

Community Equipment - Service User Phone Call Survey Questions

Data Logging information:

Post Code _____
 Last Order Area Team _____

Service User Questions:

Q1 How would you rate each of the following areas for the delivery of equipment from the service? For each area, please indicate how good/poor.

	<i>Very Good</i>	<i>Good</i>	<i>Average</i>	<i>Poor</i>	<i>Very Poor</i>	<i>Don't know</i>
Appearance, manner and of person delivering	<input type="checkbox"/>					
The delivery times	<input type="checkbox"/>					
Details on how to use equipment	<input type="checkbox"/>					
Contact details	<input type="checkbox"/>					
Equipment demo	<input type="checkbox"/>					
Removal of packaging	<input type="checkbox"/>					

Q2 Overall, how satisfied were you with the delivery of the equipment? (tick one)

- Very satisfied*.....
- Satisfied*.....
- Neither satisfied or dissatisfied*.....
- Dissatisfied*.....
- Very dissatisfied*.....

Q3 Would you like to make any further comment on the delivery of equipment?

Q4 If you have had equipment uplifted was this done to your satisfaction? (tick one)

- Very satisfied*.....
- Satisfied*.....
- Neither satisfied or dissatisfied*.....
- Dissatisfied*.....
- Very dissatisfied*.....

Q5 Would you like to make any further comment on equipment being uplifted?

Q6 If you have had equipment repaired was this done to your satisfaction? (tick one)

- Very satisfied*.....
- Satisfied*.....
- Neither satisfied or dissatisfied*.....
- Dissatisfied*.....
- Very dissatisfied*.....

Q7 Would you like to make any further comment on the repair of equipment?

Q8 What improvements could be made to enhance the existing delivery of equipment service?

Q9 Would you agree or disagree with the following statement? Equipment has enabled you to resume your usual activities or do more for yourself, e.g. washing, dressing, cooking.....

- Agree*
- Disagree*.....

Q10 If you 'disagree' with the above statement, please explain why you feel the equipment has not helped you.

Q11 If you 'agree' with the above statement, what has the equipment helped you to do? (please tick as many boxes that apply)

- Getting around within your home*
- Moving around outside of your home*
- Looking after your personal care needs*
- Helping you prepare meals and drinks*
- Helping you communicate and keep in touch with other people*.....
- Helping you keep safe*
- Helping others care for you*.....
- Helping relieve pain or make you more comfortable*
- Helping you have more control over your daily life*
- Helping you undertake leisure and work activities*

Q12 Would you like to comment on how else you think the equipment has helped you or not?

Q13 If you have carers, has the equipment made it easier for them to help you?

- Yes*
- No*

Q14 Would you like to comment on how this has helped the carers?

- Q15** **Has having this equipment, changed the *amount* of help you need from others?**
Not applicable, as I do not need any help from others
The amount of help I need is the same as it was before.....
I now need less help from others
I now need more help from others

Q16 **Would you like to comment further on how this has changed the *amount* of help you need from others?**

- Q17** **Do you think the equipment has contributed to any improvements in your health?**
Yes
No

Q18 **Would you like to comment further on how the equipment has contributed to any improvements in your health?**

- Q19** **Has the equipment made you feel safer at home?**
Yes
No

Q20 **Would you like to comment further on how the equipment has made you feel safer at home?**

- Q21** **If you had a friend who experienced similar difficulties to yourself, would you recommend this equipment or service?**
Yes
No

- Q22** **Would you be willing to be contacted in the future for further information on your experience with our equipment provision service?**
Yes
No