



# Summary of Client Experience Survey 2023-24

“My life is very much enriched by Revive and I could not imagine what life would be like without it. Thank you for everything.”



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# INTRODUCTION

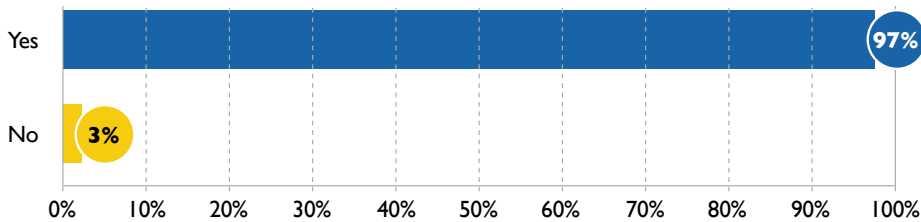
In January 2024, Revive MS Support conducted a survey for people who use our services to find out their experiences in 2023. The survey was available online, sent via the monthly e-newsletter and was available in a paper version from our reception team.

120 clients answered the survey.

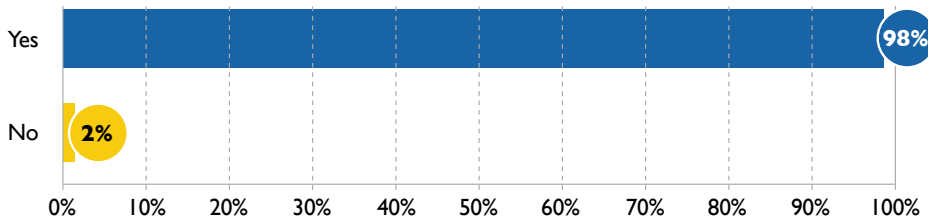
The survey response represents around a quarter of the 621 clients who had an appointment at Revive over the course of the year.

We were pleased to see an increase this year in clients having such a high rate of trust and confidence in our services, and this is reflected in the likelihood of recommending Revive.

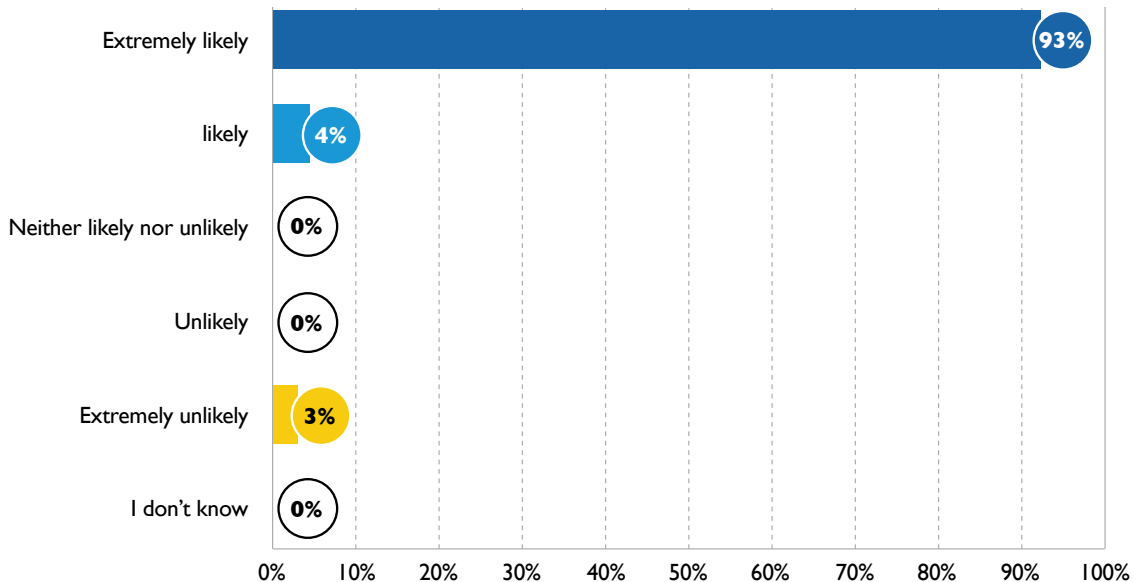
## Did you have trust and confidence in the professionals you saw?



## During sessions with Revive, did you feel that you were treated with dignity and respect?

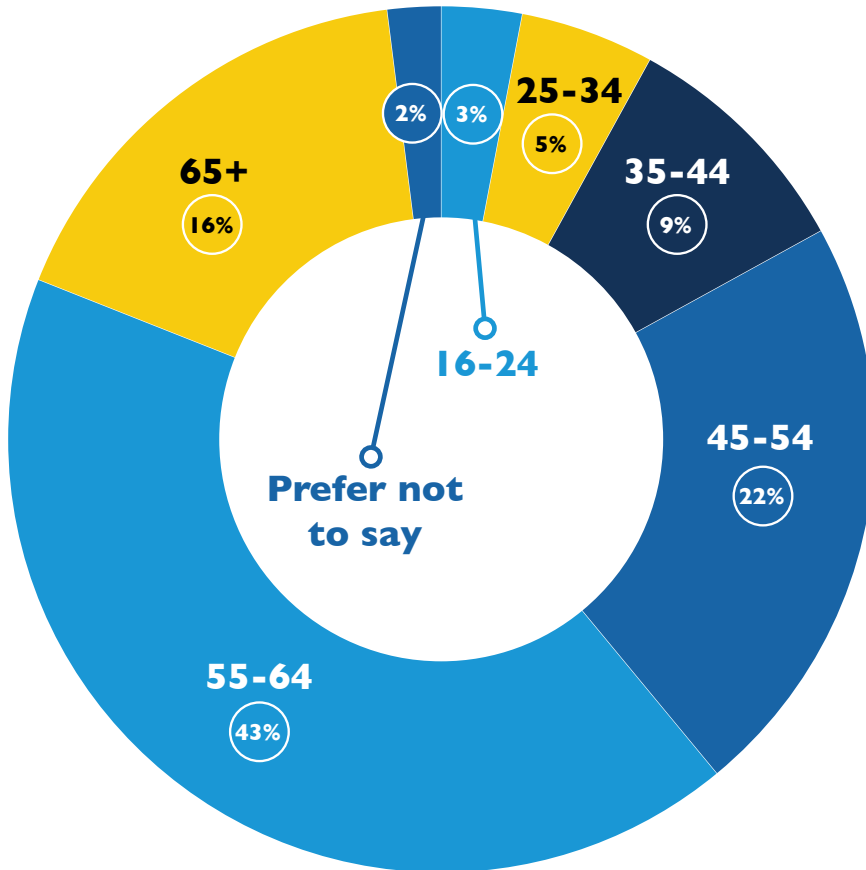


## How likely are you to recommend Revive?

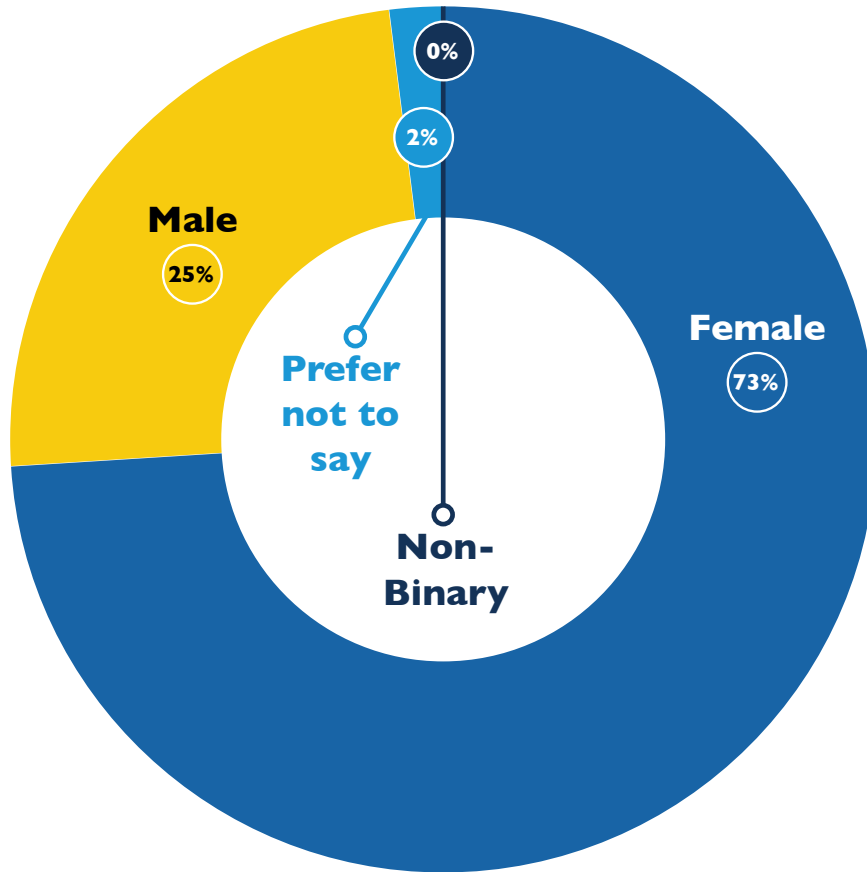


# WHO RESPONDED

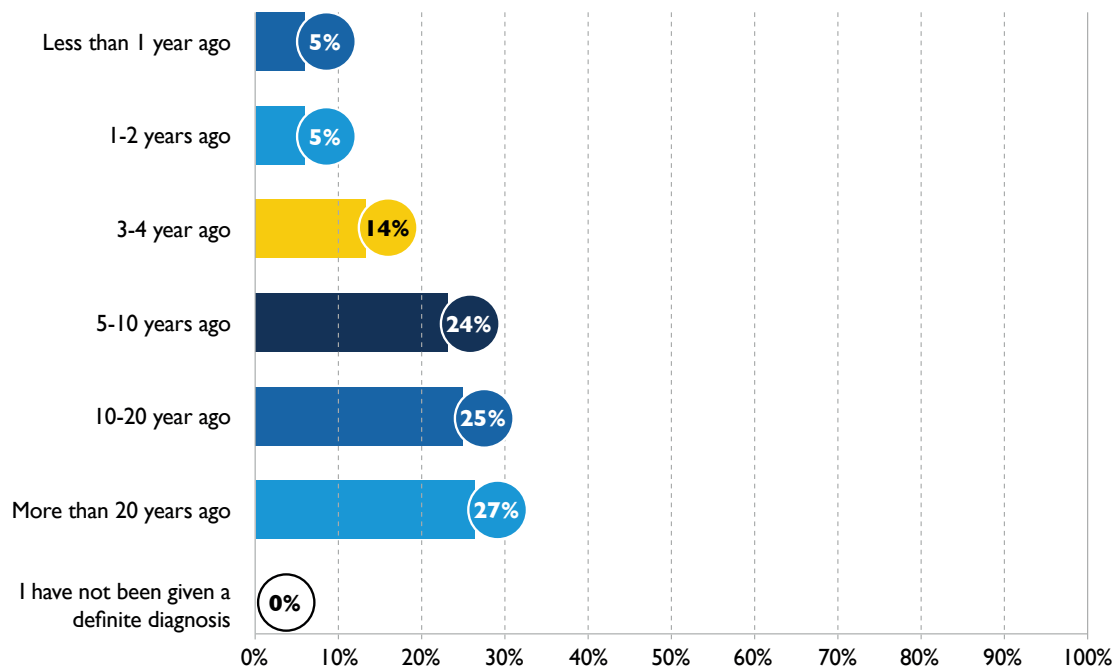
What is your age?



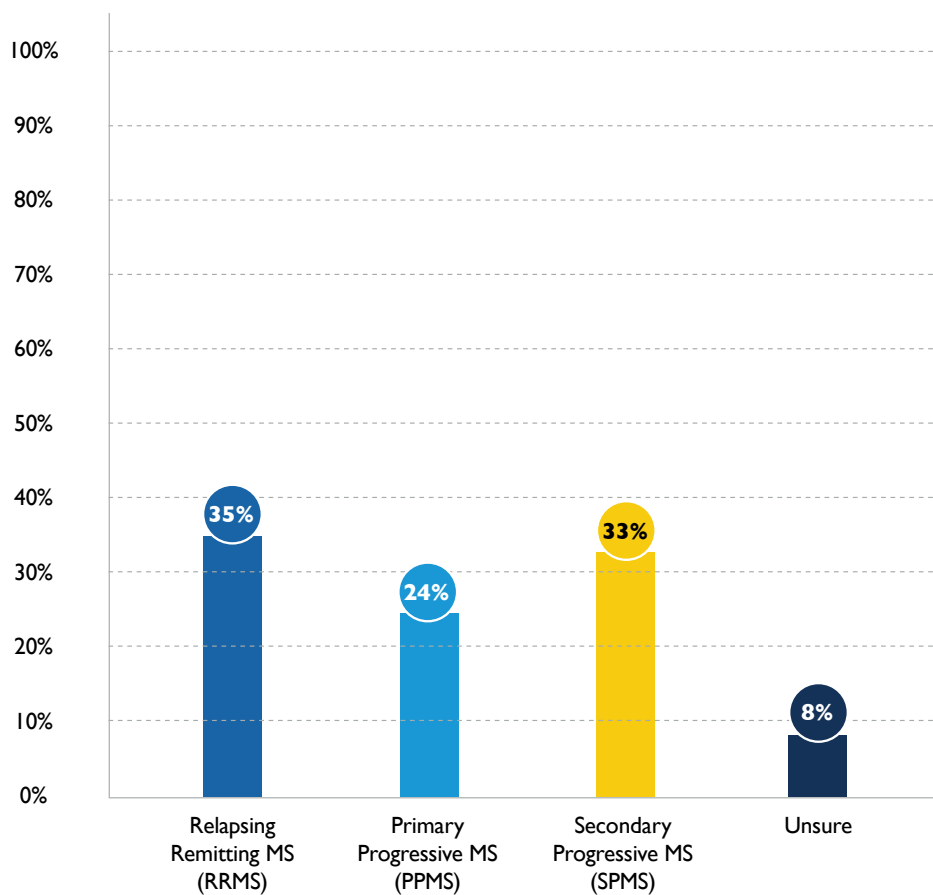
## How would you describe your gender?



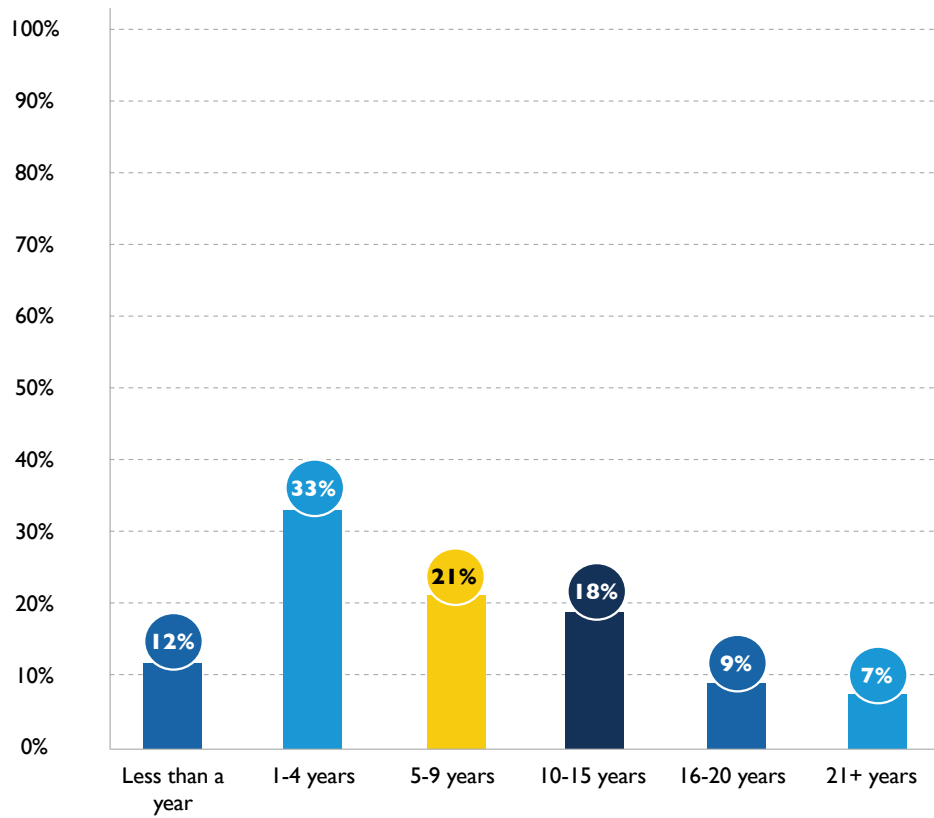
## How long ago did you receive a definite diagnosis of MS?



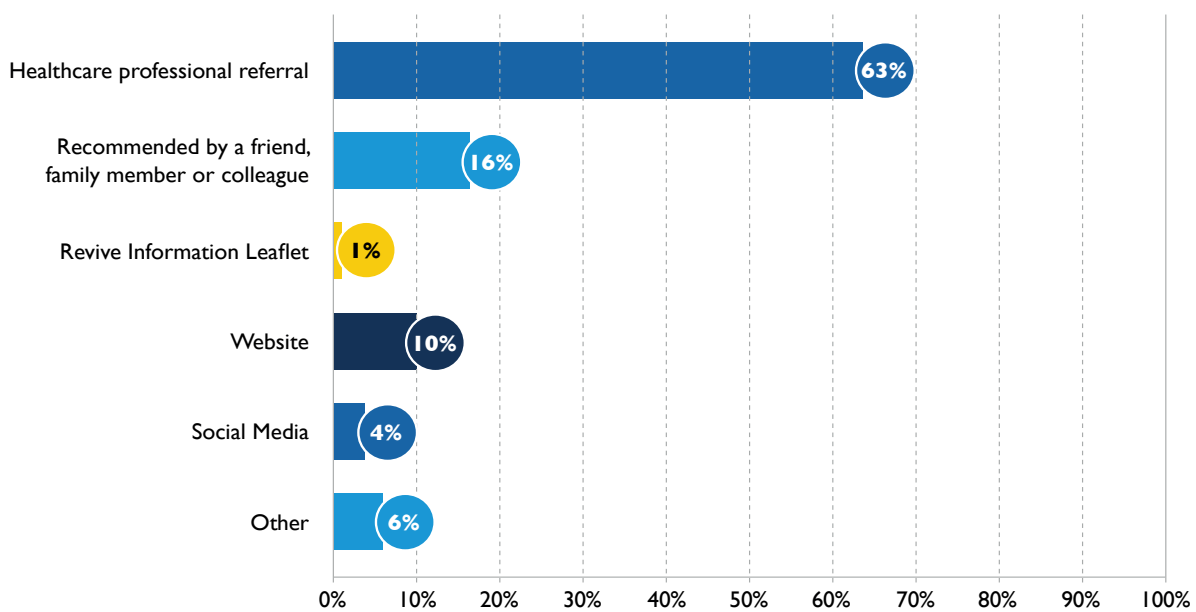
## What type of MS do you have?



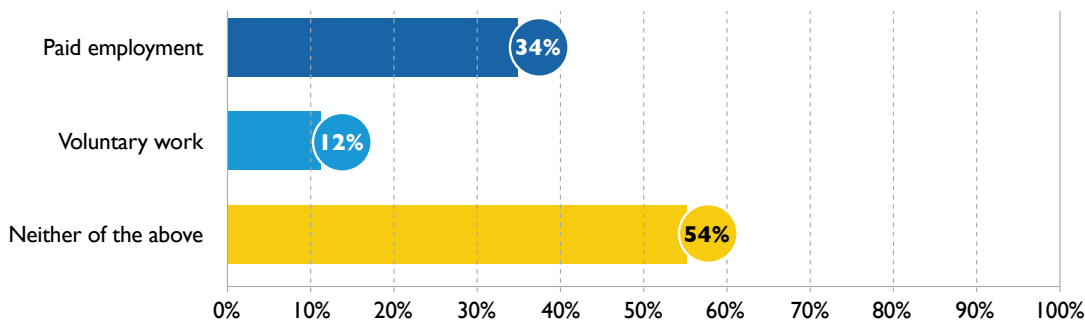
## How long have you been coming to Revive?



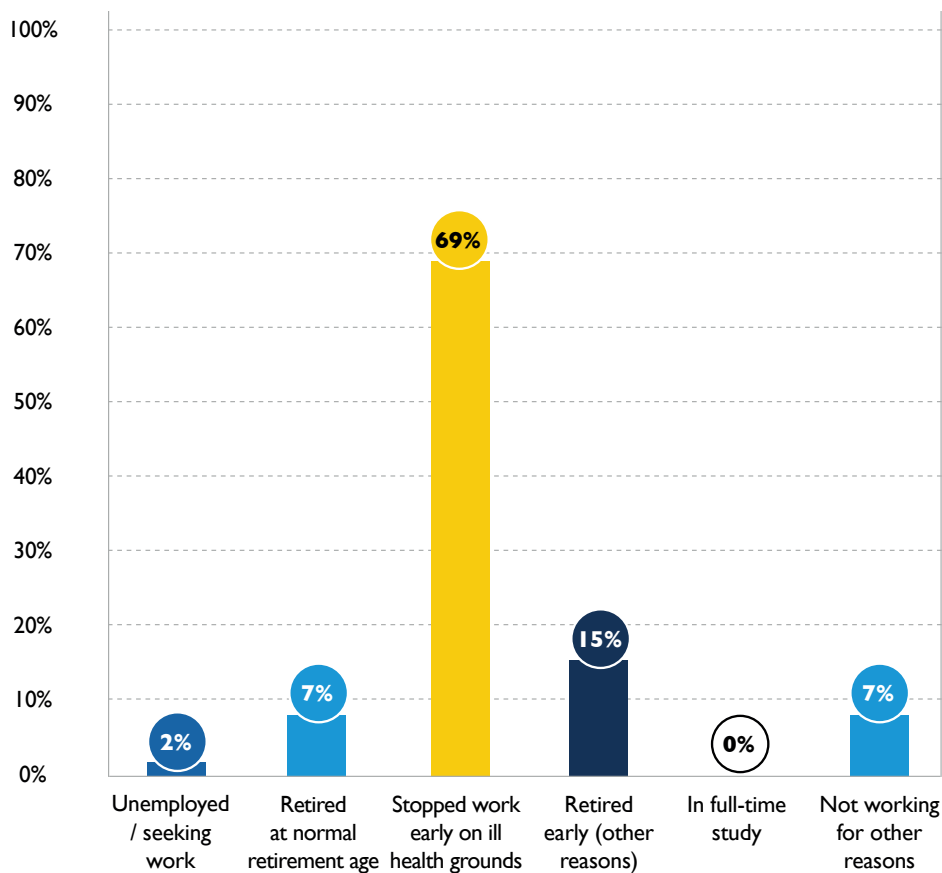
## How did you first find out about Revive?



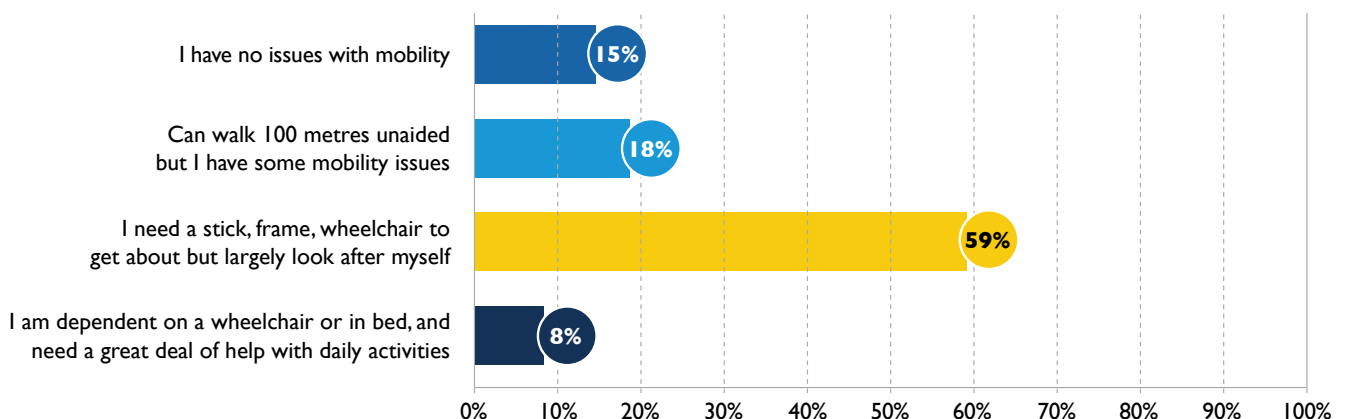
## Are you currently in paid employment (including self-employment) or do you undertake any voluntary work in your community?



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

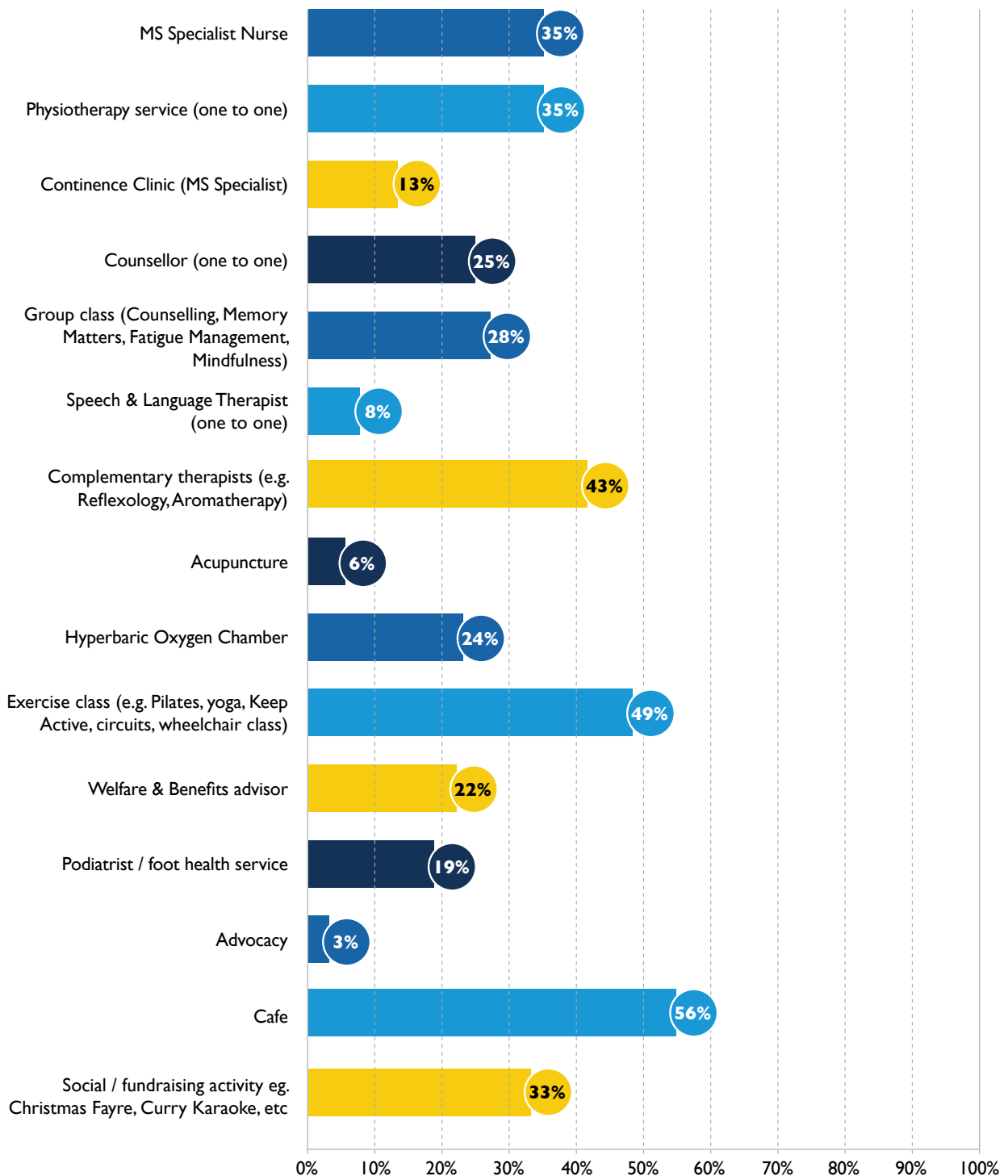


## How would you rate your mobility?

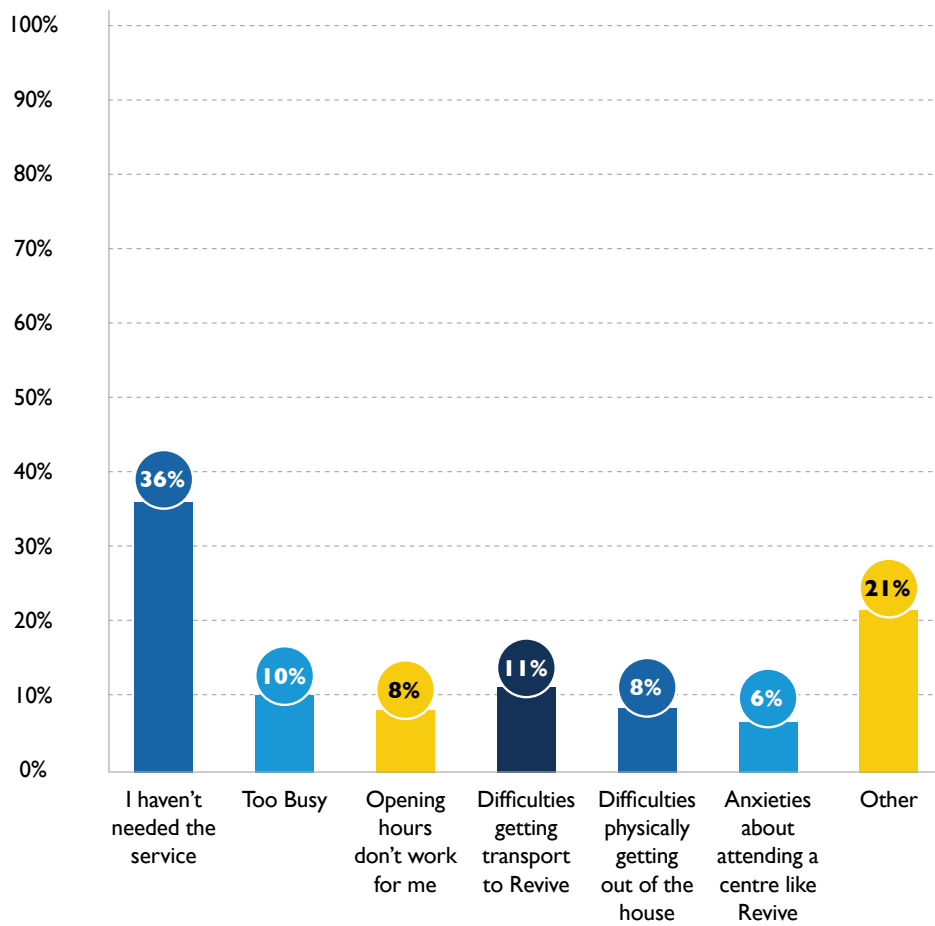


# ABOUT REVIVE

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



## If you've only accessed services once or occasionally in the past year, why is this?



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

“Found so many friends for life and the centre is a one stop shop for everything I need for MS”

“Coming to the Mindfulness class has been really helpful for me. I have found the class to be really friendly and good fun. I think the approach taught helps me to relax and deal more effectively with stress.”

“I had been on a waiting list for counselling for 4 years but when I enquired about it through Revive I received an appointment very quickly which was great”

***“Pilates has been amazing for me! I didn’t really work out before the MS so getting into Pilates was a change, and I’ve loved it. I go to my own gym twice a week as well now - thank you Revive, from the bottom of my heart!!”***

“Alan, the Welfare and Benefits Officer supported me through appeal process/tribunal successfully when I lost my PIP award - invaluable resource to navigate extremely complicated and biased benefits system - took financial stress away.”

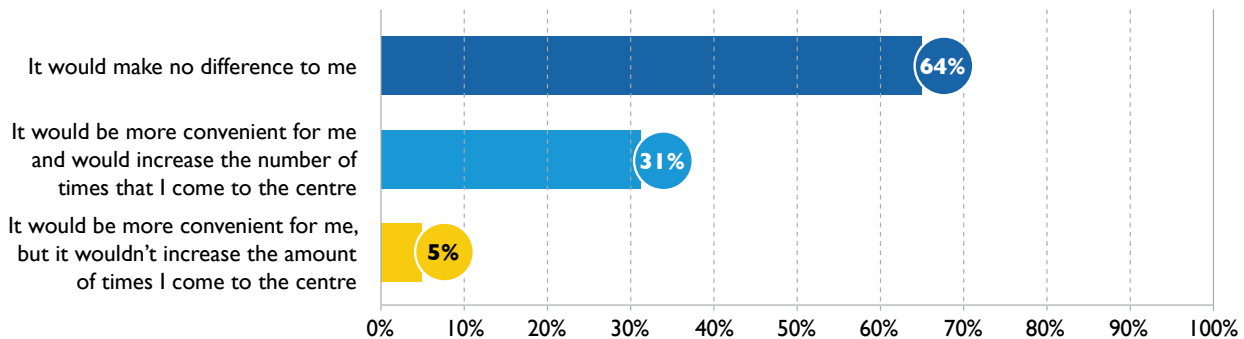
“Reflexology & massage reduces pain, anxiety & stress which improves my mood, helps me relax & sleep better.”

“Exercise class helps me maintain my mobility & every Monday encourages me to keep going. The cafe is an opportunity to meet other people who understand MS and feel less lonely which improves my mood.”

***“The exercise class keeps me much fitter. I notice a difference if I miss a week. Reflexology gives me time to relax away from home. Julie, the MS Nurse is so understanding and has been very helpful with personal issues. It’s so useful to have all the services under one roof.”***

“Counselling and support has been incredible Using the cafe brings us together as a group where we can share our issues as well as laugh and have great conversations, this is very uplifting as well as informative. I’d like to think it’s also a good way of supporting each other through the good and bad experiences of our MS journey.”

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?



## What has Revive done particularly well in the last 12 months?

“Staff & volunteers are always welcoming, friendly, kind & helpful making you feel you matter & are listened to. It’s impossible to name only one member of staff!”

**“Andrew is a great therapist, Girls at the desk are always welcoming and bubbly.”**

“Elle at reception is the most bubbly and sweetest person, brightens my day when I walk into the centre and she says “hi how are you!” She also says my name when she says this (this is a big thing as a lot of people don’t say/know how to pronounce my name)”

“I’ve had counselling, CBT etc on and off for years and feel I’ve made more positive changes with Annemarie than anyone previously. And it being online means it is easier to fit into life, no matter how well I’m feeling.”

**“The centre is run very well. I cannot possibly name anyone as everyone is very helpful.”**

“The internal referrals and the expertise of the therapists. Personally, I feel it was a hundred percent better than the NHS”

“I was able to use a stand in physiotherapy department in my own home for a few weeks, Isabel made this possible for me, all physiotherapy staff are very helpful”

“The social media is much better in terms of publicising events, services, courses and groups.”

**“I think Andrew in the cafe is friendly and helpful. He also cooks us tasty and healthy lunches.”**

“My counselling sessions with Geraldine were very helpful”

**“Fundraising activities have been really good and engaging.”**

The MS Nurse, Julie, is especially helpful and a true star at Revive but everyone is wonderful, including the receptionist who always helps you.”

## What could Revive have done better in the last 12 months?

“New classes for clients that have attended the classes offered”

**“More for people who have just been diagnosed and more for people less impacted”**

“Fun stuff like scrabble club”

**“Back to old style rather than circuit as we are all too slow.”**

“Have more appointments available for aromatherapy.”

“I understand it’s the patient’s choice whether to use the service but sometimes a follow up call might be useful”

**“More availability for podiatrist.”**

“Just personally for me it would be for an extra late-night opening as I work shifts.”

**“Offer more evening courses”**

“Keep people up to date with how the referral waiting lists are doing”

**“Keeping in touch”**

**“More organised with calling people back”**

“Facilities”

**“New chairs in the café”**

“It’s such a pity there’s no more volunteers for the cafe as it’s such a busy place and the staff are so busy all the time.”

**“Just change the front door to a sliding one?”**

“It would be helpful if either transport could be offered, or car sharing facilitated.”

“Possibly additional staffing in the cafe & additions to the menu - the cafe is the hub of visits & is loved by everyone”

“Perhaps promote and inform on all various groups/ fundraising events more regularly, although I think your digital newsletter is great”



## What new services or offering would people like to see?

“More online groups and courses would be a way of reaching those that find it difficult to travel. It also solves the problem of room availability.”

“Occupational therapy, buddy/peer support & volunteer programme.”

**“Transport assistance / minibus(es) / deals with Glasgow Taxis?”**

“Outreach centre in north of city (Possibilities gym partnership?)”

**“Choir”**

“I would like to be able to attend the gym but there’s a waiting list.”

**“Weekend sessions”**

“A swimming pool would be brilliant”

**“More online information about MS itself and MS life hacks.”**

“Possibly a voluntary mentoring scheme for other Revive members? I would be pleased to volunteer for that if there is any interest from Revive. I was thinking it could maybe be helpful for Revive clients.”

“Maybe confidence/self-esteem classes. I know my confidence was knocked after diagnosis”

“Homeopathy”

“Any kind of classes that would improve mobility and improve stability and help with balance issues, also think any kind of social interaction is very useful for bringing different groups together, again sharing experiences is also very useful to all of us, also brings a few of the shy members together in a more relaxed way”

“Stretching classes where someone helps to stretch us.”

**“Healthy eating”**

“More appointments with MS nurse”

**“Additional gym availability”**

“A satellite service. One that’s a biggy”

**“Anything that helps your wellbeing”**

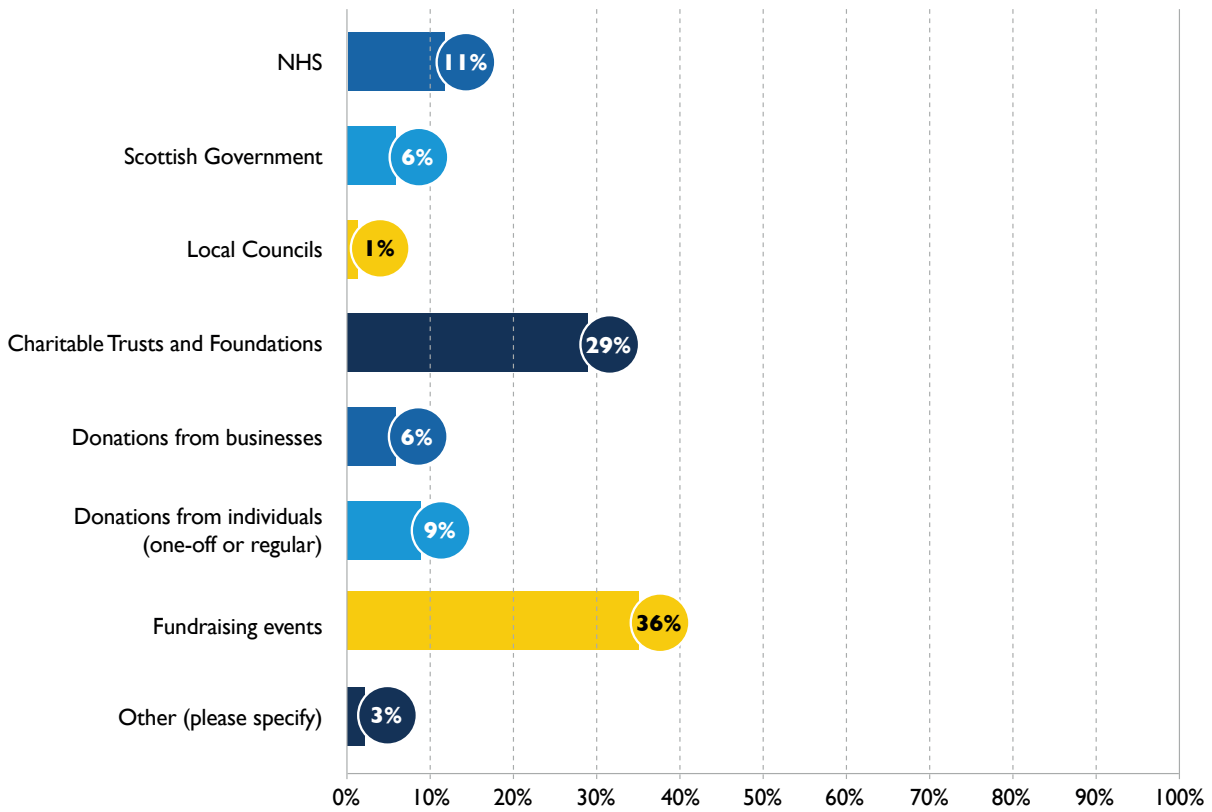
“Some beauty services”

**“More Podiatrist appointments”**

“Maybe massage and alternative therapies more widely available”



## Where do you think Revive receives most of its funding?





## Other Comments

***“Just a very big thank you to all you have impacted my life in a very positive way, socially, psychologically and financially!”***

***“Just wanted to say a huge thank you for all the help and support that’s been offered through the years, I would be lost without this ongoing support.”***

***“Thank goodness for Revive or I would have no social life out of the house.”***

***“I feel that Revive is a lifeline and I am really fortunate to have benefited from your support from early diagnosis to my current stage of progression. Thank you.”***

***“I am extremely pleased to have found Revive as it has helped my wellbeing and mood”***

***“The only thing I would like to stress is that my life is very much enriched by Revive and I could not imagine what my life would be like without it. Thank you for everything.”***

***“Those of us with MS would be lost without you all.”***

***“Without Revive I’m not sure where I would be...you’re a lifeline to so many with the wonderful work you do, thank you”***

***“You have saved my life.”***

# WHAT MAKES US DIFFERENT

## What Does Revive Offer That the NHS Does Not?

“A quicker and more easily accessible service and more direct contacts whereas in the NHS its often difficult to find and access help or there is often a very extreme waiting list.”

“Constant support when we need it most, not having to wait for long periods of time to get help advice and support”

**“Quicker access to services”**

“Compassion, time to listen to you, gives you the sense you’re not alone”

**“Help with the issues you face on a daily basis with MS and a deeper understanding of just how difficult it is to live with the condition”**

“More time to chat”

“Immediate support and real understanding of what MS is. Care and ongoing support.”

**“Patient, a listening ear that’s actually listening”**

“You offer time, which is one of the greatest benefits”

**“Flexibility & responsiveness when you need it and person-centred support & help.”**

“All staff are so helpful, respectful, warm and give you time. They’re patient positive something in my experience is lacking in the NHS resources I have accessed throughout my MS Journey”

“A sense of worth, real support & willingness to help with anything MS related, Revive sees the person with MS & I’m afraid the NHS doesn’t”

**“The staff know almost everyone by name, and this makes it a very welcoming place.”**

**“Community”**

“Time, ongoing real support, quick response, peer group, friends.”

“Being able to socialise helps loneliness”

**“Being able to talk and listen to people with same issues that I have”**

“Patience and specific knowledge”

“You have genuine care for us and it’s so clear to see”







# Thank You!

We would like to extend our thanks to everyone who took the time to share their experiences, insights, and opinions with us. Your feedback is invaluable and will be carefully reviewed by our team to help shape, enhance, and maintain the services we offer at Revive MS Support. It also helps us demonstrate the true impact Revive has on the MS community.

We also want to thank our dedicated team, whose expertise, positivity, and commitment continue to make a real difference to the lives of those affected by MS. Throughout the year, we will keep you updated on the actions we take in response to suggestions.

## Revive MS Support

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