

We are currently undertaking a review of the services we offer at Revive. We continually strive to offer the best service possible for our clients at Revive and an important part of that is to seek the honest opinions and views of people who use, or have previously used, our services. We would therefore appreciate if you could take five minutes to complete this questionnaire and help us to ensure our services are of high quality and meet the needs of people with MS and their families.

1. Have you used the Revive services, either at the Maryhill Centre or one of our outreach clinics within the past month?

Yes  (go to Question 4)

No

2. When did you last use the Revive services?

Between one and six months ago

Six months to one year ago

More than one year ago

3. Can you tell us why you have not used the Revive services within the last month?

Don't need the services at the moment as keeping well

Too unwell to attend

Unable to access services

Other \_\_\_\_\_

4. Thinking of the last time you used the Revive Services - did you attend

Revive Centre - Maryhill

Outreach Service - Paisley

Outreach Service - Douglas

Outreach Service - Carluke

Outreach Service - Cathcart

Outreach Service - Campbeltown

Outreach Exercise Class - Dumbarton

Outreach Exercise Class - Cumbernauld

5. How did you travel to the Revive service?

- Drive - self
- Drive - other driver
- Public transport
- Revive Transport (available at Outreaches Only)
- Other \_\_\_\_\_

6. In the last 12 months which of the following services have you used (tick all that apply)

- Physiotherapy
- FES
- Acupuncture
- Keep Active Exercise Class
- Circuits Class for Men
- Wheelchair Exercise Class
- Yoga
- Pilates
- Counselling
- Fatigue Management Group
- Fatigue Management Return Group
- Speech and Language Therapy
- Podiatry/Foot health
- Hyperbaric Oxygen Therapy
- Nursing
- Complementary therapy (aromatherapy/reflexology)
- Other \_\_\_\_\_

7. How would you rate your overall satisfaction with each of the services you received?  
(please mark all that apply)

1 is completely satisfied, 2 fairly satisfied, 3 no opinion 4 fairly dissatisfied 5 completely dissatisfied

Physiotherapy	1	2	3	4	5
FES	1	2	3	4	5
Acupuncture	1	2	3	4	5
Keep Active Exercise Class	1	2	3	4	5
Circuits Class for Men	1	2	3	4	5
Wheelchair Exercise Class	1	2	3	4	5
Yoga	1	2	3	4	5
Pilates	1	2	3	4	5
Counselling	1	2	3	4	5
Fatigue Management	1	2	3	4	5
Fatigue Management Return Group	1	2	3	4	5
Speech and Language Therapy	1	2	3	4	5
Podiatry/Foot health	1	2	3	4	5
Hyperbaric oxygen therapy	1	2	3	4	5
Nursing	1	2	3	4	5
Complementary therapy (aromatherapy/reflexology)					
	1	2	3	4	5

Please explain your response

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8. Are there any other services which you feel Revive should provide for people with MS?

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9. Would you recommend the services at Revive to other people with MS?

Yes  No

Please explain your response

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10. Do you have any additional comments on your experience of using the Revive services?

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All of the staff at Revive thank you for taking the time to complete this questionnaire.