

Falls prevention questionnaire – 2017 Report

This report provides an overview of the responses to the Falls Prevention Questionnaire.



VERSION CONTROL

Confidentiality

PUBLIC

Version	Publishing Date	Comments	Author
1.0	06/02/2018		Public Health Derbyshire County Council County Hall Matlock Derbyshire DE4 3AG

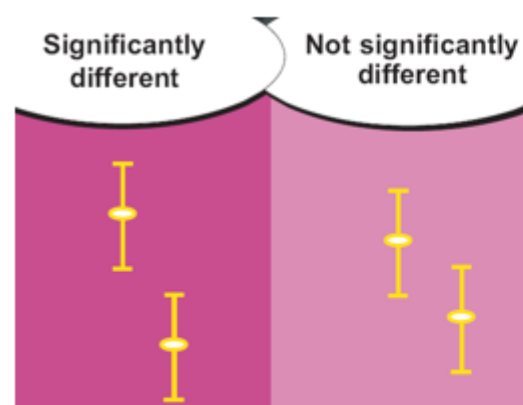
① Understanding Statistical Terms used in this Report

Confidence Intervals

Let's say two similar products A & B are released onto the market. The TV advertising campaign for both products state that all (100%) people surveyed would recommend them to a friend. Both sound just as good? But what if you found out that for product A only 2 people were surveyed, compared to product B where 100,000 people were surveyed? Which product would you have the most confidence in?

....Product B because a lot more people were surveyed. For product A only 2 people were surveyed, so there's a higher degree of uncertainty surrounding the recommendation i.e. it may just be by chance (natural variation) that these two people liked the product. In statistics we refer to this measure of uncertainty surrounding a value as a confidence interval i.e. we are confident that the true value lies somewhere within this range.

In general, where confidence intervals surrounding two comparable values (e.g. teenage conception rates between districts) overlap, we say the difference is not statistically significant. When values do not overlap, the difference is significant.



Source: Association of Public Health Observatories (APHO)

EXECUTIVE SUMMARY

- Strictly No Falling (SNF) is a predominantly community-based strength and balance intervention designed to help people reduce their risk of falling. It is delivered across the county by Age UK Derby & Derbyshire and currently provides around 140 group exercise classes in community venues and care homes.
- A questionnaire was placed online and distributed to 3000 targeted older people between September and November 2017. The questionnaire aimed to: 1) explore the issue of falls amongst older people in Derbyshire, 2) review the strengths and weaknesses of the current service and 3) explore areas for improvement in future.
- 1500 of those targeted were regular SNF attendees and the remaining 1500 were selected at random from those older people not believed to be users of SNF identified on the Derbyshire County Council Adult Care database (Framework-I) as having impaired activities of daily living i.e. needing help with self-care tasks etc.
- 699 responses were received during the consultation period including 663 paper returns and 36 completed online - exceeding the 600 response target. 321 respondents were SNF attendees with 360 having never attended the programme.
- The average age of respondents was 78, 522 (76.8%) were female, only 20 (3%) were from BAME groups and almost 2/3 considered themselves to have a disability (primarily affecting mobility).
- 229 respondents indicated that they would like further information about the intervention as a result of the consultation. 108 indicated that they would be interested in attending SNF now they were aware of the programme.

KEY FINDINGS

1. Falls are an important issue for the health of older people in Derbyshire

- A high proportion of older people are concerned about falling or experience falls
- Improving older people's access to interventions shown to reduce risk of falling is a priority
- Older people prefer to receive information about falls prevention from trusted sources such as GPs, health centres, pharmacies and through leaflets; the majority would not access the information online or via social media

2. Those who attend SNF receive a high quality service, with the majority reporting positive physical, social and health benefits

- The majority of older people living in the community were not aware of SNF
- Around 20% of respondents (non-attendees) felt they would be put off attending the programme because of the name 'Strictly No Falling'; the majority had no problem with the brand name
- More older people could benefit from SNF through better advertising and promotion to increase awareness, improving access and by considering a change in name

KEY FINDINGS IN NUMBERS

99% said falls are an important issue for the health of older people in Derbyshire	85% were concerned about falling, with concern level ↑ with age	1 in 2 reported a fall in the previous year, over half of these falling more than once	98% were satisfied with the service they receive through SNF
70% of non-attendees were not aware of the SNF programme	264 had never had a home safety check shown to reduce risk of falling	2 in 5 were referred to SNF by a healthcare practitioner, 1 in 4 by self-referral	20% were put off attending due to the name
<2% attendees reported no positive impact from the programme	82% attendees reported better strength, balance or mobility*	3 in 5 felt that attending SNF had improved their social life	~50% attendees reported ↓ fear of falling or ↑ quality of life
3 in 4 would prefer to receive information about falls prevention from their GPs and health centres	~40% would prefer to receive information about falls prevention from their pharmacy or via printed literature	1 in 6 of those surveyed would prefer falls prevention information online, none via social media	99 respondents offered feedback to improve SNF inc. better advertising, improving access and changing the name

*Other positive impacts reported by those attending the programme included ↑ physical activity level (58%) and ↓ feelings of loneliness (36%). Younger attendees were more likely to report ↑ physical activity level, whereas older attendees were more likely to report ↓ loneliness.

1 INTRODUCTION

Derbyshire County Council run a variety of public health services to improve the health and wellbeing of people in Derbyshire. As part of this we have a service called 'Strictly No Falling' (SNF) delivered by Age UK, a community-based strength and balance intervention designed to help people reduce their risk of falling. The service currently provides around 140 group exercise classes in community venues and care homes across the county (excluding Derby City).

To ensure our service is reaching the right people in the right way a questionnaire was circulated to find out the thoughts on the current service, how the future service could be improved and how more people could benefit from the service.

On the 18th September 2017 a paper questionnaire comprising of 26 questions was circulated to 1500 of regular SNF attendees and the remaining 1500 were selected at random from those older people identified on the Derbyshire County Council Adult Care database (Framework-I) as having impaired activities of daily living i.e. needing help with self-care tasks etc. An electronic version of the survey was also available to complete online. The survey ran till the 17th November 2017. Paper surveys were returned to Derbyshire County Councils business services and scanned into a database via SNAP surveys software. Data was exported from SNAP and analysed by a PHKIS Analyst.






2 QUESTIONNAIRE REPONSES

Response rate

There were 699 response to the survey. 663 paper copies were returned and 36 questionnaires completed online. Of these respondents, not everyone answered every question. Percentages for each question were calculated based on the number that responded to that given question (those that left the question blank were not included in the calculation).

Below is an overview of the responses to each question. Responses from single and multiple choice questions have been displayed using a table along with a bar chart with 95% confidence intervals to visualise the results. Free text fields were read by a member of the PHIKS team and coded into themes.

Q1 - How important or unimportant of an issue do you think falls are for the health of older people in Derbyshire?

Response	Number	%	
Very important	627	91.9%	
Fairly important	47	6.9%	
Not very important	1	0.1%	
Not important at all	0	0.0%	
Don't know	7	1.0%	
682			

- 682 respondents answered this question.
- 91.9% of all respondents thought falls were a very important issue for the health of older people in Derbyshire.
- Only one respondent said that falls was not important.

Q2 - How concerned or not concerned are you about falling over?

Response	Number	%	
Very concerned	352	51.6%	
Fairly concerned	225	33.0%	
Not very concerned	80	11.7%	
Not concerned at all	22	3.2%	
Don't know	3	0.4%	
682			

- 85% of respondents were either very concerned or fairly concerned about falling over.
- The table below shows the responses to Q2 split by age group, older age groups were more likely to be very or fairly concerned about falling.

Age Group	Number	%	
<55yrs	12	66.7%	
55-64yrs	23	62.2%	
65-74yrs	144	83.2%	
75-84yrs	223	88.8%	
85yrs+	160	90.9%	

- The table below shows the responses to Q2 split by age group, older age groups were more likely to be very concerned about falling.

Age Group	Number	%	
<55yrs	10	55.6%	
55-64yrs	13	35.1%	
65-74yrs	73	42.2%	
75-84yrs	136	54.2%	
85yrs+	110	62.5%	

Q3 - Have you had a fall in the last 12 months?

Response	Number	%	
Yes, more than once	184	27.1%	
Yes, just once	136	20.1%	
No, but have had a fall in the past	240	35.4%	
No, I have never had a fall	88	13.0%	
No, but someone close to me has	30	4.4%	
678			

- 47% of respondents reported that they had had a fall in the last 12 months. 27% said they had had more than one fall.

Q4 - Below are a range of interventions that have been shown to reduce a person's risk of falling. Have you recently undertaken any of these?

There was an error/difference in the options available between the paper based questionnaire and the online questionnaire. The paper questionnaire had options for "more than 2 months" and "less 2 months", while the online version had "more than 6 months" and "less 6 months". These results below show the findings from the paper questionnaire.

Home safety checks

Response	Number	%	
yes, within the last 2 months	73	13.5%	
yes, more 2 months ago	205	37.8%	
I have never under taken this	264	48.7%	
	542		

Falls risk assessment

Response	Number	%	
yes, within the last 2 months	74	14.3%	
yes, more 2 months ago	156	30.1%	
I have never under taken this	288	55.6%	
	518		

Vision assessment

Response	Number	%	
yes, within the last 2 months	150	27.5%	
yes, more 2 months ago	276	50.6%	
I have never under taken this	119	21.8%	
	545		

Medication review

Response	Number	%	
yes, within the last 2 months	212	38.1%	
yes, more 2 months ago	263	47.2%	
I have never under taken this	82	14.7%	

Strength and balance exercises



Response	Number	%	
yes, within the last 2 months	212	38.1%	
yes, more 2 months ago	263	47.2%	
I have never under taken this	82	14.7%	

Made a positive lifestyle change






Response	Number	%	
yes, within the last 2 months	133	26.8%	
yes, more 2 months ago	177	35.7%	
I have never under taken this	186	37.5%	

- The least undertaken interventions were the falls risk assessment, home safety checks and making a positive lifestyle change.

Q5 - Have you ever attended a 'Strictly No Falling' programme?





Response	Number	%	
Yes	321	47.1%	
No	360	52.9%	
	681		

- 18 people who returned a questionnaire did not answer this question. These have been excluded from analysis for Q6 – Q12.
- The table below show the percentages of those that have attended a 'Strictly No Falling' Programme split by age groups.

Age Group	Number	%	
<55yrs	5	27.8%	
55-64yrs	16	43.2%	
65-74yrs	91	52.0%	
75-84yrs	140	55.8%	
85yrs+	67	37.9%	
	321		

Note-If a respondent answered 'yes', they were asked to go to question 7, while those who answered 'No' were asked to go to question 6.

Q6 - If 'No', are you aware of the 'Strictly No Falling' programme? (go to q13)

Response	Number	%	
Yes, I am aware but I am not interested in attending	79	23.0%	
Yes, I am aware and would like to attend	23	6.7%	
No, but I would like to attend	85	24.7%	
No, I am not interested in attending	157	45.6%	
	344		

- Of the 360 people that say they had never attended a 'Strictly No Falling' Programme in Q5, 344 answered Q6.
- 70% were not aware of the programme, of those 35% would like to attend the programme.

Questions for those that have attended a 'Strictly No Falling' programme.

Questions 7 – 12 were only answered by those that attended a 'Strictly No Falling' Programme.

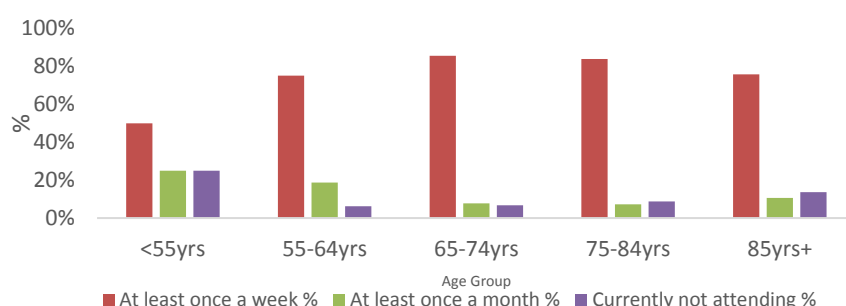
Q7 – How regularly do you attend 'Strictly No Falling'?

Response	n	%	
At least once a week	257	82%	<div><div></div></div>
At least once a month	28	9%	<div><div></div></div>
Currently not attending, but have done in the past	29	9%	<div><div></div></div>
314			

- 82% of respondents said they attend at a Strictly No Falling programme at least once a week.
- The table and chart below shows the responses to how regularly different age groups attend the programme:

Age Group	At least once a week		At least once a month		Currently not attending		Total
	n	%	n	%	n	%	
<55yrs	2	50%	1	25%	1	25%	4
55-64yrs	12	75%	3	19%	1	6%	16
65-74yrs	77	86%	7	8%	6	7%	90
75-84yrs	115	84%	10	7%	12	9%	137
85yrs+	50	76%	7	11%	9	14%	66

Attendance response by age group








Q8 - How did you hear about the 'Strictly No Falling' programme?

Response	Number	%	
I was referred by a healthcare professional	120	37.4%	<div><div></div></div>
I saw it advertised and reffered myself	86	26.8%	<div><div></div></div>
I heard about it from someone that attends	76	23.7%	<div><div></div></div>
A family member or carer referred me	26	8.1%	<div><div></div></div>
Other	48	15.0%	<div><div></div></div>
321			






- The most popular way respondents heard about the programme was via a healthcare professional.
- 48 respondents said they heard about 'Strictly No falling' by another method, 44 respondents provided a free text response. The most popular other ways respondent heard about the programme was via Local groups (such as churches, community groups and events) (17 comments), GPs (4) and Independent Living Officers (5).

Q9 - How satisfied or unsatisfied are you with the cost of the service?

Response	Number	%	
Very satisfied	256	82.1%	
Fairly satisfied	40	12.8%	
Neither satisfied nor dissatisfied	9	2.9%	
Fairly dissatisfied	5	1.6%	
Very dissatisfied	2	0.6%	












- 82% of respondents that have attended a 'Strictly No Falling' programme were very satisfied with the cost of the service.

Q10 - How satisfied or unsatisfied are you with the service you received?

Response	Number	%	
Very satisfied	282	91.3%	
Fairly satisfied	21	6.8%	
Neither satisfied nor dissatisfied	2	0.6%	
Fairly dissatisfied	0	0.0%	
Very dissatisfied	4	1.3%	
309			

- 91% of respondents that have attended a 'Strictly No Falling' programme were either very satisfied or fairly satisfied with the services they received.

Q11 - Has attending a 'Strictly No Falling' programme had any of the following impacts on you?

Response	Number	%	
Better strength, balance or mobility	264	82.2%	
Improved social life	190	59.2%	
Increased physical activity level	187	58.3%	
Less worried about falling	157	48.9%	
Improved quality of life	149	46.4%	
Reduced loneliness	117	36.4%	
Prevented a fall	75	23.4%	
Reduced the number of falls	56	17.4%	
Other impacts	24	7.5%	
No impact	6	1.9%	
Increased the number of falls	3	0.9%	
321			

- The most popular impacts given from attending 'Strictly No Falling' Included better strength, balance and mobility.
- 18 (relevant responses) other free text impacts were provided. The most popular other impact related to the positive social impacts that attending the programme had (8). Other impacts provided by respondents included reduced medication, helped recovery, increased specific mobility tasks such a climbing stairs and getting up from a seating position. Some comments also said that no impacts had been seen due to being in attendance for a short period.

Q12 - Is there anything you would like to see changed about the service you currently receive?

This was free text field that allowed respondents to provide information about what they would like changed to the service they currently receive.



77 respondents provided a comment to the question. 46 commented that no changes were needed. The most popular comment (10) related to increasing the frequency of sessions. Other comments including having classes at different times of the day, ensuring exercises are varied and progressive. Ensure that classes are accessible for those with disabilities.

Q13 - The current name of our falls programme is 'Strictly No Falling'. Does this name...



This question provided a range of statements and asked whether the current name of the programme 'Strictly No Falling' influenced the respondents in relation to a number of statements.

The tables below provide an overview of the responses for each of the statements for those that have not attended a Strictly No Falling programme.



Does the name 'Strictly No Falling' make you want to attend?

Response	Number	%	
Yes	94	37.0%	
No	160	63.0%	
254			



Does the name 'Strictly No Falling' put you off attending?

Response	Number	%	
Yes	40	18.7%	
No	174	81.3%	
214			



Does the name 'Strictly No Falling' make you feel old?

Response	Number	%	
Yes	92	39.0%	
No	144	61.0%	
236			



Does the name 'Strictly No Falling' make you want to consider a lifestyle change?

Response	Number	%	
Yes	50	23.5%	
No	163	76.5%	
213			



Does the name 'Strictly No Falling' leave you confused about what the programme is about?

Response	Number	%	
Yes	86	37.9%	
No	141	62.1%	
227			













Does the name 'Strictly No Falling' make you think it involves dancing?

Response	Number	%	
Yes	15	6.9%	
No	203	93.1%	
218			

Does the name 'Strictly No Falling' make it clear that this a community based programme?

Response	Number	%	
Yes	103	44.8%	
No	127	55.2%	
	230		

Q14 - How would you prefer to find information about falls prevention in Derbyshire?

Response	Number	%	
GP Practices or health centres	465	74.4%	
Pharmacies	262	41.9%	
Picking up literature from libraries/GP or other places	252	40.3%	
Community centres	178	28.5%	
Online/website	95	15.2%	
Other	57	9.1%	
Email	47	7.5%	
Local health or other professional	1	0.2%	
Directory such as Yellow Pages	0	0.0%	
Social media (e.g. Twitter/Facebook)	0	0.0%	
Local press (radio, papers)	0	0.0%	
Council publications	0	0.0%	
	625		

- 625 respondents answered this question, this was a multi choice question and respondents could choose more than one option.
- The most preferred way to find out about falls prevention was stated to be via a GP Practices or health centres (74%).
- 57 respondents said that they preferred to find information in other ways, but only 35 provided a relevant comment. The most popular other methods were to receive information by post (11) and local services (4) such as post offices, super markets, leisure centres and libraries.

Q15 - Is there anything you think would make the service better in the future or make more likely to attend.



This question was a free-text field that allowed respondents to provide further comments about how the service could be made better in the future.

- 155 respondents provided a free text comment.
- The most popular comments related to there being no changes needed (40) or provided a positive comment about the programme (16).
- Comments that did provided a comment on how to improve the service included comments on advertising better/providing more information(19), this including providing more advertising on venues and times of programmes and making the general public/younger populations aware/ making people aware before the age of 65.
- Other popular comments related to providing transport (9), changing the name of the programme (9), making sessions more accessible locally (7) and providing home/one to one sessions to those that cannot attend (5).






ABOUT YOU

Questions 16-20 were standard demographic questions. These questions help/provide an understanding of the demographics of the respondents.

Q16 - Are you:

Response	Number	%	
Female	522	76.8%	
Male	158	23.2%	
680			

Q17 - What was your age at your last birthday?



Response	Number	%	
<55	19	2.8%	
55-64	37	5.5%	
65-74	176	26.2%	
75-84	257	38.3%	
85+	182	27.1%	
671			

- The average of respondents was 78 years.

Q18 – Postcode


628 valid postcodes were provided.

Q19 - Do you consider yourself disabled?

Response	Number	%	
Yes	387	57.2%	
No	289	42.8%	
676			



- Of those that considered their self as disabled, 88.9% said they had a disability affecting mobility, 27.2% said they had a disability affecting hearing, 9.6% had a disability affecting vision and 5.2% said they had a learning disability. 24% said they a

Q20 - What is your ethnic group?

Response	Number	%	
White	652	97.0%	
Black/British	0	0.0%	
Mixed	1	0.15%	
Chinese	0	0.00%	
Asian/Asian British	7	1.04%	
Other	12	1.79%	
672			

- Of the 12 respondents that selected other, 8 provided an ethnic group, these included Punjabi, Indian/British, Indian Sikh, and Viking.

Q21 - Would you like to receive more information on the 'Strictly No Falling' Programme?

Response	Number	%	
Yes	229	36.8%	
No	394	63.2%	
623			

Falls awareness

Q1 How important or unimportant of an issue do you think falls are for the health of older people in Derbyshire?

Very important	Fairly important	Not very important	Not important at all	Don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q2 How concerned or not concerned are you about falling over?

Very concerned	Fairly concerned	Not very concerned	Not concerned at all	Don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q3 Have you had a fall in the last 12 months?

Yes, more than once	Yes, just once	No, but have had a fall in the past	No, I have never had a fall	No, but someone close to me has
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q4 Below are a range of interventions that have been shown to reduce a persons risk of falling. Have you recently undertaken any of these? (Please select one option from each row)

	Yes, within the last 2 month	Yes, more than 2 months ago	I have never undertaken this
Home safety check	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Falls risk assessment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Vision assessment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Medication review	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Strength and balance exercises	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Made a positive lifestyle change, e.g. reduced alcohol intake or became more active	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Strictly No Falling

'Strictly No Falling' is a service providing community exercises classes designed to improve strength and balance and therefore reduce the risk of experiencing a fall. The service is delivered by Age UK in community venues and care homes across Derbyshire (although not in Derby City).

Q5 Have you ever attended a 'Strictly No Falling' programme?

☐ Yes (go to Q7) ☐ No (go to Q6)

-If you answered 'Yes' please go to Q7, If you answered 'No' please go on to Q6

Q6 If 'No', are you aware of the 'Strictly No Falling' programme?

<input type="checkbox"/> Yes, I am aware but I am not interested in attending	<input type="checkbox"/> Yes, I am aware and would like to attend
<input type="checkbox"/> No, but I would like to attend	<input type="checkbox"/> No, I am not interested in attending

- Once you have completed Q6, please go to Q13.

■ ■

Q7 How regularly do you attend 'Strictly No Falling'? (Please select one option only)

- ☐ At least once a week ☐ At least once a month ☐ Currently not attending, but have done in the past

Q8 How did you hear about the 'Strictly No Falling' programme? (Please select all that apply)

- | | | | | |
|--|--|---|---|--------------------------|
| I was referred
by a
healthcare
professional | I saw it
advertised
and referred
myself | I heard about
it from
someone that
attends | A family
member or
carer referred
me | Other |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

If 'Other', please specify:

Q9 How satisfied or unsatisfied are you with the cost of the service?

- | | | | | |
|--------------------------|--------------------------|--|--------------------------|--------------------------|
| Very satisfied | Fairly satisfied | Neither
satisfied nor
dissatisfied | Fairly
dissatisfied | Very
dissatisfied |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Q10 How satisfied or unsatisfied are you with the service you received?

- | | | | | |
|--------------------------|--------------------------|--|--------------------------|--------------------------|
| Very satisfied | Fairly satisfied | Neither
satisfied nor
dissatisfied | Fairly
dissatisfied | Very
dissatisfied |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Q11 Has attending a 'Strictly No Falling' programme had any of the following impacts on you? (Please select all that apply)

- | | |
|---|--|
| <input type="checkbox"/> No impact | <input type="checkbox"/> Improved social life |
| <input type="checkbox"/> Reduced the number of falls | <input type="checkbox"/> Increased physical activity level |
| <input type="checkbox"/> Prevented a fall | <input type="checkbox"/> Improved quality of life |
| <input type="checkbox"/> Increased the number of falls | <input type="checkbox"/> Reduced loneliness |
| <input type="checkbox"/> Better strength, balance or mobility | <input type="checkbox"/> Other impacts |
| <input type="checkbox"/> Less worried about falling | |

If 'Other impacts', please specify:

■

Q12 Is there anything you would like to see changed about the service you currently receive?

■

Falls prevention - future service information

We would like to use the information you provide to make improvements in future and ensure the service can reach more people.

Q13 The current name of our falls programme is 'Strictly No Falling'. Does this name... (Please select one option from each row)

	Yes	No
...make you want to attend	<input type="checkbox"/>	<input type="checkbox"/>
...put you off attending	<input type="checkbox"/>	<input type="checkbox"/>
...make you feel old	<input type="checkbox"/>	<input type="checkbox"/>
...make you want to consider a lifestyle change	<input type="checkbox"/>	<input type="checkbox"/>
...leave you confused about what the programme is about	<input type="checkbox"/>	<input type="checkbox"/>
...make you think it involves dancing	<input type="checkbox"/>	<input type="checkbox"/>
...make it clear that this is a community based programme	<input type="checkbox"/>	<input type="checkbox"/>

Q14 How would you prefer to find information about falls prevention in Derbyshire? (Please select all that apply)

- | | |
|--|---|
| <input type="checkbox"/> Online/website | <input type="checkbox"/> Social media (e.g. Twitter/Facebook) |
| <input type="checkbox"/> Email | <input type="checkbox"/> Local press (radio, papers) |
| <input type="checkbox"/> Local health or other professional | <input type="checkbox"/> GP Practices or health centres |
| <input type="checkbox"/> Picking up literature from libraries/GP or other places | <input type="checkbox"/> Pharmacies |
| <input type="checkbox"/> Directory such as Yellow Pages | <input type="checkbox"/> Council publications |
| <input type="checkbox"/> Community centres | <input type="checkbox"/> Other |

If 'Other', please specify:

Q15 Is there anything you think would make the service better in future or make more likely to attend?

■

About you

Q16 **Are you:** ☐ Male ☐ Female

Q17 **What was your age at your last birthday?**

Q18 **What is your home postcode?**

Q19 **Do you consider yourself disabled?** ☐ Yes ☐ No

Q19a **If you do consider yourself disabled, what type of disability do you have? (Please select all that apply)**

☐ Disability affecting mobility

☐ Disability affecting hearing

☐ Disability affecting vision

☐ A learning disability

☐ Other

If 'Other', please specify:

Q20 **What is your ethnic group? (Please select one option only)**

☐ White

☐ Black/Black British

☐ Mixed

☐ Chinese

☐ Asian/Asian British

☐ Other

If 'Other', please specify:

Q21 **Would you like to receive more information on the 'Strictly No Falling' Programme?** ☐ Yes ☐ No

If you would like to receive more information on the 'Strictly No Falling' Programme please provide your contact details below.

Q22 **Name:**

Q23 **Address:**

Q24 **Postcode:**

Q25 **Telephone:**

Q26 **Email address:**

Thank you for taking part in this questionnaire.