

Voluntary Sector Questionnaire - Visual Impairment

Telephone / Face-to-Face Survey Schedule

Hello, my name is _____ and I am calling from _____. I am phoning to ask you a few questions to help us improve our services. This will only take a few minutes, is this time convenient?

If no: Ask when would be a convenient time to call back.

If yes: Ask the questions below – remember ask the questions as they are written, try to keep discussion to a minimum.

Once you have finished, thank the participant for their time and assure them that their contribution will be extremely useful.

Reference Number:

Date:

Q1: How did you come into contact with us?

Please only tick one box.

- Social Services
- Family
- Friend
- Hospital
- Rehabilitation Worker
- Can't remember
- Word of Mouth
- Visited the centre

Q2: How friendly did you find our staff?

Please only tick one box.