



FOLLOW-UP QUESTIONNAIRE ANALYSIS REPORT

Prepared For :

Daniel Heritage

Prepared By :

Lewis Craddock

Belinda Haughton

Contents

Introduction.....	2
Survey Results Summary.....	2
Gender Distribution:.....	2
Age Distribution:.....	3
Working Status:.....	4
Feedback on Pop-Up Clinic Visit:.....	4
Overall, I found the visit to the Pop-Up Clinic useful:.....	4
I felt I was being listened to:.....	5
I was provided with useful information on how I should seek help regarding my needs:.....	6
Follow-Up on Suggestions.....	6
Did you follow up on any of the suggestions given to you at the Pop-Up session?.....	6
If you did follow our suggestions, did you receive the help you needed?.....	7
Insights from Follow-Up Actions:.....	8
Health and Fitness Improvements:.....	8
Medical Follow-Ups:.....	8
Specialist Consultations:.....	8
Dietary Changes:.....	9
Positive Outcomes:.....	9
Summary:.....	9
Feedback on Service Improvement.....	10
Positive Feedback:.....	10
Suggestions for Improvement:.....	10
Conclusion.....	11

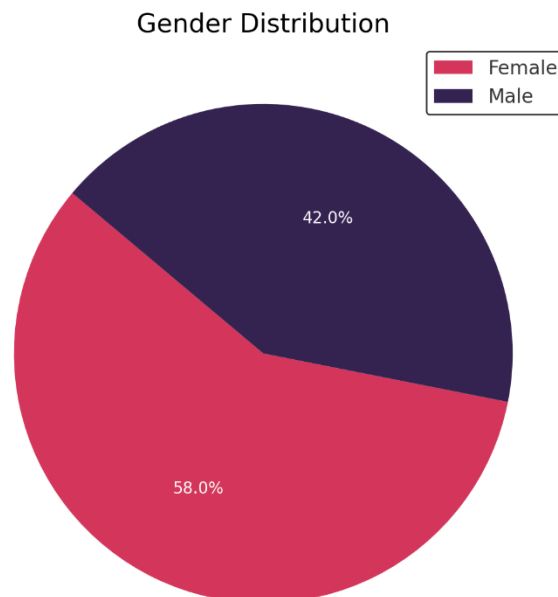
Introduction

The follow-up questionnaire was conducted to assess the ongoing needs, satisfaction, and challenges faced by participants of the pop-up clinic. A total of 189 questionnaires were sent out, but we received 24 responses, leaving 165 participants who did not respond. This report analyses the feedback from those who did respond and compares it with the initial findings to identify trends, new issues, and areas requiring further attention. Participation in the survey was voluntary, and data were collected in a manner ensuring anonymity and confidentiality, as outlined in the initial informed consent provided to participants.

Survey Results Summary

Gender Distribution:

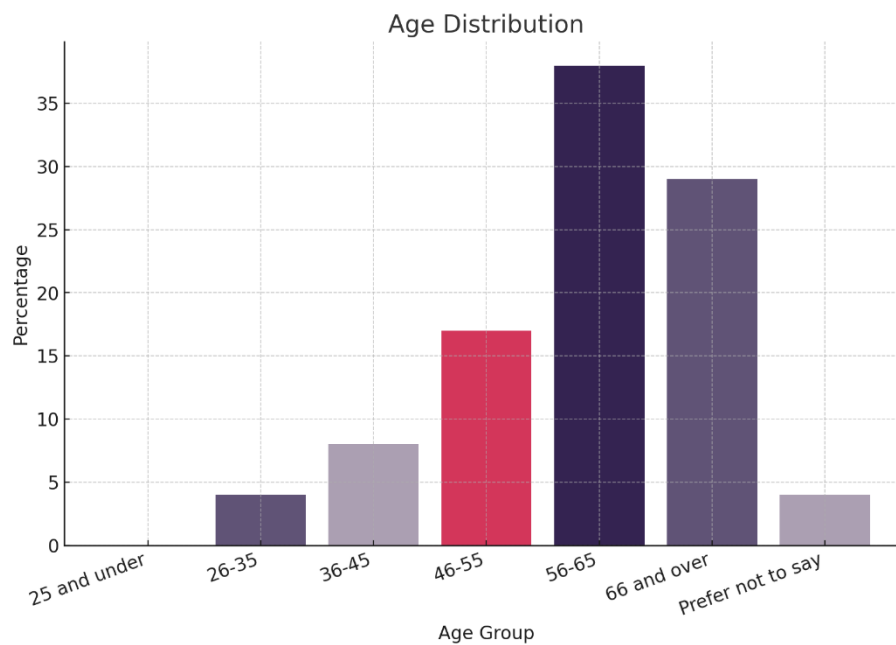
- Female: 58%
- Male: 42%



The gender distribution of respondents shows a slightly higher participation from females compared to males.

Age Distribution:

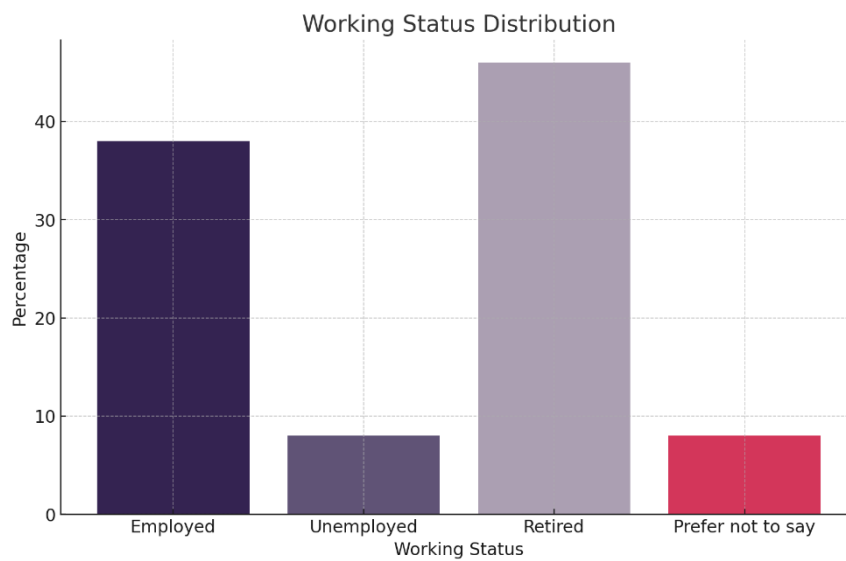
- 25 and under: 0%
- 26-35: 4%
- 36-45: 8%
- 46-55: 17%
- 56-65: 38%
- 66 and over: 29%
- Prefer not to say: 4%



Many respondents were aged 56 and over, with 67% of participants falling within the 56-65 and 66+ age brackets. No respondents were aged 25 or under, indicating that the survey primarily reached an older demographic.

Working Status:

- Employed: 38%
- Unemployed: 8%
- Retired: 46%
- Prefer not to say: 8%



Almost half of the respondents are retired, which aligns with the older age distribution. A significant portion of the participants is still employed, suggesting that the pop-up clinic services are accessed by both working individuals and retirees.

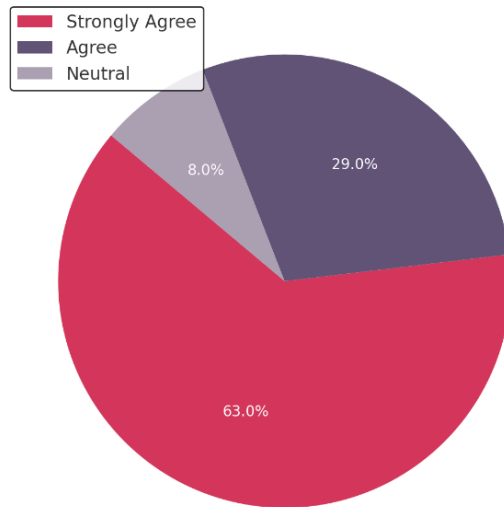
Feedback on Pop-Up Clinic Visit:

Overall, I found the visit to the Pop-Up Clinic useful:

- Strongly Agree: 63%
 - Agree: 29%
-

- Neutral: 8%

Overall, I found the visit to the Pop Up Clinic useful

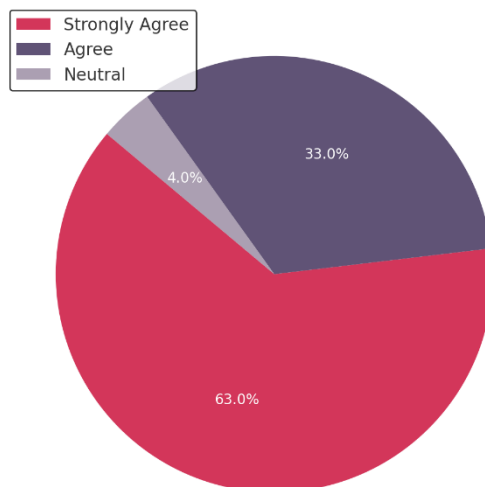


Many respondents found the visit to the pop-up clinic to be useful, with 92% either strongly agreeing or agreeing with this statement.

I felt I was being listened to:

- Strongly Agree: 63%
- Agree: 33%
- Neutral: 4%

I felt I was being listened to

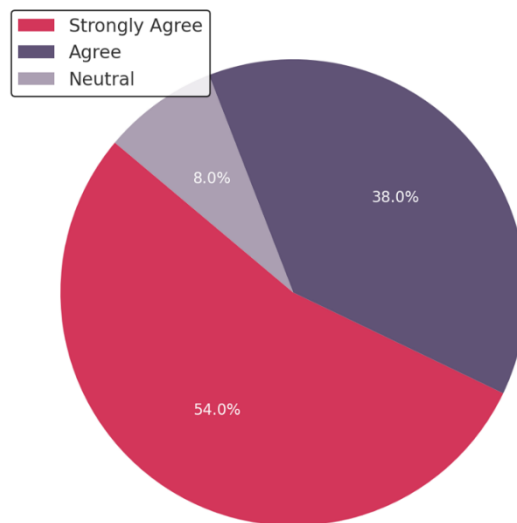


Many respondents felt heard during their visit, with 96% indicating strong agreement or agreement.

I was provided with useful information on how I should seek help regarding my needs:

- Strongly Agree: 54%
- Agree: 38%
- Neutral: 8%

I was provided with useful information on how I should seek help regarding my needs



Most respondents felt they received useful guidance on seeking further help, with 92% expressing satisfaction.

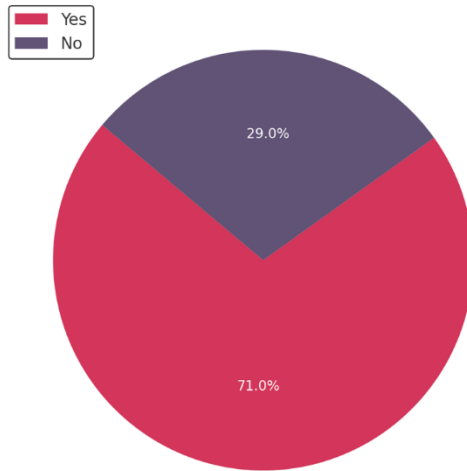
Follow-Up on Suggestions

Participants were asked whether they followed up on the suggestions given to them during the Pop-Up session. The responses were as follows:

Did you follow up on any of the suggestions given to you at the Pop-Up session?

- Yes: 71%
 - No: 29%
-

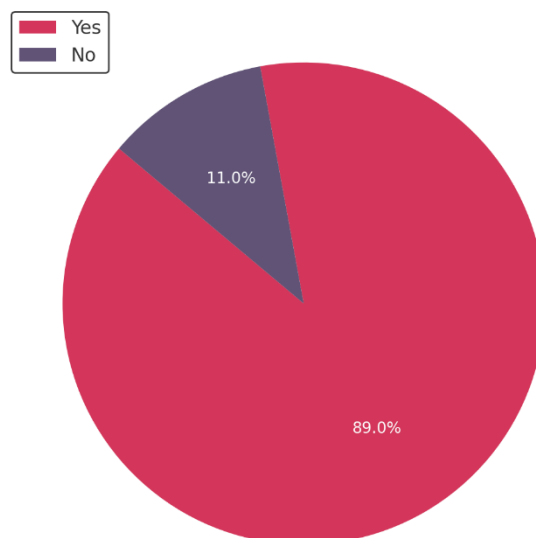
Did you follow up on any of the suggestions given to you at the Pop Up session?



If you did follow our suggestions, did you receive the help you needed?

- Yes: 89%
- No: 11%

If you did follow our suggestions, did you receive the help you needed?



Insights from Follow-Up Actions:

Participants who followed up on the advice provided at the Pop-Up session shared various insights about their experiences:

Health and Fitness Improvements:

- Several respondents reported starting or increasing physical activity, including cycling, exercising, and stretching, which were recommended during their visit.
- Specific actions taken include:
 - Cycling: Two respondents mentioned starting to cycle regularly.
 - Exercise Routines: Multiple respondents followed the exercise plans provided, leading to improvements in managing issues like hip pain and general fitness.

Medical Follow-Ups:

- Cholesterol and Blood Pressure Monitoring:
 - One respondent discovered high cholesterol levels and began statin treatment and blood pressure monitoring after a week of observation by their GP.
- GP Appointments:
 - Several participants made appointments with their GP, resulting in further medical interventions, such as blood pressure medication and referrals for additional therapy, including hand therapy at Poole Hospital.

Specialist Consultations:

- AECC Appointments:
-

- Some respondents followed the recommendation to visit AECC for joint, posture, and back assessments.

- However, one participant chose not to attend AECC due to a lack of confidence in its ability to help with their plantar fasciitis condition.

Dietary Changes:

- A respondent reported being recommended to improve their diet to manage cholesterol and blood pressure due to being slightly overweight. This advice was acted upon to better manage their health.

Positive Outcomes:

- Many respondents noted positive results from following the suggestions, particularly in terms of pain management and overall health improvements.

- Specific mentions include:

- Relief from ankle pain after completing suggested exercises.

- Improvements in managing osteoarthritis pain in the thumbs through targeted exercises provided after an ultrasound.

Summary:

Overall, 71% of respondents followed up on the advice provided during the Pop-Up session, with 89% of those who followed up reporting that they received the help they needed. This indicates a high level of effectiveness of the suggestions provided during the clinic, though there remains a small portion of participants (11%) who did not receive the help they anticipated, highlighting areas where further support might be needed.

Feedback on Service Improvement

Participants offered a range of comments about how the Pop-Up Clinic service could be improved. Most of the feedback was highly positive, with some constructive suggestions for enhancement:

Positive Feedback:

- Many respondents praised the service, highlighting the professionalism, friendliness, and helpfulness of the staff.

- Comments include:

- “The people I spoke to were amazing.”
- “None, excellent service and friendly people.”
- “No comments, your service was very helpful to me.”
- “No, because I thought the service was brilliant.”

Suggestions for Improvement:

- More Frequent Clinics:

- Some participants expressed a desire for the clinics to be held more often, reflecting the value they found in the service.

- Example: “Do them more often, great.”

- Venue Concerns:

- A few respondents commented on the venue, suggesting that the location and condition of the space could be improved to enhance the overall experience.

- Example: “The location was off-putting. A really grotty dilapidated space in the centre of Boscombe.”
- Suggestion: “Nicer venue.”
- Service Availability Clarity:
 - One respondent noted the importance of clearly advertising the availability of specific services, such as ultrasound, to prevent disappointment.
 - Example: “I think the triage and ultrasound were excellent. I suggested a friend attend to access it but after travelling from Poole, he was told they were not doing ultrasound that day. It would be good another time to advertise when that service is available.”

Conclusion

The follow-up survey results demonstrate high levels of satisfaction among participants regarding the usefulness of the pop-up clinic, with most respondents feeling listened to and well-informed. However, the response rate of only 13% (24 out of 189) highlights a challenge in engaging participants for follow-up. Among those who did respond, the data suggests that the majority, particularly older individuals and retirees, benefited from the clinic and were able to take positive steps following the session.

There are a few areas for improvement, particularly regarding the frequency of clinics, the condition of the venue, and the clarity of service availability. Additionally, exploring the reasons behind the low response rate could provide insights into how to improve future engagement for follow-up surveys.

Further steps could include addressing the specific suggestions for improvement to enhance the overall experience and ensuring that all participants can fully benefit from the services provided.
