



Wakefield District Sight Aid

Parkside Centre, Leeds Road, Outwood, Wakefield, West Yorkshire WF1 2PN
Tel:01924 215555 email:admin@wdsa.org.uk website:www.wdsa.org.uk

CUSTOMER CARE SURVEY: AUTUMN 2020

1. Over the last year (before lockdown), have you received any of the following services from us or attended any of our events?

- Home visit at which equipment (e.g. Liquid Level Indicator, tactile markers, symbol cane, boom box) may have been given
- Advice or support over the phone or in person (e.g. with other equipment, replacement watch batteries etc)
- Befriending or our Friends on the Phone service
- Coffee morning or social group (e.g. Younger Members group)
- Social trip or event (e.g. Millstones, Christmas lunch)

2. As daily life changes due to COVID-19, what worries you most?

- Access to hand washing facilities or hand sanitising stations
- Maintaining social distancing when out and about
- Navigating one-way systems, Track & Trace etc
- The wearing (or otherwise) of face coverings
- Difficulties relating to sighted guiding
- Other (please state) _____

Please turn over

President: The Lord St Oswald Founded in 1869
Company No. 7432897 Registered Charity No. 1140483

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3. Would you feel confident coming to WDSA events or to the office if hygiene stations and social distancing measures were in place?

Yes

No

4. Would you feel confident in receiving a home visit, if appropriate PPE was worn and social distancing maintained?

Yes

No

5. If you answered “No” to questions 3 and/or 4, what (if anything) would help you feel more confident:

6. Since lockdown, we have contacted all members to see how they are, and we have continued to provide telephone support, befriending, and provision of some equipment by post. How would you rate this response to the COVID-19 crisis?

Poor

Excellent

1 2 3 4 5 6 7 8 9 10

7. Overall, how would you rate us out of 10?

Poor

Excellent

1 2 3 4 5 6 7 8 9 10

Thank you for your time. Please return this form in the envelope provided (no stamp needed). If you are not happy with any aspect of our service, or if there is any support you need that you are not yet receiving, please complete your details below or call the office on 01924 215555 so we can help you further:

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