

Survey to users via membership email and social media- May 2022.

Report written: 25th June 2022.

The survey was accessed electronically using a SurveyMonkey link. The respondents were given 2 weeks to complete and 69 responses were recorded with an average time of 9 minutes to complete. At the time of writing this report the number of people on the user group database who received the email is unknown.

All questions were related to the pool before it closed in March 2020.

Question 1 asked how often the user visited the pool.

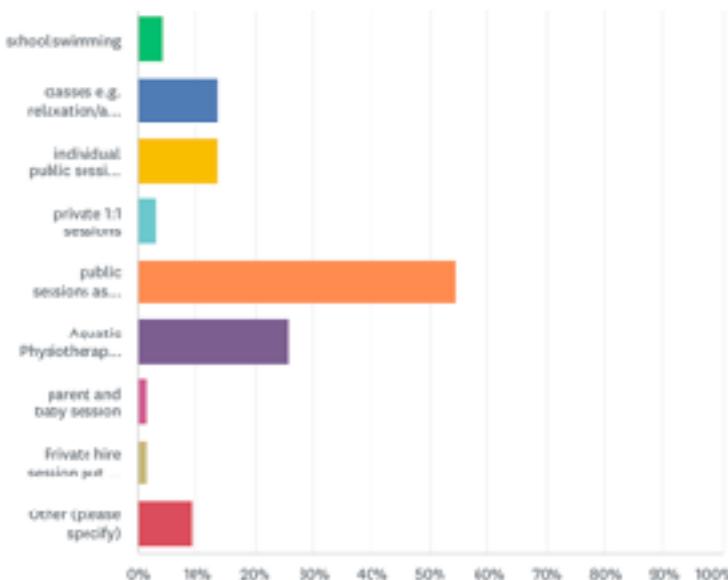
ANSWER CHOICES	RESPONSES
2 or more times a week	18.84% 13
once a week	44.93% 31
once a fortnight	5.80% 4
once a month	0.00% 0
occasionally- at least 5 weeks between sessions	13.04% 9
Other (please specify)	17.39% 12
TOTAL	68

63.77% used the pool either once or twice a week.

The highest response rate was from those who used it for public group sessions- 54.55% but all other sessions were also represented. The other section had answers which included rehabilitation and group sessions - also visiting as part of work/job role.

Which service did you use mostly

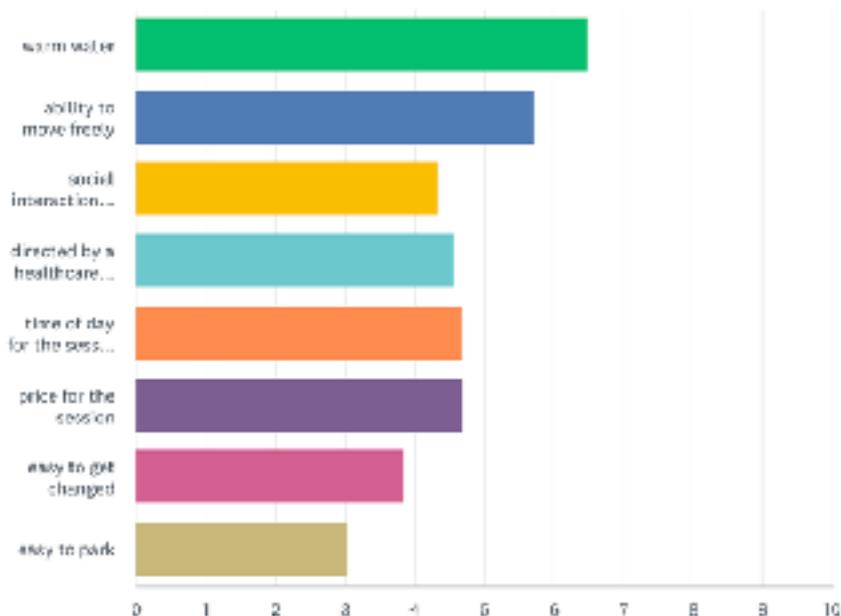
Answered: 66 Skipped: 3



Q3:

What aspects of the session did you enjoy the most? Please rate in order of importance to you. With 1 being the most important and 8 being least important to you.

Answered: 69 Skipped: 0



Some of the free text responses to Q 4: Is there anything else you enjoyed about the pool? are copied below. 64 of the 69 people inputted free text.

“The pool offered me a space to exercise after two surgeries without feeling self-conscious. Staff and other users were always friendly and welcoming.”

“Could choose to have 1:1 physio if required. Warm water helped with my multiple health problems and disability. Safe environment, friendly and helpful staff, really helped after knee replacement and emergency colorectal surgery. Miss it so much and believe all public pools should have hydrotherapy pools included in their plans. Seems disabled people don’t matter and have to fight for everything.”

“The short time pain free while in pool and following hours after able to move joints better also slept better on hydro days “

“It’s the only hydro pool in the area I used it with my child and it was for pain relief/management at present I am having to travel to Oakham for this”

“The accessibility of the pool itself and the option to use it when needed without GP referral.”

A word cloud of the 24 most frequently used words in the responses to Q4:

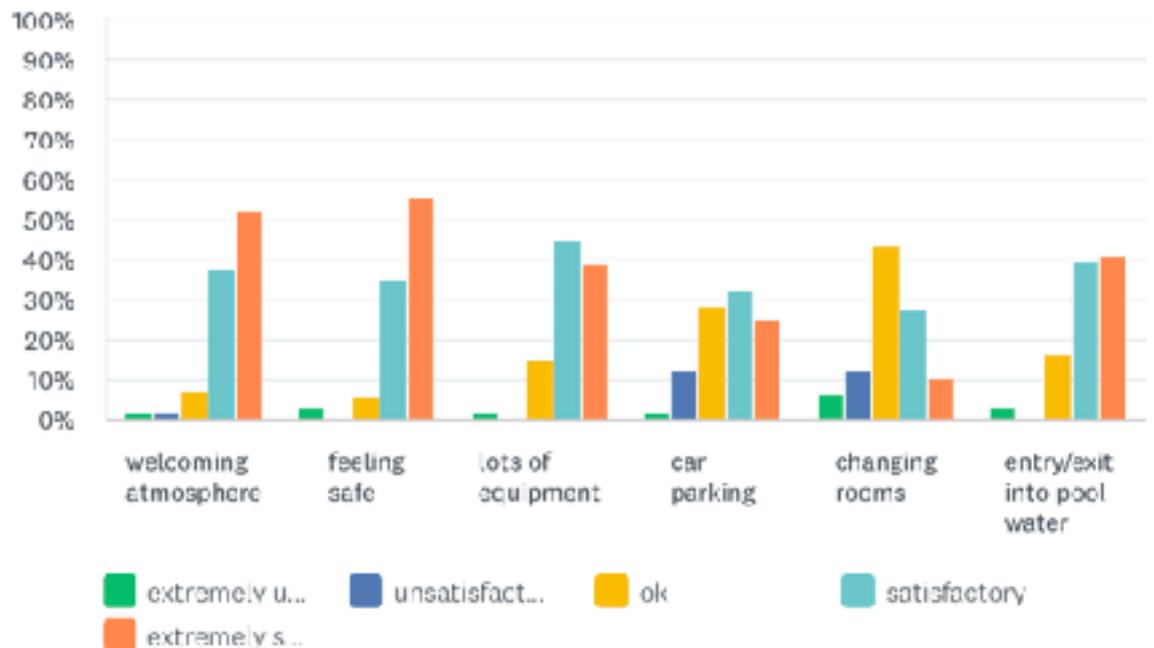
pain people physio without friendly hydrotherapy swimming feel
 helped friendly helpful staff exercise Sarah pool water
 staff made feel good Jacuzzi able welcoming health made use small



Q5:

Which parts of the pool did you think were satisfactory?

Answered: 69 Skipped: 0



Feeling safe and a welcoming atmosphere were the highest weighted answers, with the changing rooms coming up strongest as unsatisfactory. See comments to Q6.

Q6: Were there any other parts of the pool experience that were not satisfactory?

A word cloud of the most used words/phrases:

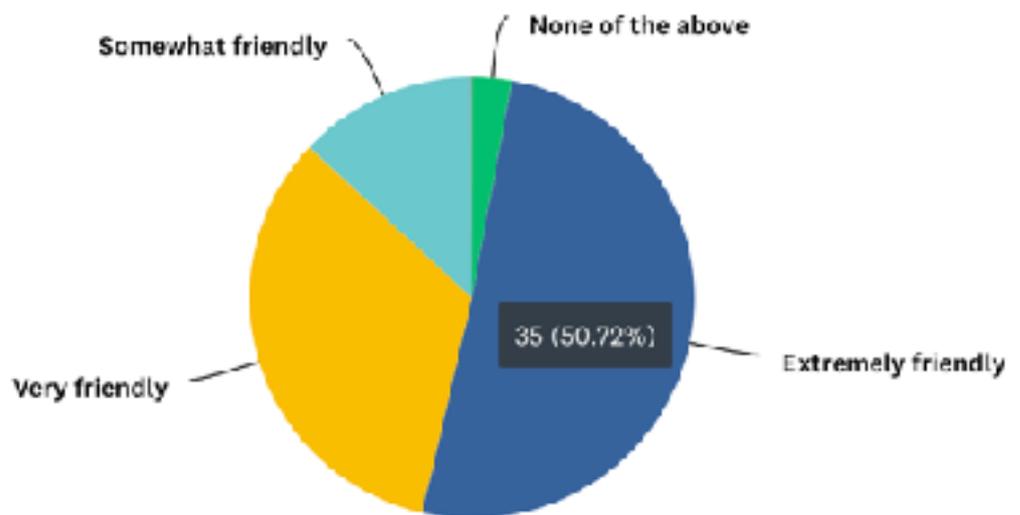


“Changing rooms” was the most used phrase in answer to unsatisfactory used by 12 respondents (17.39%) and also “changing facilities” and “changing”, 4.35% and 5.80% respectively. This would give a total of 19 people or 27.5% mentioning the changing facilities.

As a note all agencies involved in the pool were aware that this was an area that needed updating. Surveys and plans had been made to resolve this issue.

Q7: How disabled/user friendly did you find the pool?

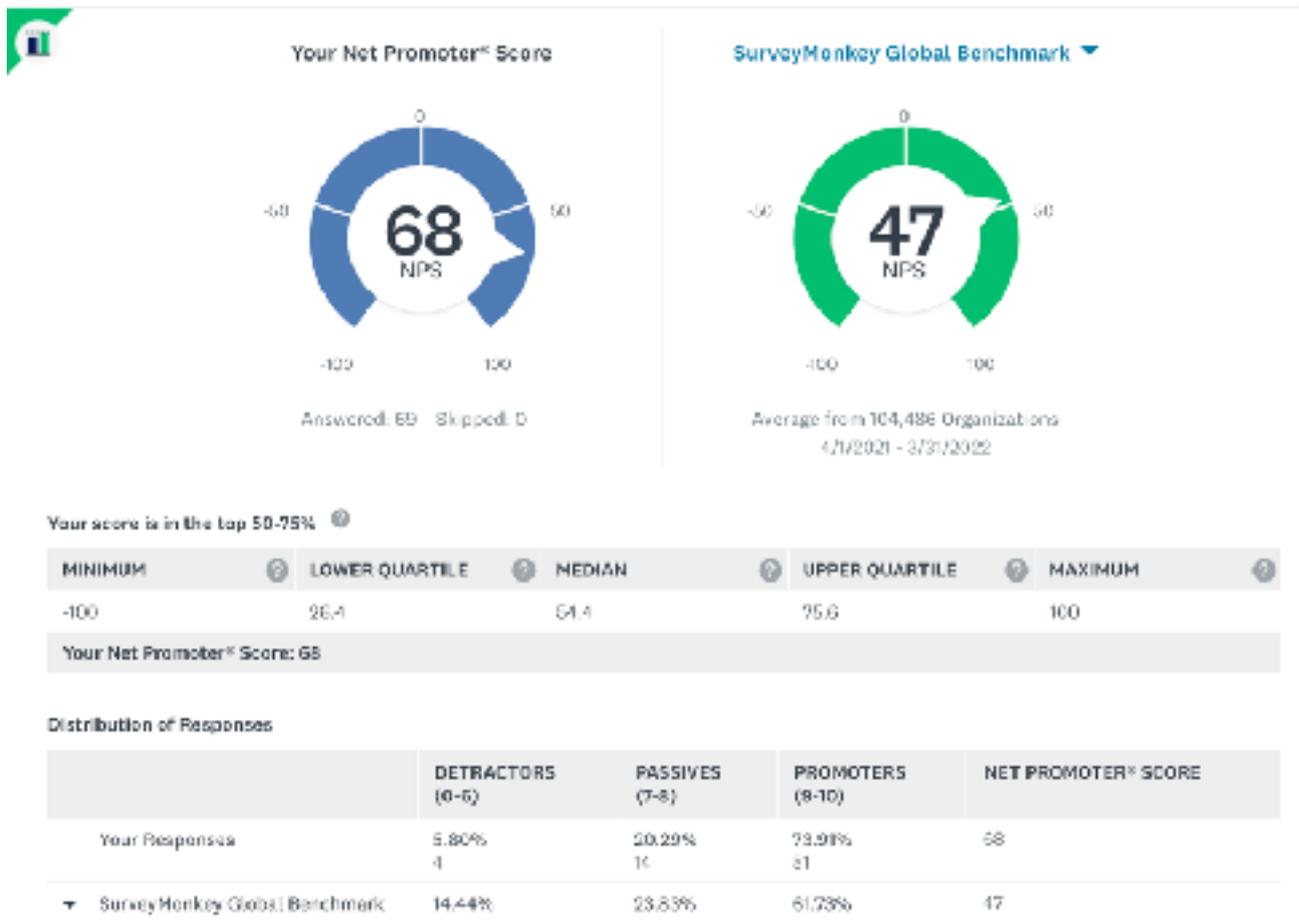
Answered: 69 Skipped: 0



33.33% = very friendly 13.04% somewhat friendly. 0.00% = not at all friendly.

Q8: the Net Promoter Score (NPS) question. With a comparison against non profit community NPS benchmark given by Survey Monkey.

How likely is it that you would recommend St Georges Hydrotherapy Pool to a friend or colleague?



This is a very high NPS and could be attributed to a bias in those that were motivated to fill out the survey. They were those that cared enough about St George’s Community Hydrotherapy pool to participate. Without the comparison to the number of people that the survey link was sent to it is difficult to extrapolate the power of this answer.

Q9: Physical Ability: How have you managed not being in the pool? This question asked for a sliding scale from 0-100 with 0 being no issues/impact.

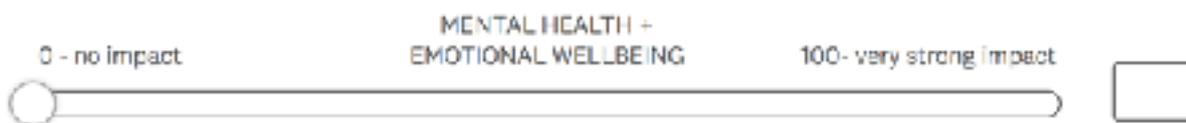
* 9. How have you managed without being in the pool? Thinking about your Physical Ability please rate using the sliding scale below.



All respondents answered this question with the average response as 71/100 - a definite significant towards strong impact on physical ability since the pool has been closed. 26 people (37.68%) rated the physical impact at 90/100 or more with a further 24 (34.78%) people rating the impact as 70 or above. Totalling these together is 50 (72.46 %) of the respondents expressed a significant impact on their Physical ability since not being able to use St George's Community Hydrotherapy pool. Of those who answered less than 10/100 there were 7 people (10.14%) who all responded with 0/100 impact.

Q10: Mental Health and Wellbeing:

* 10. How have you managed without being in the pool? Thinking about your Mental Health and Emotional Wellbeing please rate using the sliding scale below.



With the results showing 60/100 as the average with 22 of those (31.88%) being 90 and above out of 100 on impact on their lives. 12 (17.39%) respondents scored the mental health and Wellbeing impact as 10 or less out of 100.

Q11: was a free text box allowing for any other comments: 57 people chose to add more information.

Some of the comments:

"I miss the benefits of the warm water which improved my aches and also miss asking the advice of the aqua physios"

"In agony-need pool"

"Without hydrotherapy I'm not getting the full part of my agreed care plan."

"I have become bed bound, have gained weight and have just been told I now have type 2 Diabetes!"

"Due to the disability it is not always possible to access or attend general places that non disabled people may go to. Hydro pool seems more excepting (accepting)"

"We need a pool with hoisting facilities and beds to change on."

"I wouldn't be walking if it wasn't for my rehabilitation at St George's."

"I needed the rehabilitation so sadly eventually went elsewhere."

"Hydrotherapy is the only safe exercise for me and helps me manage my condition. It is a much needed facility for people like me who find it difficult to access other forms of exercise."

"Have started swimming somewhere else"

"Pain has increased Ability to move independently has decreased The fact we do not have this facility in our city and we have to drive to Oakham is disgusting and not possible for many Nb the local pool is to cold and not accessible at all making it completely unusable"

"Social isolation- mental health suffered"

The word cloud for the most used words in the responses (top 19 words).

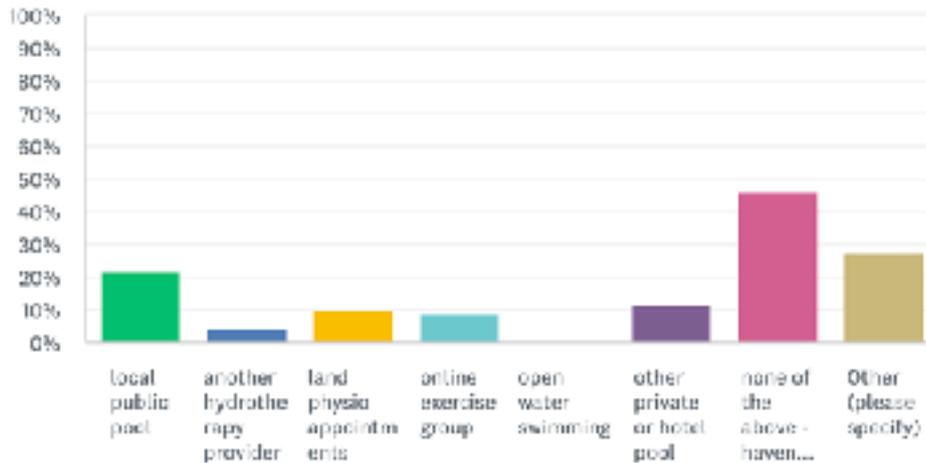


As this was a free text box and the question was open and deliberately non specific then the impact of this thought storm can probably be taken as slightly less significant in comparison to the statements which provide impactful insight into the respondents thoughts.

Q12:

Have you tried any alternative pool/swimming opportunities? Please tick all that apply.

Answered: 69 Skipped: 0



46.38% of the responders have not been able to resume activities

Under other: 19 people (27.54%) made comments ranging from *“Fully recovered”* to *“The water is too cold and I am more in pain”*. 2 respondents mentioned Corby Leisure centre as the only pool near by with hoist and disability changing facilities, 1 mentions Senses Hydrotherapy as part of a day centre but that has also closed. Another says they have purchased a hot tub spa. 1 person responded with *“Done some form of chair exercise when feeling good to try and manage my disability”*

Q13:

What might stop you from returning to using a Hydrotherapy Pool? Please tick all that apply

Answered: 69 Skipped: 0



Nearly 16 % respondents said they were keeping active in other ways since the pool has been closed. 7.25% mentioned that the cost of attending would restrict their return. 56 of the 69 respondents (81.16%) said they were looking forward to returning to St George's Community Hydrotherapy pool. As this was a tick all that apply question then there is overlap in the answers, the total checked boxes was 83. Assuming that those who have found some where else are not part of the 81.16% that want to return, then, there is approx 3 % overlap of the other answers.

There was 8.7% of respondents who expressed fear and anxiety regarding Covid and infection control. Again this may account for the overlap of responses.

12 people added extra comments to this question including:

"Poor parking"

"Available slots"

"I would now have to pay a carer to accompany me making it very expensive and difficult to organise."

"Saving hard for deep walk-in bath at home. Not nearly as good, very expensive but isn't that always the case with anything to do with disability? I think 'Discrimination' and 'Non-Accessibility' are words which should not be used in 2022 but nothing changes."

The final questions were about staying in touch with 91.3% wanting email communication.

As part of the Experienced Based Co-Design project for University of Cambridge users can be involved in further discussion groups and working parties. This survey prompted 49 people to acknowledge they would be happy to continue to be involved in sharing of their opinions. This is a 71% positive response.

The Plan:

1. Share survey summary with key stakeholders, Friends and User group, Peterborough Ltd, Consult Physio Ltd, National Hydrotherapy Alliance and Chartered Society of Physiotherapy.
2. Drip some of the key points into social media/twitter as agreed by key stakeholders.
3. Contact all 49 respondents who are happy to continue to be involved in the project with further information and outline of requirements and responsibilities as part of the project.
4. Set timescale for meetings and project working groups.
5. Set timescale for follow up survey - with slightly different questions depending on outcome.

This summary report was prepared as objectively as possible reporting the facts and direct words from the respondents. Occasional spelling and grammar changes were made to assist with meaning.