

Your Views Matter to Us

Please complete this questionnaire in order to help us improve the sessions/facilities that your Moray Hydrotherapy Pool offers.

PLEASE CIRCLE THE OPTION THAT BEST REFLECTS YOUR VIEW

How often do you use the Hydrotherapy Pool?

a) once a week b) twice a week c) more often d) less often

PLEASE RATE THE FOLLOWING BY CIRCLING

1 = Poor 5 = Excellent

RECEPTION - the service provided by Reception Staff

1 2 3 4 5

Comments :-

CHANGING FACILITIES - Standard of the changing facilities

1 2 3 4 5

Comments:-

POOL FACILITIES - Standard of Pool

1 2 3 4 5

Comments:-

POOL ATTENDANTS - Service provided by poolside staff

1 2 3 4 5

Comments:-

ASSESSMENTS - The quality and usefulness of the assessment you received

1 2 3 4 5

Comments:-

RE-ASSESSMENT - Have you attended a re-assessment?

YES/NO

If YES how satisfied were you with the service/information provided

1 2 3 4 5

Comments:-

If NO, please tell us why

IMPROVEMENTS - Is there any other improvements you would like to see? eg Water confidence sessions

Comments:-

CHARGES - We must, of course, try to cover our running costs. Do you think our charges are:-

a) Too High b) Just Right c) Too Low

If prices were changed, please suggest a price you feel would be suitable-

Should we charge for Carers who are in the Pool?

YES/NO

If YES please suggest a price you feel would be suitable

Comments:-

THANK YOU FOR TAKING THE TIME TO COMPLETE THIS QUESTIONNAIRE

Your views are important to us. The information you provide will only be made available to the Board Members of Moray Hydrotherapy Pool.

Optional information - Your Name
Your telephone no.
Your e-mail address.....

Please post the completed form in our 'Comments' box