



Summary of Client Experience Survey 2022

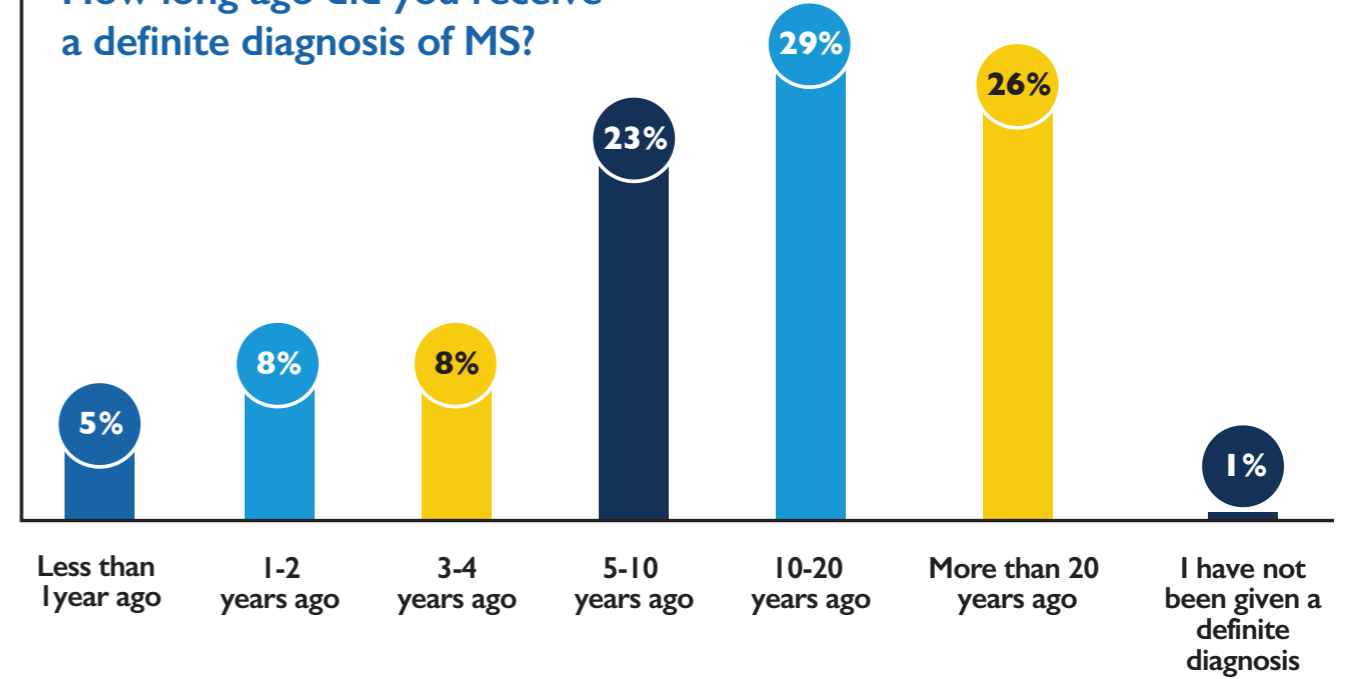
**“I cannot thank you all enough for
helping me live a life with MS.”**

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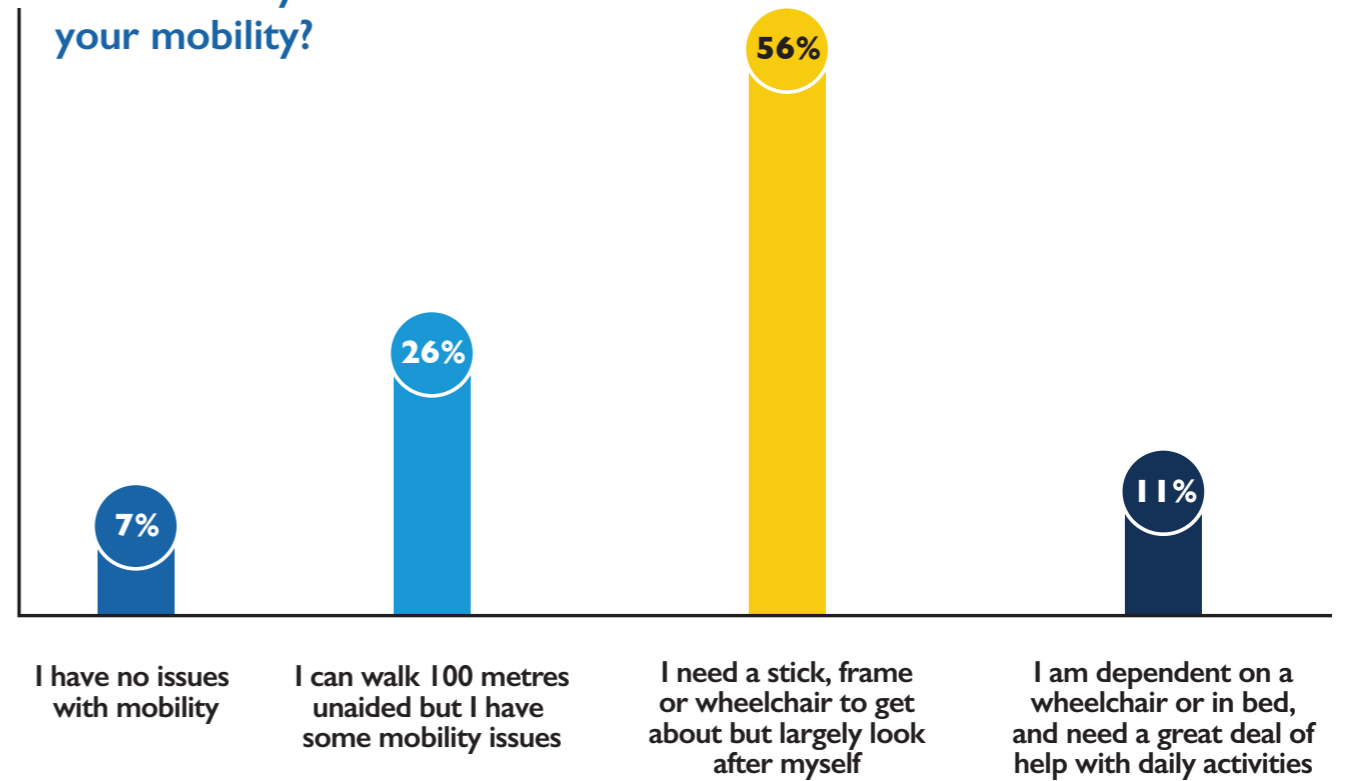


About You

How long ago did you receive a definite diagnosis of MS?



How would you rate your mobility?



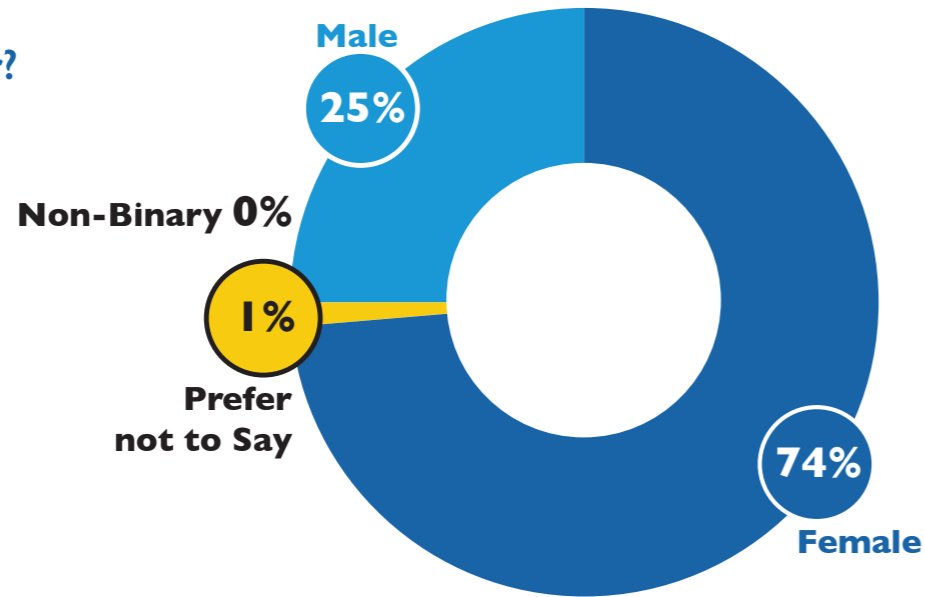
Introduction

In January 2023, Revive MS Support conducted a survey of people who use our services to find out their experiences in 2022. The survey was available online and in a paper version from our reception team.

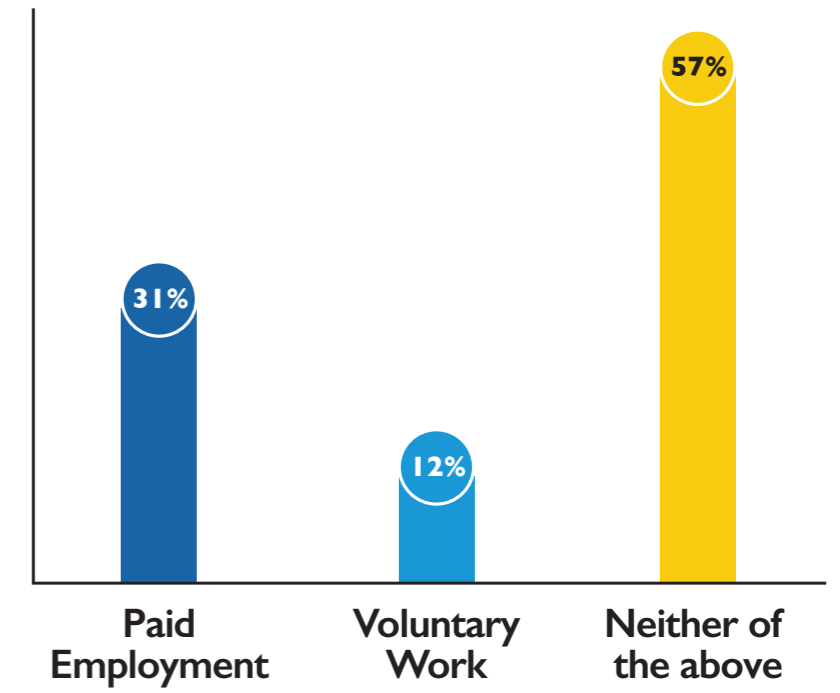
153 clients answered the survey.

The survey response represents around a quarter of the 602 clients who had an appointment at Revive over the course of the year. 9227 completed appointments took place at Revive in 2022, representing an average of 15.3 per client who attended during the year.

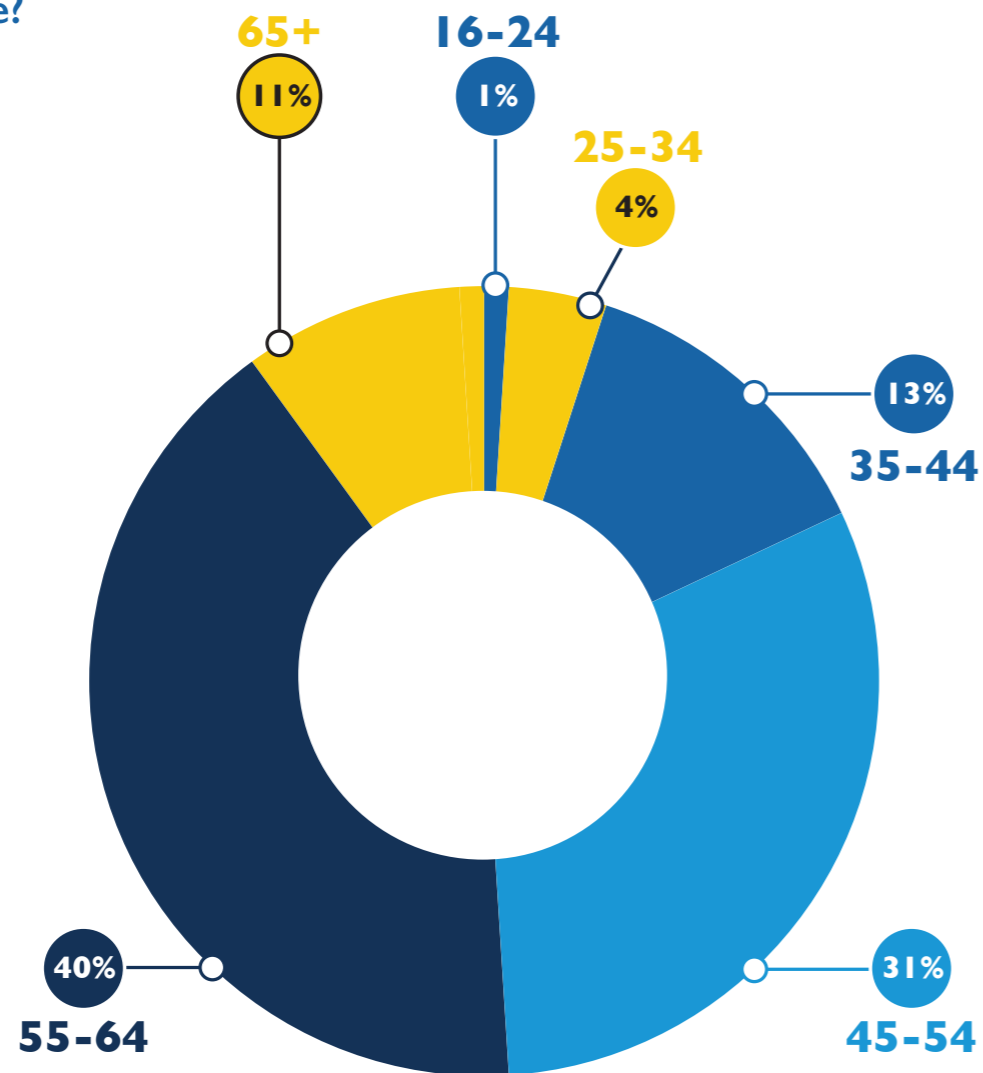
How would you describe your gender?



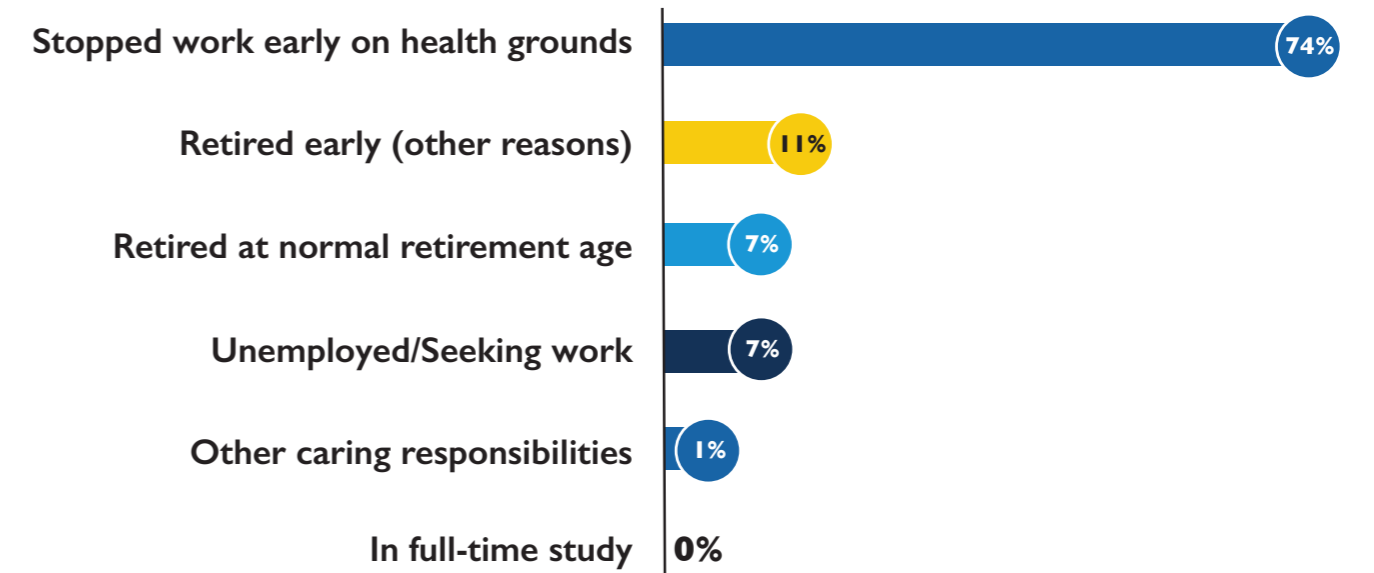
Are you currently in paid employment (including self-employment) or do you undertake any voluntary work in your community?



What is your age?

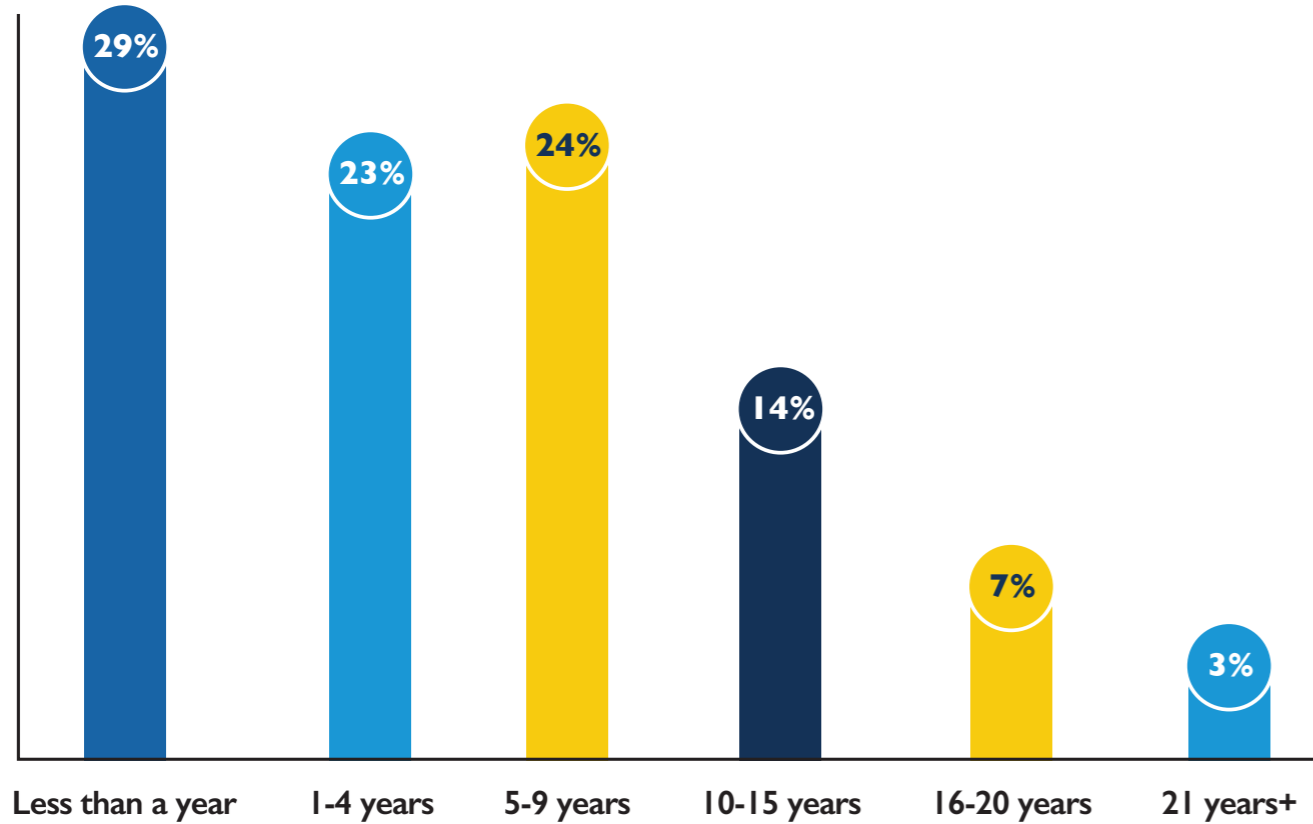


If you are not in paid employment, how would you describe yourself?

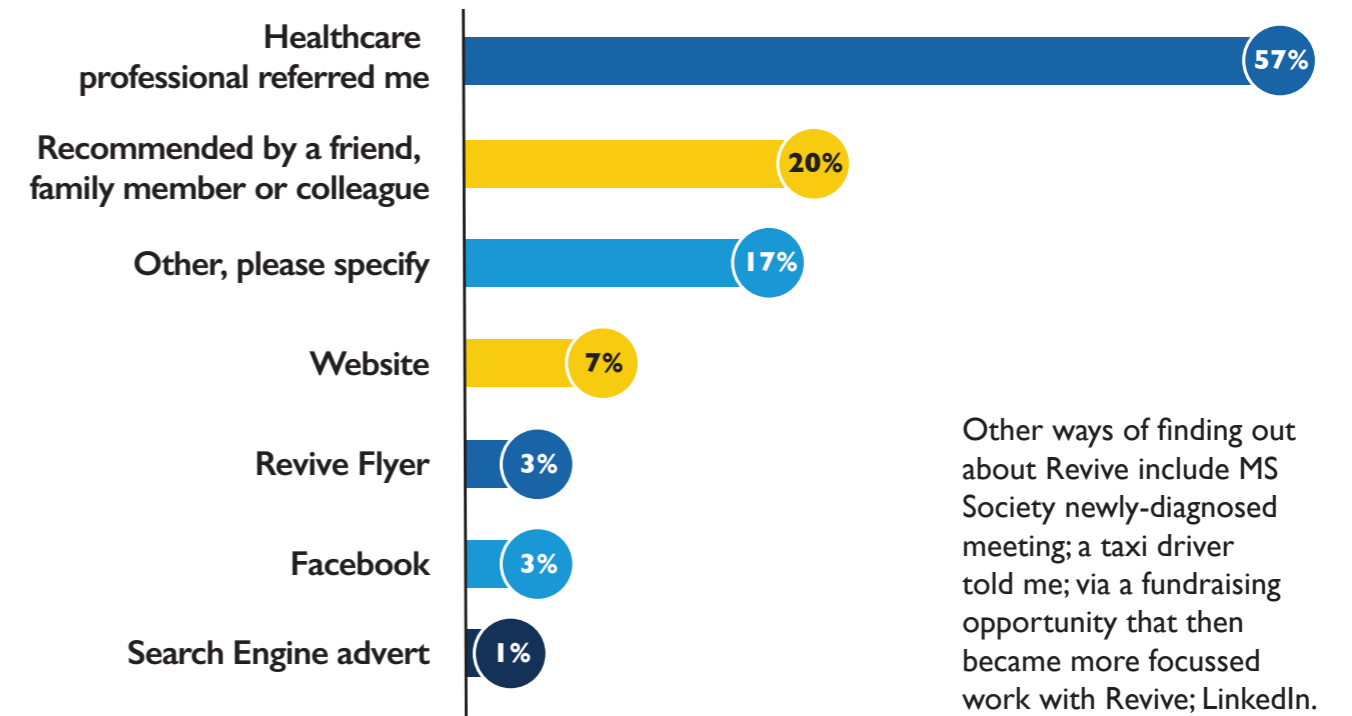


About Revive

How long have you been coming to the Revive centre?

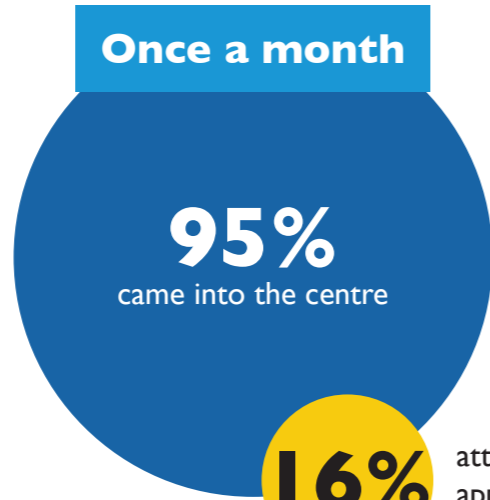


How did you first find out about Revive MS Support?

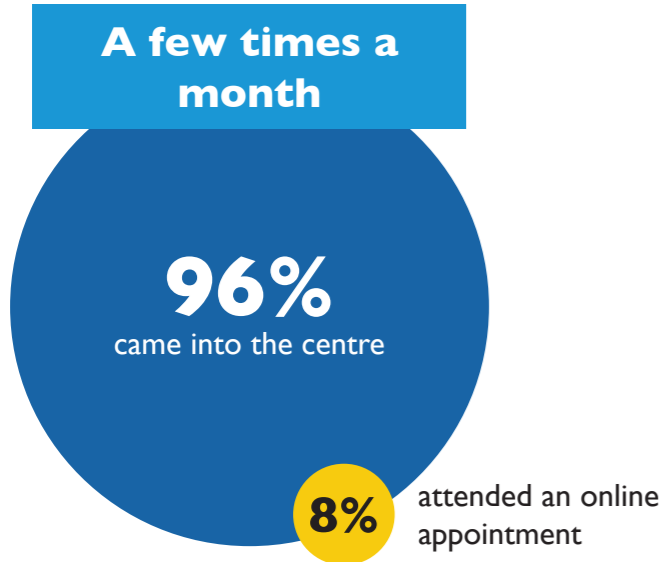


Please estimate how many times you used Revive services over the past year?

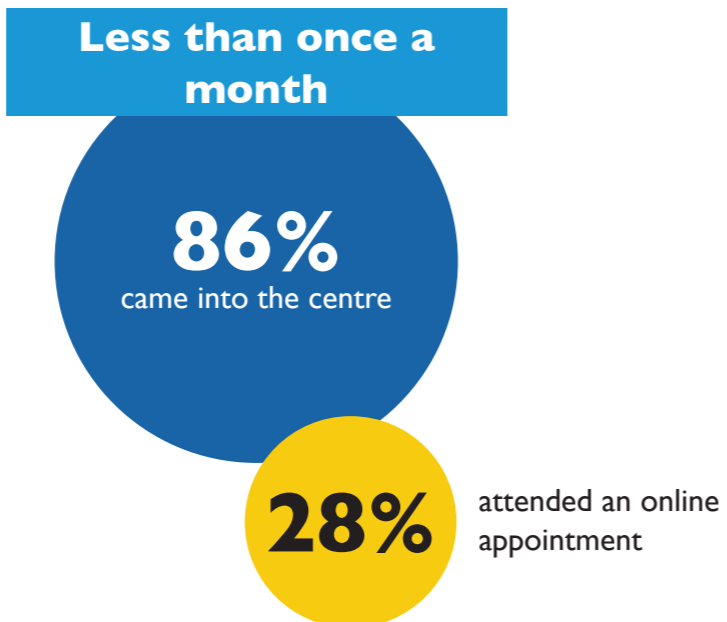
Once a month



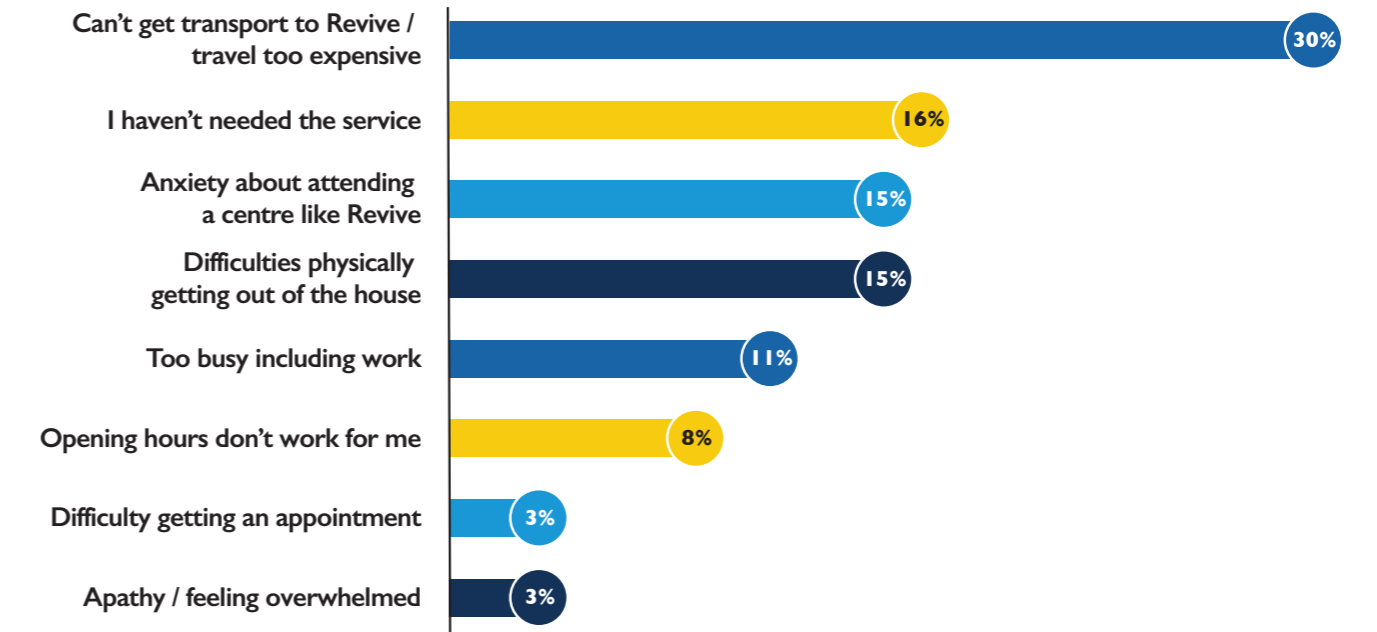
A few times a month



Less than once a month

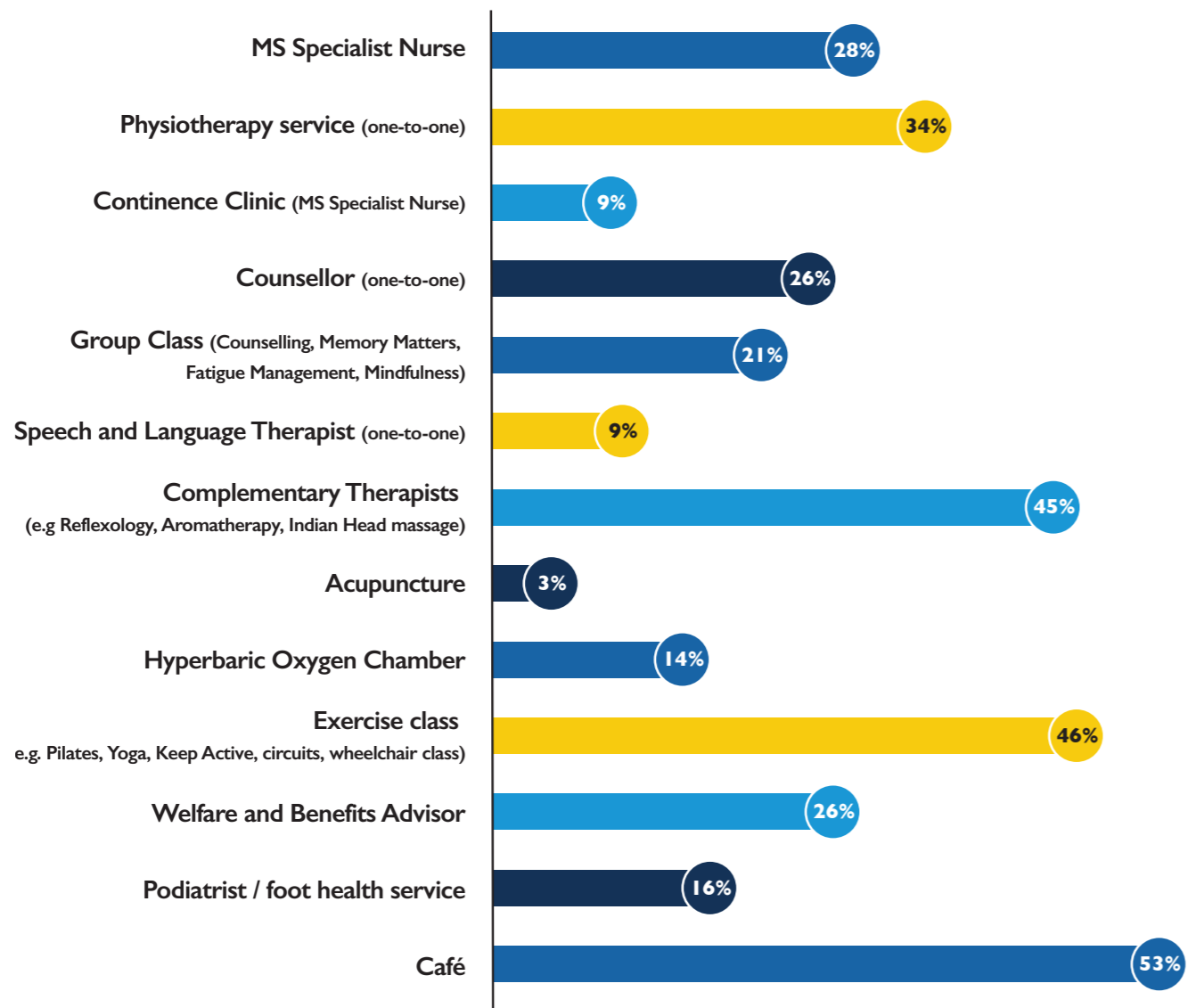


If you haven't been to the centre much or at all in the past year, why is this?

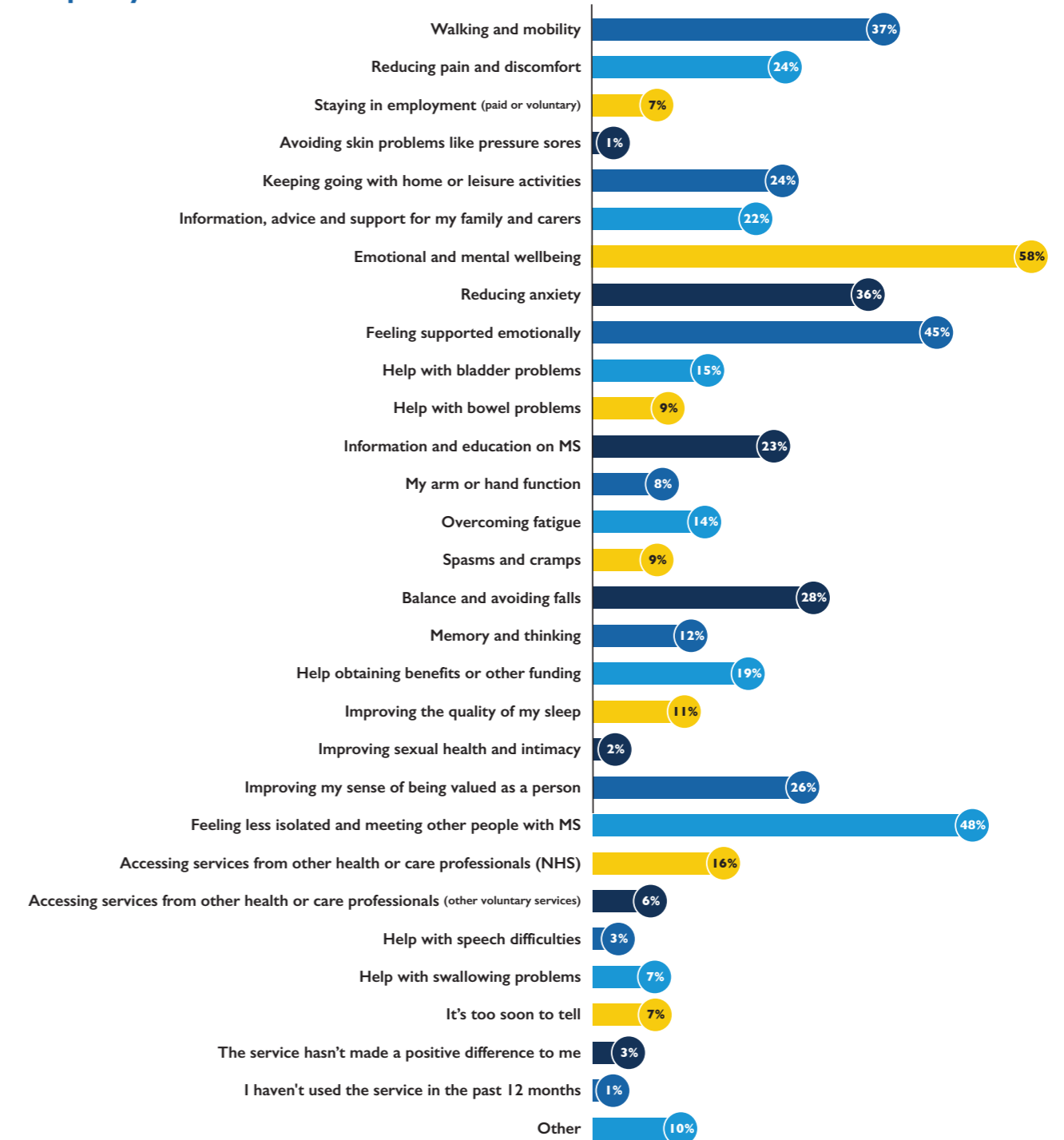


Our Services

During the past year, which of the services offered at Revive have you used?



Thinking about coming to Revive over the past year, how has this helped you?



Other (comments)

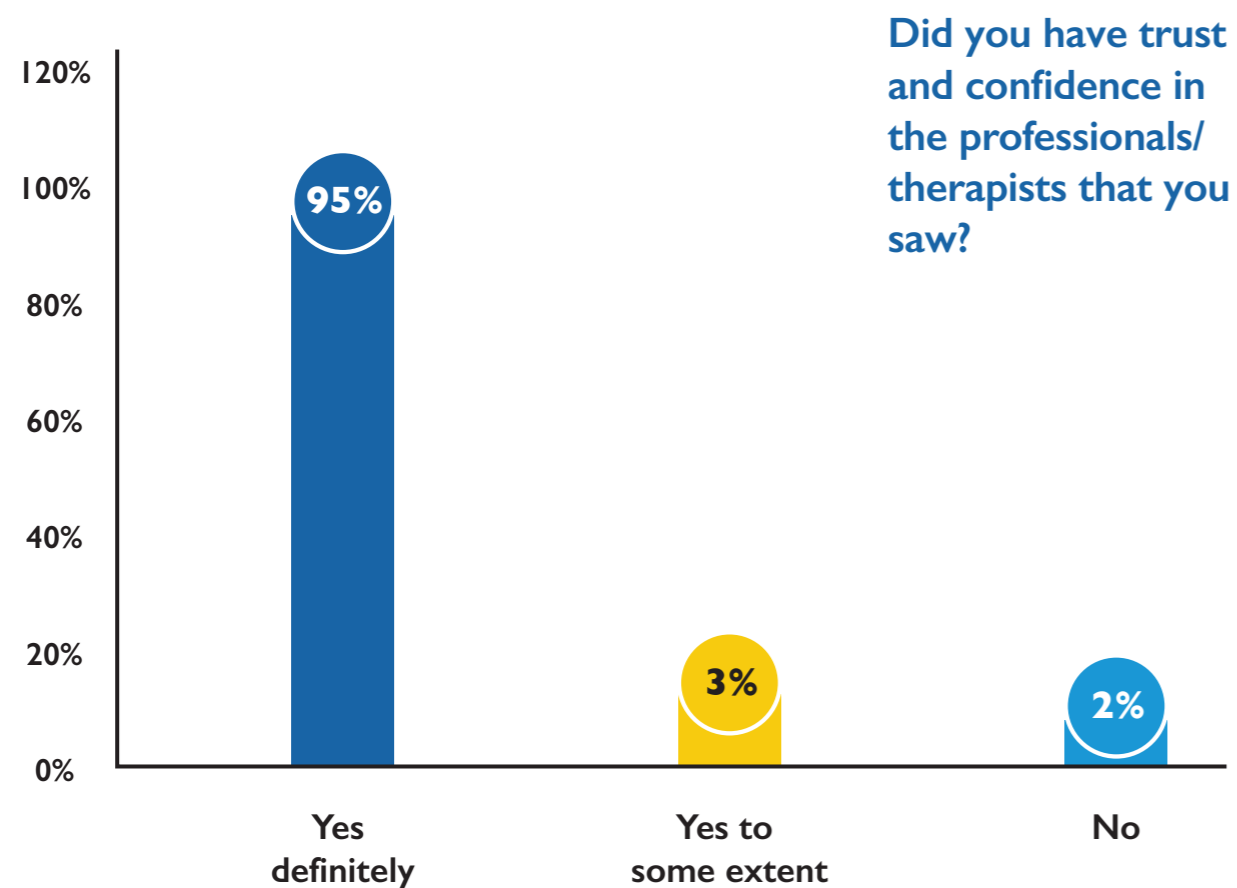
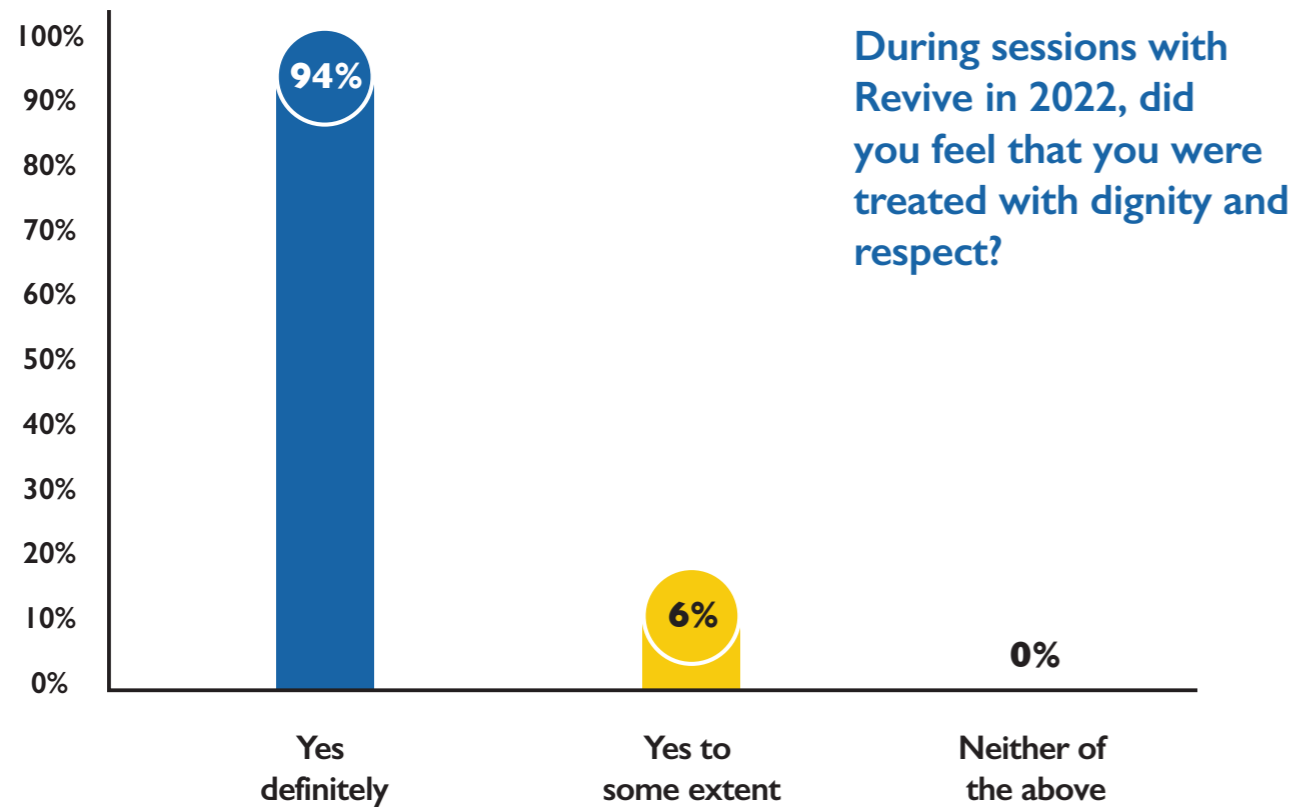


Feeling of self-worth and accepting of my MS.

Support to apply for a Blue Badge support to apply for PIP (and the appeals process).

Only recently started using the service, but potentially there are many services and activities which I could benefit from.

Just generally being able to connect with other PwMS at the centre.



Please give any examples of the positive difference the Revive centre services have made to you in 2022.

A massive thank you has to be paid to the practitioner in the Aromatherapy room. He is fantastic and helped me no end to firstly relax and secondly help my muscle aches and pains. Shoulders and neck were also a bug bear to me, and his help and expertise really did make me feel like a different person.

After lockdown Revive was just what I needed to meet up with the group (gym, massage). I had so missed our chat and our great way of supporting each other. Getting back to the gym gave me a reason to get up and out, the difference it made to my mood as well as my physical wellbeing. It made me feel part of something I had missed that so much. To see the staff as well; always there if we need to chat. My MS family mean the world to me. Won't ever be able to offer thanks as it's just impossible to praise every one of them in the centre.

Friendly, relaxed staff. Physio staff have helped me to stay mobile despite my limitations. Without that I would be in a wheelchair by now. The cafe is also one of the best places to meet other MSers and I have gained supportive friends.

I try to come to the Gym weekly. It is the only regular solo excursion I have from home. This helps greatly my sense of being able to do things myself.

Felt so listened to by the nurse and the treatment she is recommending is likely to be of huge value to my quality of life. Her care is making my ability to live with MS so much easier.

Online Counselling has been a major game changer for me. I was at my wits end. I am very grateful that the service was available as it has not only impacted my life but my families also as I'm in a much better frame of mind now. Online was much better for me as it's too difficult to get to the centre.

All services I used, including just being in the cafe, made me feel less isolated and helped me to accept the new me.

The gym and oxygen chamber are the most helpful. Being with friendly, helpful staff and mingling with fellow sufferers (sharing experiences) has been good for me mentally.

Speech and Language Therapy was great for me. I got a lot of tips and still helps me to this day. Physiotherapy was also great I feel it has helped my balance a lot which I also still keep going with it.

Exercise Class - helps massively with mobility and confidence. Physio - gave me great advice and information to help specific needs that I have. HBO - helped with fatigue and sleep. Cafe - is fantastic for socialising, building confidence and talking about others' experiences with MS. Welfare - was able to assist with securing my financial benefit.

As a wheelchair user I'm at the sharp end of required support. I mainly benefit from the Physiotherapy I receive. Meeting other folk who're in a similar situation is an absolute Godsend. The staff have raised my spirits throughout 2022 as well as structuring an exercise regime that is tailored to my individual needs.



The Hyperbaric Oxygen service

Any comments about the Hyperbaric Oxygen service?

Wonderful service. I feel so lucky to have this opportunity.

All I can say is it's beneficial and I always look forward to my session. And Davie is very professional and helpful.

HBO is a great experience that everyone with MS should at least try.

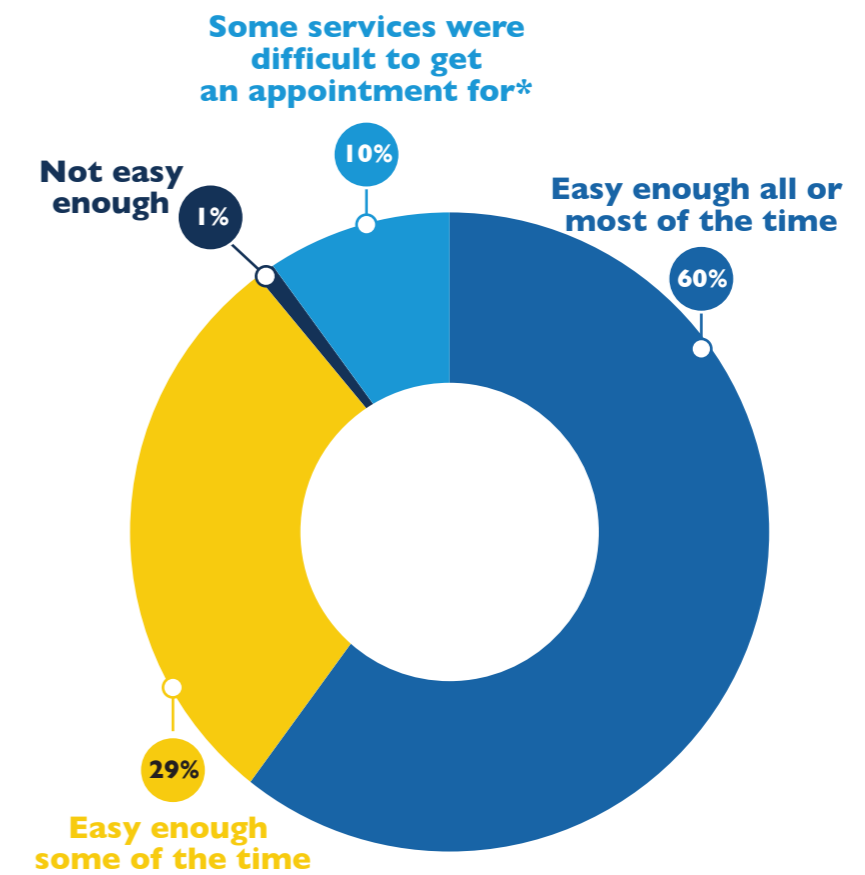
David always greets everyone with a smile and a bit of banter - extremely welcoming. I sometimes don't notice a difference when I'm coming for my session every week, but when it stops for a few weeks, I definitely notice a worsening in my bladder issues.

Greatly improves my sleep on day of access.

Subtle but obvious consistent improvement and sustained energy.

For my HBO is a lifeline. I sleep very little but when I go to the chamber. I'm almost guaranteed a good night's sleep. I get a feeling of freshness when I come out. I feel calmer as well due to the relaxation it brings me. Can't imagine not using it now. And David and Levi are so supportive and always cheerful, makes my day.

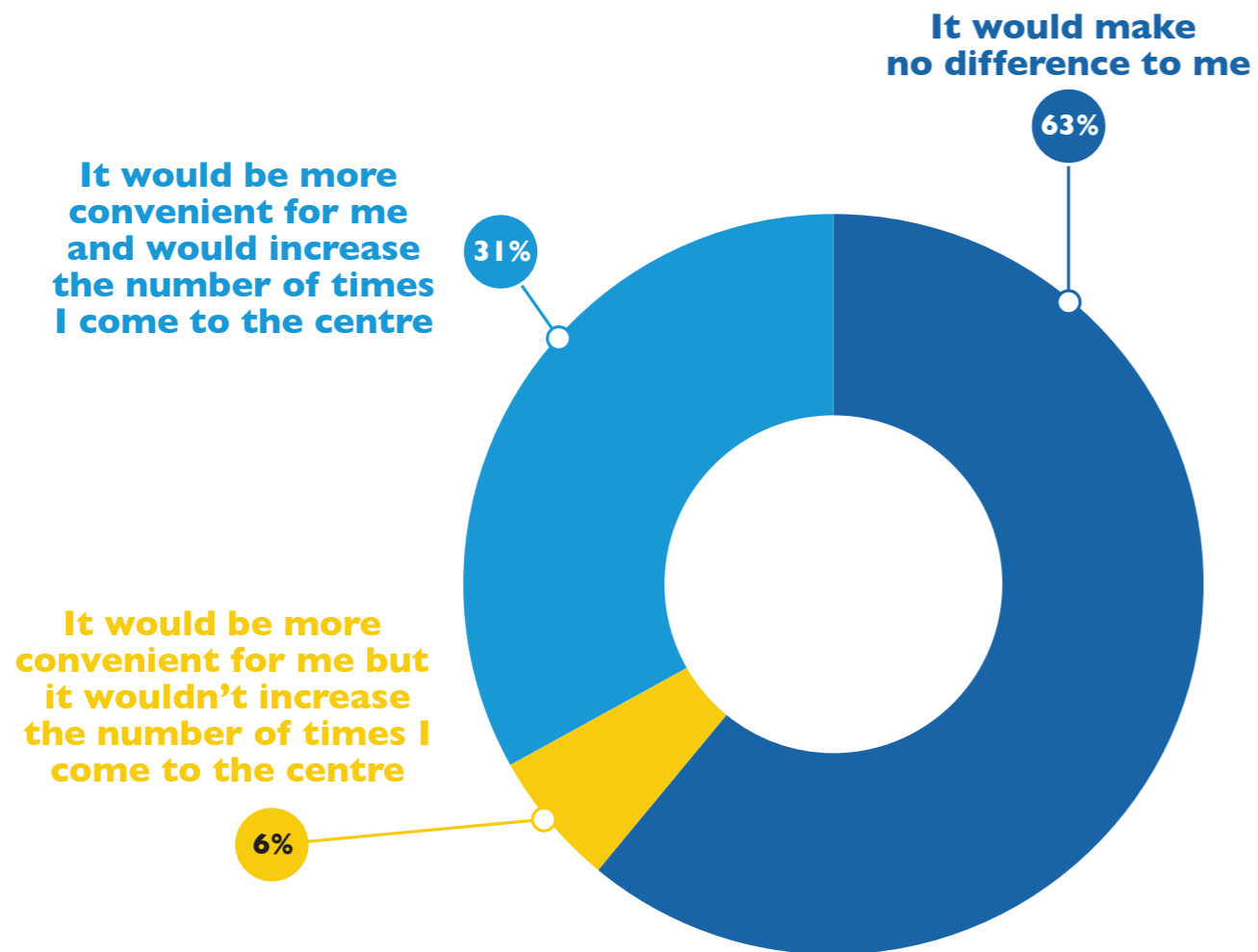
Is it easy enough to get an appointment at Revive if you need to?



*Appointments that people felt were not easy enough to get include Counselling, Reflexology, yoga and the MS Nurse.



At the moment the opening hours of the centre are 9.30-4.30 Monday to Friday and late until 7.30pm on a Thursday. If in the future it was possible to open on more evenings until 7.30pm or on Saturdays, what difference would this make?



Comments include:

If it was possible to open earlier or at weekends, I would certainly use the centre more.

“ Personally I feel that the hours are suitable. That said, would love to see more socialising at night. Some of us never get to go out at night because of mobility. Revive makes us feel so welcome regardless of ability. Thanks for all you do.

Activities at the weekend would be nice. I work full time and am too tired to participate in anything after work.

“ I think a Saturday opening would encourage a lot of people to attend the centre. I personally would find it easier for a carer to bring me on a Saturday.

I'm not sure I'd use the evening opening hours as I would do other things with my wife.

It's difficult to work around appointments with work and having two children but I am so grateful for the service you provide. You can and never will please everyone.

“ People who are unable to visit the centre during the week, due to family or friends being unable to drive them to the centre would be able to access facilities. The sense of loneliness and isolation felt by so many as the condition progresses would be lessened.



I do work full time however I manage to get time off for most appointments. I think in the evening I'd probably be too tired to go to the centre after work, but it's also nice to have the option.

Is there anything that the Revive service has done particularly well in 2022?

Everyone I've met from walking in the door on my two visits have been an absolute delight, made me feel confident and comfortable.

“ The fire walk looked amazing, and very empowering.

All of the staff deserve praise as I feel they all care much more than just a place of employment. I think of Revive as my close family rather than a service I use.

“ Always offering support in a friendly and welcoming environment.

All of the staff have worked extremely hard to return to business-as-usual post Covid.

“ Reception staff are always super-friendly.

I find all the staff that I have dealings with are helpful, positive, friendly and I have no hesitation in saying thanks to them all.

“

I felt lost before and now I feel good, not alone. Thank you.

“ It continues to exceed my expectations. A culture exists within Revive that exudes a welcoming, caring and uplifting environment that is only matched by its consistency.

Is there anything that the Revive service could have done better in 2022?

“ Maybe offer different times for certain things (e.g. arts & crafts class and memory matters class) for people who work, so that they can make it, or offer it at a different time the next block they bring it back.

Opening hours. Linking people - support groups. Activities for people who are still working.

“ Would be very helpful to have staff members/volunteers photographs and names up so that we know who is who! I have seen new staff members in corridors/centre and have no idea who they are/ what capacity they do.

“ Make a bus available for transport to the centre (there and back). Being allowed to cross the river from North to South!

More HBO sessions so you can have different levels and be in with less people.

“

Should reach out to people who can't get to Revive due to cost.

A Saturday would be fabulous but I know it maybe isn't possible.

“ More Podiatrist appointments if possible.

Reach out individually to clients to encourage them to re-engage.

Longer opening hours, weekend appointments.

If resources were available, are there any services which you would like to see offered at Revive in the future which are not offered now?

Buddy system

About three years ago Revive ran a one-off workshop about sexual problems for men (think it was male related). Think it would be good run that again - even if it was to be online.

“ Assisted swimming, at some other premises.

“ Perhaps a transport service...

“ Occupational Therapy to add to the multidisciplinary team and support people with improving their independence and quality of life. Information sharing and signposting eg shop mobility, radar keys, rail cards, cinema and theatre cards for free accompanying carer.

A drama group would be fabulous.

“

More availability of one-to-one Physiotherapy.

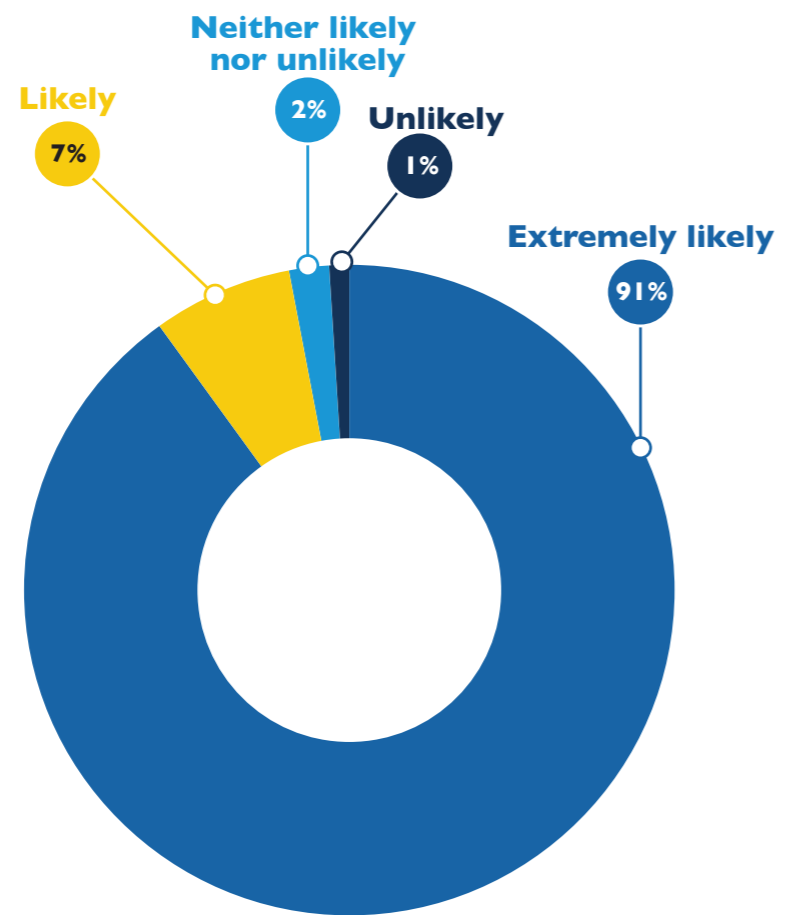
Info sessions on diet and other self-management strategies.

More social events as we come out other side of frightening times for all there is something about being able to see each other in person.

“ Online exercise classes. Online group mindfulness. I would love to go to the centre more and have social interaction so if possible then transport pick-up/drop-off. Even if it's from allocated collection areas.



How likely are you to recommend the Revive centre to friends and family if they had MS and needed similar care or treatment?



Our Values

We are currently doing some work on defining our values. If you could sum up what Revive means to you in a short sentence what would you say?

Person centred, holistic and inclusive support. It makes living with MS much less frightening.

I fully appreciate the support that Revive staff give to me. They are always professional, helpful and kind.

Nothing is ever too much trouble. Personally, my time spent in Revive are the highlights of the week.

It's been a godsend and I love it.

Revive provides such a safe, friendly, positive, understanding and supportive space for all of us with MS. It is a lifeline giving us all hope.

The centre is more than that... it's a community that gives purpose. It's a friendly, safe zone. It's the reason someone smiles... day to day.

This is a new service to me and I have been amazed at what they have to offer.

A huge help following an MS diagnosis. I feel supported and lucky to have such an amazing place and team in the area.

The people at Revive are there to offer support tailored to fit you and can help make your journey with MS just a little less difficult and a little less isolated.

A lifeline. The staff are very understanding, non-judgemental and good fun.

It's great to feel there are people trying to help improve our symptoms. Also giving us information to help ourselves.

Revive is the extended family who totally understand what we as people go through the ups and downs of an unpredictable illness.

Wonderful place for support, meeting others with MS, laughter in the Cafe, so many services available. I never take for granted how lucky we are in Glasgow to have Revive.

Totally invaluable addition to the very overstretched NHS and without the centre my health and quality of life would be poorer.

An amazing, friendly, safe space to come together, learn and feel valued and included.

Revive offers support even when you don't know you need it.

A great friend in the good days and a strong support during the bad.

I'm treated with respect and dignity, by all at Revive.

Fantastic service that gives you the tools you need to navigate life with MS.

An organisation where staff understand MS and you do not need to explain all symptoms each and every visit. Informal yet informed support which puts you at ease.

The work of Revive is exceptionally important for the MS community. It keeps me physically and emotionally stable.

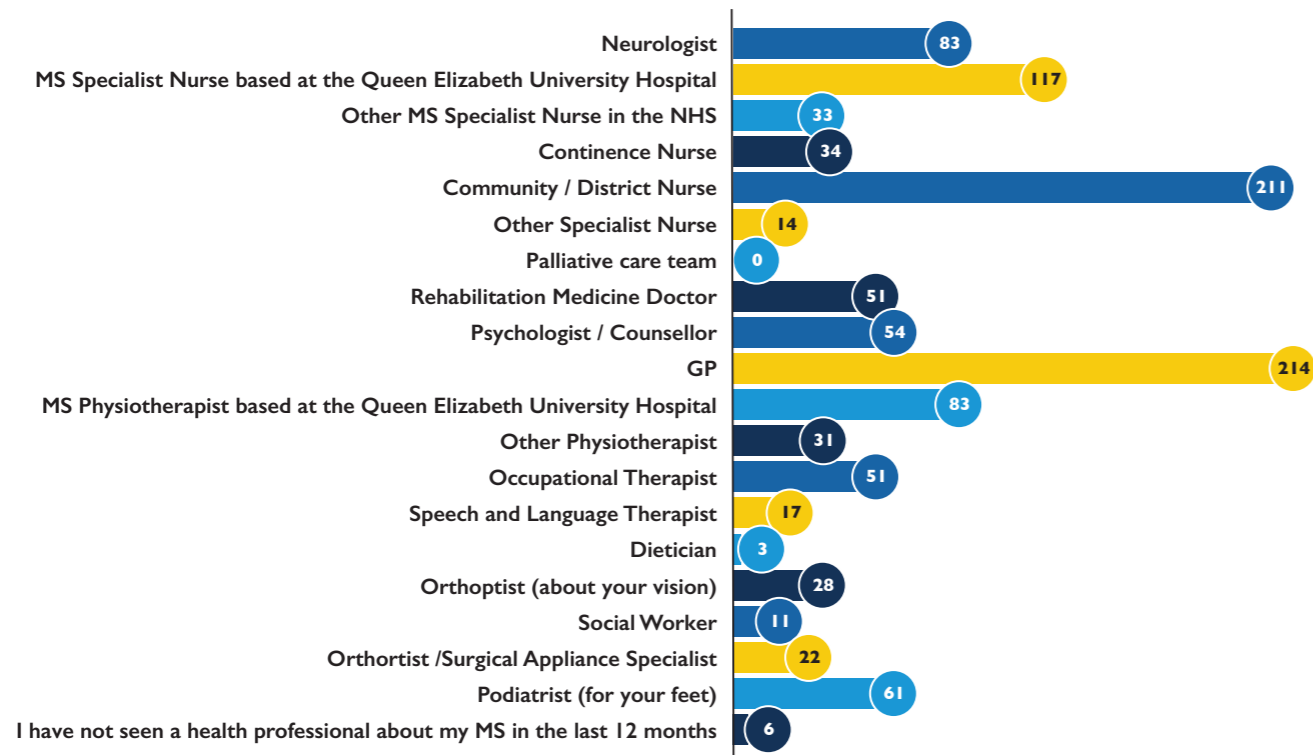
I could not do without Revive in my life.



The NHS

Over the last 12 months, how many times have you seen the following NHS health or social care professionals about your MS?

These are the total appointments across a group of 104 people.



What, if anything, do you think Revive offers to you that the NHS does not?

Accessible and responsive services especially for MS issues.

I think access to Revive is much easier and I think you allow flexibility and holistic view that the NHS is not in a position to offer.

Revive can offer a quicker response time (other than A&E). I got invaluable continence advice from Revive which would have taken months through the NHS before even seeing anyone.

A community.

Relief from the battle of MS with treatment like massage, Reflexology, HBO chamber.

Podiatry, one-to-one Counselling and any other problems that arise each day is different you cannot predict what could affect you day to day.

A personable friendly welcome.



Thank You!

We would like to thank everyone who took the time to share their experience, insights and opinions with us.

The feedback will be shared with our team and used to influence, maintain and improve our services. We can also use this information to demonstrate to funders what Revive means to the community it serves.

We would also like to thank our team for sharing their expertise, positivity and knowledge to improve the lives of people affected by MS.

Revive MS Support

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