

July, 2025



# Community Equipment Feedback

Reviewing User Experiences of Medequip Community Equipment in Wiltshire.



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# Voice It, Hear It

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## Community voices inspiring positive change to local support and services.

Voice it, Hear It is an engagement project that works with people aged 18+ living in Wiltshire to get involved in shaping the health and social care services they use.

We work with people with physical disabilities, sensory needs, mental health issues, learning disabilities, neurodiversity, long term conditions, complex needs, older people and people with dementia.

We also work alongside Wiltshire Council and the Bath and North East Somerset, Swindon and Wiltshire Integrated Care Board (BSW ICB) and people living and working in Wiltshire to co-produce, co-design and co-develop health and social care services in Wiltshire.

Voice It, Hear It is a partnership project led by Community First, working with Wiltshire Service Users' Network, Wessex Community Action, Age UK Wiltshire, Alzheimer's Support and Celebrating Age Wiltshire.

Delivered by:



Funded by:



# Introduction

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**This project relates to the Community Equipment contract currently with Medequip. The Wiltshire Local Commissioning Group reviewed at its meeting in June / July 2024 an Options Paper, seeking approval to go out to full tender.**



Commissioners at Wiltshire Council approached Voice It, Hear It to carry out an engagement project to develop an understanding about the community equipment service. Wiltshire Council wished to engage with service users and Carers who used the Medequip service, or care for someone who does, within 6 months of September 2024.

The aim of the project was for Wiltshire Council Commissioners to gain a greater understanding of how community equipment impacts upon service users and Carers, what works well for them and what they would like community equipment to achieve in the future.

## Summary of Findings

The Community Equipment Feedback Survey shows that the majority of service users and Carers in Wiltshire have had positive experiences with Medequip's equipment delivery, customer service, and overall support.

Staff professionalism, courtesy and helpfulness were especially well-rated, with Customer Satisfaction Scores ranging from 87% to 91% across these areas.

Most participants reported receiving timely communication and appropriate support during delivery and set-up, suggesting that Medequip's front-line service is largely effective.



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However, the survey also reveals clear areas for improvement.

A significant proportion of respondents did not recall being contacted for follow-up after delivery and nearly half reported being unaware of planned maintenance or servicing for their equipment.

Some also lacked clear information on how to return equipment or report faults and there was inconsistency in whether equipment was labelled with contact details. While these issues affected a minority, they highlight the need for greater consistency in communication and clearer processes.

In addition, case studies from two individuals provide deeper context. While one described the staff as kind and efficient, they also found the appointment system outdated and frustrating. The other raised more serious concerns about customer service, emergency responses and unresolved complaints.

Though these individual accounts differ from the general trend of positive feedback, they underscore the need for a more responsive system, particularly for people with complex needs or regular interactions with Medequip.

In conclusion, while Medequip is delivering a broadly effective and well-regarded service, opportunities exist to make the system more user-friendly, consistent, and proactive, especially in areas of maintenance, complaints and carer communication.

# Engagement Methods

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Voice It, Hear It worked closely with Wiltshire Council and our partner organisations to develop a Community Equipment Feedback Survey. This was an online survey with a total of 18 questions covering a range of topics including:

- Demographic information
- Delivery and instalment of equipment
- Customer service and care
- Concerns, maintenance and aftercare
- Overall satisfaction

The survey featured a range of question types including multiple choice, single choice and text boxes to capture more detailed responses. The Community Equipment Feedback Survey was open for responses for 14 weeks between March and June 2025.

A copy of the Community Equipment Feedback Survey can be found in **Appendix 1**.

Using a database, Wiltshire Council sent letters directly to 730 people on 7th March 2025, who had received community equipment since August 2024. A copy of this letter can be found in **Appendix 2**.

Voice It, Hear It did not have access to this database, or knowledge of the range of demographics the letter was sent to, such as locations and ages of recipients.

The link to complete the online survey was shared amongst partner networks including on websites and blogs, social media and email newsletters. It was also promoted in Voice It, Hear It emails (**Appendix 3**).

Two social media posts were created (**Appendix 4**), and the survey was promoted on the Voice It, Hear It Facebook Page. The insights for this are as follows:

Date	Views	Interactions (Likes or reactions, saves, comments and shares)	Link clicks
15th April 2025	251	4 – shared by Wiltshire Service Users' Network and Age UK Wiltshire	4
2nd June 2025	71	5 – shared by Wiltshire Service Users' Network	1

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Posters and leaflets (**Appendix 5**) were also designed promoting the survey, and either delivered or emailed to the following locations:

### Support Groups

- MS Group, Devizes
- Trowbridge Futures
- Independent Living Centre, Semington

### Care homes and care services

- Alina Homecare, Devizes
- Needham House, Devizes
- Cramer Court, Devizes
- Shaftesbury Court
- Goodson Lodge
- Wiltshire Wheelchair Services, Melksham
- Riverbank Day Opportunity Centre, Chippenham
- The Medley, Trowbridge

### Community Hubs

- Trowbridge Library
- Melksham Community Hospital
- Salisbury District Hospital
- Royal United Hospital, Bath
- Chippenham Community Hub
- Chippenham Day Centre
- Chippenham Library
- Age UK, Wiltshire
- Alzheimer's Support Hub
- DIGS, Salisbury

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## Survey Response Rate

A total of 1,414 people accessed the Community Equipment Feedback Survey between March and June 2025. Of these, 67 responded, resulting in an overall response rate of approximately 4.7%.

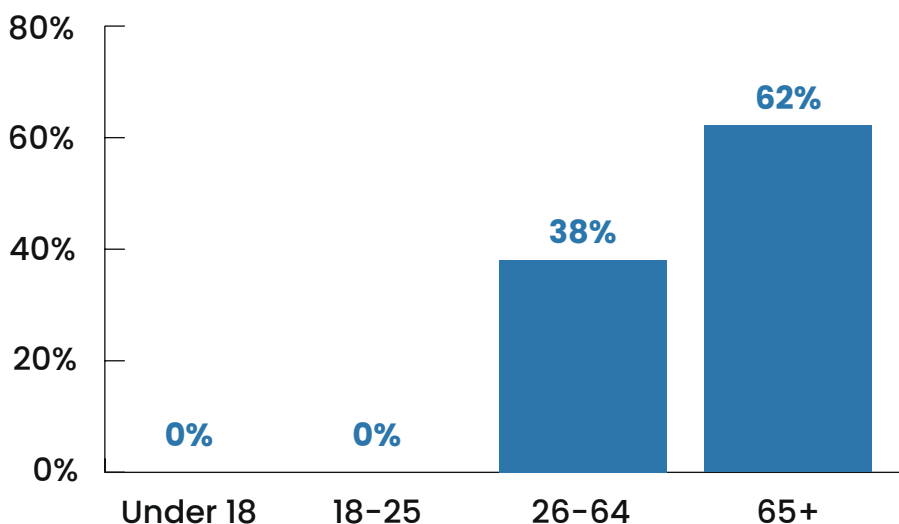
- There were 67 responses in total which represents a 4.7% response rate based on overall responses as a percentage of survey visits. When considered as a percentage of Medequip users who received a letter, the response rate was 9%.
- 56 people submitted a completed response by clicking submit at the end of the survey.
- 11 people submitted a partial response by answering some questions but not clicking submit at the end of the survey. This may indicate abandoned surveys.

Please note, figures have been rounded for this report. Figures have been calculated as a percentage of respondents answering each individual question. Not all of the respondents provided answers to all of the questions available.



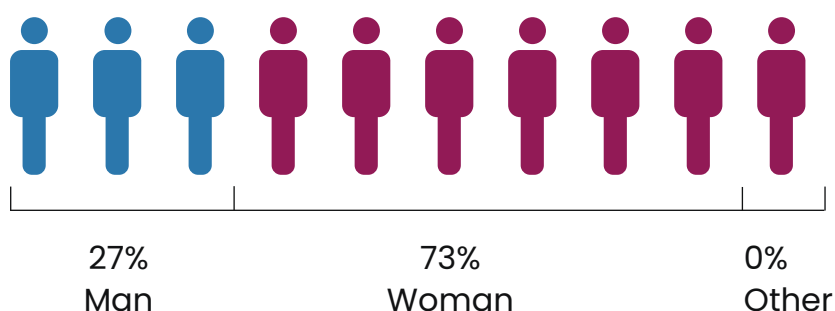
# Demographics

## Age range of participants



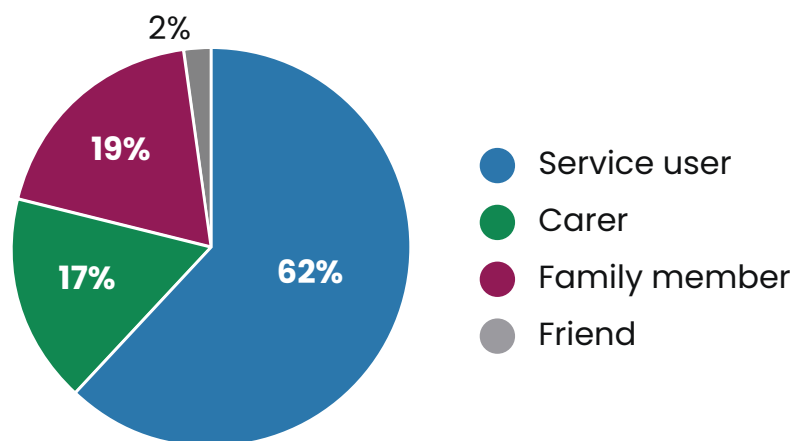
Most respondents (62%) were aged 65 and over, with a further 38% aged 26–64. No responses were received from those under 26 years.

## Gender of participants



The majority of respondents identified as women (73%), with 27% identifying as men. No respondents identified as non-binary or another gender.

## Respondent type



62% of responses were from service users. With further responses from carers (17%), family members (19%) and friends (2%). Therefore, the majority of feedback in this report comes directly from service users themselves.



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## Respondent location

The most common areas respondents were from included:

- Salisbury (29%)
- Chippenham (13%)
- Trowbridge (11%)

Other areas represented include Devizes (9%), Warminster (5%), Westbury (5%), Marlborough (5%), and Mere (5%). The geographical spread of responses suggests the survey was successfully distributed throughout Wiltshire.

- |                         |                    |                    |
|-------------------------|--------------------|--------------------|
| • Amesbury – 2%         | • Malmesbury – 4%  | • Salisbury – 29%  |
| • Bradford on Avon – 2% | • Marlborough – 5% | • Trowbridge – 11% |
| • Chippenham – 13%      | • Melksham – 4%    | • Warminster – 5%  |
| • Corsham – 4%          | • Mere – 5%        | • Westbury – 5%    |
|                         | • Pewsey – 2%      |                    |

No responses from Calne, Royal Wootton Bassett and Cricklade or Tidworth were recorded.

Demographic information helps us understand the perspectives gathered through the survey and highlights the importance of engaging with younger and more diverse populations in future consultations.

When interpreting the findings from the Community Equipment Feedback Survey, it's important to consider the demographics of the respondents. Many were older adults, professional carers and family members. Some of these individuals may not have been directly involved in the entire process of ordering, receiving or using equipment provided by Medequip. Similarly, their recollections may be influenced by time, health, or the nature of their involvement. Despite this, all of the responses shared through the survey are rooted in personal, lived experience and provide valuable insights.

# Engagement Findings

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The section below presents the analysis of respondent data gathered through the Community Equipment survey. This includes delivery and installation of equipment, customer service, maintenance and aftercare and overall satisfaction with the community equipment service.

## Delivery and instalment of equipment

Respondents were asked four questions surrounding the delivery and instalment of equipment from Medequip. The overwhelming consensus was that respondents were content with the delivery and instalment of equipment by Medequip.

- 82% of those who answered said they were contacted by Medequip in advance to provide an estimated delivery time for their equipment
- 75% of respondents found the communication about the delivery date to be clear and helpful.
- However, a minority of respondents 10% expressed that the information provided was insufficient, whilst 15% were unsure.

This is highlighted in the feedback from one respondent, who said:

***“Great communication & times for deliveries and set up etc. Plus, follow up call to check on satisfaction with equipment and service. Very efficient and refreshing especially as these days customer care is often so poor. MediQuip are definitely the exception to the rule!”***

A significant number (82%) of respondents stated that Medequip installed the equipment for them in their homes; this included placing the equipment where it was needed and assembling it if required.

14% said that this setup did not occur, and a few were unsure. However, it is important to consider that many items of equipment, such as foot stalls, are not required to be installed, which may account for this proportion of people answering no when asked “was the equipment set up for you in your home? (E.g., placed where you needed it and assembled if required)”

When asked whether the equipment was adjusted or checked to meet their personal

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needs—such as fitting their height or specific requirements— 66% of respondents confirmed that this was done. 29% of respondents reported that no such adjustments were made, and a few were unsure.

Overall, the majority of feedback within this category was positive and suggests that Medequip provides effective communication, delivery and instalment services.

One respondent said:

***“Given the questions asked I am not sure when the equipment was delivered, if instructions were given or not about returning items or breakages or maintenance, maybe this could be a process that’s made clearer with customers. I did think the staff were professional when they called, and delivery staff too, all round professional and efficient.”***

## Delivery and instalment of equipment

An overwhelming majority of respondents rated the courtesy and respectfulness of Medequip staff highly, with a **Customer Satisfaction Score of 91%** and an average rating of **4.47 out of 5**.



This high score highlights that customer service from Medequip staff is a key strength of the service.

- 36% of respondents recalled receiving a follow-up call from Medequip.
- While another 36% said they did not.
- A further 29% were unsure, suggesting that follow-up practices may be inconsistent or not memorable to users.

Whilst the results indicate that satisfaction follow ups are inconsistent, the memory of respondents and six month time frame should be kept in consideration. For example, phone calls from six months ago may not be remembered by respondents.

In summary, Medequip’s customer service is rated highly.

Front-line staff are consistently praised for their professionalism and behaviour. It can be assumed that the positive conduct of Medequip staff during installation helps make the process more pleasant and less stressful for service users.

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## Concerns, Maintenance and Aftercare

- 66% of respondents said that they were given a contact number to call if they had any concerns or problems with their equipment.
- Similarly, 79 % of people said they knew how to report breakages if their equipment stopped working.

These are positive responses and suggests respondents have a good understanding of how to contact Medequip if there is a problem.

Many service users rely on their equipment to live independently, and it is important for the risk of something going wrong to be managed and mitigated.

***"The supply of the various items of equipment has enabled me to live fairly independently and I am very grateful for the way I am looked after."***

There was a strong awareness of how to return equipment when it is no longer needed.

- 83% of respondents said they knew how to do this.
- 10% of respondents did not know.
- 7% were unsure.

There could be many reasons as to why people do not know, such as they were not told, however it could be possible that the respondents do not have control over the admin side of their personal care, and a carer, family member or friend may do this on their behalf. Alternatively, a carer, family member or friend may be required to manage a service users' equipment, and not know the process of returns, damages or new requirements. A family member wrote:

***"An NHS at home nurse ordered a commode for my 92 year old mother. I have no idea how to request any further equipment she may need nor how to return this. There may need to be lifting equipment at some stage but I'm not sure how I can request this or where I apply to. It may be useful to have a list of what is available."***

- 45% of respondents stated that all of their equipment is fully labelled with Medequip contact details.
- 38% of respondents indicated partial or no labelling,
- 17% were unsure.

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The 'unsure response' rate may be attributed to the respondent being a carer, family member or friend of the service user, who may not have regular access to the equipment.

One evident gap in service users' knowledge surrounded equipment maintenance and servicing.

- 45% of respondents said they did not know whether their equipment had planned maintenance or servicing,
- A further 22% were unsure.

This indicates that awareness of servicing arrangements may not be consistently communicated.

These findings indicate that Medequip do not promote maintenance and servicing as much as they could, and further work may need to be done to ensure service users are aware, and ensure their equipment is up to standards. For example, a respondent explained:

***"All the equipment I have is for long term use. It would be helpful to have a yearly check on its condition or, for the wheelchair, a service check".***

However, it is clear that services are always well received. One professional stated:

***"I work for Barnardo's and they have always been extremely helpful and accommodating. We have the two hoists serviced every 6 months by Medequip."***

One respondent said:

***"It would be helpful if we had an email or letter which listed the items and any service agreement and contact details if the item requires fixing."***

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This suggests that service users may prefer detailed, written communication regarding their Medequip equipment, and would find it useful to have something to refer back to if required.

The feedback from the survey indicates a strong and positive response to service user support; the majority of people are well informed in equipment care, however there are small areas that can be improved.

Key information is not necessarily reaching all service users, especially in regard to maintenance and servicing, and further promotion of this would be recommended.

## Overall Satisfaction

The final multiple choice question asked in the Community Equipment Feedback survey related to the overall satisfaction of the Medequip service. This question was designed to be a key indicator of general satisfaction and provide a summary of how service users feel about Medequip.

A total of **87%** of respondents reported being either satisfied or very satisfied with Medequip.

Combined with feedback from other questions, it is fair to conclude that the majority of service users who responded to the survey feel Medequip's service is reliable and efficient, and their needs are being appropriately met.

# Case Studies

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## Case Study 1

### *Helen's experience as a carer*

**To protect anonymity and for the purpose of this report, we will refer to this participant as Helen.**



Helen was a carer for her spouse who has passed away. Helen wanted to provide a more in-depth account of her experience with Medequip than the survey allowed for and met with a member of Voice It, Hear It staff to discuss their experience.

Helen shared both positive and negative insights and perspectives. The main positives were her opinion of the staff, saying: *"they are all lovely and so are the engineers."* Helen also mentioned that when there is a problem, the staff are *"not frustrating and are always apologetic."*

Despite this Helen had some criticism of Medequip, including appointment timings. This started from the beginning when the equipment was being delivered. Helen said, a time of *"8am to 5pm"* was given, but nothing more specific. As an example, Helen said if she or her spouse had a dental appointment, they would have to cancel the Medequip delivery and delay the process.

Helen also disliked receiving a text message in the morning of the delivery day to provide a more specific time. This proved challenging as they would have to cancel a delivery or keep an entire day free for a short visit. Other times, when a more specific time was given, Helen said Medequip did not arrive. For example, Helen was told Medequip would be there at 4pm, but they did not arrive until 7pm.

Helen also expressed concerns about maintenance and servicing of equipment. She said the Medequip servicing team would book an appointment to service her spouse's bed and provided a time of 9am to 1pm. When the Medequip operative attended, they said they needed different rails and the service could not go ahead.

Helen described the experience as *"it's all so frustrating."* When Helen asked Medequip if there was a complaints process, they were told there was not.

Helen summarised that the Medequip staff are good, and the equipment is good. However, Helen feels there is an outdated system of delivery and slot booking, stating: *"it is the computer system that, for example, gives 20 jobs a day,"* suggesting that this is too much. Helen would appreciate Medequip having an updated computer system.



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## Case Study 2

### *Pamela's experience as a service user*

**To protect anonymity and for the purpose of this report, we will refer to this participant as Pamela.**



Pamela is a service user and has had Medequip equipment provided directly to her. Pamela received the letter sent from Wiltshire Council, and phoned Voice It Hear It to discuss Medequip and provide a detailed account of their experience. One of the Voice It, Hear It team met with Pamela to do this.

Pamela has been using Medequip on and off for 30 years and receives support through the NHS. Pamela has used Medequip services in Westbury, Trowbridge and Devizes.

Pamela has had numerous negative encounters with Medequip. She has experienced multiple issues with staff and found them (on one or two occasions) to be rude.

Pamela raised concerns about appointments. She said Medequip think people have all day to waste by saying they will come *"sometime on such and such a day."* Pamela receives care and when an engineer arrived to carry out an annual sling assessment, the care staff were on a break. Pamela was not aware that the engineer would be coming at that time. The equipment was not prepared or ready for the assessment and Pamela need the care staff to help. Pamela said the engineer was rude about this.

Pamela also raised issues with the weekend emergency line. On one occasion her bed required replacing due to the hydraulic system creaking. Pamela was able to arrange a 4 hour emergency appointment, but when the engineer arrived to deliver the new bed they were unable to take the old one away. This meant the new bed would not fit.

Pamela has phoned Medequip multiple times to complain about various issues but said she has not received any feedback. Pamela would like Medequip *"to pull their socks up."*

Pamela believes the next contract holder (Medequip or otherwise) will be decided on price.

# Suggested Approaches

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VIHI acknowledge that we do not have full insight into Medequip's current systems and processes, and it is possible that some of the recommendations made here may already be in place. However, our findings are based solely on the feedback shared by those who engaged with us.

Given that many respondents were older adults or family carers—who may not have been directly involved in every aspect of the equipment process—it is also important to recognise that their recollections may be affected by time, illness, or limited involvement. Nonetheless, the feedback reflects their lived experience and should be valued as such.

Based on the survey responses, qualitative feedback and case studies, we recommend the following:

## **Improve clarity around maintenance and servicing**

- Provide all service users with a written or emailed record of their equipment, including:
  - Any servicing schedule.
  - Contact details for maintenance and repairs.
  - How to request or return equipment.
- Consider using stickers, tags, or a simple information sheet attached to each item.

## **2. Strengthen the complaints and feedback process**

- Create a clear, accessible complaints procedure that includes:
  - Confirmation that a complaint has been received.
  - Follow-up communication and outcome sharing.
- Consider a quarterly review of complaints for service improvement learning.

## **3. Standardise follow-up contact**

- Introduce a consistent policy to follow up with all users after delivery and installation.
- Offer the option of follow-up by call, SMS, or email to suit user preferences.

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#### **4. Engage carers, family members and friends more effectively**

- Include a short leaflet or information card in each delivery that explains:
  - Roles of Medequip and local services.
  - How carers/family can request further support.
- Add a section in the service process to ask whether the main contact is a carer or family member and ensure they are included in communications.

#### **5. Review and improve appointment booking systems**

- Explore options for shorter delivery windows or more flexible scheduling.
- Offer next-day confirmation texts or calls with estimated time slots, with opt-outs for those who prefer not to use SMS.

#### **6. Enhance communication consistency**

- Where possible, provide multiple formats for all key communications (email, printed letter or SMS).
- Regularly review how contact preferences are recorded and used.

The Community Equipment Feedback Survey has revealed that Medequip is providing a highly respected and regarded service to its users, carers, family members and friends. A high percentage of respondents expressed satisfaction with delivery, installation and customer service. A stand out strength was the satisfaction with professionalism and respect from staff.

Communication around equipment delivery and returns is generally effective, with room to improve if Medequip adapted the above recommendations.

The recommendation to Wiltshire Council is, when considering recommissioning, is to listen to the voices of community equipment service users. Whilst feedback has highlighted small areas to improve, the overall sentiment is that service users find Medequip to be reliable and user focused. The positive feedback highlights Medequip's role as a trusted provider in the community equipment sector.

# Appendices

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## Appendix 1: Survey

### Community Equipment Feedback Survey

#### About the Survey

Wiltshire Council is seeking your feedback on the Community Equipment Service currently delivered by Medequip. If you have received equipment in the last 6 months, your thoughts are essential in helping us understand what works well and where improvements can be made, so we can enhance the service for everyone.

This engagement is being carried out by Voice It Hear It, an independent team based at Community First, a Wiltshire-based charity. Voice It Hear It will collect and analyse your responses to ensure your views are heard. You can find out more about them here: [Voice It, Hear It](#).

We understand that there have been many consultations recently, so we've kept this survey simple. It should take approximately 5-7 minutes to complete. We'd be very grateful if you could take part and share your experiences.

#### About You

##### Person completing this survey:

- Service user
- Carer
- Family member
- Friend

##### Please select your age group

- Under 18
- 18-25
- 26-64
- 65+

##### What is your gender?

- Man
- Woman
- Non-Binary
- Other Gender (Please Specify)

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**Your location (please select the nearest location to where you live)**

- Amesbury
- Bradford on Avon
- Calne
- Chippenham
- Corsham
- Devizes
- Malmesbury
- Marlborough
- Melksham
- Mere
- Pewsey
- Royal Wootton Bassett
- Salisbury
- Tidworth
- Trowbridge
- Warminster
- Westbury
- and Cricklade

**Communication before delivery**

**Did someone from Medequip contact you to provide an indication of when the equipment would be delivered?**

- Yes
- No
- I'm not sure

**Was the communication about the delivery date sufficient and helpful?**

- Yes
- No
- I'm not sure

**Delivery and installation**

**Was the equipment set up for you in your home? (e.g., placed where you needed it and assembled if required)**

- Yes
- No
- I'm not sure

**Was the communication about the delivery date sufficient and helpful?**

- Yes
- No
- I'm not sure

**Were the staff who delivered or collected the equipment courteous and respectful?**

Not at all      Very

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## Follow up satisfaction

**Did the company call to check on your satisfaction with the delivery and installation of the equipment?**

- Yes
- No
- I'm not sure

**How would you rate the professionalism and helpfulness of Medequip's staff?**

Very poor      Excellent

## Contact and maintenance information

**Were you given a contact number to call if you had any concerns or problems with the equipment?**

- Yes
- No
- I'm not sure

**Do you know how to return the equipment when it is no longer needed?**

- Yes
- No
- I'm not sure

**Does all your equipment have stickers with the service's contact details?**

- Yes, all of it
- Some of it
- None of it
- I'm not sure

**Do you know how to report breakages if your equipment stops working?**

- Yes
- No
- I'm not sure

**Do you know if your equipment has planned maintenance or servicing?**

- Yes, I know it has planned maintenance/servicing
- No, I didn't know about this
- I'm not sure

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## Overall experience

**How satisfied are you with the overall service provided by Medequip?**

Very dissatisfied



Very satisfied

**Do you have any additional comments or suggestions to help us improve the service?**



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## Appendix 2: Engagement Letter

### Wiltshire Council – Community Equipment Service Engagement

Dear [Name],

Wiltshire Council is seeking your feedback on the Community Equipment Service currently delivered by Medequip. Your thoughts are essential in helping us understand what works well and where improvements can be made, so we can enhance the service for everyone.

This engagement is being carried out by Voice It Hear It, an independent team based at Community First, a Wiltshire-based charity. Voice It Hear It will collect and analyse your responses to ensure your views are heard. You can find out more about them here: <https://www.communityfirst.org.uk/voice/>

We understand that there have been many consultations recently, so we've kept this survey simple. It should only take 5-7 minutes to complete. We'd be very grateful if you could take part and share your experiences. Here's how you can get involved:

#### How You Can Get Involved

##### 1. Complete an Online Survey

- Share your feedback through a short, easy-to-use online survey, open from March to June 2025. <https://survey.zohopublic.eu/zs/tAEFWG>
- If you prefer, we can send you a paper version of the survey along with a free return envelope. Simply contact us to request one.

Please contact us on 01380 722 475 (ask for the Voice It Hear It team) or email us at [voice@communityfirst.org.uk](mailto:voice@communityfirst.org.uk).

##### 2. Join a Consultation Session

- Voice It Hear It will host small group sessions both online and face-to-face.
- These sessions are a great opportunity to share your thoughts directly with our team.

Sessions will take place in February and March.

##### 3. Arrange a One-to-One Conversation

If group sessions aren't for you, we can arrange a one-to-one phone or video call.

Conversations will last around 20 minutes and can be scheduled by request.

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## How to Request More Information

If you'd like to join a session, arrange a one-to-one conversation, or request a paper survey, please get in touch:

- Phone: 01380 722 475 (ask for the Voice It Hear It team)
- Email: [voice@communityfirst.org.uk](mailto:voice@communityfirst.org.uk)

## Your Voice Matters

Your views and experiences are very important to us. Whether you complete the survey, join a group session, or speak to us one-to-one, we want to ensure you have a chance to share your feedback in a way that works best for you.

Thank you for taking the time to share your thoughts. We look forward to hearing from you!

Kind Regards,  
Voice It Hear It Team  
[voice@communityfirst.org.uk](mailto:voice@communityfirst.org.uk)  
01380 722 475

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## Appendix 3: Promotional Materials

📢 Have your say on community equipment provided by Medequip 💬

Have you received equipment from Medequip 6 months ago in August 2024? If so @WiltsVoice wants to hear from you! 🗣️

We are working with Wiltshire Council to find out what people have to say about their experience of using Medequip services in Wiltshire. Help us understand:

✅ What is working well

❌ Where improvements can be made.

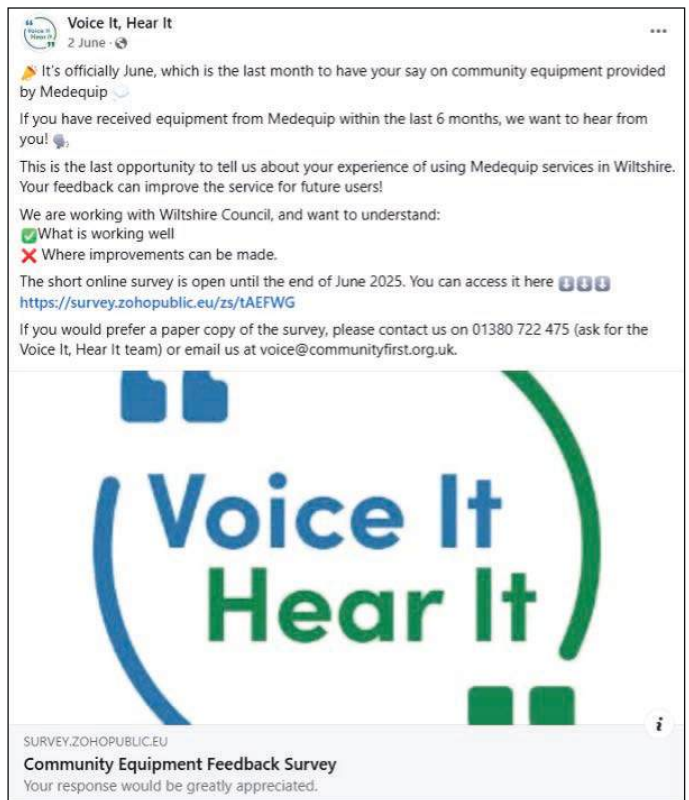
Your feedback can help make the service better for people who use it in future.

Share your feedback through a short online survey open until June 2025 using the link below. If you would prefer a paper copy of the survey, please contact us on 01380 722 475 (ask for the Voice It, Hear It team) or email us at [voice@communityfirst.org.uk](mailto:voice@communityfirst.org.uk).

LINK TO THE SURVEY 🔽🔽🔽

<https://survey.zohopublic.eu/zs/tAEFWG>

## Appendix 4: Social Media



## Appendix 5: Leaflet



**SURVEY**

# Have your say on Medequip

Have you received community medical equipment from Medequip in the last 6 months? We want to hear from you!



✉ [voice@communityfirst.org.uk](mailto:voice@communityfirst.org.uk)

🌐 [www.communityfirst.org.uk/voice](http://www.communityfirst.org.uk/voice)

📞 **01380 722 475**

Ask for the Voice It, Hear It team

**COMMUNITY FIRST** **wsun** **Wessex Community Action** **Wiltshire ageUK** **as alzheimer's support** **CELEBRATING Age Wiltshire** **Wiltshire Council**

# Acknowledgements

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This report has been produced by:



**Voice It, Hear It**  
**Community First**  
Unit C2 Beacon Business Centre,  
Hopton Park  
Devizes SN10 2EY  
[www.communityfirst.org.uk/voice](http://www.communityfirst.org.uk/voice)  
[voice@communityfirst.org.uk](mailto:voice@communityfirst.org.uk)

