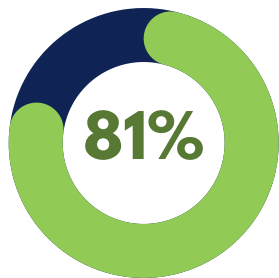


# Annual Member Survey 2022

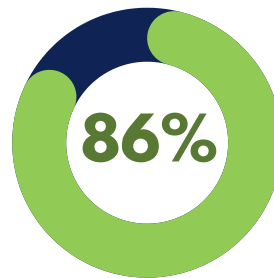


In total there were 177 responses, 29% of membership. Both the total number and percentage of membership were an increase from the previous year.

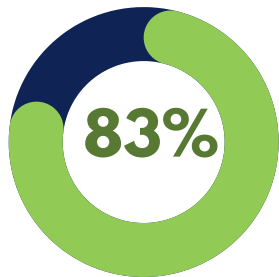
95% of members stated they would recommend the Centre to someone with a neurological condition or their carer.



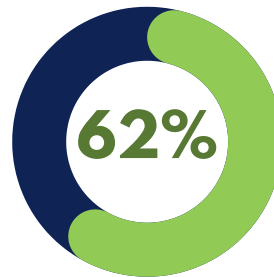
81% of members agreed the Centre helped manage their symptoms at least most of the time.



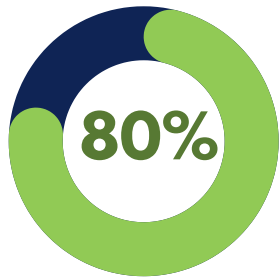
86% of members agreed the Centre helped improve their overall wellbeing at least most of the time.



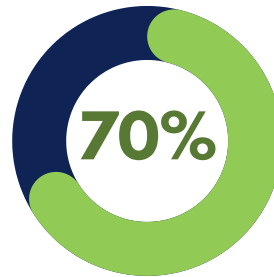
83% of members agreed the Centre helped improve their physical health at least most of the time.



62% of members agreed the Centre helped them stay active in the community at least most of the time.



80% of members agreed the Centre helped improve their mental health at least most of the time.



70% of members agreed the Centre helped maintain their independence at least most of the time.

**“It's a community, not just a provider of services. The connections I've made with other people with MS, the staff and volunteers at the Centre is greatly valued.”**

**“It feels safe and welcoming, and the activities I am able to take part in are helping me with both my physical and mental wellbeing. I feel very lucky to have access to it. The staff and volunteers are so kind and friendly, and the other members too.”**



In addition to the incredibly positive feedback above, there were some constructive comments made by our members on how we could improve our services further still. We will take all this feedback on board and will report on progress in due course.