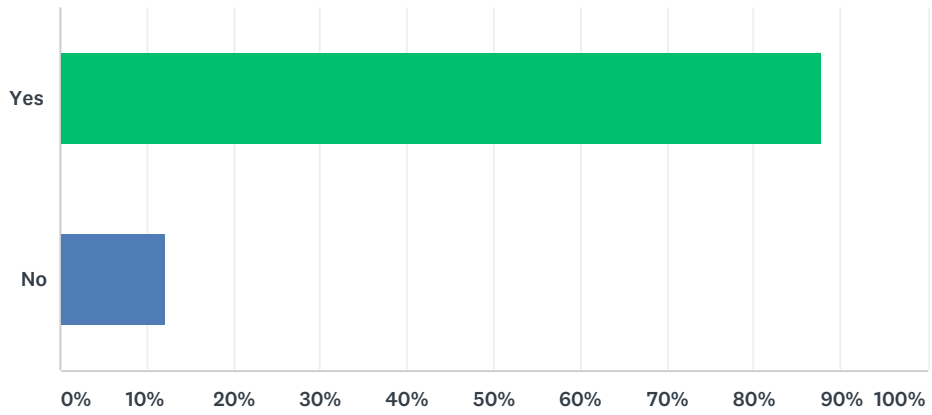


Q1 Are you a parent or carer of a child using a wheelchair in Ealing?

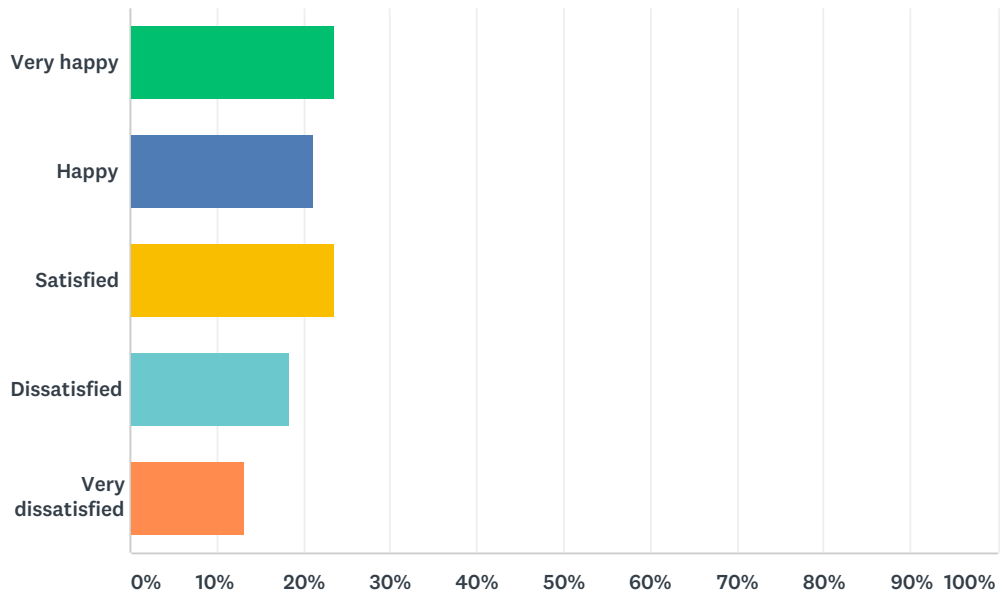
Answered: 41 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	87.80%	36
No	12.20%	5
TOTAL		41

Q2 Please only continue if your answer to Question 1 was YES! When you met with professionals from the Ealing Wheelchair Service last, how happy were you that the Wheelchair Service staff treated you with dignity and respect?

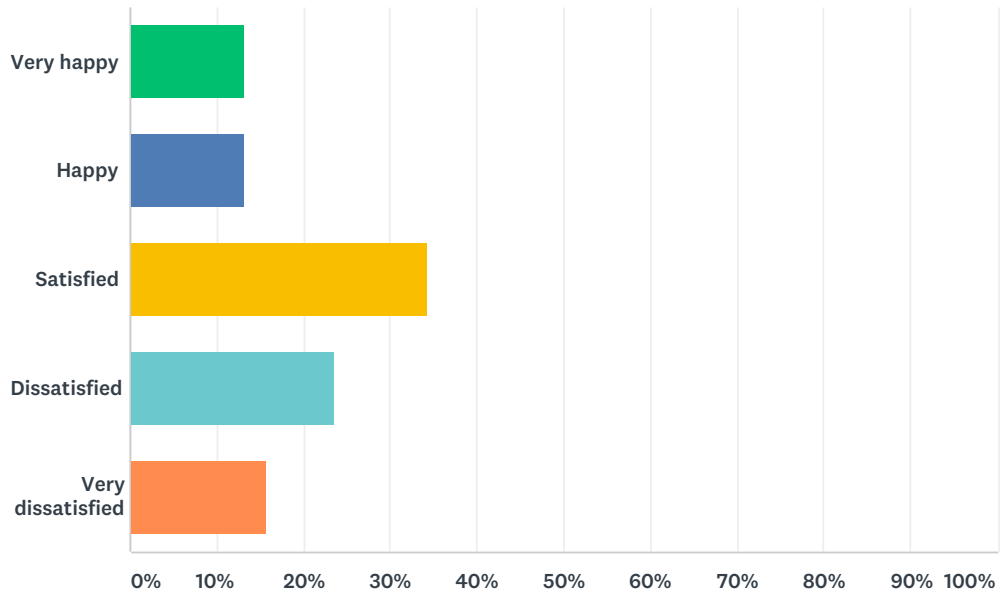
Answered: 38 Skipped: 3



ANSWER CHOICES	RESPONSES	
Very happy	23.68%	9
Happy	21.05%	8
Satisfied	23.68%	9
Dissatisfied	18.42%	7
Very dissatisfied	13.16%	5
TOTAL		38

Q3 How happy were you that you were seen at a convenient time?

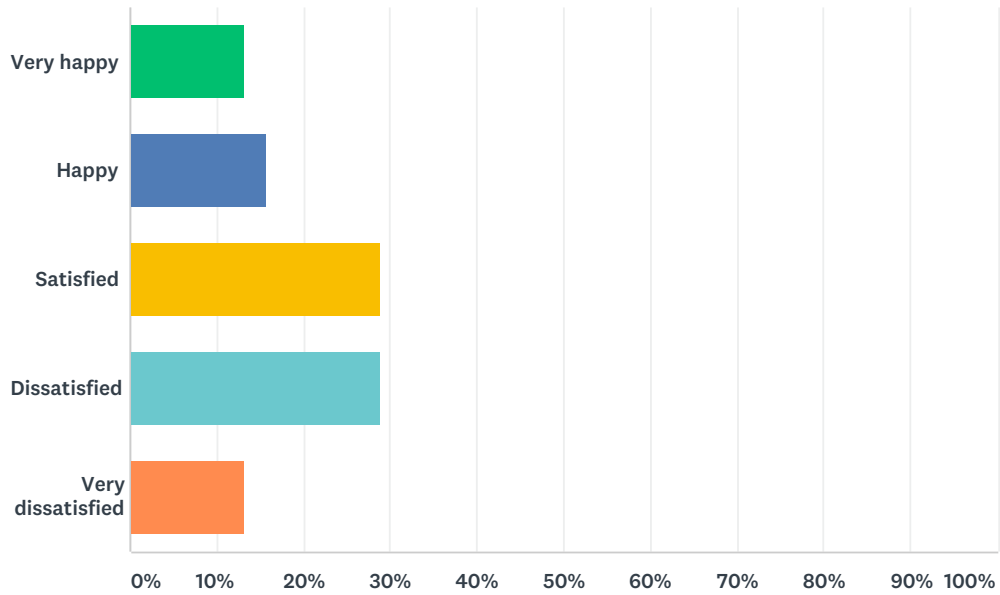
Answered: 38 Skipped: 3



ANSWER CHOICES	RESPONSES	
Very happy	13.16%	5
Happy	13.16%	5
Satisfied	34.21%	13
Dissatisfied	23.68%	9
Very dissatisfied	15.79%	6
TOTAL		38

Q4 How happy were you that they listened to you?

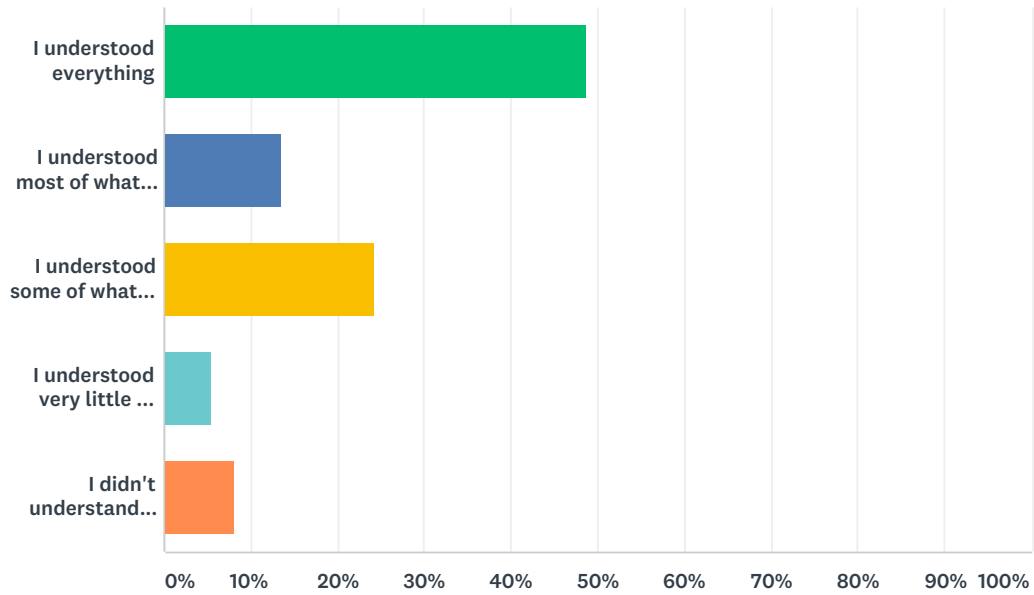
Answered: 38 Skipped: 3



ANSWER CHOICES	RESPONSES	
Very happy	13.16%	5
Happy	15.79%	6
Satisfied	28.95%	11
Dissatisfied	28.95%	11
Very dissatisfied	13.16%	5
TOTAL		38

Q5 Did you understand what they told you?

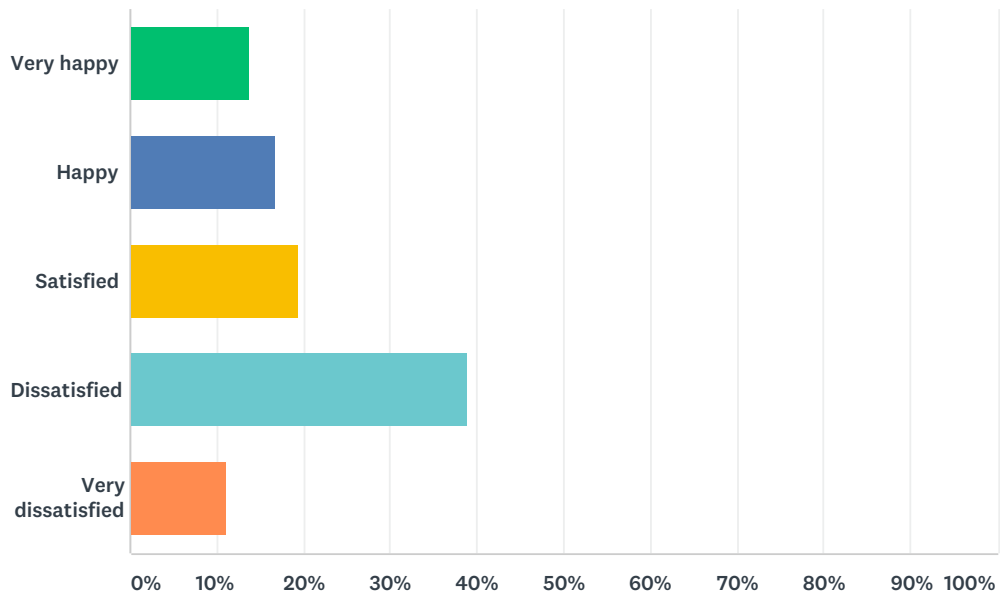
Answered: 37 Skipped: 4



ANSWER CHOICES	RESPONSES	
I understood everything	48.65%	18
I understood most of what they told me	13.51%	5
I understood some of what they told me	24.32%	9
I understood very little of what they told me	5.41%	2
I didn't understand anything of what they told me	8.11%	3
TOTAL		37

Q6 How happy were you that you were involved in making decisions about your child's care?

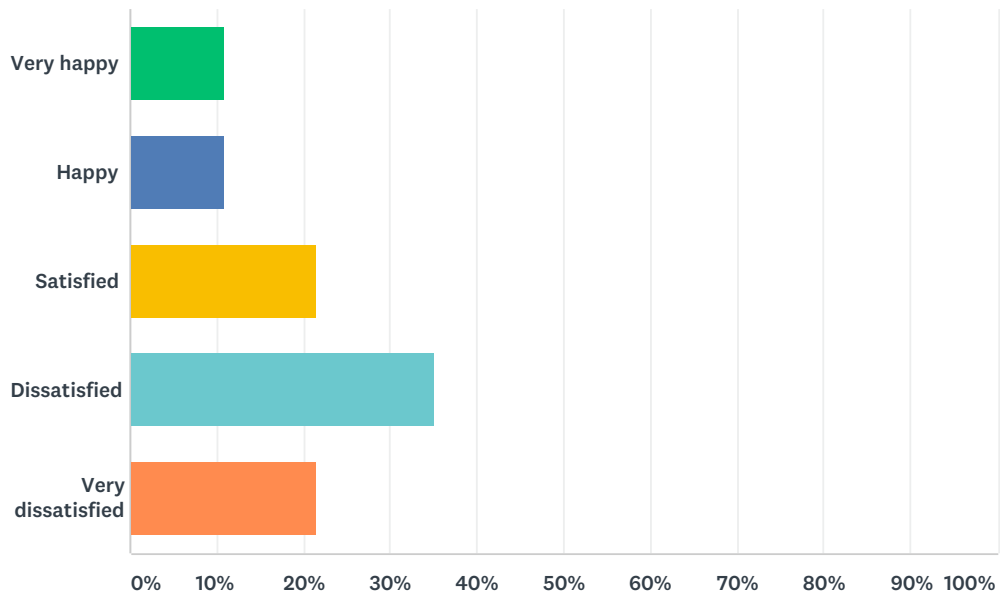
Answered: 36 Skipped: 5



ANSWER CHOICES	RESPONSES	
Very happy	13.89%	5
Happy	16.67%	6
Satisfied	19.44%	7
Dissatisfied	38.89%	14
Very dissatisfied	11.11%	4
TOTAL		36

Q7 How happy were you that your child got the care or service that she / he needed?

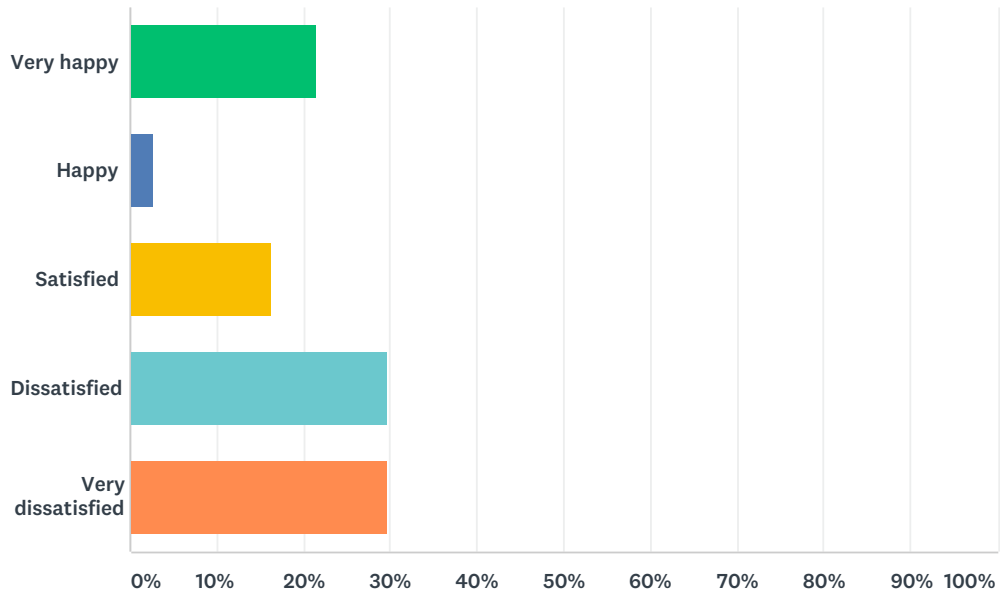
Answered: 37 Skipped: 4



ANSWER CHOICES	RESPONSES	
Very happy	10.81%	4
Happy	10.81%	4
Satisfied	21.62%	8
Dissatisfied	35.14%	13
Very dissatisfied	21.62%	8
TOTAL		37

Q8 Were you satisfied with the choice and quality of the equipment?

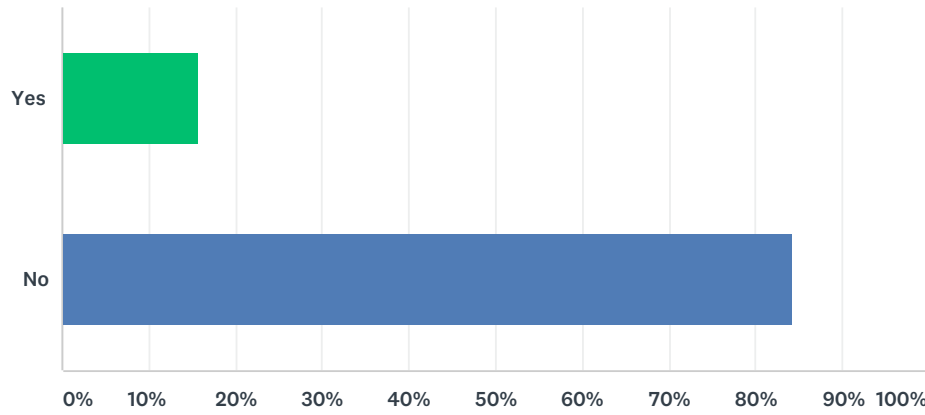
Answered: 37 Skipped: 4



ANSWER CHOICES	RESPONSES	
Very happy	21.62%	8
Happy	2.70%	1
Satisfied	16.22%	6
Dissatisfied	29.73%	11
Very dissatisfied	29.73%	11
TOTAL		37

Q9 Were you informed about the Voucher option?

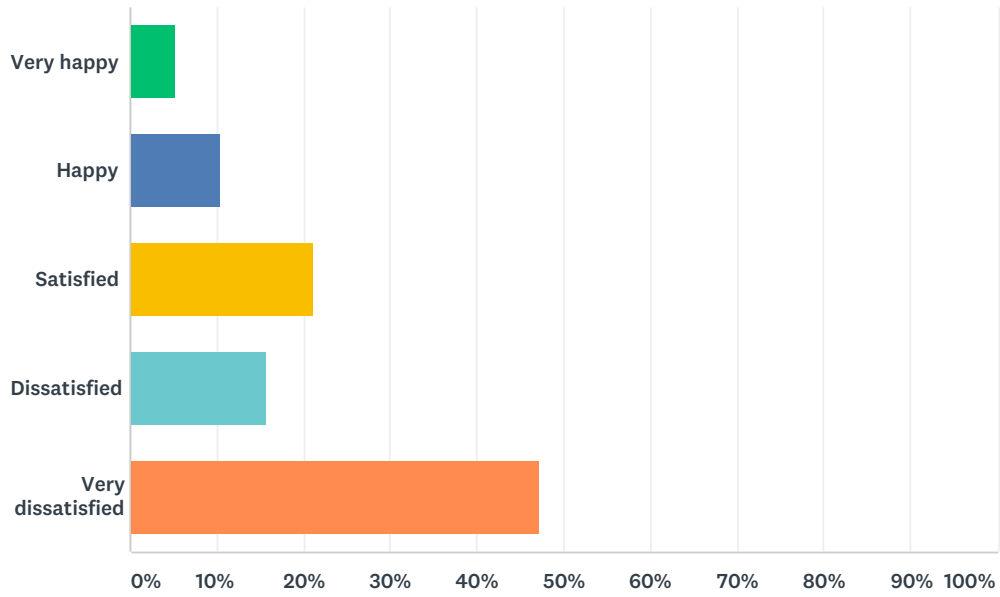
Answered: 38 Skipped: 3



ANSWER CHOICES	RESPONSES	
Yes	15.79%	6
No	84.21%	32
TOTAL		38

Q10 Were you happy with the time it took from referral to being seen?

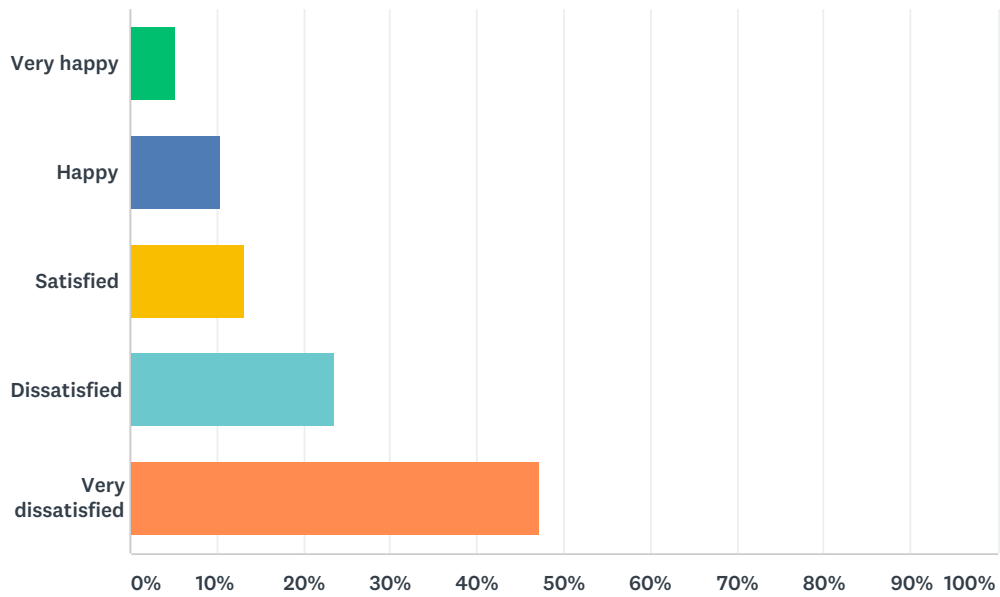
Answered: 38 Skipped: 3



ANSWER CHOICES	RESPONSES	
Very happy	5.26%	2
Happy	10.53%	4
Satisfied	21.05%	8
Dissatisfied	15.79%	6
Very dissatisfied	47.37%	18
TOTAL		38

Q11 Were you happy with the time it took from your assessment to receiving your wheelchair or other equipment?

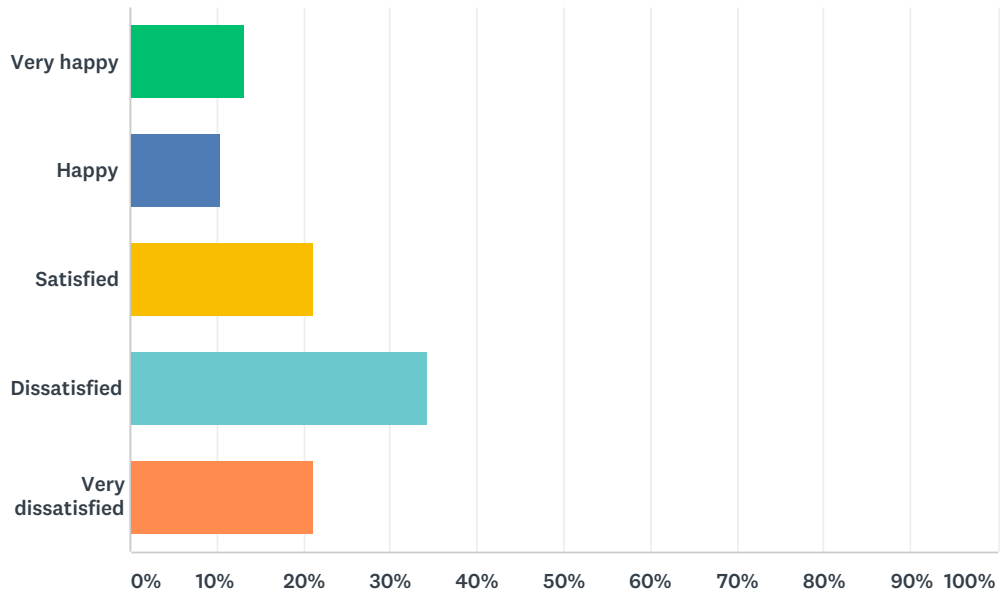
Answered: 38 Skipped: 3



ANSWER CHOICES	RESPONSES	
Very happy	5.26%	2
Happy	10.53%	4
Satisfied	13.16%	5
Dissatisfied	23.68%	9
Very dissatisfied	47.37%	18
TOTAL		38

Q12 How satisfied were you with the quality of the work completed?

Answered: 38 Skipped: 3



ANSWER CHOICES	RESPONSES	
Very happy	13.16%	5
Happy	10.53%	4
Satisfied	21.05%	8
Dissatisfied	34.21%	13
Very dissatisfied	21.05%	8
TOTAL		38

Q13 Do you want to add any further comment on the wheelchair service?

Answered: 31 Skipped: 10

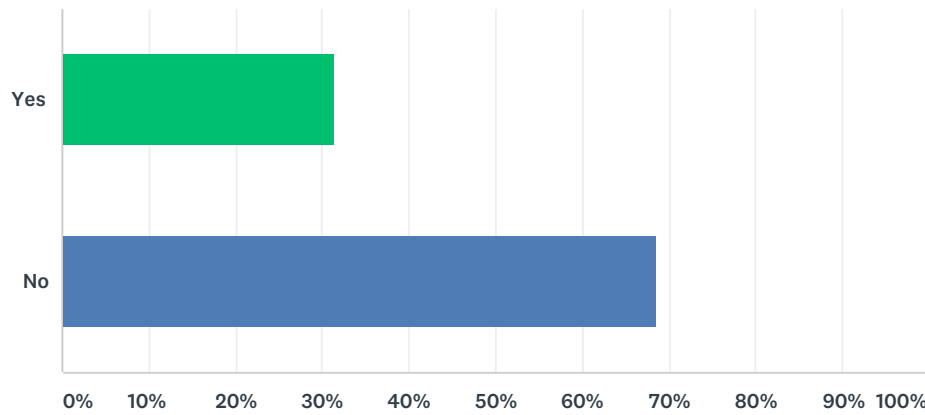
#	RESPONSES	DATE
1	Bi because I am very happy	7/20/2019 11:22 AM
2	The wheelchair was too small for my child by the time we got it. It was very frustrating to contact AJM and complain	7/19/2019 12:45 PM
3	These answers are for the children's service	7/7/2019 5:43 PM
4	I WAS WAITING FOR WHEELCHAIR 6 MONTHS	7/3/2019 3:56 PM
5	They tell you there's no other option they don't listen and they try and rectify problems with the chair with gap hazard solutions	6/28/2019 4:32 PM
6	good service	6/28/2019 12:56 PM
7	The Phisio therapist are really good and helpful	6/28/2019 12:51 PM
8	No	6/28/2019 12:48 PM
9	We're still waiting for a new cushion and an appointment that is convenient to my son since April 2018	6/28/2019 12:28 PM
10	I am still waiting for the wheelchair fir my daughter and not for the 1st time. Disgraceful service	6/28/2019 12:27 PM
11	They never deliver products on time. We need to call every other week to get the product and once they deliver the product there is something always wrong with the wheelchair. The person who deliver the wheelchair named Romel, his behaviour is very bad. It's been 7 months now I'm still waiting for the new cushions and the foot plates. Still don't know how long do I have to wait.	6/28/2019 11:56 AM
12	My son has new power chair since September 2017 still has issues still not sorted out.	6/28/2019 11:47 AM
13	My son received chair from December 2017 and now still has issue still not fixed,	6/19/2019 12:27 PM
14	I would like a lot more hours and a pa worker and pa staff for me and disability and disabled people today now	6/17/2019 6:07 PM
15	This service is a joke!!! Kids waiting for their wheelchairs for years.	6/15/2019 4:45 PM
16	We waited months for a recent repair.	6/14/2019 8:40 AM
17	My son's harness is too small now and it has taken almost a year to get a replacement.	6/12/2019 6:36 PM
18	Thank you so much for wheelchair service.	6/6/2019 11:14 AM
19	1. Wheelchair service very poor at actually following up what they agreed to do. Information at assessment lost or miscommincated resulting in no follow up. Time to get parts is unreasonably long, with frequent chasing of the service, no reasonable time frame given. Sometimes difficult to get through on the phone and when you do staff (lovely) don't know anything. Advised they will speak to /leave a message with therapist who will call back. They never do. Generally service is extremely frustrating and given the multitude of complex issues my child has, just adds to my concerns and time, does not feel supportive at all.	6/4/2019 8:17 AM
20	I do not think that they care for patients- they never listen- their are not open minded. Appeared as superior-They think that are they only one who knows what is right for patients. This is not a person centre approach.	5/30/2019 9:32 AM

Wheelchair Service 2019

21	The service was utterly useless. It did not address the issues of my son. He was issued with an inadequate wheelchair and when it needed repair, it was an utter waste of time, mismanaged. I was on the phone countless of times but unfortunately it didn't help. I finally managed to put him on a waiting list for a wheelchair from Whizz Kidz. It's brilliant but it's costing a fortune to maintain and repair per year. And this is because of the inadequacy and the disastrous management of the wheelchair services. As tax payers, my son is entitled to a better wheelchair that is suitable to his active life. As for the new company that took over (AJM Healthcare), I contacted them recently based on the physio based in The National orthopaedic hospital in Stanmore. His J cushion needs to be replaced. I was sent an assessment form to fill up. I'm not an OT to be able to do that. An appointment should have been made and the technician should be able to act accordingly. So for me, it doesn't look like the service is going to be much better.	5/29/2019 9:36 PM
22	No	5/29/2019 9:26 PM
23	No	5/29/2019 8:01 PM
24	It took nine months to receive my wheelchair, it's very frustrating	5/29/2019 11:06 AM
25	We are waiting 3 month to get new wheelchair	5/28/2019 8:47 PM
26	The delivery of the wheelchair was very delayed and the person knew he had to collect the old wheelchair but didn't have the correct paperwork provided to take it. He came back later on a weekend and collected it. I thought that was very unprofessional.	5/28/2019 5:53 PM
27	Would be nice to have clear instructions on repair times and when to explore the option of changing equipment as the child grows	5/28/2019 5:50 PM
28	Not a great service !	5/28/2019 5:28 PM
29	Do not feel my child was treated with respect	5/28/2019 5:12 PM
30	They always have delivery vans parked in their so called disabled spaces and therefore disabled Customers cannot park and waiting times to be seen then get equipment are beyond ridiculous it just seems like they can't be bothered	5/28/2019 5:00 PM
31	I	5/28/2019 1:11 PM

Q14 If you have an issue with the service, do you know how to raise a complaint?

Answered: 35 Skipped: 6



ANSWER CHOICES	RESPONSES	
Yes	31.43%	11
No	68.57%	24
TOTAL		35