

Appendix 1: 2015 Meals on Wheels Client Survey Results

FOOD

I think that the overall quality of the lunch main meal is:	2013	2014	2015	Variance with 2014
Excellent + Good	85%	87%	82%	-5%
Excellent	27%	26%	26%	
Good	58%	61%	56%	
Fair	14%	12%	16%	
Poor	1%	1%	2%	

I think that the variety of food available on the lunch menu is:	2013	2014	2015	Variance with 2014
Excellent + Good	82%	84%	80%	-4%
Excellent	27%	25%	25%	
Good	55%	59%	55%	
Fair	16%	14%	16%	
Poor	2%	2%	3%	

I think that the overall lunch meal size is:	2013	2014	2015	Variance with 2014
Just right	84%	81%	82%	0%
A little too big	n/a	0%	5%	
Too big	3%	2%	1%	
Too small	13%	16%	13%	

I think that the price of the meal and dessert is:	2013	2014	2015	Variance with 2014
Excellent value + Fairly priced	87%	86%	88%	2%
Excellent value	17%	16%	18%	
Fairly Priced	70%	70%	69%	
A little too expensive	12%	13%	11%	
Far too expensive	1%	1%	2%	

I think that the overall tea meal quality is:	2013	2014	2015	Variance with 2014
Excellent + Good	68%	76%	83%	7%
Excellent	23%	21%	14%	
Good	45%	55%	69%	
Fair	28%	24%	14%	
Poor	5%	0%	3%	

I think that the overall breakfast meal quality is:	2013	2014	2015	Variance with 2014
Excellent + Good		89%	92%	3%
Excellent	n/a	11%	62%	
Good	n/a	78%	31%	
Fair	n/a	11%	8%	

INDIVIDUAL OUTCOMES

I feel that HILS' service has met my individual needs:	2013	2014	2015	Variance with 2014
Strongly agree	n/a	64%	62%	-2%
Somewhat agree	n/a	34%	33%	
Somewhat disagree	n/a	2%	3%	
Strongly disagree	n/a	0%	2%	

I am better nourished	2013	2014	2015	Variance with 2014
Strongly agree + Somewhat agree	94%	92%	92%	0%
Strongly agree	49%	42%	38%	
Somewhat agree	45%	50%	54%	
Somewhat disagree	6%	6%	7%	
Strongly disagree	0%	1%	1%	

I feel happier	2013	2014	2015	Variance with 2014
Strongly agree + Somewhat agree	95%	93%	93%	0%
Strongly agree	54%	38%	35%	
Somewhat agree	40%	55%	58%	
Somewhat disagree	5%	6%	4%	
Strongly disagree	1%	1%	3%	

I feel healthier	2013	2014	2015	Variance with 2014
Strongly agree + Somewhat agree	88%	88%	87%	-2%
Strongly agree	45%	30%	27%	
Somewhat agree	44%	58%	60%	
Somewhat disagree	11%	9%	11%	
Strongly disagree	1%	3%	2%	

I feel more independent	2013	2014	2015	Variance with 2014
Strongly agree + Somewhat agree	92%	86%	92%	6%
Strongly agree	52%	36%	41%	
Somewhat agree	39%	50%	51%	
Somewhat disagree	8%	11%	6%	
Strongly disagree	1%	3%	2%	

I worry less about injuring myself cooking	2013	2014	2015	Variance with 2014
Strongly agree + Somewhat agree	90%	88%	88%	0%
Strongly agree	62%	55%	55%	
Somewhat agree	28%	33%	33%	
Somewhat disagree	7%	8%	8%	
Strongly disagree	3%	4%	3%	

SERVICE	The service I receive from my Community Team delivery driver is:	2013	2014	2015	Variance with 2014
	Excellent + Good	98%	98%	97%	-1%
	Excellent	66%	62%	65%	
	Good	31%	36%	32%	
	Fair	2%	2%	2%	
	Poor	0%	0%	1%	
	When I contact HILLS, the service provided by the office Support Team is:	2013	2014	2015	Variance with 2014
	Excellent	56%	60%	58%	-1%
	Good	22%	38%	38%	
	Poor	0%	0%	0%	

OTHER SERVICES	Careline pendant alarm installation and maintenance	2013	2014	2015	
	Excellent	n/a	n/a	65%	
	Good	n/a	n/a	30%	
	Fair	n/a	n/a	4%	
	Poor	n/a	n/a	1%	

INDIVIDUAL OUTCOMES	I visit my GP less	2013	2014	2015	Variance with 2014
	Strongly agree + Somewhat agree	67%	70%	76%	7%
	Strongly agree	30%	21%	22%	
	Somewhat agree	37%	48%	54%	
	Somewhat disagree	25%	22%	21%	
	Strongly disagree	8%	8%	7%	
	I was able to recover more quickly following a period of ill health or personal difficulty	2013	2014	2015	
	Strongly agree	n/a	n/a	29%	
	Somewhat agree	n/a	n/a	61%	
	Strongly disagree	n/a	n/a	4%	

Response		2013	2014	2015	Variance with 2014
Overall Response Rate		n/a	35%	34%	-1%

INDIVIDUAL OUTCOMES

I feel less lonely	2013	2014	2015	Variance with 2014
Strongly agree + Somewhat agree	86%	81%	84%	3%
Strongly agree	45%	31%	32%	
Somewhat agree	41%	51%	52%	
Somewhat disagree	12%	15%	12%	
Strongly disagree	3%	4%	4%	

I feel more secure knowing someone will check I'm ok	2013	2014	2015	Variance with 2014
Strongly agree + Somewhat agree	94%	94%	95%	1%
Strongly agree	63%	49%	56%	
Somewhat agree	31%	45%	39%	
Somewhat disagree	5%	5%	3%	
Strongly disagree	1%	1%	2%	

My life is easier	2013	2014	2015	Variance with 2014
Strongly agree + Somewhat agree	98%	97%	96%	-1%
Strongly agree	69%	63%	50%	
Somewhat agree	29%	34%	46%	
Somewhat disagree	2%	2%	3%	
Strongly disagree	1%	1%	1%	

My family have greater peace of mind	2013	2014	2015	Variance with 2014
Strongly agree + Somewhat agree	97%	97%	97%	0%
Strongly agree	75%	71%	65%	
Somewhat agree	22%	26%	32%	
Somewhat disagree	2%	2%	2%	
Strongly disagree	1%	1%	1%	

It has helped me remain independent at home	2013	2014	2015	
Strongly agree + Somewhat agree	n/a	n/a	97%	
Strongly agree	n/a	n/a	59%	
Somewhat agree	n/a	n/a	38%	
Somewhat disagree	n/a	n/a	3%	
Strongly disagree	n/a	n/a	1%	