

Question 6

**Redditch Shopmobility Survey 2023**

Please tell us how you would rate your Shopmobility experience in the following areas:								
Answer Choice		Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Response Total	
1	Booking	48	6	4	0	1	59	
2	Ease of access	41	10	2	1	2	56	
3	Opening times	39	9	6	1	1	56	
4	Equipment choice	37	12	6	2	0	57	
5	Equipment suitability	36	12	6	2	0	56	
Comments:							16	
							<i>answered</i>	<b>59</b>
							<i>skipped</i>	<b>24</b>

<b>Comments:</b>		
Would be nice if they opened just before 9am as we have booked appointments for 9am before and had		
On a couple of occasions the battery has run down		
Equipment tends to be old & last time we used the		
I feel the amount of time you can hire the scooter		
Not used it yet		
Why is mobility situated in a car park where you		
There's always been a scooter available when I've		
I'm a big lady and the Beast was the scooter they got for me, I started with a wheel chair which was		
I believe you will have seen a massive drop in usage due to covid and the lack of decent transport systems. I personally would not travel on Diamond Buses; the drivers go too fast, break too hard and it causes pain believe me I have been there, done that. Also the maintenance of ramps on the buses is very dodgy so I feel that disabled people will be reliant on family and friends - amd with the demise of the Kingfisher Centre there isn't enough "interest" for people now. No supermarket as such for food and if memory serves me right you are not allowed to go over to trafford park plus Lidl have		
OLD, TATTY		
ALWAYS VERY HELPFUL AND CARING STAFF		
I WOULD JUST LIKE TO ADD THAT YOUR OPERATIVES AT REDDITCH SHOPMOBILITY ARE		
VERY GOOD AND HELPFUL SERVICE		

SCOOTER BROKEN DOWN A COUPLE OF TIMES  
 ITS ALWAYS EASY TO BOOK AND I USUALLY BOOK  
 FOR THE NEXT WEEK AS I FINISH EACH SHOP; THE  
 VERY FRIENDLY STAFF


Please tell us how you would rate your Shopmobility experience in the following areas:

