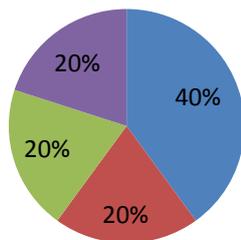


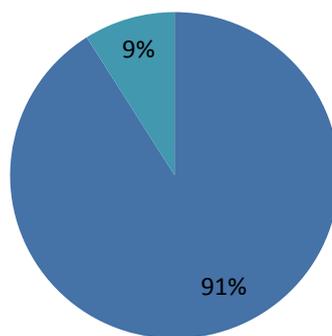
Can you tell us why you have not used the Revive Services within the last month?

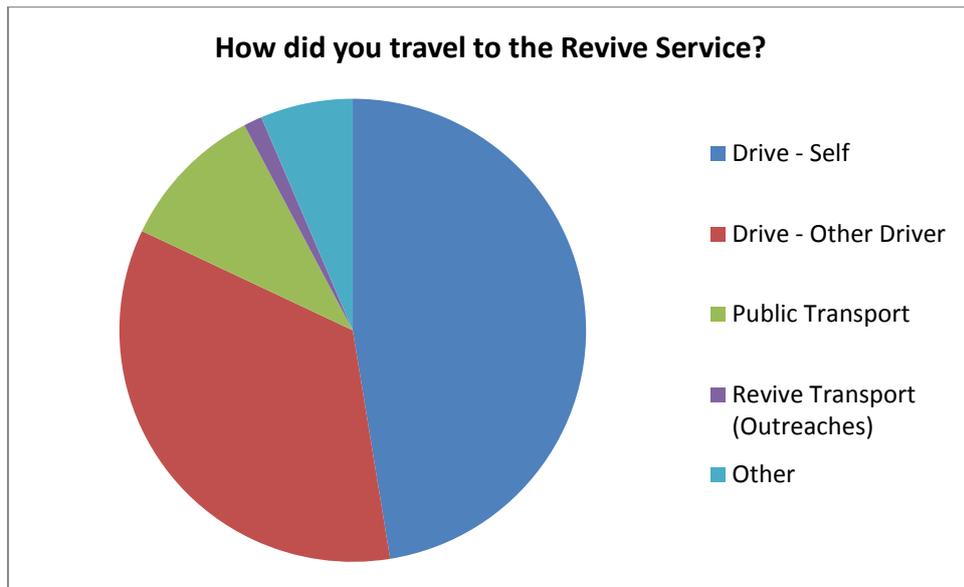
- Don't need the services at the moment as keeping well
- Too unwell to attend
- Unable to access services
- Other

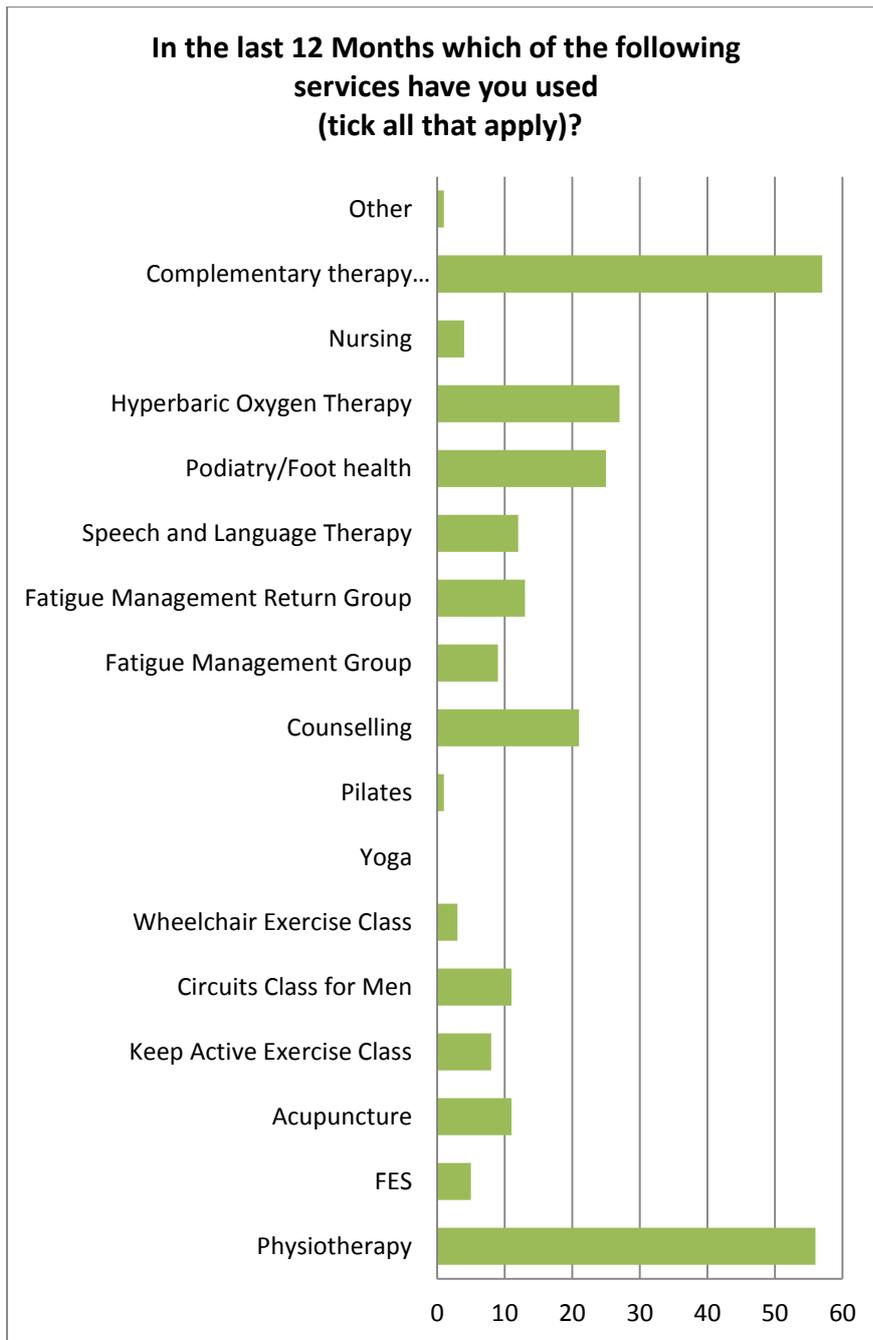


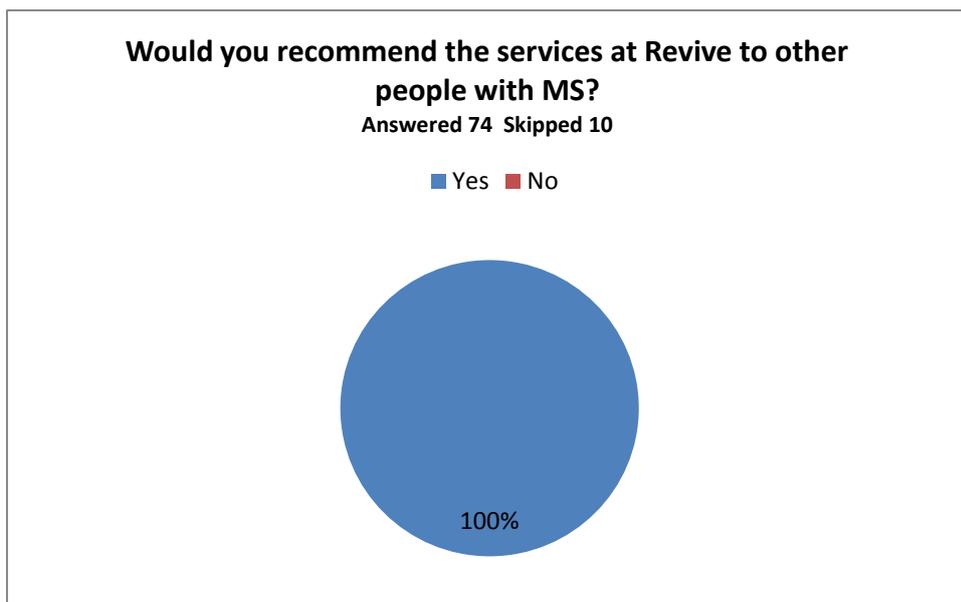
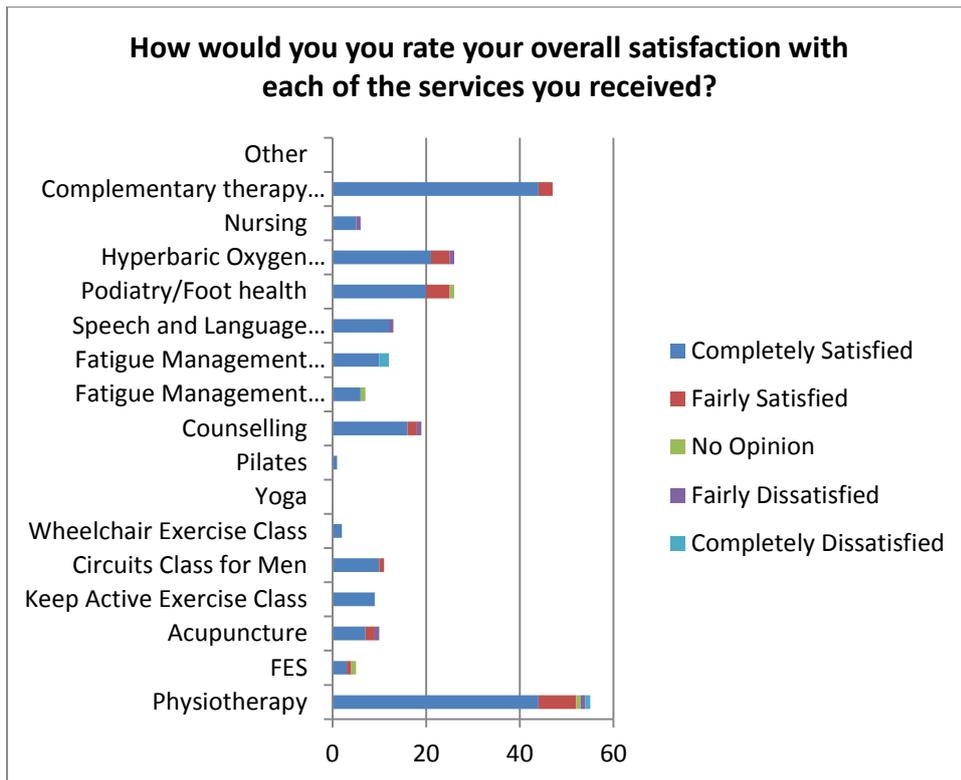
Thinking of the last time you used the Revive Services - did you attend

- Maryhill
- Douglas
- Southside
- Dumbarton Exercise Class
- Paisley
- Carluke
- Campbeltown
- Cumbernauld Exercise Class









Responses to Open Questions

Question 3

Laziness; holiday; only visit as arranged

Question 5

Taxi; Taxi; Taxi; Taxi; Taxi; Taxi

Comment: I travel from Mallaig and come for treatment when visiting my family in Glasgow

Question 6

Benefits; Carers group; Benefits advice; Leisure; Tommy's cafe

Question 7

Glad the services are here!!! No complaints at all

After each class feel better

Staff make you feel welcome and you make so many friends

FES didn't exactly work effectively

Physio – cant comment as only had one session

I feel all the therapists are personal and give me the support I need

Very well run centre – glad its here. Very good sociability wise

Staff members at both services (physio and wheelchair class) very professional and helpful plus all admin/reception staff – excellent

Everyone is very nice and helpful

Friendly and professional staff, excellent treatment

The service I have received at Revive has been exceptional in all areas

Revive provides wonderful support and this support enables me to cope with MS. The staff are all very friendly and encouraging

Always a good service

Very beneficial to my condition

Overall experience a number one, staff are peoples people

All staff are friendly, helpful and fantastic

I have always found the staff at Revive pleasant and very helpful and very friendly

Very helpful staff who understand and empathise with the condition

The staff are wonderful the services are top class

We find you are absolutely wonderful

Very good at individual therapies, spend a lot of time with clients talking and listening

Chill out and chat, put at ease, over too soon

Anything which helps with MS is very much appreciated

Physio was fantastic and counselling was really helpful

I enjoy the exercise and I feel I have a routine now

Good class and good workout for circuits

Everything is wonderful but I would like to see more regular physio but I have only one day a week to visit

I have no complaints about either service

Very efficient, helpful

Super services

I have been very happy with the services I have been given

Relaxing having an aroma

Excellent services provided by all at Revive

Very helpful

I was very happy coming here for many years until I was told by the nurse I have been very down, upset, feeling depressed. I went to my Doctor and told him and he asked if I was still comfortable coming asks what Alan said at Fatman was very shocking to me, why had he not mention any of these issues at counselling?

Services are both friendly and professional exactly what is required

HBO returning after a number of years

It seems to make a difference for the better

I was late for the physio so couldn't have the full session

The help received from all services is extended outwith the immediate in house treatment and counsels' and advises me towards additional health services to approach

All very good keep me active

The staff has been very friendly and informative. The services have improved my symptoms.

Have no complaints whatsoever. Lovely staff all very competent in everything they do

Therapists were very competent and helpful

Very satisfied

I find all the services at revive fantastic. You have a great staff who do a very good job. I always feel better after visiting Revive.

(62) Aroma for relaxation. Company of others in same boat. Foot Care – to give back to Revive a little of the support we receive

Podiatry – have been unable to get appointments but was completely satisfied on the two appointments I had. Have had to go to the NHS for treatment and found this ok but not as I experienced at MS Revive

Art Therapy a great escape

All the services have been a great support to me.

Feel benefit of having treatment

Excellent service and staff. Not too sure about foot health - bit disappointed in some aspects

Very good

Both therapy and Nursing Service are fabulous

Revive is a very positive centre

The staff at Maryhill are like family, they put you at ease. It's nice to come here, you feel happier when you leave

Very happy with the friendly reliable service. I believe 100% in HBOT as it works in improving my health

Good

Still finding our way with many of the services. Overall - staff first class – we find that some services may not be for us.

In all the years I have been attending the Centre – I have nothing but praise and gratitude for the help, comfort, support and laughs I get when I attend!

Question 8 (any services which you feel revive should provide)

Social outings for clients

I can only think it would be good to plan holidays

Weight management

A very good well run centre with friendly helpful staff

Transport

Other therapies like hot stone massage, Reiki and Indian Head massage etc

Occupational therapy

Body mapping for moles, Nutrition, dietician

I feel they provide lots of activities and all the staff are very approachable

Info/instruction on equipment (wheelchairs etc) as this is limited on the NHS and the web

More dietary advice

Dietician

Dietician

Indian Head Massage

Happy with the services

Reike

Maybe nutrition

Alexander technique – personally I have found it to have similar benefits to physiotherapy only better.

Easier access throughout the whole week more support

Explaining M S to families

Nutrition

Monthly Lunch - get together

I am surprised and pleased at the amount of therapies above!

No. – better info distribution on Revive in Ayrshire/West coast area may be helpful

Revive - gives – already a great deal – can't think of anything!

Question 9 (recommend services to other people with MS)

Cant say anything bad I tell everyone how good Revive is which I love coming to

Gives you a focus as part of a weekly routine

I have already recommended as I have benefited from Revive

A great service, super support for folks with MS

Revive has helped me to come to terms with my MS better than any other organisation

Its helped me

Dont know what I would do without Revive

I have and will recommend the services of Revive to anyone affected by MS

You realise that assistance is available

As it is good to talk to other people with MS the services are great

Its a good service do not know what I would do without it

Always talk highly and recommend the centre to people

It has helped me with my condition so I would advise others to come along and try

In good company of professionals who know your needs

Have and they are coming

All the staff are friendly very helpful and know the score

You feel like a family everyone is so friendly you are with people in the same boat

Its helped me a lot

It is a welcoming and friendly place – the staff are easy to talk to

Caring friendly staff, meet other people with same condition, social life

Excellent services

Always recommend Revive to others

Most of the staff are very friendly

Combination of sociable and professional is excellent

Services and people who attend are great and very friendly exchange stories and experiences

I'm finding the service helpful

Friendly, helpful positive energy

Helps me with my MS

Because it meets the needs of your physical disabilities but also the mental and social aspects are greatly appreciated

I have already recommended the services as my symptoms have improved

Revive understands what one going through and helpful with all that is available

Whole atmosphere at Revive is excellent staff, therapists and patients are all very friendly and sympathetic to the needs etc. of everyone attending for treatment

For understanding from staff and other clients

The staff and others really understand

It has been a great place to discuss problems- and get additional therapies

The services provided are excellent in a relaxed environment with people in the same position as yourself.

I felt so lost when diagnosed didn't know where to turn – Revive is able to understand exactly how I feel. Thank you.

Very welcoming

I have told other people about the excellent services at Revive and the people who use Revive for whatever reasons

Great to have a welcoming place to come to.

Great Service - much needed – really friendly staff and real home from home feeling.

Anyone with MS would benefit from Revive

I wish I had come here years ago and have already given details of the centre to someone

I have experienced the benefits of some of those therapies and have seen how other people have been helped especially with HBO

Helpful Good

We are happy with the services and standards

For me, personally, I know I could not “function” without the support, comfort, patience and warmth generally of all staff at Revive.

Question 10 (any additional comments)

All the staff are so helpful and courteous

Meet so many nice people which makes you happy

Good that the carers are included in the services

Continue the hard work and keep the ‘craik’ going

Delighted with entire service

Keeps me alive and sane

Can arrive at Revive feeling down but always leave feeling cheered up and happy. Great place to go to. All staff are excellent.

All the staff that I have had dealings with deserve to be recognised in some way. They are totally committed to helping MS sufferers

First class service, friendly staff

Think services provided are excellent, Love visiting the Centre, everyone is so pleasant, friendly and professional

Not only are the staff exceptional, I have made lots of friends and being able to speak to others with MS helps to keep my spirits up

I enjoy the time I spend here. The social interaction and inclusion very genuine staff who care. Keep up the good work

Early days still learning

Keep up the good work

You still need a bar that sells rum

I find the staff very helpful and welcoming

Like Tommy find him helpful

I used to get Indian head massage from Margaret which is fantastic

Its great to have a contact with other people with the same condition. I no longer feel on my own with this condition

Happy to come – nice atmosphere

Yes I especially enjoy and appreciate the yoga and Pilates classes as they enable me to exercise whilst adjusting the facilities and exercise work outs to suit individual capabilities.

Thank you for all you do for me

Everybody is so helpful and friendly

Thanks !!

Gave me hope and brightened my life

Changed my life for the better

Persons providing services are excellent and very patient, you are never made to feel uncomfortable or guilty at any stage

Thanks for ALL YOU DO SEEN AND UNSEEN

A very well run place from start to finish & staff are wonderful

A bit difficult to get appointments for alternative medicines – aromatherapy especially but that (I think) is due to more people using the great facilities

Everyone very welcoming and accommodating. Thank you.

Same as previously – great service – only wish I lived closer to access more of the facilities.

I now have a carer who brings me so I am so glad to be coming here after an absence of 2 years

Even my husband enjoys coming here for coffee and chats

It is most disappointing that the medical establishment will not fully recognise those areas of therapies. We need to collect the evidence through peoples experience to present to them the benefits Mairi Johnston

We have found the services to be helpful

I would just like to add that, although Revive is a charity and we all know we need donations to survive – I have never felt pressurised into worrying if I did not have enough money on me that day = I know that I can make it up on another occasion = sometimes, I am not always our or forget to go to the hole in the wall! Now it is easier as I can use my bankcard.