2024 2:31 PM
213	Easier walking	9/3/2024 2:31 PM
214	Yes it has	9/3/2024 2:30 PM
215	Walking	9/3/2024 2:30 PM
216	Because it's designed for this purpose	9/3/2024 2:29 PM
217	As 16 above	9/3/2024 2:29 PM
218	It has allowed me to move and stand upright rather than bent over or crawling	9/3/2024 2:27 PM
219	I would not be able to care for my wife without having an aid to get about the house	9/3/2024 2:26 PM
220	Feeling sad and able to shower unaided	9/3/2024 2:25 PM
221	See above	9/3/2024 2:24 PM
222	Only had for few weeks	9/3/2024 2:24 PM
223	I di not ha e to stay bed ound	9/3/2024 2:24 PM
224	As in previous box	9/3/2024 2:24 PM
225	Its helped so much, with out relying upon other persons to help me.	9/3/2024 2:23 PM
226	Independence great improvement	9/3/2024 2:23 PM
227	Iam able to accomlsh many other tasks with the help of mediquip,also had walking aid which i forgot to mention earlier on	9/3/2024 2:23 PM
228	Generally from getting out of a chair to the commode have made me independent.	9/3/2024 2:22 PM
229	I still canr go out alone	9/3/2024 2:21 PM
230	I dont have to worry about bothering others	9/3/2024 2:21 PM
231	No comment	9/3/2024 2:20 PM
232	Temporarily needed trolley. Now able to be independent	9/3/2024 2:20 PM
233	Saves my wife having to lift me	9/3/2024 2:20 PM
234	Only needed until I recovered from surgery	9/3/2024 2:19 PM
235	Being able to " do my ablutions" each day helps me feel better.	9/3/2024 2:19 PM
236	As above	9/3/2024 2:18 PM
237	Feel safer moving around.	9/3/2024 2:18 PM
238	Less pain in moving	9/3/2024 2:18 PM
239	I can move around the house more easily, manage being in the hairdressers	9/3/2024 2:18 PM
240	Can go ymto toilet on own	9/3/2024 2:17 PM
241	Gave a little mobility	9/3/2024 2:17 PM
242	While I had the equipment it was much easier to get around my home	9/3/2024 2:17 PM
243	N/A	9/3/2024 2:17 PM
244	Stable but no improvement anticipated	9/3/2024 2:17 PM
245	Am able to go to bed	9/3/2024 2:16 PM
246	It helps her to walk and get into shower	9/3/2024 2:16 PM
247	The equipment helped to get around normally	9/3/2024 2:16 PM
248	Able to leave the house	9/3/2024 2:15 PM

Medequip Survey

249	To get about	9/3/2024 2:15 PM
250	It has helped me to manage my illness.	9/3/2024 2:15 PM
251	Safer	9/3/2024 2:15 PM
252	It has helped me be more mobile	9/3/2024 2:15 PM
253	Helped me deal with my condition	9/3/2024 2:14 PM
254	Helping my son showing how he can go the toilet	9/3/2024 2:14 PM
255	Able to be more independent	9/3/2024 2:14 PM
256	Better breathing	9/3/2024 2:14 PM
257	I can live without having someone to care for me.	9/3/2024 2:14 PM
258	Improved my independence	9/3/2024 2:14 PM
259	To move around better	9/3/2024 2:14 PM
260	I can get out without fear of falling	9/3/2024 2:13 PM
261	I feel secure pushing my trolley	9/3/2024 2:13 PM
262	I can get in and out the bath	9/3/2024 2:13 PM
263	Mobility improved	9/3/2024 2:13 PM
264	Being a little more independently	9/3/2024 2:13 PM
265	By getting out more	9/3/2024 2:13 PM
266	Have me the chance to get a lot stronger	9/3/2024 2:12 PM
267	It's so much easier with the Medi equipment	9/3/2024 2:12 PM
268	Same answer as by	9/3/2024 2:12 PM
269	Moving safely in hone	9/3/2024 2:12 PM
270	Easier seating	9/3/2024 2:12 PM
271	Helped mobility	9/3/2024 2:11 PM
272	I had a hip replacement and it was helpful to move about	9/3/2024 2:11 PM
273	Helps me to stay independent	9/3/2024 2:11 PM
274	It has also improved my sleep and reduced my pain.	9/3/2024 2:11 PM
275	Without them I would find things very difficult	9/3/2024 2:10 PM
276	Abled me to get around my home	9/3/2024 2:10 PM
277	able to move .	9/3/2024 2:10 PM
278	Able to walk about more	9/3/2024 2:09 PM
279	Without the equipment I would struggle on a daily basis	9/3/2024 2:09 PM
280	Able to stay upstairs	9/3/2024 2:09 PM
281	They are able to do things for themselves, and not rely on family members	9/3/2024 1:44 PM
282	more independent living and feels safer with it and not relying of family as much	9/3/2024 1:41 PM
283	Confidence boosted	9/3/2024 11:56 AM
284	My husband was not able to live independently.	9/3/2024 11:50 AM

Q18 Please say how happy you were with the quality and condition of the equipment when delivered to you.(Please tell us from 0 to 5, with 0 being very unhappy, 3 Ok and 5 very happy.)

Answered: 375 Skipped: 79

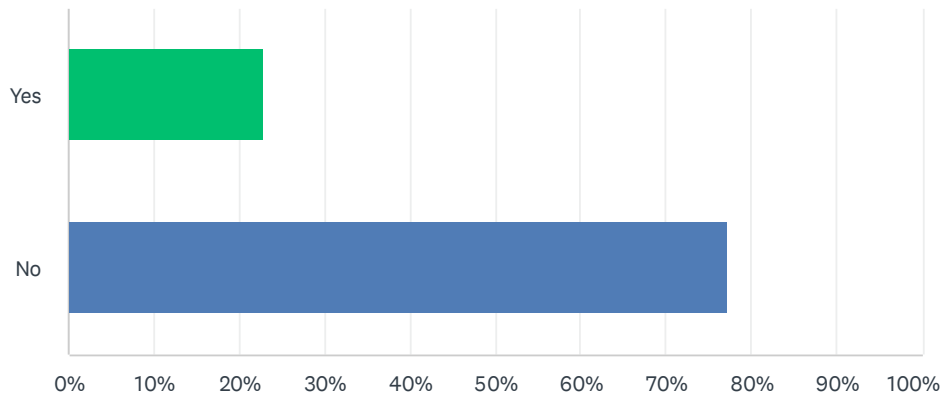


Medequip Survey

	0	1	2	3	4	5	N/A	TOTAL	WEIGHTED AVERAGE
Cleanliness of the equipment	0.53% 2	0.27% 1	0.80% 3	3.47% 13	6.93% 26	85.60% 321	2.40% 9	375	4.80
Working condition of the equipment	1.09% 4	0.27% 1	0.27% 1	2.45% 9	6.52% 24	85.05% 313	4.35% 16	368	4.80

Q19 Did you need any instructions about your equipment?

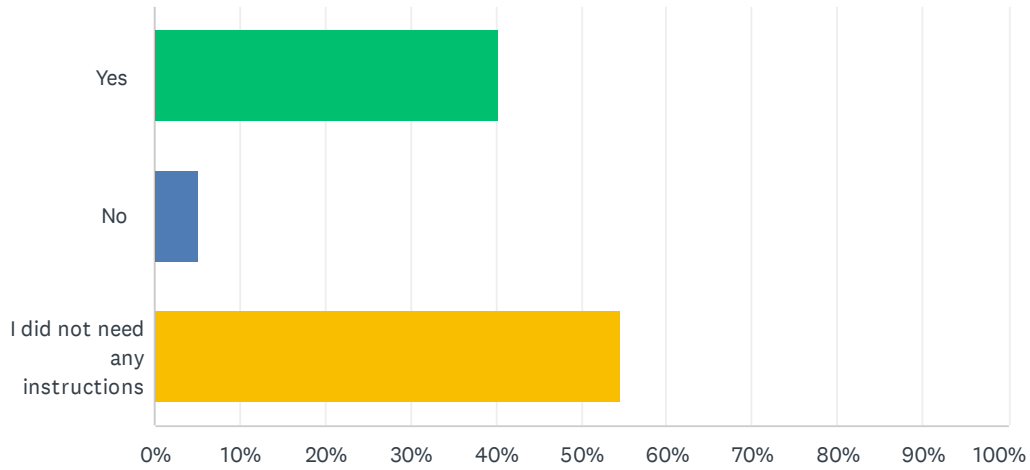
Answered: 373 Skipped: 81



ANSWER CHOICES	RESPONSES	
Yes	22.79%	85
No	77.21%	288
TOTAL		373

Q20 Were the instructions you needed provided?

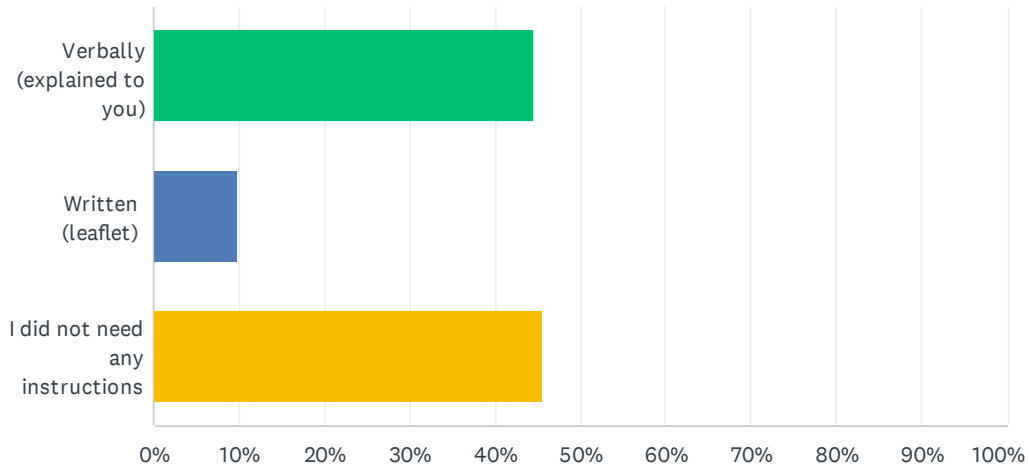
Answered: 372 Skipped: 82



ANSWER CHOICES	RESPONSES	
Yes	40.32%	150
No	5.11%	19
I did not need any instructions	54.57%	203
TOTAL		372

Q21 Were the instructions about your equipment given:

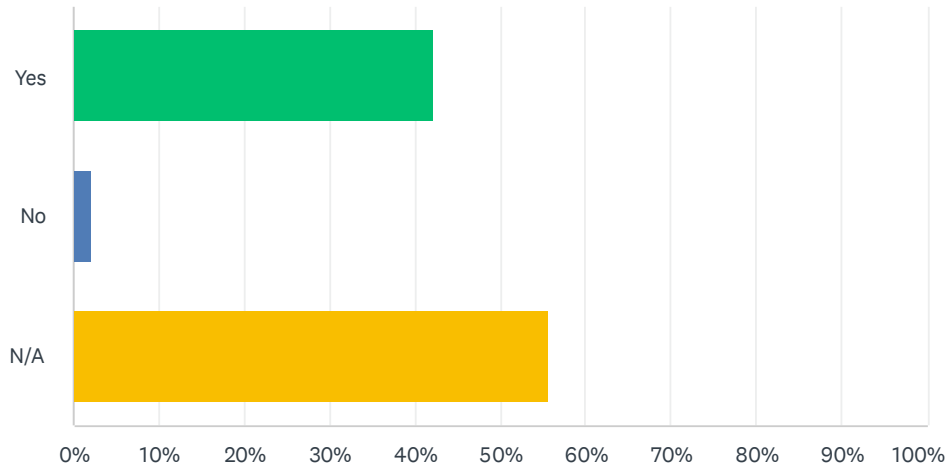
Answered: 370 Skipped: 84



ANSWER CHOICES	RESPONSES	
Verbally (explained to you)	44.59%	165
Written (leaflet)	9.73%	36
I did not need any instructions	45.68%	169
TOTAL		370

Q22 If you were provided with instructions were they easy to understand?

Answered: 374 Skipped: 80



ANSWER CHOICES	RESPONSES	
Yes	42.25%	158
No	2.14%	8
N/A	55.61%	208
TOTAL		374

Q23 Please tell us how well we did (Any comments)

Answered: 243 Skipped: 211

#	RESPONSES	DATE
1	Very badly	10/21/2024 4:49 PM
2	Na	10/15/2024 4:55 PM
3	The delivery guys did their best. Customer services abrupt and no empathy. The equipment actually useless.	10/15/2024 12:16 PM
4	Excellent. Thank you.	10/15/2024 11:13 AM
5	Excellent fitters	10/11/2024 1:20 PM
6	perfect condition	10/11/2024 1:11 PM
7	very pleased with the service, i cannot speak highly enough of Medequip	10/11/2024 1:04 PM
8	Well	9/20/2024 2:31 PM
9	Could do with a reminder and recap on the Essence alarm	9/19/2024 1:02 PM
10	Very well on all accounts.	9/19/2024 9:48 AM
11	Very well	9/18/2024 7:36 PM
12	-	9/18/2024 2:58 PM
13	Excellent	9/17/2024 8:11 AM
14	Very helpfull	9/15/2024 8:18 PM
15	N/A	9/14/2024 6:53 AM
16	Lovely staff with great interpersonal skills, friendly yet professional. Spot on with they're elderly customers 🍷	9/12/2024 7:26 PM
17	N/A	9/12/2024 5:01 PM
18	So helpful and easy to work with. Thank you so much.	9/11/2024 5:20 PM
19	No comment	9/11/2024 4:12 PM
20	Good and pleasant	9/11/2024 2:06 PM
21	10/10	9/11/2024 12:13 PM
22	VERY WELL, THANK YOU.	9/10/2024 12:55 PM
23	At first it was a bit sentavid my alarm kept going of changed my watch for one round my neck when the alarm went of there was someone here with in 30 minns that's how I know I am safe	9/9/2024 12:17 PM
24	Any dealing I've had with Medequip has been easy and always courteous.	9/8/2024 5:21 PM
25	You did very well thank you	9/7/2024 2:03 PM
26	Just very efficient staff very friendly and helpful	9/7/2024 10:09 AM
27	Very good	9/7/2024 2:08 AM
28	I'm happy with service so far	9/6/2024 6:44 PM
29	Very well - see responses.	9/6/2024 5:50 PM
30	Couldn't have asked for better, excellent service at a time I needed it most.	9/6/2024 1:58 PM
31	Very well	9/6/2024 11:43 AM

Medequip Survey

32	Excellent service	9/6/2024 11:06 AM
33	Very well indeed	9/6/2024 11:01 AM
34	You did great	9/6/2024 8:16 AM
35	Awful. No help or instructions on how to use it	9/6/2024 7:42 AM
36	Absolutely great!! So helpful!!!	9/5/2024 6:28 PM
37	You have done very well. Thanks very much.	9/5/2024 5:52 PM
38	Very well	9/5/2024 5:25 PM
39	Very well	9/5/2024 4:28 PM
40	Excellent	9/5/2024 3:25 PM
41	Very good	9/5/2024 2:47 PM
42	Very good	9/5/2024 1:26 PM
43	Overall very good service provided and very satisfied.	9/5/2024 12:37 PM
44	Physio installed equipment	9/5/2024 11:44 AM
45	Excellent staff and equipment	9/5/2024 11:34 AM
46	N/A	9/5/2024 11:31 AM
47	Also good. So clean. All the equipment was checked by Medequip operative when it was delivered. Use of all the equipment was explained explained to me	9/5/2024 10:38 AM
48	The guys who attend always polite and friendly	9/5/2024 10:37 AM
49	Excellent	9/5/2024 9:34 AM
50	N/A	9/4/2024 8:31 PM
51	Basic instruction given by frailty nurse	9/4/2024 8:26 PM
52	Fine	9/4/2024 7:59 PM
53	Good profesional service	9/4/2024 7:34 PM
54	I needed a hospital bed downstairs after breaking my leg in 3 places via a carer and it was delivered the next day	9/4/2024 7:25 PM
55	Good explanation	9/4/2024 7:04 PM
56	V good	9/4/2024 6:58 PM
57	V.G	9/4/2024 6:57 PM
58	Staff would bring your aids and go through how you Use them .	9/4/2024 5:56 PM
59	Excellent	9/4/2024 5:49 PM
60	Can't answer that because still waiting for wet room	9/4/2024 5:27 PM
61	NA	9/4/2024 4:40 PM
62	Excellent	9/4/2024 4:25 PM
63	No problems, very helpful	9/4/2024 4:23 PM
64	Excellent people & outstanding service	9/4/2024 3:55 PM
65	Very punctual	9/4/2024 3:45 PM
66	I did not receive any instructions	9/4/2024 3:31 PM
67	Excellent service equipment delivered and installed safely friendly service	9/4/2024 3:01 PM
68	Very impressed with the service. Friendliness of staff and quality of equipment used.	9/4/2024 2:19 PM

Medequip Survey

69	Good	9/4/2024 1:18 PM
70	Excellent	9/4/2024 1:14 PM
71	The two people who helped me to tailor the size of one of the pieces of supplied equipment to my specific height were very helpful. They helped me understand how to change the height.	9/4/2024 1:13 PM
72	Absolutely brilliant and very professional	9/4/2024 1:12 PM
73	Very good	9/4/2024 1:08 PM
74	Excellent service	9/4/2024 12:49 PM
75	Mediquip fall alarm service is appalling and unreliable. Ableist and untruthful in my area	9/4/2024 12:13 PM
76	Very good	9/4/2024 9:56 AM
77	N/a	9/4/2024 9:24 AM
78	Excellent	9/4/2024 8:44 AM
79	Very satisfied with service.	9/4/2024 8:44 AM
80	All Mediquip personnel have been brilliant	9/4/2024 8:31 AM
81	Very good	9/4/2024 7:34 AM
82	I managed but it was always very rushed as the deliverer had to get to the next call. I needed more care and attention not having anybody to assist me. I have just taken the flaps off the bath lift myself as they got in the way. A big improvement. I needed to talk about my Falls Alarm and have it explained in full slowly but they were rushed. You always feel like you're a nuisance if you keep the man but whenever they come they are in a hurry. It's all right now but in the past I've been left wondering if I understand something properly. It's lack of time that's the issue and I understand completely. So I don't want to complain because everything is all right now . The quality of the wrist falls alarm is poor. They fall apart.	9/4/2024 6:54 AM
83	Service offered was professional and well executed	9/4/2024 1:21 AM
84	Very helpful	9/4/2024 1:06 AM
85	Couldn't fault the service and the efficiency of those delivering the various equipment .	9/4/2024 12:07 AM
86	Fantastic wonderful experience and service	9/4/2024 12:03 AM
87	Very good service	9/3/2024 11:33 PM
88	Wonderfully	9/3/2024 11:26 PM
89	No comments only very well.	9/3/2024 10:35 PM
90	Great!	9/3/2024 10:27 PM
91	Well recommended. Excellent all round service.	9/3/2024 9:57 PM
92	Very well.	9/3/2024 9:40 PM
93	All was done efficiently	9/3/2024 9:40 PM
94	Every engineer has been very helpful but the lack of precise time slots wastes time.	9/3/2024 9:13 PM
95	One of the sensors was not accosted when it should have be been and took three attempts before activated successfully	9/3/2024 8:51 PM
96	Na	9/3/2024 8:39 PM
97	NA	9/3/2024 8:36 PM
98	all fitted well	9/3/2024 8:29 PM
99	It went very well	9/3/2024 8:12 PM
100	Brilliant	9/3/2024 8:01 PM
101	1st class company. I am so glad I found out about you. Your staff are all great	9/3/2024 8:01 PM

Medequip Survey

102	Yes	9/3/2024 7:56 PM
103	Helpful delivery staff, made sure I was happy with equipment	9/3/2024 7:56 PM
104	Excellent service nothing too much trouble would recommend you to anybody I will be getting in touch to have the equipment collected so that someone else can benefit from it	9/3/2024 7:26 PM
105	Fantastic service	9/3/2024 7:22 PM
106	Very well	9/3/2024 7:18 PM
107	Impressed with the overall service	9/3/2024 6:53 PM
108	Very good , no complaints.	9/3/2024 6:44 PM
109	I had raised toilet seats ordered and was told they would be delivered on a certain day. I informed them I was not available that day and they said it couldn't be rescheduled. They tried to deliver anyway and I obviously wasn't there to receive them. I had no way to contact them to rearrange the delivery. I was told a few weeks later that I could go down and collect them only to be told the order had automatically been cancelled so I was no longer able to have the equipment.	9/3/2024 6:36 PM
110	Very well	9/3/2024 6:32 PM
111	Excellent	9/3/2024 6:20 PM
112	N/A	9/3/2024 6:16 PM
113	N/A	9/3/2024 6:13 PM
114	Excellent service	9/3/2024 5:51 PM
115	Excellent	9/3/2024 5:48 PM
116	Fantastic service which I hope continues for others	9/3/2024 5:44 PM
117	Excellently	9/3/2024 5:37 PM
118	Very good.	9/3/2024 5:33 PM
119	The man explained how the higher toilet seat worked & very good explaining other equipment.	9/3/2024 5:33 PM
120	Excellent service	9/3/2024 5:30 PM
121	Fine	9/3/2024 5:29 PM
122	An exemplary first class service from a team who had my best interests as a priority	9/3/2024 5:28 PM
123	N/A	9/3/2024 5:25 PM
124	Excellent knowledge	9/3/2024 5:22 PM
125	Excellent knowledge of all the equipment I have received	9/3/2024 5:18 PM
126	Amazing no problems	9/3/2024 5:17 PM
127	Very well	9/3/2024 5:01 PM
128	You're doing a good job	9/3/2024 5:00 PM
129	100% confident in the equipment supplied.	9/3/2024 4:51 PM
130	Na	9/3/2024 4:45 PM
131	Extremely well very efficient and really helpful and very friendly	9/3/2024 4:41 PM
132	delivery and collection of the equipment was professional and prompt	9/3/2024 4:38 PM
133	Very well	9/3/2024 4:31 PM
134	Excellent	9/3/2024 4:14 PM
135	No comments	9/3/2024 4:11 PM
136	Occasionally the equipment had something missing ie Velcro but it was ordered or faulty hoist	9/3/2024 4:08 PM

Medequip Survey

	battery but resolved asap	
137	First class	9/3/2024 4:05 PM
138	Told us they'd fit in car and they didnt to deliver.	9/3/2024 4:04 PM
139	Excellent caring staff	9/3/2024 4:03 PM
140	Excellent	9/3/2024 3:56 PM
141	The equipment arrived at the time agreed.The equipment was put into position and adjusted to meet my needs in a quick and efficient manner.	9/3/2024 3:46 PM
142	The OT brought the representative for the company who made the chair. She was very knowledgeable and was able to efficiently work with the OT to get sides for the leg part . This was to prevent my legs from slipping off.	9/3/2024 3:44 PM
143	Everyone very helpful and professional	9/3/2024 3:39 PM
144	You did well	9/3/2024 3:38 PM
145	Very well	9/3/2024 3:35 PM
146	very well	9/3/2024 3:29 PM
147	Very good.	9/3/2024 3:26 PM
148	Very good	9/3/2024 3:21 PM
149	N/a	9/3/2024 3:21 PM
150	10 out of 10	9/3/2024 3:16 PM
151	All recitations wrec pleasant any hrlpgull	9/3/2024 3:16 PM
152	Excellent service	9/3/2024 3:15 PM
153	Excellent	9/3/2024 3:15 PM
154	Great	9/3/2024 3:14 PM
155	Imparted information at an appropriate level	9/3/2024 3:12 PM
156	Very well	9/3/2024 3:11 PM
157	Friendly delivery man	9/3/2024 3:08 PM
158	Very helpful	9/3/2024 3:08 PM
159	Very well	9/3/2024 3:04 PM
160	Written instructions and coloured diagram helped. OT showed how to use as well.	9/3/2024 2:59 PM
161	Had to go on line to fit the bed lever and still didn't do in completely right but no verbal or paper instructions	9/3/2024 2:58 PM
162	Very well	9/3/2024 2:57 PM
163	Excellent	9/3/2024 2:52 PM
164	N/A	9/3/2024 2:50 PM
165	Walker and other equipment information very good	9/3/2024 2:48 PM
166	Excellent never any faults	9/3/2024 2:47 PM
167	Amazing	9/3/2024 2:47 PM
168	Excellent	9/3/2024 2:46 PM
169	Ok	9/3/2024 2:45 PM
170	Absolutely wonderful. A complete Godsend	9/3/2024 2:45 PM
171	Very well, professional, prompt and reliable.	9/3/2024 2:44 PM

Medequip Survey

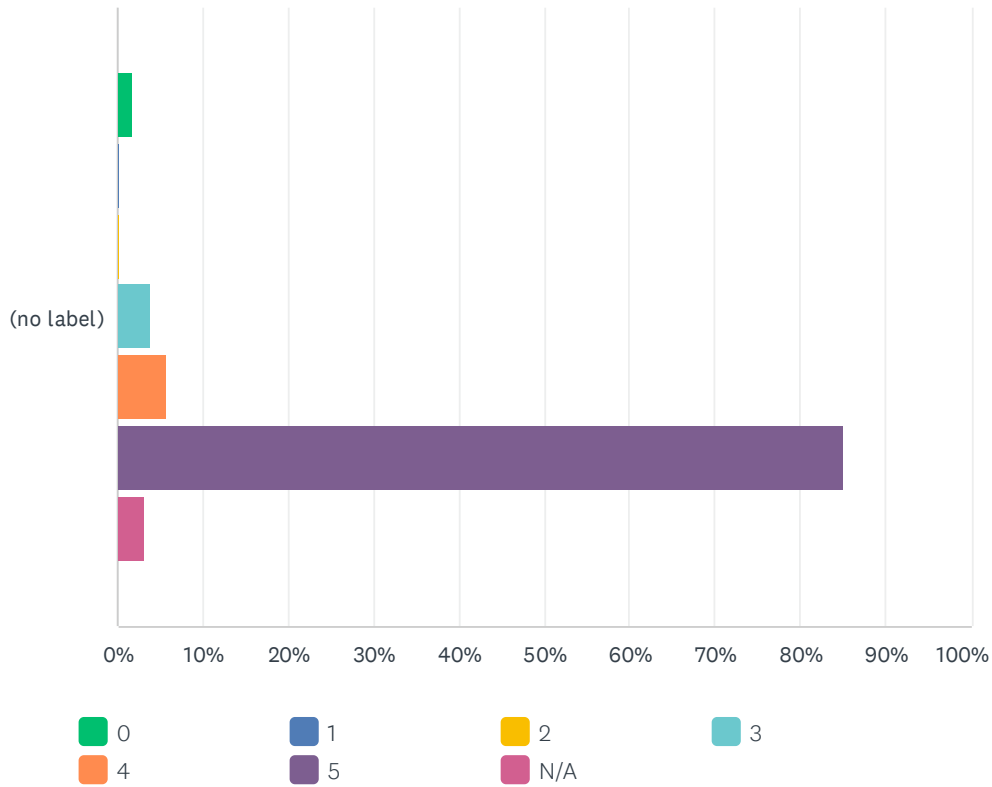
172	I was very satisfied with the service & equipment. If it proved to be unhelpful I returned it right away.	9/3/2024 2:44 PM
173	Ok.	9/3/2024 2:44 PM
174	10 out of 10	9/3/2024 2:42 PM
175	Brilliantly well. Engineer Excellent as well as the call handler when he did the demo call.	9/3/2024 2:41 PM
176	Excellent	9/3/2024 2:38 PM
177	We have had no problems with any items we have had from mediquip	9/3/2024 2:38 PM
178	Fine	9/3/2024 2:36 PM
179	Excellent	9/3/2024 2:36 PM
180	Excellent	9/3/2024 2:36 PM
181	I think medic.quip is a excellent service for those who need it.	9/3/2024 2:36 PM
182	Excellent service	9/3/2024 2:32 PM
183	Excellent staff - polite, friendly and helpful.	9/3/2024 2:32 PM
184	A star	9/3/2024 2:31 PM
185	Excellent	9/3/2024 2:30 PM
186	In some cases, written instructions would be helpful	9/3/2024 2:29 PM
187	Okay!	9/3/2024 2:29 PM
188	Very happy with the service	9/3/2024 2:27 PM
189	Excellent service	9/3/2024 2:26 PM
190	Excellent service	9/3/2024 2:25 PM
191	Medequip is a great company and I would recommend anyone who needs assistance to contact their GP practice, in order to get the help they need.	9/3/2024 2:24 PM
192	Excellent service quality chair and footstool well mannered driver	9/3/2024 2:24 PM
193	Very well	9/3/2024 2:24 PM
194	You did great. But the way you repeat things in this questionnaire is annoying.	9/3/2024 2:24 PM
195	Very friendly staff Helped with everything	9/3/2024 2:23 PM
196	Good service sh#t delivery pick up late 😞	9/3/2024 2:23 PM
197	Excellent !!!!	9/3/2024 2:23 PM
198	Very well	9/3/2024 2:22 PM
199	10 / 10. Excellent service, thank you.	9/3/2024 2:22 PM
200	Very satisfied	9/3/2024 2:21 PM
201	Ten out of ten	9/3/2024 2:21 PM
202	No comment	9/3/2024 2:20 PM
203	Overall very well. Communication and state of trolley were slight negatives	9/3/2024 2:20 PM
204	Satisfied	9/3/2024 2:20 PM
205	Supplied when required hopefully will be collected when no longer required	9/3/2024 2:19 PM
206	Also received written leaflet about the call button, and the key safe.	9/3/2024 2:19 PM
207	Great service	9/3/2024 2:18 PM
208	Knowledgeable about the equipment	9/3/2024 2:18 PM

Medequip Survey

209	Everything was extremely clear	9/3/2024 2:18 PM
210	Prompt,,informative delivery	9/3/2024 2:18 PM
211	Staff where brilliant	9/3/2024 2:17 PM
212	I have been happy doing the survey.	9/3/2024 2:17 PM
213	N/A	9/3/2024 2:17 PM
214	Efficient thank you Survey too long though	9/3/2024 2:17 PM
215	Excellent	9/3/2024 2:16 PM
216	Very good and amazing what help is there for us all when needed	9/3/2024 2:16 PM
217	Mediquip we're very friendly and professional	9/3/2024 2:16 PM
218	Brilliant	9/3/2024 2:15 PM
219	All equipment was fitted for me.	9/3/2024 2:15 PM
220	All good	9/3/2024 2:15 PM
221	Very well	9/3/2024 2:15 PM
222	Excellent	9/3/2024 2:15 PM
223	Instructions clear	9/3/2024 2:14 PM
224	Excellent	9/3/2024 2:14 PM
225	Very efficient	9/3/2024 2:14 PM
226	They did satisfie	9/3/2024 2:14 PM
227	Excellent service	9/3/2024 2:13 PM
228	Learning to adjust handles and put on breaks.	9/3/2024 2:13 PM
229	Very well at explaining	9/3/2024 2:13 PM
230	I very impressed with how quick I received all the equipment	9/3/2024 2:13 PM
231	Very good	9/3/2024 2:13 PM
232	Brilliantly	9/3/2024 2:12 PM
233	Fantastic	9/3/2024 2:12 PM
234	Quick efficient service pleasant staff	9/3/2024 2:12 PM
235	Very good	9/3/2024 2:11 PM
236	Without mediquip life would be very difficult for me,	9/3/2024 2:11 PM
237	Excellent	9/3/2024 2:10 PM
238	very professional	9/3/2024 2:10 PM
239	Excellent service from mediquip	9/3/2024 2:09 PM
240	Again without this service, we wouldnt be able to do our Job and keeping our clients in their own homes.	9/3/2024 1:44 PM
241	good service and would recommend to other families in need of the help for elder relatives	9/3/2024 1:41 PM
242	Good all round service and would recommend it.	9/3/2024 11:56 AM
243	Staff were kind and helpful.	9/3/2024 11:50 AM

Q24 Please tell us about the attitude (manner, how they seemed to act and feel) of the driver/technicians who brought your equipment). Please tell us from 0 to 5, with 0 being very unhappy, 3 Ok and 5 very happy.

Answered: 366 Skipped: 88



	0	1	2	3	4	5	N/A	TOTAL	WEIGHTED AVERAGE
(no label)	1.64%	0.27%	0.27%	3.83%	5.74%	84.97%	3.28%		
	6	1	1	14	21	311	12	366	4.76

Q25 Please tell us how well we did (Any comments)

Answered: 249 Skipped: 205

#	RESPONSES	DATE
1	Not received 6 months +	10/21/2024 4:50 PM
2	Very nice, friendly	10/15/2024 10:45 PM
3	Na	10/15/2024 4:55 PM
4	Very helpful delivery men.	10/15/2024 12:19 PM
5	First class.	10/15/2024 11:14 AM
6	great	10/11/2024 1:21 PM
7	Very helpful and friendly. Decent and nice people	10/11/2024 1:12 PM
8	great delivery	10/11/2024 1:05 PM
9	Very helpful	10/1/2024 9:56 AM
10	Very quick, polite and professional.	9/21/2024 2:55 PM
11	Very well	9/20/2024 2:31 PM
12	No problems, all fine	9/19/2024 1:03 PM
13	All on time and in excellent condition.	9/19/2024 9:49 AM
14	-	9/18/2024 2:58 PM
15	Very well and understanding	9/15/2024 8:21 PM
16	Craig who delivered the original shower chair was lovely.	9/13/2024 8:41 PM
17	Please see previous answer 🤔	9/12/2024 7:28 PM
18	As expected	9/12/2024 5:02 PM
19	Just polite.	9/11/2024 5:21 PM
20	Delivery person very friendly and helpful.	9/11/2024 4:32 PM
21	As required	9/11/2024 4:13 PM
22	Cheerful 😊	9/11/2024 2:08 PM
23	10/10	9/11/2024 12:14 PM
24	EXCELENT.	9/10/2024 12:57 PM
25	The man was nice pleasant	9/9/2024 12:19 PM
26	Equipment arrived when promised.	9/8/2024 5:22 PM
27	So prompt and polite, it was delivered to my door then lifted inside for me.	9/8/2024 2:59 PM
28	Exactly what I needed. Thanks	9/7/2024 2:07 PM
29	Very efficient and friendly	9/7/2024 10:09 AM
30	Very well	9/7/2024 9:24 AM
31	Very well	9/7/2024 2:10 AM
32	Very polite	9/6/2024 6:46 PM
33	N/a	9/6/2024 3:53 PM

Medequip Survey

34	Courteous, helpful.	9/6/2024 3:11 PM
35	Excellent. Caring, polite and efficient.	9/6/2024 2:00 PM
36	Friendly caring respectful	9/6/2024 1:34 PM
37	Good	9/6/2024 11:43 AM
38	Quick delivery	9/6/2024 11:07 AM
39	Very well	9/6/2024 11:03 AM
40	Awful. No instructions given	9/6/2024 7:43 AM
41	Lads have all been great 👍👍👍	9/5/2024 6:29 PM
42	Very well.	9/5/2024 5:53 PM
43	Fine	9/5/2024 5:26 PM
44	N/A	9/5/2024 4:29 PM
45	Spot on	9/5/2024 3:26 PM
46	Brilliant	9/5/2024 2:47 PM
47	Good	9/5/2024 1:38 PM
48	Always very polite and courteous.	9/5/2024 12:40 PM
49	Polite and professional	9/5/2024 11:37 AM
50	Excellent	9/5/2024 11:35 AM
51	Great	9/5/2024 11:16 AM
52	All positive	9/5/2024 11:10 AM
53	Great	9/5/2024 10:49 AM
54	Never an issue	9/5/2024 10:38 AM
55	Good	9/5/2024 10:19 AM
56	Very well	9/5/2024 9:35 AM
57	N/A	9/4/2024 8:33 PM
58	Driver was harassed by parents parking in our close. He had to park around the corner and had to carry heavy bed equipment	9/4/2024 8:28 PM
59	Fine	9/4/2024 8:01 PM
60	Good professional job	9/4/2024 7:35 PM
61	All technicians have been polite, friendly. Don't have any worries about contacting Mediequip or needing a technician or delivery	9/4/2024 7:29 PM
62	Very pleasant and efficient delivery staff	9/4/2024 7:06 PM
63	Staff always friendly respectful and polite.	9/4/2024 5:58 PM
64	Driver very friendly chap	9/4/2024 5:51 PM
65	Still waiting on things to be done so can't answer	9/4/2024 5:34 PM
66	NA	9/4/2024 4:41 PM
67	Excellent service and very helpful and polite	9/4/2024 4:27 PM
68	Pleasant, helpful and patient. Very pleased.	9/4/2024 4:24 PM
69	Very good smooth delivery	9/4/2024 3:57 PM
70	Very polite and helpful	9/4/2024 3:35 PM

Medequip Survey

71	Wasn't helpful after installing the equipment	9/4/2024 3:33 PM
72	Bery well	9/4/2024 3:02 PM
73	Friendly, helpful staff.	9/4/2024 2:20 PM
74	As I said, patient and understanding	9/4/2024 2:03 PM
75	Excellent !	9/4/2024 1:22 PM
76	Good	9/4/2024 1:21 PM
77	Supreme service	9/4/2024 1:18 PM
78	Excellent	9/4/2024 1:14 PM
79	Very good	9/4/2024 1:14 PM
80	Very good	9/4/2024 1:09 PM
81	Polite and professional	9/4/2024 12:50 PM
82	Not happy	9/4/2024 12:16 PM
83	On time	9/4/2024 9:57 AM
84	See previous answer to delivery	9/4/2024 9:28 AM
85	Excellent	9/4/2024 8:45 AM
86	Have always found operatives friendly and approachable.	9/4/2024 8:45 AM
87	Very pleasant and helpful staff. Always take time to listen.	9/4/2024 8:34 AM
88	Walking frame is very wobbly Toilet rasier is hard to get off and on so cannot use it.	9/4/2024 8:28 AM
89	The poor men are always in a rush.	9/4/2024 6:55 AM
90	Trouble free service was provided	9/4/2024 1:22 AM
91	Good	9/4/2024 1:07 AM
92	As have said they all did very well	9/4/2024 12:09 AM
93	The delivery is great always with a smile	9/4/2024 12:05 AM
94	As this is a very necessary service or Ederle T This is a very necessary service for elderly	9/3/2024 11:41 PM
95	No	9/3/2024 10:37 PM
96	Delivered and explained usage. Friendly and empathetic service	9/3/2024 9:59 PM
97	Very well.	9/3/2024 9:42 PM
98	Very well driver polite and cheerful	9/3/2024 9:42 PM
99	The service is very good except for the time slots.	9/3/2024 9:17 PM
100	Polite and friendly	9/3/2024 8:40 PM
101	NA	9/3/2024 8:38 PM
102	on time	9/3/2024 8:29 PM
103	I was very happy with the equipment and very happy with the service as well and	9/3/2024 8:14 PM
104	Great	9/3/2024 8:03 PM
105	1st class	9/3/2024 8:02 PM
106	Excellant service	9/3/2024 7:58 PM
107	Good	9/3/2024 7:57 PM
108	U delivered a couple of days later u took the chair away	9/3/2024 7:37 PM

Medequip Survey

109	The men that come out are always jolly but empathetic	9/3/2024 7:34 PM
110	Would recommend your service to anyone equipment clean useful and I am now back good health	9/3/2024 7:30 PM
111	Friendly and helpful	9/3/2024 7:26 PM
112	Very well	9/3/2024 7:19 PM
113	Most delivery men have been very helpful apart from 1 man that came twice, he dropped the bed lever when he should of fitted it and then when the same man collected it as the O.T couldn't fit it to the bed I had he took it out of the massive box it was in and refused to take the box which didn't make sense as it was brand new and also how did he expect me to dispose of the massive box ?	9/3/2024 6:57 PM
114	Very good .	9/3/2024 6:46 PM
115	Refused to arrange delivery to a day I was available to receive the item and turned up when I had told them I wouldn't be in.	9/3/2024 6:38 PM
116	No comment	9/3/2024 6:33 PM
117	Very well	9/3/2024 6:20 PM
118	Very good	9/3/2024 6:17 PM
119	Na	9/3/2024 6:13 PM
120	Professional and easy to talk to	9/3/2024 5:52 PM
121	Quick, easy delivery and the bed was installed and demonstrated very professionally	9/3/2024 5:50 PM
122	Could not have been more pleasant and helpful	9/3/2024 5:46 PM
123	Prompt,efficient and helpful	9/3/2024 5:38 PM
124	Very good.	9/3/2024 5:34 PM
125	Very good attitude all atound	9/3/2024 5:34 PM
126	Fine	9/3/2024 5:31 PM
127	5 STAR TREATMENT	9/3/2024 5:29 PM
128	Excellent	9/3/2024 5:26 PM
129	Excellent	9/3/2024 5:22 PM
130	Very pleasant	9/3/2024 5:21 PM
131	Absolutely lovely guys very hardworking pleasant chatty and caring	9/3/2024 5:18 PM
132	Very good	9/3/2024 5:02 PM
133	Getting boring	9/3/2024 5:00 PM
134	Confident that the person that delivered the equipment knew all about it and how to use it.	9/3/2024 4:53 PM
135	Ns	9/3/2024 4:45 PM
136	Brilliant changed stick for one with different handle and delivered it next day	9/3/2024 4:43 PM
137	both delivery and collection were professional and knowledgeable	9/3/2024 4:40 PM
138	Very well	9/3/2024 4:32 PM
139	Excellent	9/3/2024 4:15 PM
140	No comments	9/3/2024 4:11 PM
141	The delivery drivers are alway friendly and helpful	9/3/2024 4:09 PM
142	Everyone has always been very friendly and kind	9/3/2024 4:08 PM
143	N/A	9/3/2024 4:06 PM

Medequip Survey

144	Very good	9/3/2024 4:06 PM
145	They guys are always polite and explain what they are doing no complaints at all	9/3/2024 4:04 PM
146	Excellent	9/3/2024 3:57 PM
147	Delivery of the equipment arrived as promised.The person making the delivery was efficient and pleasant and set up the equipment in a timely manner.	9/3/2024 3:52 PM
148	Pleasant driver	9/3/2024 3:50 PM
149	Delivered when expected	9/3/2024 3:50 PM
150	All staff are courteous and friendly. We now know a few of the technicians and that is reassuring.	9/3/2024 3:48 PM
151	Very prompt in delivery	9/3/2024 3:40 PM
152	N/A	9/3/2024 3:39 PM
153	Very good	9/3/2024 3:36 PM
154	Just abandoned in the front garden. Did not ring the doorbell.	9/3/2024 3:33 PM
155	Very efficient.	9/3/2024 3:29 PM
156	Very good.	9/3/2024 3:28 PM
157	Some drivers are very friendly, others are not and you feel as though you are a nuisance	9/3/2024 3:23 PM
158	Very carer	9/3/2024 3:22 PM
159	Only one incident they left perching chair on front step it was good job my son called	9/3/2024 3:20 PM
160	All good apart from not male very rude	9/3/2024 3:19 PM
161	Again ten out of ten	9/3/2024 3:18 PM
162	Perfect	9/3/2024 3:17 PM
163	Great	9/3/2024 3:15 PM
164	Very respectful	9/3/2024 3:15 PM
165	Friendly and knowledgeable	9/3/2024 3:13 PM
166	Great	9/3/2024 3:12 PM
167	Very helpful	9/3/2024 3:11 PM
168	Very well	9/3/2024 3:05 PM
169	Was just handed the items as told they had no tools to do bed lever. but 2nd guy that called did put toilet seat on for meon	9/3/2024 3:02 PM
170	Kept updated and discussed time frame to suit	9/3/2024 3:01 PM
171	I was in hospital when the equipment was delivered. My son dealt with that	9/3/2024 2:58 PM
172	Good delivery and on time	9/3/2024 2:54 PM
173	Personable, approachable and informative	9/3/2024 2:52 PM
174	Very good.	9/3/2024 2:51 PM
175	On time delivery and installation of equipment set up very fast and friendly staff	9/3/2024 2:50 PM
176	Very friendly and offered to assist setting them up, we have rescue dogs so my husband did that instead.	9/3/2024 2:48 PM
177	Very pleased with the service except for 1 grumpy man who delivered the best assist.	9/3/2024 2:48 PM
178	Excellent	9/3/2024 2:47 PM
179	Very good	9/3/2024 2:47 PM

Medequip Survey

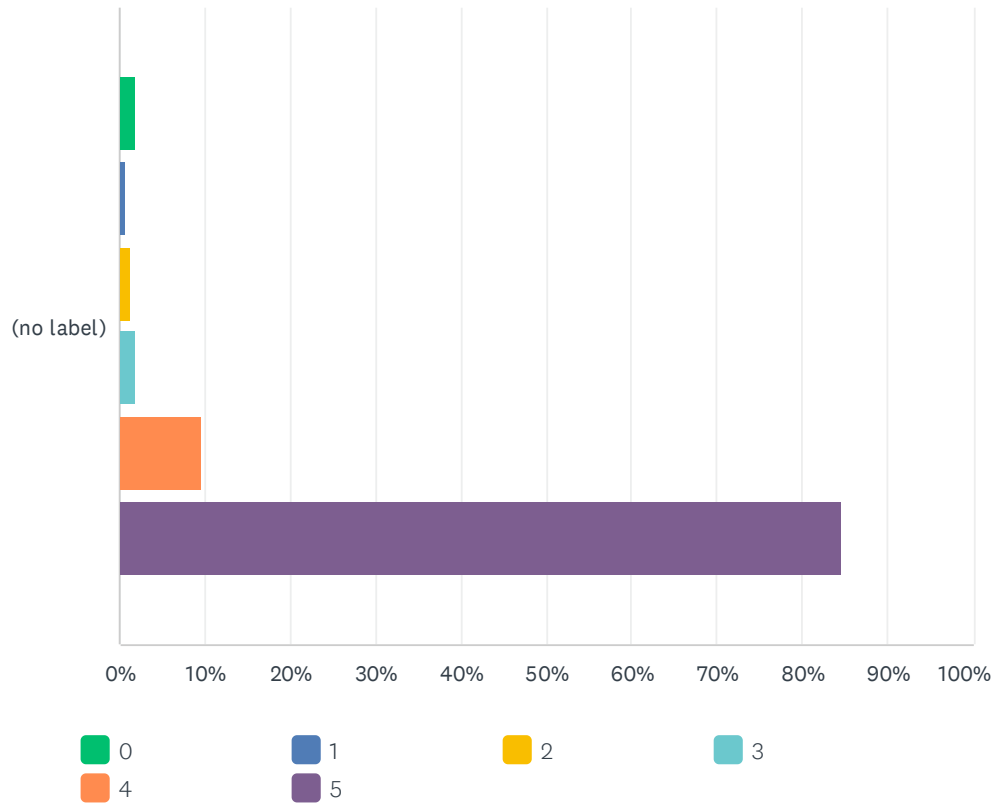
180	Up now, OK	9/3/2024 2:47 PM
181	Fantastic	9/3/2024 2:46 PM
182	No	9/3/2024 2:45 PM
183	Am bed-bound. where the bed bends at the shoulder area it digs into me because I have Spina Bifida , I wish I'd have been able to be involved in ordering the bed myself because the bed I have now is too long for me.	9/3/2024 2:45 PM
184	Good service and staff	9/3/2024 2:44 PM
185	First time you let me down on delivery, but second time and David was a Winner.	9/3/2024 2:43 PM
186	lways a kind word and a smile	9/3/2024 2:40 PM
187	Always helpful and polite	9/3/2024 2:39 PM
188	Everything done as per telephone conversation	9/3/2024 2:38 PM
189	VERY PLEASANT , HELPFUL	9/3/2024 2:38 PM
190	Delivery was very good	9/3/2024 2:38 PM
191	The man was very pleasant	9/3/2024 2:37 PM
192	Very nice person that picked up the equipment	9/3/2024 2:37 PM
193	Lovely professional gentleman delivered equipment on time	9/3/2024 2:34 PM
194	They understood our needs well and supported us to make sure we got everything as quickly as possible	9/3/2024 2:33 PM
195	Very helpful, friendly and polite.	9/3/2024 2:33 PM
196	Very good	9/3/2024 2:31 PM
197	Very good	9/3/2024 2:30 PM
198	N/c	9/3/2024 2:30 PM
199	Efficiently	9/3/2024 2:29 PM
200	Excellent service	9/3/2024 2:29 PM
201	As previously	9/3/2024 2:28 PM
202	Excellent	9/3/2024 2:27 PM
203	Great. I didn't need instructions. But he had a lot to San about position.	9/3/2024 2:27 PM
204	The equipment was delivered several years ago but I remember being impressed by the professionalism of the team	9/3/2024 2:26 PM
205	Friendly staff	9/3/2024 2:26 PM
206	As said earlier very well driver very nice	9/3/2024 2:26 PM
207	Great customer service but crap time on delivery pickups 😞	9/3/2024 2:25 PM
208	Excellent!!!	9/3/2024 2:25 PM
209	Very friendly staff	9/3/2024 2:23 PM
210	Very pleased	9/3/2024 2:23 PM
211	Very well	9/3/2024 2:22 PM
212	Very pleased &polite	9/3/2024 2:22 PM
213	Well	9/3/2024 2:22 PM
214	No comment	9/3/2024 2:21 PM
215	Came on a Sunday although I had been told no deliveries were made on a Sunday	9/3/2024 2:21 PM

Medequip Survey

216	Always cheerful and chatty	9/3/2024 2:20 PM
217	Medequip staff who delivered the equipment were lovely, brilliant and very empathetic.	9/3/2024 2:20 PM
218	Good service, pleasant manner	9/3/2024 2:19 PM
219	Na	9/3/2024 2:19 PM
220	Polite and very helpful	9/3/2024 2:19 PM
221	The gentleman who delivered was friendly and courteous	9/3/2024 2:18 PM
222	No problem	9/3/2024 2:18 PM
223	Very friendly, polite and professional	9/3/2024 2:18 PM
224	Very good	9/3/2024 2:17 PM
225	I always find the drivers to be very helpful and understanding	9/3/2024 2:17 PM
226	Good	9/3/2024 2:17 PM
227	Very friendly	9/3/2024 2:17 PM
228	Brilliant	9/3/2024 2:16 PM
229	All was explained in full.	9/3/2024 2:16 PM
230	Good	9/3/2024 2:16 PM
231	They were very polite	9/3/2024 2:16 PM
232	Delivered on time	9/3/2024 2:15 PM
233	Excellent	9/3/2024 2:15 PM
234	Efficient and helpful	9/3/2024 2:15 PM
235	Excellent helpful staff	9/3/2024 2:15 PM
236	Very well installing any equipment I needed	9/3/2024 2:15 PM
237	Very kind and patient.	9/3/2024 2:14 PM
238	Really good	9/3/2024 2:14 PM
239	Delivered with care and professionalism. Very friendly and helpful	9/3/2024 2:14 PM
240	Perfect	9/3/2024 2:13 PM
241	Vgood	9/3/2024 2:12 PM
242	All technicians have been informative & more than willing to help	9/3/2024 2:12 PM
243	Very helpful and friendly	9/3/2024 2:11 PM
244	Great	9/3/2024 2:11 PM
245	Very well and efficient	9/3/2024 2:11 PM
246	wonderful	9/3/2024 2:11 PM
247	Very prompt	9/3/2024 2:10 PM
248	Good	9/3/2024 2:10 PM
249	The guys are very polite	9/3/2024 1:44 PM

Q26 Overall, how happy are you with the services given by Medequip?
Please tell us from 0 to 5, with 0 being very unhappy, 3 Ok and 5 very happy.

Answered: 365 Skipped: 89



	0	1	2	3	4	5	TOTAL	WEIGHTED AVERAGE
(no label)	1.92% 7	0.55% 2	1.37% 5	1.92% 7	9.59% 35	84.66% 309	365	4.71

Q27 Do you have any comments or ideas that you would to share with Medequip?

Answered: 197 Skipped: 257

#	RESPONSES	DATE
1	Hand over to a more capable company	10/21/2024 4:50 PM
2	No	10/15/2024 4:55 PM
3	Customer services seem to have a problem updating their systems. Surely, after being told the client moved house that can be updated. The resident of our old house was not happy having a bed delivered to her. I was not happy finding no commonsense by telephone to Mediquip.	10/15/2024 12:19 PM
4	Very well run company.	10/15/2024 11:14 AM
5	Brilliant	10/11/2024 1:21 PM
6	Gave good advice, i am very grateful	10/11/2024 1:12 PM
7	Not yet.	9/19/2024 9:49 AM
8	No	9/18/2024 7:37 PM
9	-	9/18/2024 2:58 PM
10	Prefer to be provided with a text advising of morning or afternoon delivery which worked very well before the system changed.	9/16/2024 3:23 PM
11	I had a shower chair that needed removing when they delivered the new one and they refused to take it away as it wasn't on there list.	9/13/2024 8:41 PM
12	Thank you for all you do at Mediquip 🙏 your service is life saving/supporting and I can't imagine where Bob would have been without you all 🙏🌟	9/12/2024 7:28 PM
13	All was good - except this repetitive survey!	9/12/2024 5:02 PM
14	Made my life easier I know all the times I need to take it	9/12/2024 2:44 PM
15	The service provided was so helpful and assisted in my recovery at home.	9/11/2024 5:21 PM
16	Keep up good work	9/11/2024 2:08 PM
17	It's a brilliant service - thank you so much.	9/11/2024 1:02 PM
18	N/A	9/11/2024 12:14 PM
19	NO.	9/10/2024 12:57 PM
20	No not at the moment	9/9/2024 12:19 PM
21	Keep doing what you do, you're brilliant.	9/8/2024 5:22 PM
22	Just a big thank you for making my life easier.	9/8/2024 2:59 PM
23	Some slinges Are very uncomfortable ie toileting sling	9/7/2024 2:07 PM
24	Just to say how efficient and friendly everyone was	9/7/2024 10:09 AM
25	N/a	9/7/2024 9:24 AM
26	Excellent service at all working times	9/7/2024 2:10 AM
27	Being able to call for help or advice after hours	9/6/2024 6:46 PM
28	Good work	9/6/2024 3:53 PM
29	Thank you for your excellent, caring service at a time when I needed it most.	9/6/2024 2:00 PM

Medequip Survey

30	no	9/6/2024 11:07 AM
31	No thank you	9/6/2024 11:03 AM
32	Give detailed instructions and leave printed instructions for the user as a reminder	9/6/2024 7:43 AM
33	Keep on doing what you are doing! Absolutely invaluable!	9/5/2024 6:29 PM
34	I would like to thank you very much for the equipment.	9/5/2024 5:53 PM
35	No	9/5/2024 5:26 PM
36	No, all fine	9/5/2024 4:29 PM
37	No	9/5/2024 1:38 PM
38	A Ring type doorbell would be a very good idea to be provided as equipment and a service.	9/5/2024 12:40 PM
39	Would recommend your service to everyone who needs help	9/5/2024 11:35 AM
40	Very pleasant person. Got on well with his job	9/5/2024 10:57 AM
41	Absolutely marvellous!	9/5/2024 10:39 AM
42	None really	9/5/2024 9:35 AM
43	No.	9/4/2024 8:33 PM
44	A smaller time scale for deliveries or pickups. At 88 I am rarely up at 9.00 o'clock.	9/4/2024 8:01 PM
45	No	9/4/2024 7:35 PM
46	Well suited	9/4/2024 6:59 PM
47	Your staff are amazing, always looking ahead to what you would need .	9/4/2024 5:58 PM
48	Just to say keep up the good work . Thank you	9/4/2024 5:51 PM
49	Until I get what I need I can't answer	9/4/2024 5:34 PM
50	NA	9/4/2024 4:41 PM
51	No excellent service all round	9/4/2024 4:27 PM
52	Everything good with me	9/4/2024 3:57 PM
53	No comment	9/4/2024 3:33 PM
54	No everything was spot on	9/4/2024 3:02 PM
55	I'm very happy. I cannot do without the equipment now; it is part of my life.	9/4/2024 1:22 PM
56	No further ideas	9/4/2024 1:21 PM
57	No. Only praise. Keep on doing what you are doing	9/4/2024 1:18 PM
58	Just to say thank u	9/4/2024 1:14 PM
59	Just would like a lighter narrow 4 wheel walker	9/4/2024 1:14 PM
60	No	9/4/2024 1:09 PM
61	Thank you	9/4/2024 12:50 PM
62	Please respect your disabled clients and provide truthful information and adequate care. Ch44 service is beyond a joke for fall arm services and ive cancelled mine. Was told they don't do welfare checks, ignored, spoken to disgustingly, left in unsafe conditions, told they don't contact police or amulance when ambulance is required to lift and was unsafe in property	9/4/2024 12:16 PM
63	No	9/4/2024 9:57 AM
64	Please don't wheel shower chair outside	9/4/2024 9:28 AM
65	Big thanks for being there	9/4/2024 8:45 AM

Medequip Survey

66	No	9/4/2024 8:34 AM
67	More comemuncation	9/4/2024 8:28 AM
68	You need more drivers with time to spend on each call making sure I am happy	9/4/2024 6:56 AM
69	If the service is not broken it doesn't need fixing	9/4/2024 1:22 AM
70	Not sure	9/4/2024 1:07 AM
71	Not really just thankful I have the use of this service	9/4/2024 12:09 AM
72	You all do a fantastic job at mediquip thank you	9/4/2024 12:05 AM
73	No	9/3/2024 11:41 PM
74	No	9/3/2024 10:37 PM
75	Couldn't improve on the service and advice given.Excellent	9/3/2024 9:59 PM
76	You make me feel safe in my home when my work is at work during the day.	9/3/2024 9:42 PM
77	No	9/3/2024 9:42 PM
78	Make new arrangements for delivery times	9/3/2024 9:17 PM
79	No	9/3/2024 8:40 PM
80	Get better equipment and deliver what you're supposed to	9/3/2024 8:38 PM
81	no	9/3/2024 8:29 PM
82	No	9/3/2024 8:14 PM
83	Keep up the good work ur invaluable and thank u	9/3/2024 8:03 PM
84	Could not be better	9/3/2024 8:02 PM
85	No, think they are very proffessional	9/3/2024 7:58 PM
86	No	9/3/2024 7:57 PM
87	Frequently asked for assessment for husbands mobility but never followed up so he has only basic equipment. I bought wheelchair. All we received - a hand hold by toilet and a cushion for his chair.	9/3/2024 7:55 PM
88	None	9/3/2024 7:30 PM
89	This is such an invaluable service. Professional and personable. They all seem to genuinely care about the work they do.	9/3/2024 7:26 PM
90	No	9/3/2024 7:19 PM
91	Yes large electric beds or mattresses for large people	9/3/2024 6:57 PM
92	Carry on with what your doing .	9/3/2024 6:46 PM
93	It should be possible to arrange delivery for days when people are available. Just because we are disabled, doesn't mean we don't have lives! In fact, we probably have more appointments to keep than most people!	9/3/2024 6:38 PM
94	No	9/3/2024 6:33 PM
95	Just great and very helpful	9/3/2024 6:17 PM
96	Na	9/3/2024 6:13 PM
97	Keep up the good work	9/3/2024 5:46 PM
98	Keep up the good work.	9/3/2024 5:34 PM
99	Once equipment was delivered the service & attitude was excellent.	9/3/2024 5:34 PM
100	More variety of collection days	9/3/2024 5:31 PM

Medequip Survey

101	Keep going doing what you all do so well	9/3/2024 5:29 PM
102	No	9/3/2024 5:26 PM
103	Great service	9/3/2024 5:22 PM
104	No	9/3/2024 5:21 PM
105	Not at this time	9/3/2024 5:02 PM
106	Ns	9/3/2024 4:45 PM
107	Perfect	9/3/2024 4:43 PM
108	First time I have ever used this service and I was extremely impressed with the equipment and staff. Thank you	9/3/2024 4:40 PM
109	No	9/3/2024 4:32 PM
110	No	9/3/2024 4:22 PM
111	No	9/3/2024 4:15 PM
112	No	9/3/2024 4:11 PM
113	No it's an excellent service	9/3/2024 4:09 PM
114	All staff have been lovely b	9/3/2024 4:08 PM
115	Need to explain difficult to get in car (toilet frame)	9/3/2024 4:06 PM
116	First class always	9/3/2024 4:06 PM
117	No	9/3/2024 3:57 PM
118	I was pleasantly surprised by the efficiency of this company. The equipment definitely helped with my recovery. I would like to thank all involved for the service I received.	9/3/2024 3:52 PM
119	No	9/3/2024 3:48 PM
120	No	9/3/2024 3:40 PM
121	No	9/3/2024 3:39 PM
122	No	9/3/2024 3:36 PM
123	No	9/3/2024 3:28 PM
124	Perhaps ask all drivers to treat people in a friendly manner. When you give people appointments, give them a specific time slot eg 10am and if running late to let the client know. I go into panic mode if people are late and don't let me know	9/3/2024 3:23 PM
125	Hope to get pressure crushed	9/3/2024 3:22 PM
126	Not at this moment in w	9/3/2024 3:22 PM
127	Longer beds I'm 6 foot 2 tall and bed not long enough	9/3/2024 3:19 PM
128	None as all dealings where ok	9/3/2024 3:18 PM
129	Thought everything was handled very professional	9/3/2024 3:17 PM
130	Great	9/3/2024 3:15 PM
131	No	9/3/2024 3:12 PM
132	No they are very helpful and understanding	9/3/2024 3:11 PM
133	No just very pleased	9/3/2024 3:05 PM
134	I have a husband that put the bed lever on but many old folk don't have anyone so would be good if they did fit items and have basic tools with them to do so	9/3/2024 3:02 PM
135	Great speedy friendly professional service	9/3/2024 3:01 PM

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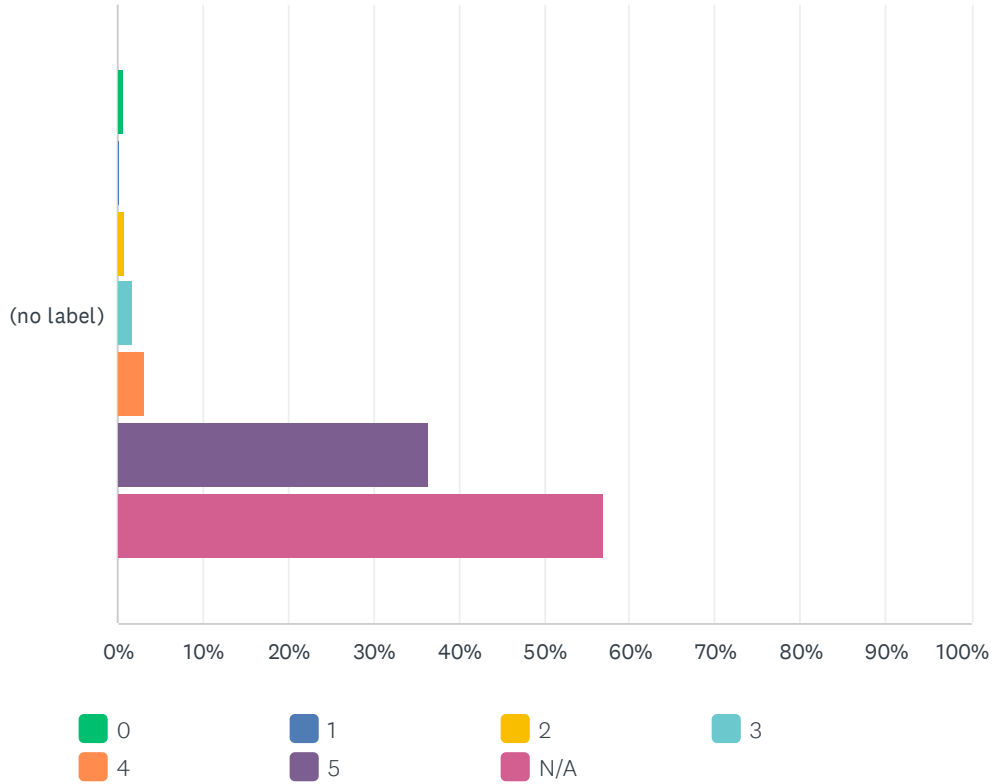
136	Thank you for excellent service	9/3/2024 2:52 PM
137	N/A	9/3/2024 2:51 PM
138	Very helpful company staff very knowledgeable and helpful and friendly equipment excellent qt	9/3/2024 2:50 PM
139	The equipment was adequate. The living room chair is not the most comfortable, but at least it encouraged me to get up and move around more often. Thanks.	9/3/2024 2:48 PM
140	A little more detail re. the size of some of the equipment eg. the bathroom chair was too large for my room.	9/3/2024 2:48 PM
141	No perfect	9/3/2024 2:47 PM
142	No	9/3/2024 2:47 PM
143	No	9/3/2024 2:45 PM
144	Am bed-bound. where the bed bends at the shoulder area it digs into me because I have Spina Bifida , I wish I'd have been able to be involved in ordering the bed myself because the bed I have now is too long for me.	9/3/2024 2:45 PM
145	No	9/3/2024 2:44 PM
146	Nope! YOU'RE PERFECT!	9/3/2024 2:43 PM
147	I don't think I would have any ideas to offer them Medequipe have it down to a fine art	9/3/2024 2:40 PM
148	All is good thanks	9/3/2024 2:39 PM
149	No	9/3/2024 2:38 PM
150	THE HAND RAIL FOR THE STAIRS WOULDNT COME THROUGH THE DOOR SO I AM STILL WAITING FOR THIS BUT NO ONE HAS GOT BACK TO ME.	9/3/2024 2:38 PM
151	No	9/3/2024 2:38 PM
152	No as I found the service to be excellent	9/3/2024 2:37 PM
153	No	9/3/2024 2:37 PM
154	No improvement required	9/3/2024 2:34 PM
155	Thank you for helping us keep mum safe, comfortable and at home during the end of her life journey. Equally, after she passed, you understood how hard it was to have the bed in the room and collected the following day, going out of your way to support us	9/3/2024 2:33 PM
156	Would (& have) recommend to others.	9/3/2024 2:33 PM
157	No	9/3/2024 2:30 PM
158	Not at this time.	9/3/2024 2:30 PM
159	No	9/3/2024 2:29 PM
160	I would like to see a better means of securing the controls for to the bed to the frame	9/3/2024 2:29 PM
161	No	9/3/2024 2:28 PM
162	None	9/3/2024 2:27 PM
163	You could get all this in a dexter designed questionnaire half the size.	9/3/2024 2:27 PM
164	All was top quality drivers and phone people	9/3/2024 2:26 PM
165	More choice probably due to NHS budgets I buy private	9/3/2024 2:25 PM
166	Only to say they are the best company in wirral 🍌🍌🍌🍌	9/3/2024 2:25 PM
167	I would recommend you	9/3/2024 2:24 PM
168	No	9/3/2024 2:23 PM
169	No thanks	9/3/2024 2:22 PM

Medequip Survey

170	Have the new alarm make it easier to move around it without knocking it and the new device as a cancellation button if not required	9/3/2024 2:22 PM
171	Better time slots when equipment checking	9/3/2024 2:22 PM
172	No comment	9/3/2024 2:21 PM
173	Thank you so much for providing such an excellent service	9/3/2024 2:20 PM
174	Ten out of ten !	9/3/2024 2:20 PM
175	No	9/3/2024 2:19 PM
176	N/A	9/3/2024 2:18 PM
177	Shorter surveys thx	9/3/2024 2:18 PM
178	No	9/3/2024 2:18 PM
179	Thank you	9/3/2024 2:17 PM
180	Keep doing what you are doing and thankyou for everything	9/3/2024 2:17 PM
181	No	9/3/2024 2:17 PM
182	I am very satisfied with the service I get	9/3/2024 2:17 PM
183	No	9/3/2024 2:16 PM
184	Everything is really good	9/3/2024 2:16 PM
185	Service friendly and efficient.Happy to be quoted	9/3/2024 2:15 PM
186	No	9/3/2024 2:15 PM
187	Improve the quality of the hospital beds. The rest of the service is excellent.	9/3/2024 2:15 PM
188	No	9/3/2024 2:15 PM
189	None very satisfied	9/3/2024 2:14 PM
190	They are very kind and helpful	9/3/2024 2:14 PM
191	None	9/3/2024 2:14 PM
192	Not at this time	9/3/2024 2:14 PM
193	Just keep doing what you're doing	9/3/2024 2:13 PM
194	No	9/3/2024 2:12 PM
195	none	9/3/2024 2:11 PM
196	No	9/3/2024 2:10 PM
197	NO	9/3/2024 1:44 PM

Q28 Please say how happy you were with the maintenance/ servicing of the equipment. Please tell us from 0 to 5, with 0 being very unhappy, 3 Ok and 5 very happy.

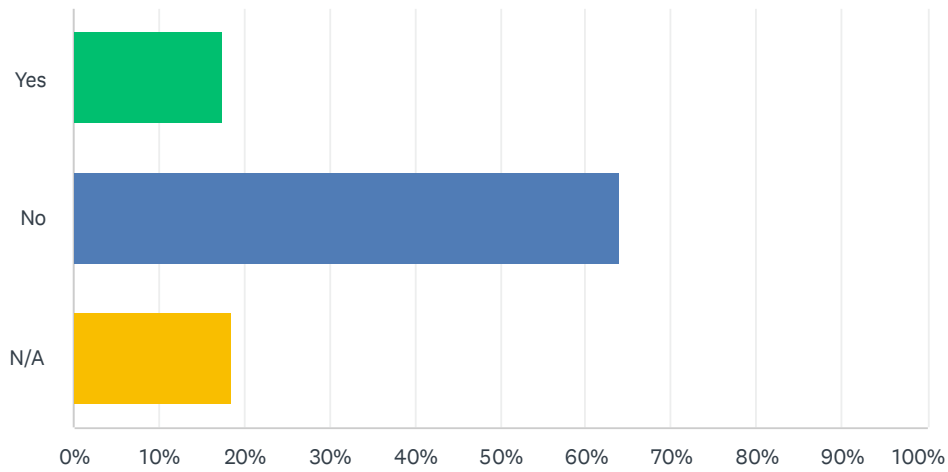
Answered: 364 Skipped: 90



	0	1	2	3	4	5	N/A	TOTAL	WEIGHTED AVERAGE
(no label)	0.55%	0.27%	0.82%	1.65%	3.30%	36.54%	56.87%		
	2	1	3	6	12	133	207	364	4.70

Q29 Has the equipment you received needed to be repaired at any point?

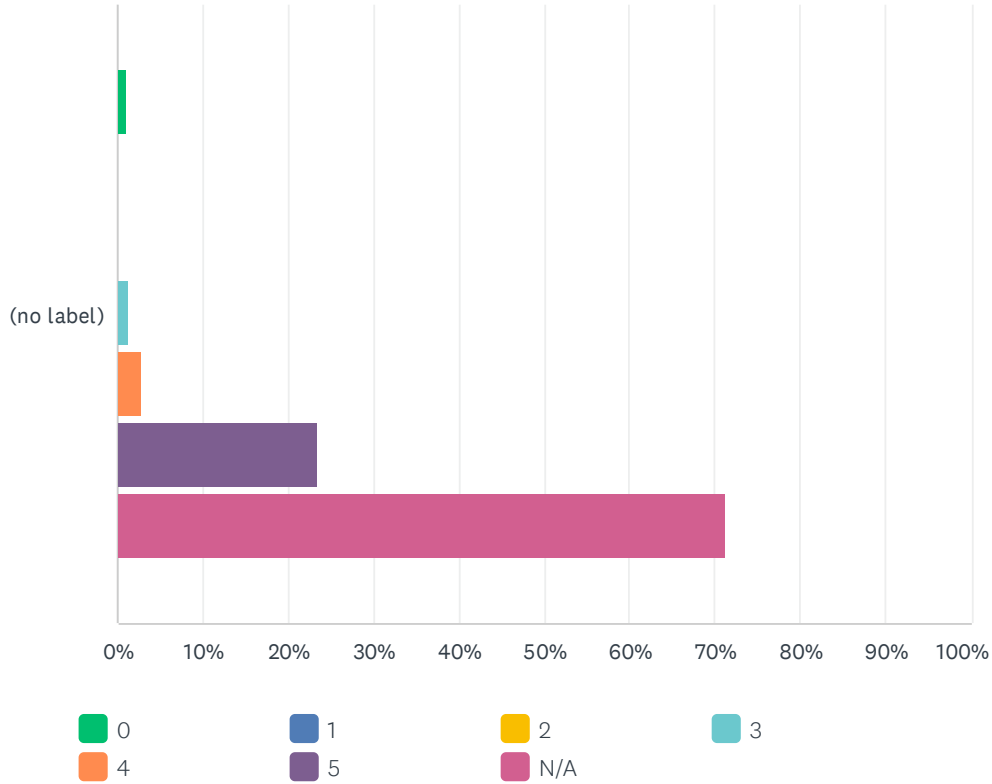
Answered: 360 Skipped: 94



ANSWER CHOICES	RESPONSES	
Yes	17.50%	63
No	63.89%	230
N/A	18.61%	67
TOTAL		360

Q30 Please say how easy it was for you to organise the maintenance or repair of the equipment. Please tell us from 0 to 5, with 0 being very unhappy, 3 Ok and 5 very happy.

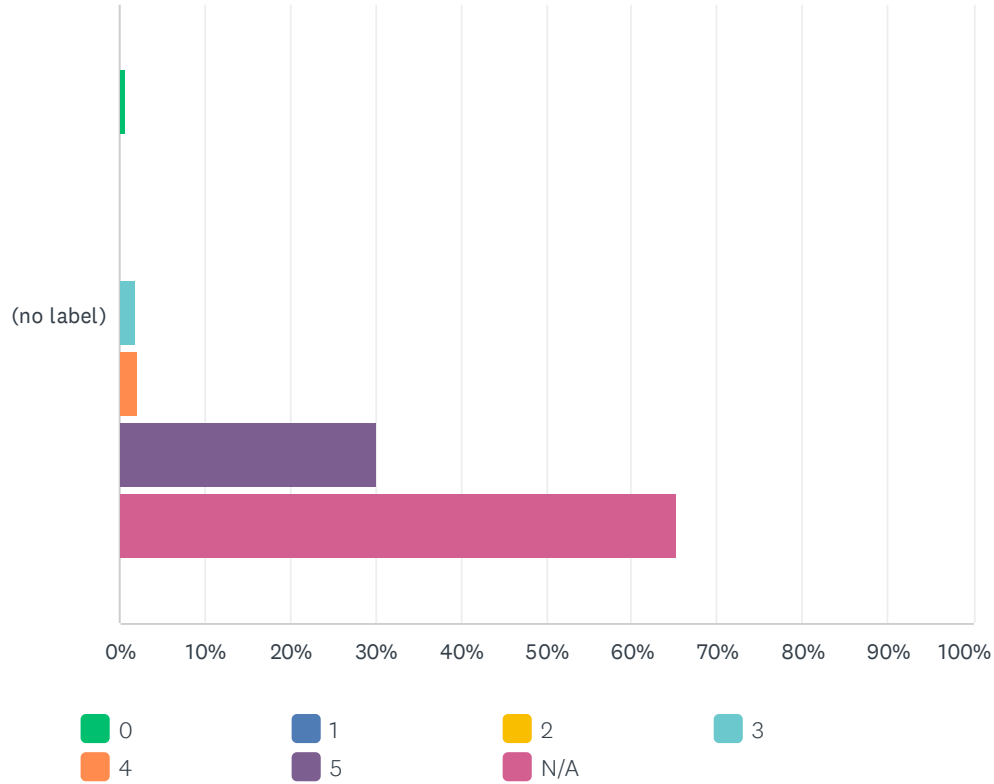
Answered: 361 Skipped: 93



	0	1	2	3	4	5	N/A	TOTAL	WEIGHTED AVERAGE
(no label)	1.11%	0.00%	0.00%	1.39%	2.77%	23.55%	71.19%		
	4	0	0	5	10	85	257	361	4.62

Q31 Please tell us your experience with the person supporting the maintenance or fixing of your equipment? Please tell us from 0 to 5, with 0 being very unhappy, 3 Ok and 5 very happy.

Answered: 359 Skipped: 95



	0	1	2	3	4	5	N/A	TOTAL	WEIGHTED AVERAGE
(no label)	0.56%	0.00%	0.00%	1.95%	2.23%	30.08%	65.18%	359	4.74
	2	0	0	7	8	108	234		

Q32 Please tell us how well we did (Any comments)

Answered: 173 Skipped: 281

#	RESPONSES	DATE
1	Na	10/21/2024 4:51 PM
2	Na	10/15/2024 4:55 PM
3	See previous boxes.	10/15/2024 12:20 PM
4	n/a	10/11/2024 1:22 PM
5	Very well	9/20/2024 2:32 PM
6	All very well.i recieved what I needed.we also returned the equipment when we stopped using it.	9/19/2024 9:52 AM
7	-	9/18/2024 2:59 PM
8	Never needed any maintenance	9/15/2024 8:23 PM
9	N/A	9/12/2024 5:03 PM
10	N/A	9/11/2024 5:22 PM
11	Cheerful	9/11/2024 2:10 PM
12	Very Well	9/10/2024 12:59 PM
13	Excellent I don't often speak to men he seemed to understand I was made me feel at ease	9/9/2024 12:22 PM
14	Very good 👍	9/7/2024 2:10 PM
15	All very good	9/7/2024 9:26 AM
16	Excellently	9/7/2024 2:11 AM
17	Very helpful	9/6/2024 6:48 PM
18	N/a	9/6/2024 3:54 PM
19	Hood	9/6/2024 11:44 AM
20	n/a	9/6/2024 11:08 AM
21	Well	9/6/2024 11:04 AM
22	Not available	9/5/2024 6:30 PM
23	Very well.	9/5/2024 5:54 PM
24	N/a	9/5/2024 5:27 PM
25	Na	9/5/2024 1:40 PM
26	The falls alarm add on panic button for bedroom wasn't working properly and a two way conversation wasn't possible so rang call centre and an engineer came out the next day, it needed toggling and calibrating.	9/5/2024 12:46 PM
27	N/A	9/5/2024 11:45 AM
28	Positive	9/5/2024 11:38 AM
29	N/A	9/5/2024 11:32 AM
30	All has stayed in good working order	9/5/2024 10:41 AM
31	The technician had the part on van so was straight forward	9/5/2024 10:39 AM

Medequip Survey

32	N/A	9/5/2024 9:36 AM
33	None.	9/4/2024 8:34 PM
34	Fine	9/4/2024 8:02 PM
35	Quick response and very helpful.	9/4/2024 7:36 PM
36	As previously commented	9/4/2024 7:30 PM
37	No repairs required	9/4/2024 7:07 PM
38	Ok	9/4/2024 7:02 PM
39	V good	9/4/2024 7:00 PM
40	No problems came at said time .	9/4/2024 6:36 PM
41	Staff always phone and arrange a time to suit you to visit , always respectful and friendly.	9/4/2024 5:59 PM
42	Can't say until I get bathroom wet room sorted	9/4/2024 5:37 PM
43	NA	9/4/2024 4:41 PM
44	Fixed brakes on rolator no bother	9/4/2024 3:58 PM
45	No comment	9/4/2024 3:34 PM
46	Excellent	9/4/2024 2:21 PM
47	I reported a fault with a break on an item of equipment, and within 24 hours, the item had been repaired with no fuss; great service.	9/4/2024 1:24 PM
48	Very good	9/4/2024 1:23 PM
49	Excellent service	9/4/2024 1:19 PM
50	N/A	9/4/2024 1:15 PM
51	100%	9/4/2024 1:15 PM
52	Very good	9/4/2024 1:12 PM
53	Wasn't fixed or maintained.	9/4/2024 12:17 PM
54	Well	9/4/2024 9:59 AM
55	n/a	9/4/2024 9:30 AM
56	Always met expectations.	9/4/2024 8:47 AM
57	N/a	9/4/2024 8:46 AM
58	Everyone has been very helpful	9/4/2024 8:36 AM
59	Guy who delivers last time was very polite. Guys who delivered last few times have not been nice.	9/4/2024 8:31 AM
60	Only had equipment a short timeframe and I have not had any need for repairs	9/4/2024 7:37 AM
61	Sometimes I need more time talking to the man	9/4/2024 6:56 AM
62	Good	9/4/2024 1:08 AM
63	Xxx	9/4/2024 12:06 AM
64	Ok	9/3/2024 11:43 PM
65	No	9/3/2024 10:38 PM
66	You all do a brilliant job at all times.	9/3/2024 9:43 PM
67	Na	9/3/2024 9:43 PM
68	Rapid response	9/3/2024 8:40 PM

Medequip Survey

69	NA	9/3/2024 8:38 PM
70	You did very well	9/3/2024 8:15 PM
71	Great	9/3/2024 8:03 PM
72	N/a	9/3/2024 8:03 PM
73	Have not needed this service	9/3/2024 7:59 PM
74	No	9/3/2024 7:58 PM
75	Didn't need maintenance or repair	9/3/2024 7:19 PM
76	Didn't have any problems	9/3/2024 6:58 PM
77	Very well .	9/3/2024 6:47 PM
78	N/a	9/3/2024 6:38 PM
79	Excellent	9/3/2024 6:34 PM
80	N/A	9/3/2024 6:18 PM
81	Na	9/3/2024 6:14 PM
82	N/A	9/3/2024 5:47 PM
83	The adjusting leg, on the chair you provided, collapsed after a few hours of use. A friend & I managed to fix it ourselves and it was ok after that.	9/3/2024 5:37 PM
84	Great.	9/3/2024 5:35 PM
85	N/A	9/3/2024 5:32 PM
86	I rang up & the appliance was reached very quickly	9/3/2024 5:31 PM
87	No	9/3/2024 5:26 PM
88	Timely	9/3/2024 5:23 PM
89	No	9/3/2024 5:22 PM
90	Very well done	9/3/2024 5:04 PM
91	Very confident in the equipment supplied	9/3/2024 4:55 PM
92	Na	9/3/2024 4:46 PM
93	Top grade	9/3/2024 4:44 PM
94	n/a	9/3/2024 4:40 PM
95	No	9/3/2024 4:33 PM
96	Excellent	9/3/2024 4:16 PM
97	No	9/3/2024 4:12 PM
98	Hoist fixed within the hour a great service	9/3/2024 4:10 PM
99	Very well	9/3/2024 4:07 PM
100	No	9/3/2024 4:00 PM
101	Excellent	9/3/2024 3:57 PM
102	It was out of the team's control because the motor went in the chair and a new one had to be ordered. This did take a while but could not be helped.	9/3/2024 3:53 PM
103	N/a	9/3/2024 3:41 PM
104	N/A	9/3/2024 3:39 PM
105	Easy to contact and prompt response.	9/3/2024 3:35 PM

Medequip Survey

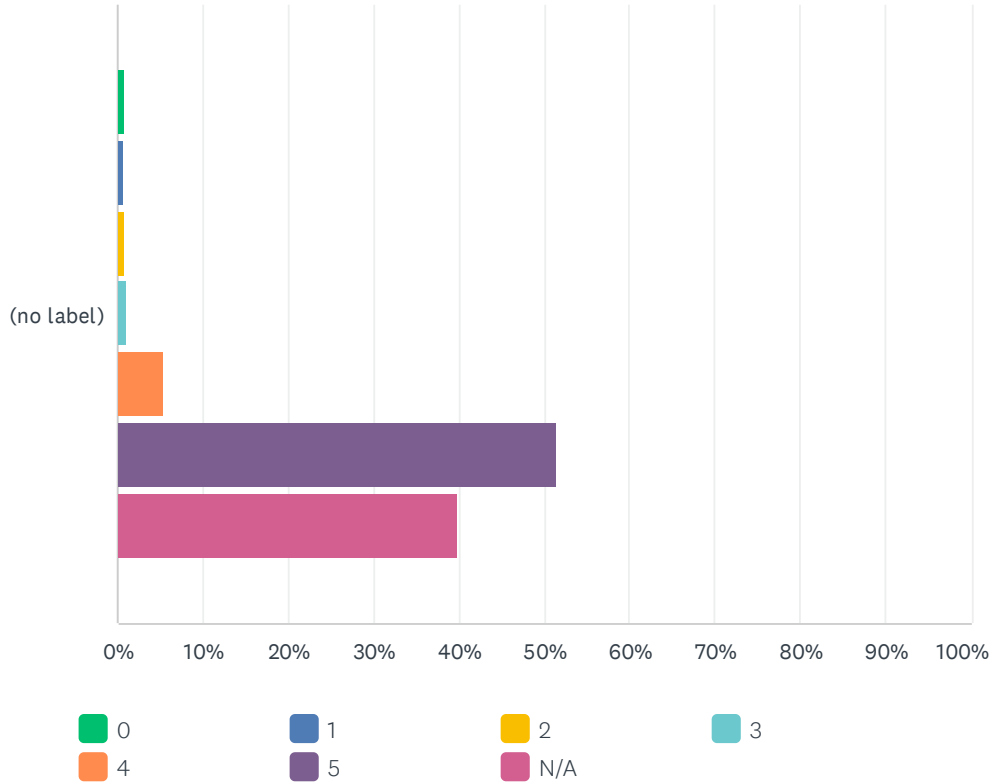
106	cheerful	9/3/2024 3:31 PM
107	Very well.	9/3/2024 3:29 PM
108	Could not fault the service	9/3/2024 3:24 PM
109	Some technicians are friendly others not	9/3/2024 3:24 PM
110	N/A	9/3/2024 3:24 PM
111	Fixed quickly	9/3/2024 3:20 PM
112	Bone	9/3/2024 3:19 PM
113	Brilliantly	9/3/2024 3:18 PM
114	Very kind and caring	9/3/2024 3:16 PM
115	Great	9/3/2024 3:15 PM
116	Replaced items where necessary	9/3/2024 3:14 PM
117	Great	9/3/2024 3:13 PM
118	N/a	9/3/2024 3:03 PM
119	I have been happy with the equipment and service!	9/3/2024 3:00 PM
120	Very good.	9/3/2024 2:52 PM
121	Up to now OK.	9/3/2024 2:50 PM
122	No	9/3/2024 2:49 PM
123	Excellent	9/3/2024 2:48 PM
124	N/A	9/3/2024 2:48 PM
125	The bed has developed a squeak at the head-end when it is moved up or down. Would like to have this fixed.	9/3/2024 2:46 PM
126	Very good	9/3/2024 2:45 PM
127	Bloody Marvellous	9/3/2024 2:44 PM
128	My equipment was removed and replaced there and then.	9/3/2024 2:43 PM
129	Excellent	9/3/2024 2:40 PM
130	Very good service	9/3/2024 2:39 PM
131	I was very happy and it is good to know that the service is available as and when it is needed	9/3/2024 2:39 PM
132	It didn't affect me	9/3/2024 2:38 PM
133	Na	9/3/2024 2:31 PM
134	N/c	9/3/2024 2:31 PM
135	The person who came out to change a flat mattress did it expertly	9/3/2024 2:31 PM
136	Ok	9/3/2024 2:30 PM
137	Excellent	9/3/2024 2:30 PM
138	No this questionnaire has now gone daft. You asked me this before	9/3/2024 2:29 PM
139	Every year I am contacted, in order for the bed lift to be serviced and I am given a date according to when I am available.	9/3/2024 2:28 PM
140	In a word EXCELLENT	9/3/2024 2:27 PM
141	Excellent	9/3/2024 2:27 PM
142	Not had repairs no comment	9/3/2024 2:26 PM

Medequip Survey

143	Excellent	9/3/2024 2:26 PM
144	Did good	9/3/2024 2:25 PM
145	Fine	9/3/2024 2:25 PM
146	The new chair was delivered and after a week the back wing came lose when I phoned in about having it repaired they told me just to put a couple of screws in to hold it	9/3/2024 2:25 PM
147	Did well	9/3/2024 2:24 PM
148	Well	9/3/2024 2:24 PM
149	Trolley handle required sticking back on. It was delivered in that state	9/3/2024 2:23 PM
150	N/A	9/3/2024 2:21 PM
151	N/A	9/3/2024 2:20 PM
152	Very well	9/3/2024 2:20 PM
153	N/A	9/3/2024 2:19 PM
154	Very caring	9/3/2024 2:18 PM
155	N/A	9/3/2024 2:18 PM
156	N/a	9/3/2024 2:18 PM
157	My walker was replaced very quickly	9/3/2024 2:18 PM
158	Very good	9/3/2024 2:17 PM
159	All contact was very professional.	9/3/2024 2:17 PM
160	Very good	9/3/2024 2:17 PM
161	They did it really good	9/3/2024 2:17 PM
162	NA	9/3/2024 2:16 PM
163	Never needed any equipment to be repaired	9/3/2024 2:16 PM
164	Excellent	9/3/2024 2:15 PM
165	Extremely happy.	9/3/2024 2:15 PM
166	Not needed any repairs	9/3/2024 2:15 PM
167	All good	9/3/2024 2:14 PM
168	N/a	9/3/2024 2:13 PM
169	The man was more than helpful	9/3/2024 2:13 PM
170	Very efficient and friendly	9/3/2024 2:12 PM
171	very professional	9/3/2024 2:11 PM
172	Good	9/3/2024 2:10 PM
173	The times i have rang up for clients, the service has always been brilliant, they team are out within days	9/3/2024 1:46 PM

Q33 On a scale from 0 to 5, how satisfied are you with the timeliness of Medequip's collection service for the equipment?(0 - Not at all satisfied, 5 - Very satisfied)

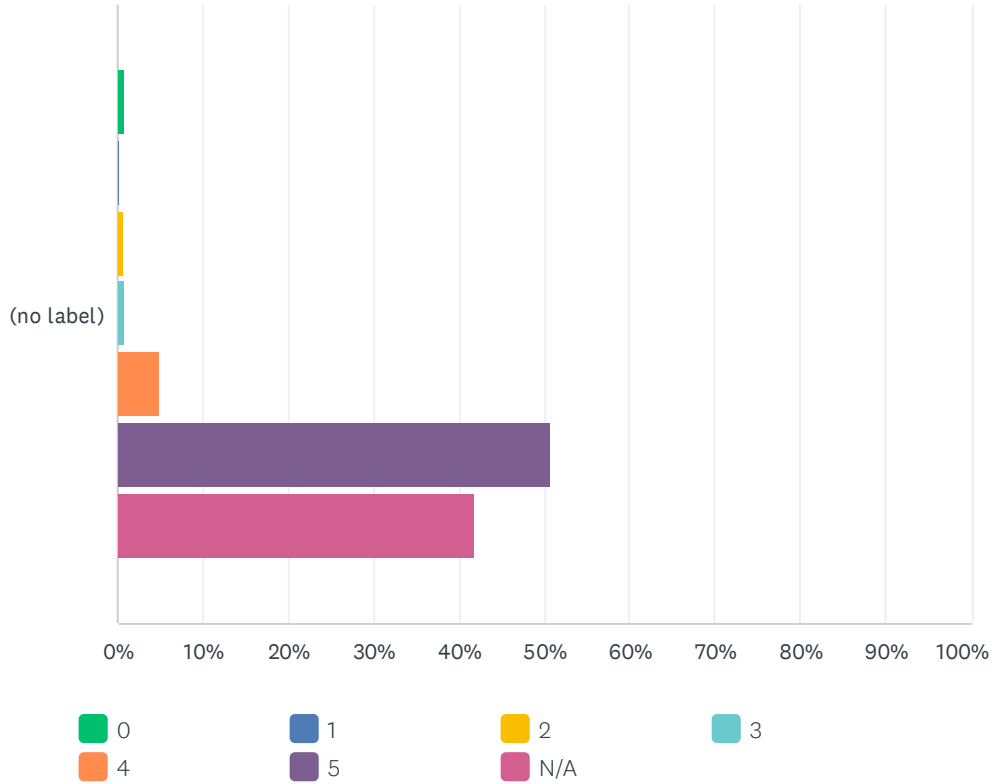
Answered: 351 Skipped: 103



	0	1	2	3	4	5	N/A	TOTAL	WEIGHTED AVERAGE
(no label)	0.85%	0.57%	0.85%	1.14%	5.41%	51.28%	39.89%		
	3	2	3	4	19	180	140	351	4.72

Q34 Did the Medequip technician meet your expectations when collecting the equipment? Please rate their performance on a scale from 0 to 5. (0 - Did not meet expectations, 5 - Exceeded expectations)

Answered: 351 Skipped: 103



	0	1	2	3	4	5	N/A	TOTAL	WEIGHTED AVERAGE
(no label)	0.85%	0.28%	0.57%	0.85%	4.84%	50.71%	41.88%		
	3	1	2	3	17	178	147	351	4.76

Q35 Were there any specific positive or negative aspects of the service provided by Medequip that you would like to highlight? Please share your feedback.

Answered: 189 Skipped: 265

#	RESPONSES	DATE
1	Na	10/21/2024 4:51 PM
2	Na	10/15/2024 4:55 PM
3	See previous boxes.	10/15/2024 12:20 PM
4	All Brilliant	10/11/2024 1:22 PM
5	Could do with a second walking frame for use in my other room as i cannot move it from one room to another in my wheelchair	10/11/2024 1:14 PM
6	EXCELENT SERVICE WELL SATISFIDE	9/28/2024 2:20 PM
7	Would like to know more about what other equipment. A review of what equipment is available would be useful	9/19/2024 1:06 PM
8	On time with great humour.	9/19/2024 9:53 AM
9	No, I think they do a great job	9/18/2024 7:39 PM
10	-	9/18/2024 2:59 PM
11	No	9/15/2024 8:23 PM
12	Service doesn't appear to be run efficiently	9/14/2024 6:55 AM
13	They dropped of a new shower chair but refused to take the old one away as it wasn't on there list I.	9/13/2024 8:45 PM
14	All was good	9/12/2024 5:04 PM
15	very pleased nothing to complain about	9/12/2024 2:45 PM
16	So helpful in assisting me in my recovery.	9/11/2024 5:23 PM
17	No	9/11/2024 2:11 PM
18	As i said he didn't make me feel afraid I was at first but he made me feet ease so I was OK and	9/9/2024 12:27 PM
19	Driver very friendly and helpful.	9/8/2024 5:24 PM
20	Very positive experience	9/7/2024 2:12 PM
21	Efficient	9/7/2024 10:10 AM
22	Sometime unused equipment not collected	9/7/2024 9:28 AM
23	Courteous and efficient	9/7/2024 2:12 AM
24	I did not have access to a suitable chair and was able to borrow one for after my operation.	9/6/2024 7:18 PM
25	No comments	9/6/2024 6:49 PM
26	Great company	9/6/2024 3:55 PM
27	Excellent and polite, caring service.	9/6/2024 2:01 PM
28	Very friendly and respectful	9/6/2024 1:35 PM

Medequip Survey

29	None	9/6/2024 11:09 AM
30	Awful service. No instructions given or left behind for user. User has dementia so extra help should be provided.	9/6/2024 7:45 AM
31	Only positives 😊 Great service great people Just what I needed after a lengthy spell in hospital!!	9/5/2024 6:32 PM
32	Thanks.	9/5/2024 5:54 PM
33	N/a	9/5/2024 5:27 PM
34	No	9/5/2024 1:42 PM
35	N/A	9/5/2024 12:47 PM
36	Positive	9/5/2024 11:45 AM
37	All positive	9/5/2024 11:39 AM
38	No	9/5/2024 11:37 AM
39	All positive	9/5/2024 11:33 AM
40	All positive feedback	9/5/2024 11:17 AM
41	No	9/5/2024 11:11 AM
42	Really good	9/5/2024 11:05 AM
43	Alarm watch strap causes localised blisters on wrist, which is uncomfortable.	9/5/2024 10:59 AM
44	Everything they have provided has been so helpful and very grateful and couldn't manage without the equipment.	9/5/2024 10:50 AM
45	Can't praise them enough	9/5/2024 10:41 AM
46	N/A	9/5/2024 9:37 AM
47	None	9/5/2024 9:05 AM
48	No.	9/4/2024 8:35 PM
49	Equipment taken in by a neighbour as it was delivered before husband was discharged from hospital	9/4/2024 8:30 PM
50	No	9/4/2024 8:03 PM
51	No	9/4/2024 7:37 PM
52	Excellent service. The property had been vacated when the equipment was collected	9/4/2024 7:08 PM
53	None	9/4/2024 7:03 PM
54	N.A	9/4/2024 7:01 PM
55	Your staff always friendly respectful, and helpful looking forward to help you stay as independent as you can in your old home.	9/4/2024 6:04 PM
56	No problems	9/4/2024 5:52 PM
57	No	9/4/2024 5:38 PM
58	No	9/4/2024 4:42 PM
59	None	9/4/2024 3:58 PM
60	No	9/4/2024 3:47 PM
61	No comment	9/4/2024 3:34 PM
62	Service was excellent	9/4/2024 3:03 PM
63	I found mediquip an excellent service.	9/4/2024 2:22 PM

Medequip Survey

64	Keep up the good work ❤️	9/4/2024 2:05 PM
65	Medequip ar so "switched-on" - whenever I ring them, within less than 5 minutes they know who I am and what equipment I have; their level of organisation is great. If they could , Medequip should do an open-day" style visit into places where they know they have a lot of customers, to check that equipment is suitable for customers needs and whether they need anything else. For example, the sheltered accommodation I live in has 60 residents, many of whom are Medequip customers. I see people struggling to cope with 3-wheeled walking aids where I feel sure a 4-wheeled walking aid would be much better-suited for them. If these customers could "try-out" different styles of walking aid, they'd hopefully realise what is better suited for their needs, rather than struggling with unsuitable equipment.	9/4/2024 1:31 PM
66	All positives	9/4/2024 1:20 PM
67	N/A	9/4/2024 1:16 PM
68	No	9/4/2024 1:16 PM
69	No	9/4/2024 1:13 PM
70	Ablelist, Untruthful, Derogatory, Dehumanising, Lack of basic human respect and decency, treated like a joke. Laughed at and refused assistance, lied to and lied about with witnesses to this fact	9/4/2024 12:18 PM
71	No.	9/4/2024 11:28 AM
72	No	9/4/2024 9:59 AM
73	Keep doing what you do great service	9/4/2024 9:35 AM
74	Good all around	9/4/2024 8:47 AM
75	Lovely polite helpful staff. No negative aspects.	9/4/2024 8:37 AM
76	Walker helps but only on smooth surfaces.	9/4/2024 8:33 AM
77	They think i know when I may not know and need explaining to	9/4/2024 6:58 AM
78	No	9/4/2024 1:08 AM
79	Xx	9/4/2024 12:07 AM
80	I found no negative points, most of it was positive.	9/3/2024 10:41 PM
81	None	9/3/2024 10:01 PM
82	Na	9/3/2024 9:44 PM
83	Na	9/3/2024 9:44 PM
84	Organised for it to be picked from safe place and this was not conveyed to collector	9/3/2024 8:54 PM
85	In and out and very professional	9/3/2024 8:41 PM
86	No	9/3/2024 8:15 PM
87	Nono	9/3/2024 8:04 PM
88	Staff were great. Friendly and very professional	9/3/2024 8:04 PM
89	No	9/3/2024 8:01 PM
90	N/A	9/3/2024 7:59 PM
91	They have always been here at the time I was expecting them	9/3/2024 7:36 PM
92	Smooth collection	9/3/2024 7:26 PM
93	I phoned them and they came to collect equipment on the date they said	9/3/2024 7:20 PM
94	Took bed lever out of brand new large box and refused to take the box	9/3/2024 6:59 PM
95	No	9/3/2024 6:48 PM

Medequip Survey

96	N/a	9/3/2024 6:38 PM
97	None of note	9/3/2024 6:34 PM
98	Extremely pleasant and helpful member of staff. Collection was very punctual.	9/3/2024 6:23 PM
99	Very polite abd and helpful	9/3/2024 6:22 PM
100	Very good pick up	9/3/2024 6:19 PM
101	Not picked up yet	9/3/2024 6:14 PM
102	All very good could not be better	9/3/2024 5:47 PM
103	No problem with mediquip collection. Excellent.	9/3/2024 5:39 PM
104	No.	9/3/2024 5:35 PM
105	As above	9/3/2024 5:32 PM
106	No faults with equipment or technician.Very professional	9/3/2024 5:32 PM
107	No	9/3/2024 5:27 PM
108	Excellent service from all the medequip staff	9/3/2024 5:24 PM
109	It was all positive equipment amazing Delivery amazing Call centre amazing Pick-up guys on time amazing Medicare is a fantastic organisation	9/3/2024 5:21 PM
110	No i found the whole service extremely easy WELL DONE	9/3/2024 5:07 PM
111	Drivers always happy to help	9/3/2024 4:56 PM
112	All service, delivery, collection and staff were fantastic. Thank you	9/3/2024 4:41 PM
113	No	9/3/2024 4:33 PM
114	I think the survey is to long	9/3/2024 4:32 PM
115	No comments	9/3/2024 4:12 PM
116	As previously excellent	9/3/2024 4:11 PM
117	Cheerful man. Very polite. Got job done efficiently.	9/3/2024 4:08 PM
118	None just very happy	9/3/2024 4:08 PM
119	I was told equipment could not be taken as a 'dirty' van was needed!	9/3/2024 4:04 PM
120	Friendly and polite	9/3/2024 4:01 PM
121	No	9/3/2024 3:57 PM
122	Punctual and efficient.	9/3/2024 3:54 PM
123	No problems.	9/3/2024 3:54 PM
124	Even when paid extra never arrived on time, waited over two hours	9/3/2024 3:52 PM
125	N/A	9/3/2024 3:41 PM
126	No	9/3/2024 3:40 PM
127	No	9/3/2024 3:37 PM
128	The service is fine.	9/3/2024 3:31 PM
129	Not at moment very good service	9/3/2024 3:25 PM
130	Always be friendly, as you could be the only person you see or speak to in the day	9/3/2024 3:25 PM
131	Everything was perfect	9/3/2024 3:20 PM
132	None	9/3/2024 3:19 PM
133	Not applicable	9/3/2024 3:17 PM

Medequip Survey

134	Not always easy to arrange mutual timings	9/3/2024 3:15 PM
135	Non	9/3/2024 3:13 PM
136	Didn't know what was to be collected	9/3/2024 3:10 PM
137	Came on time to pik up shower chair that wouldn't fit in my shower	9/3/2024 3:04 PM
138	I am still using the toilet and bed frame	9/3/2024 3:03 PM
139	N/A	9/3/2024 2:53 PM
140	Friendly helpful staff on time collection	9/3/2024 2:52 PM
141	No	9/3/2024 2:52 PM
142	Didn't always arrive to collect equipment that was for my late husband. Non of mine has been sent back yet	9/3/2024 2:50 PM
143	All excellent, from start to finish	9/3/2024 2:49 PM
144	No	9/3/2024 2:49 PM
145	Found Medequip to be excellent	9/3/2024 2:47 PM
146	No. All good.	9/3/2024 2:45 PM
147	No negative aspects.Always polite and helpful	9/3/2024 2:45 PM
148	Always very polite and professional and punctual	9/3/2024 2:40 PM
149	None	9/3/2024 2:40 PM
150	Mum passed away on a Thursday evening and when I called on Friday, was told bed couldn't be collected for a week. When explaining the distress this would cause, call centre went out of their way to help and the bed was collected on the Saturday lunchtime. We were so grateful that they went above and beyond to help.	9/3/2024 2:40 PM
151	It was collected when stated	9/3/2024 2:40 PM
152	No	9/3/2024 2:39 PM
153	Not sure why could not return grabber. Wastage. Maybe consider fewer wuestions in survey?	9/3/2024 2:36 PM
154	Excellent service that provides support to individuals in the community.	9/3/2024 2:35 PM
155	Helpful, friendly & polite staff.	9/3/2024 2:35 PM
156	It has all been carried out by excellent staff members	9/3/2024 2:33 PM
157	They are excellent!!!!	9/3/2024 2:33 PM
158	No	9/3/2024 2:32 PM
159	Wrist/neck alarm issues in past.	9/3/2024 2:32 PM
160	N/a	9/3/2024 2:31 PM
161	None	9/3/2024 2:31 PM
162	Medequip were great.	9/3/2024 2:30 PM
163	All good	9/3/2024 2:27 PM
164	Everything was good	9/3/2024 2:27 PM
165	Pick up and delivery crap 😞	9/3/2024 2:27 PM
166	None	9/3/2024 2:25 PM
167	O	9/3/2024 2:25 PM
168	None	9/3/2024 2:24 PM
169	None	9/3/2024 2:22 PM

Medequip Survey

170	N/A.	9/3/2024 2:21 PM
171	No	9/3/2024 2:21 PM
172	Very friendly and I wasn't rushed.	9/3/2024 2:20 PM
173	First phone for collection was not actioned properly and I waited in all day	9/3/2024 2:20 PM
174	N/A	9/3/2024 2:19 PM
175	N/a	9/3/2024 2:19 PM
176	None at moment	9/3/2024 2:19 PM
177	N/A	9/3/2024 2:17 PM
178	No equipment has been collected	9/3/2024 2:17 PM
179	No	9/3/2024 2:17 PM
180	NA	9/3/2024 2:16 PM
181	No	9/3/2024 2:16 PM
182	Amazing service and personnel.Many thanks.	9/3/2024 2:16 PM
183	Everything was good	9/3/2024 2:15 PM
184	No	9/3/2024 2:15 PM
185	Very quick and efficient t and turned up when he said	9/3/2024 2:13 PM
186	No issues at all	9/3/2024 2:13 PM
187	none	9/3/2024 2:12 PM
188	No	9/3/2024 2:11 PM
189	Just great and very polite,	9/3/2024 1:46 PM