

Shopmobility Questionnaire Comments January/February 2009

Reg. No.	Do you get the service you expect from staff?	Are you satisfied with the range of equipment available on loan?	Are there any ways in which Solihull Shopmobility could improve its service?
S0113	Very helpful. Brilliant, kindly service.	New 3 wheel scooters are better for being slightly smaller and therefore more manoeuvrable in the shops.	YES. More disabled parking nearer to Shopmobility. It is very difficult for me to walk from the furthestmost parking spaces to the Shopmobility office.
S0191	The staff do a wonderful job and are very pleasant and cheerful to please	Always been satisfied with the equipment I have used.	Not that I can think of. If I win this draw on March 1 st instead of champagne a nice box of diabetic chocolates would be welcome as a prize. Looking forward to meeting you after this freezing weather is at an end. Happy and prosperous new year to you all.
S0193			The staff are most helpful and courteous. I am very grateful for what they do for the elderly community.
S0217	Always helpful, smiling and courteous		Open until 17.00 on Saturdays would be most appreciated
S0260	Appreciate all they do for us	The run-on and run-back on the colts when you stop is a little unnerving. I'm OK because my own scooter is the same, but it might be worth pointing out to new users.	
S0409	Excellent & friendly service. Cannot do enough for you. I would not be able to do the shopping I do at Solihull without Shopmobility.		NO. Very happy with the service.
S0520	The staff at Drury Lane are wonderful; they go out of their way to make my stay in Solihull so enjoyable and stress-free. Without them I couldn't visit shops and restaurants.		For me as a visitor I have nothing but praise both for Mr Williams and staff at Drury Lane.
S0581		As long as I can use a scooter that can support my legs out in front of me (The smaller ones don't)	
S0634	Absolutely one of the best services in Solihull. Always helpful, cheerful and humorous; always a smile. I often turn up unexpectedly and they always fit me in and find me a scooter. Nothing is ever too much trouble.	Love the small 3 wheeled scooters, especially as I am not very tall.	No – it's 5 ***** +

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S0673			As I am now almost immobile I am unable to use your service, but when I did use it I was more than satisfied.
S0734	It is a fantastic service, much appreciated by myself and, I would think, by everyone who uses it. Well done to all.		
S0913	Absolutely outstanding. Friendly, helpful and caring. First Class		Not as far as I am concerned. It has always been first rate and improves as time goes on.
S0988	Very helpful and friendly.		
S1275	The staff are all very good		
S1401	Staff are always polite and helpful		None that I can think of
S1536	Excellent, courteous and punctual in opening times		
S1584		The scooters are a great help to me. If I am not well enough a friend, who transports me in her car, gets a wheelchair. The staff and equipment are all excellent.	
S1721	I am very happy. The staff are lovely		I am happy about everything the staff do for me.
S1735	They are all very good kind and helpful	The more recent scooters have very comfortable seating and are quite easy to control	To me they have all been very kind, helpful and (most importantly) cheerful. I really enjoy my visits but, because of my own physical condition, am not able to make the journey often enough. I am truly grateful knowing that whenever it is possible to travel they will be there. The Ring & Ride and Shopmobility are magic. Thank you.
S1857	Staff always helpful and welcoming		
S1938	Excellent caring staff		Not from my point of view
S2019	All staff are friendly and ready to help in any way.	Scooters are always clean.	Not really! Maybe stock a few mobility aids e.g. walking sticks, helping hands etc.
S2140	Yes, definitely yes! They are all very helpful! I particularly appreciate Anne's help when she comes to the Ring & Ride bus stop. My walking is very poor these days so Anne walks back with me and then brings the scooter back to the shop	I have only used the scooters and they have all been OK.	Can't think of anything!
S2184	They are always friendly and helpful	Always clean and in good working condition	I can't think of anything. It works well for me. Thank you!

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S2223	Excellent service, never a problem.	I always have 3 wheelers as I have to put my leg out straight.	No, not as far as I know apart from putting Touchwood phone number on the new cards. They currently only have the Drury Lane number on.
S2375		I just wish other users would treat the scooters with respect.	Not really – the girls and boys run Drury Lane very professionally
S2438	All staff are very friendly and extremely helpful at all times		
S2446	Service cannot be faulted		Well – it would be nice if Touchwood could open at 9.00, but I appreciate the problems and Mike does do his best to get there earlier than 9.30
S2470	The service is wonderful and they are so kind and caring	Please convey my good wishes and my gratitude to all at Shopmobility	Please do not enter me in the prize draw
S2514			Shopmobility is a wonderful service without which my husband would have very little independence. It makes a huge difference to our lives.
S2527	I have always found Shopmobility staff both courteous and friendly and very caring.	The new scooters are fantastic to drive, with a left hand drive for when needed. I could not walk around Solihull, or even from the bus stop. One feels more independent than when using a wheelchair!	Possibly the service could run later, perhaps one or two evenings open till 6pm. Thank you very much for your service.
S2550	The staff are all very friendly and most helpful. I cannot thank them enough for all their support. We are so lucky in Solihull to have such a 'superior' service.		
S2579	Staff and volunteers very pleasant and helpful.		
S2601	Staff are helpful, knowledgeable and friendly – what more can you ask		Only improvement I can think of is longer opening hours, but of course I understand staff are stretched already. We came on Sunday and found the car park full! This meant a long wait of 40 minutes. But when we got in the car park lots of disabled spaces were vacant. Perhaps I will just avoid Sundays in future.
S2602	Wonderful service from the staff – couldn't be better.		
S2628	I usually see Anita who is very	Yes, very satisfied.	I cannot think you could improve it in any way. The service

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	welcoming and helpful. I cannot speak too highly of her.		is excellent.
S2645	Service is very good. Staff are so helpful	I am very satisfied when I have to drive one of the scooters	I don't think so.
S2654	I am extremely satisfied. The staff are very helpful at all times		
S2665	Very helpful		
S2712	They are always extremely helpful and pleasant		
S2721	I feel very happy to use your facility. The staff are very very helpful and friendly. I never feel that I am a nuisance	My father who pushes me particularly likes the big wheeled chair because it is easy for him.	No, the service is excellent.
S2859	All staff are very helpful	Very satisfied with range of equipment	
S2903	I have always been very satisfied with service and politeness. Very good.	You can always get a very good choice of equipment in good working order and I think the charge of £1 is well worth it. The people at Shopmobility are very helpful and friendly.	
S2923			It would help to be able to reserve a parking space when reserving a scooter/chair
S2956	Very good. Nice and friendly		
S2958	I always find the staff helpful, caring, cheerful and prepared to assist me in any way necessary. I am most grateful to these exceptional volunteers who man your stations.	When booked in advance they are always ready, changed and spotless and the staff prepared to help in any way. It gives me an opportunity for shopping independence and some social activity.	No. It is first class already.
S2969	Anita is very helpful. But everybody has been extremely kind since my illness.		It would be nice if you could open on Sunday but realise that getting volunteers is not easy
S3117	Very yes	All new scooters well kept	Good service now.
S3134	Very polite at all times	Couldn't ask for more.	Don't know too much about Solihull as I don't live there. It's a good shopping place with plenty of big name shops.
S3205	Excellent friendly service. Always well done.		
S3214	All are very helpful		
S3250	Very pleasant and helpful		I think it is great as it is

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S3254			No, not for me anyway. I am always welcomed by smiling people. The only problem is finding a place to park the car in Drury Lane but, as I come early on Thursday afternoons, I am usually alright. I am very grateful for the loan of the scooter.
S3275	Excellent		
S3328	Excellent		No. Not at the moment thank you.
S3331	All very nice and helpful	Prefer smaller scooters to be able to reach shop aisles more easily and to get in and out of lifts	
S3336	Excellent service – always with a smile	Very good equipment – clean and well cared for.	Excellent service – can't think of any improvement required.
S3340		There have been times when I have used the scooters and they have had a mind of their own.	Yes, on one occasion the lift in Touchwood was out of action and there was no other way of accessing the top floor. When you are wheelchair bound you need alternative means.
S3353	All the staff are very helpful and friendly, especially the Wednesday staff – Michael, Peter and Eileen	The small scooters are very manoeuvrable	Open later on Thursday for late night shopping.
S3357			They are all very good and friendly and helpful.
S3424	Staff are always very pleasant and helpful	I always ask for a small one with four wheels and I have never been disappointed	I don't think so. I have always been happy with the service I get.
S3464	The staff are always most helpful and friendly	I don't think you could offer a better service	
S3465	Staff are all lovely	Always in clean and working order	I really think you do a wonderful job. So there is no need for improvements
S3468			The service is superb
S3489			I am very happy with the services provided.
S3490	Often chat and laugh with staff		It is a great service already and I don't think they can improve
S3518	I find the staff very obliging and helpful		None so far as I am concerned
S3520	Very good service. The staff are always helpful and cheerful	Excellent	Can't think of any
S3545	I have only used the facility on two occasions so far and have been quite satisfied with the service.	I have not experienced a wide range of equipment.	
S3620			Hire overnight
S3621		I am used to an electric wheelchair and would	No.

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		prefer this to a scooter	
S3629	The staff at both outlets are always very pleasant, polite and helpful		
S3635	The staff are most helpful and very courteous.		
S3643	Always very helpful, pleasant and welcoming		
S3654	I am always greeted with a smile and asked if they should get a taxi for me. The staff add to the pleasure of shopping in Solihull		
S3655	Very helpful	Excellent	No – it is excellent as it is thank you.
S3657	I am impressed by the friendly welcome we always receive		None that I can think of.
S3665	Very obliging staff	Excellent range of equipment	
S3680	Staff are very pleasant and very friendly		
S3692	Staff very friendly and most helpful	Scooters are well maintained. Very grateful for the use of them	
S3694	Very helpful		
S3709	Your staff are very helpful and ready to discuss general problems		
S3723	Very welcoming		Bookable parking spaces to the rear of Drury Lane premises?
S3729	The staff are excellent. Thank you.	Very satisfied.	As a new member the service is perfect – so no.
S4092	I cannot praise the staff at Touchwood enough	I did have trouble with one scooter but when I reported it to the staff they thanked me and explained it was an old one and was being replaced	
T5214	Most kind and helpful	I have never had any problems	Not as far as I am concerned. I am very satisfied with all aspects of the service.
T5341	Very pleased		None that I can think of
T5359	The staff are always most helpful, cheerful and obliging	The new scooters are great	No, you give a great service
T5397	The service from all the staff is excellent	More than adequate for my needs and the new scooters are great.	

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T5455	I have always been very pleased with the helpful staff. They are always happy to help me.		
T5556	The staff are excellent, always cheerful kind and efficient. With special thanks to Janet, Michael, Peter, Patrick, Joan and Harry at Touchwood	Particularly the Colt electric scooter because of its manoeuvrability and its tight turning circle	
T5741	I cannot speak too highly of the help and courtesy I receive		
T5821	Extremely good service. Nothing is too much trouble for any of the staff at Touchwood	Touchwood always has what we need	
T6244	Service could not be better. It is excellent – in many instances going beyond what could be expected. Always delivered with a great sense of humour.		The only improvement I can think of is access to Touchwood itself – probably outside your control. There is nothing more frustrating than not being able to get into the car park to pick up a scooter.
T6367	I have always found staff extremely helpful. I wouldn't be able to visit shops without this service.		
T6399	Staff are great. I've never had a problem with anyone.		
T6466	Always excellent		
T6590	Very helpful – bringing the chair to the car if necessary.	I use the left handed power chair. Very easy to control.	Very satisfied. Thank you. Good value for £1.
T6782	Excellent service	Everything I need is there	Possibly make arrangements for people who only visit occasionally. But I am very satisfied actually.
T6788	Service has always been superb and with a good sense of humour		I don't think so.
T7056	The staff are always polite, caring and helpful – a really happy team and a pleasure to visit. I ring to order the wheelchair and cushion and it is always ready for me on arrival.		
T7085	We have been treated with kindness		

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	by all the staff		
T7132	Yes. They are all so good. I couldn't ask for better		
T7191			I can't think of anything. I have always been satisfied
T7389	Always excellent, helpful and friendly.		
T7532	I still think the staff are wonderful		Join up with Birmingham, Redditch and Stratford.
T7565	I live in Bromsgrove (and so only use the service a few times a year) but without it I would be unable to visit Solihull's shops independently and am therefore very appreciative of the excellent service offered from consistently friendly and helpful staff.	My only comment is that when I last visited your new scooters, while obviously of an improved quality, were less adjustable than those they replaced. As I am only 4' 7" the reach from seat to handle bar was less comfortable. I understand, of course, you will have few persons of my diminutive stature!	
T7575	Staff are fantastic, welcoming and friendly. They go out of their way to be helpful, getting taxis for my journey home or letting me leave my walker with them while I shop.	Scooters are excellent	Can't think of any. I can only answer for myself but it's perfect for my needs. An absolute Godsend. Many thanks to all concerned.
T7642	Very good		
T7737	I find the staff excellent in every respect		I have used Shopmobility all over the country and I find the only way to improve in Solihull is to add a tea and meet facility like at Wolverhampton.
T7778	Couldn't be more friendly and helpful on any occasion.		
T7872	Staff very pleasant and helpful	Very satisfied	
T7881	The cheerfulness, helpfulness and efficiency of all the staff and volunteers is much appreciated	I find the equipment (scooters and wheelchairs) excellent – well-maintained, clean and easy to use.	
T7969	Very friendly service and very helpful		Very good service
T8028	Staff are helpful and friendly	All equipment is satisfactory	Happy with the service as it is. Thank you all
T8129		A double passenger scooter (If there is one) would be useful for husband and wife where the wife would not be capable of operating one on her own.	
T8196	The staff are fantastic – very helpful and friendly. They do a great job	The new scooters are very good and easy to use. They really help to make a good shopping	If possible, extend the opening hours

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		experience	
T8280	Excellent service – always helpful and polite		
T8323	Outstanding service. Staff are very kind and helpful and always cheerful. Nothing is too much trouble. I cannot praise them enough because they have helped to give me my independence back. Thank you so much.		
T8332	Very friendly and co-operative	I can only use the three wheelers and there is plenty of choice.	
T8349	The staff are always friendly, kind and very helpful		Not that I can think of
T8375	Staff are very helpful	I have a choice of a range of equipment to use when I am at Touchwood.	When the car parks are full the police have told me that I cannot park because the disabled bays are full. I then parked my car at M&S and spoke to staff at Touchwood. He said there were plenty of spaces available. The police were not helpful and were not checking on disabled spaces.
T8386	Everyone is always polite and helpful		
T8387	All staff are polite and helpful - nothing is too much trouble. Very well done. Keep up the good work, it is very much appreciated.	I love the fact you always have different size scooters and they are in excellent working condition (new)	No – it's super. Thank you.
T8397	A friendly, helpful staff		
T8458			Supply a map showing how to reach Drury Lane car park when Touchwood is full. The map in the magazine isn't helpful to a driver coming from Hall Green
T8460			I do not get out, being over 90, but have a kind daughter and son-in-law
T8492			Cannot think of any
T8504	Very friendly staff		
T8548	I find them most courteous and helpful	The wheelchairs are well maintained and comfortable	I don't think so.
T8549	Your staff are always welcoming and very friendly. Thank you for an	As an MS sufferer my needs can change so your choice of scooter or wheelchair for bad days is	NO. Keep up the good work! Thank you.

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	excellent service.	excellent	
T8565	On each occasion I have used the service the staff have been most courteous and helpful – especially when I had my purse stolen in Solihull	I have always found the wheelchairs to be very comfortable and in excellent condition	At this present time I am unable to think of any improvements. I would like to thank everyone for their good work
T8573	Always willing to help		
T8612	They are excellent		
T8632	Always very helpful	Good equipment	Keep the service going
T8635	Very helpful and polite		
T8663	The staff are really friendly and helpful		Only by having more scooters available – but I realise that it all costs money. Overall, the service is very good.
T8730	Everyone was very pleasant and helpful	Wonderful choice and lovely staff	I only needed to use this once after I had had a foot operation and couldn't walk. It was great fun and I can understand how this great service can transform people's lives. I think it would be better to charge me more for a one-off use and not have to join for a year and pay £10.
T8752			Very happy with friendly service
T8764	An excellent service provided by very special and caring people. Thank you very much	Everything is so good I cannot fault it.	No. Thank you again.
T8779	Friendly positive and helpful	The equipment suits my needs	Slightly longer opening times if possible – many thanks
T8784	I'm new to Touchwood and when I first visited at Christmas I couldn't believe how helpful the assistants were. And in general the shoppers were very different from those in Birmingham	Kind, friendly, helpful staff – much appreciated.	
T8786	Very, very good service and I am well satisfied.	Super	I cannot fault the service in any way.
xxxxx	Kind and helpful	Yes thank you. I like the scooters.	Taxi service charged by distance?