

## Report on the Fourth User Group Meeting on 11th August 2021

The third User Group Meeting was held on the 11<sup>th</sup> August 2021, with only two members in attendance. This was down from the regular numbers, due to two of the regular members being unable to attend. These numbers were disappointing as there had been increased efforts made to attract new members.

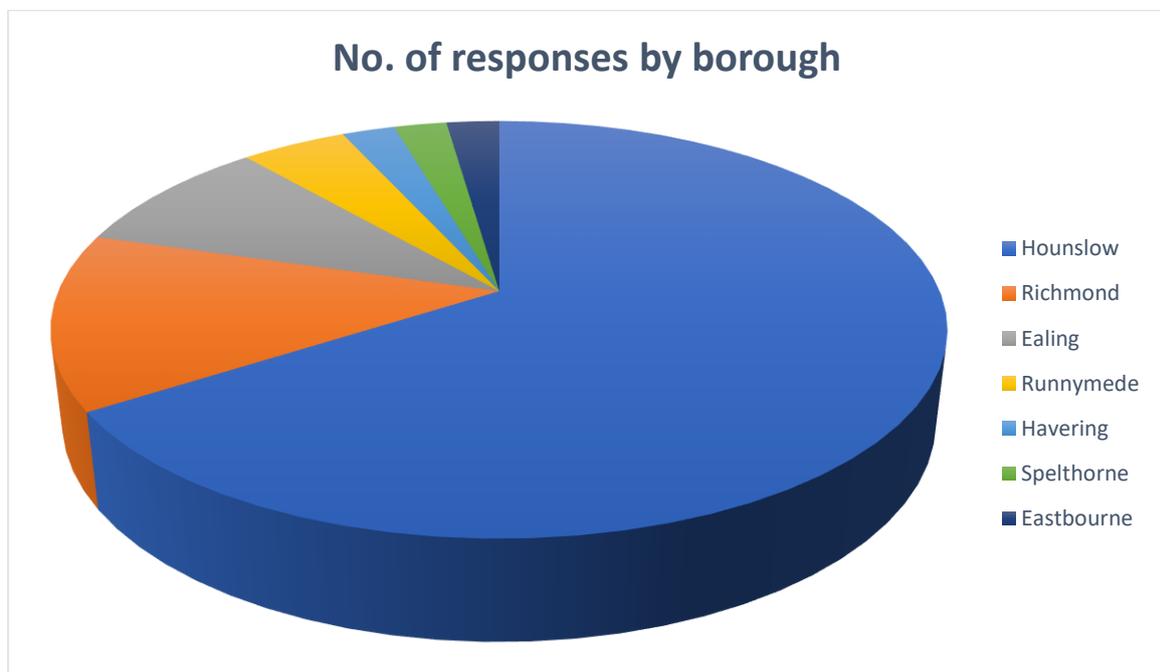
However, one member confirmed that he acts as the “go between” for his group and the User Group, ensuring that any comments they have are brought to the User Group and any response relayed back.

By contrast the Questionnaire received 34 responses, which is sufficient to give robust results.

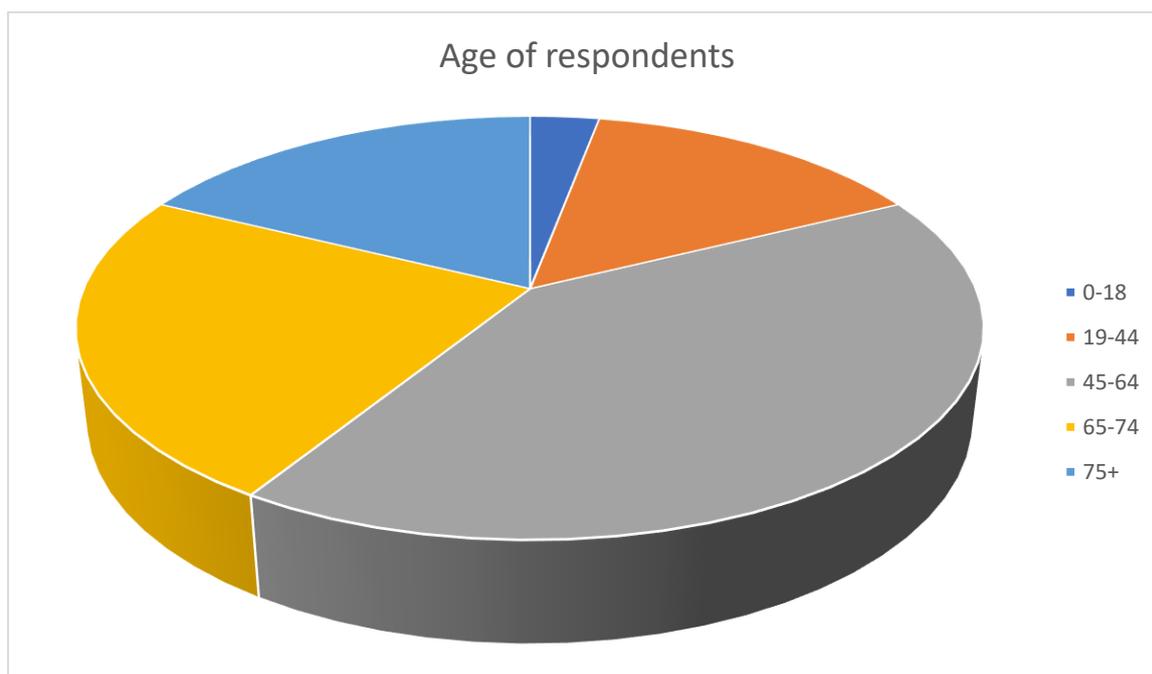
The Questionnaire checked whether people were aware of the increased opening hours of the centre, the new support groups that had been introduced fairly recently, whether they felt there was any need for a dedicated Welfare & Benefits specialist and/or whether there should be an area for families and their children to use whilst they were accessing services at the Mulberry Centre. In addition, people were asked to indicate whether they had been on our new website and, if so, their experience of it.

Although less people responded than did the last time the percentage split between male and female respondents was similar to last time at 61% female and 39% male compared with 65% and 35% respectively last time.

Again, similarly to last time, the spread of participants was similar, with most respondents (29 out of 34) coming from Hounslow, six coming from Richmond, four from Ealing and five people from other boroughs, including Runnymede, Havering and Eastbourne. This data is shown graphically below.



The age range was greater than last time, including the comments from someone in the age group 0-18. We still have a substantial number of respondents below 60; with five people from 19-44 years old, fourteen from 45-64 years old, eight from 65-74 and six being 75 and over. This is represented graphically as follows:



In question 4, the options for choosing their ethnicity were more widely drafted, bringing them into line with other surveys within the Mulberry Centre. Most identified as White British, but a wide range of ethnicities was still seen.

#### Question 5

This question asked whether people were aware that we had recently extended our reopening hours to 10am-4pm, Monday to Friday. All Respondents answered this question and 91% (32 people) said that they were aware.

#### Question 6

This question sought to gauge demand for a Welfare & Benefits specialist by asking whether people, either at the time of their diagnosis or at any time if they have no diagnosis, would have felt that it was helpful to have advice from a specialist. I have heard from a number of groups with whom I attend meetings that this would be a useful service, which was confirmed by the responses received in the Questionnaires.

Every person responded to this question and 65% (22 people) said that it would have been helpful, with 35% (12 people) feeling that it wouldn't. In the user group both respondents felt that it was a useful service, with one of them recounting her own, favourable, experience of attending workshops presented by the former specialist at the Mulberry Centre.

#### Question 7

This question sought to discover whether people were aware of the new support groups that have started recently at the Mulberry Centre? Thirty-two people answered this question, with 37.5% (12 people) confirming that they did know and 62.5% (20) saying that they didn't. Clearly the message of our new groups has not been received by everyone.

As a supplementary question people were invited to leave their email address if they would like to be provided with more information about these services. Three people left their details.

Members of the User Group expressed surprise that the workshops that they had attended were poorly attended, despite being interesting and informative. They felt that Covid had probably led to a drop in numbers, and that they would slowly build back up again.

One participant pointed out that of all the Centres she attended the Mulberry Centre was the only one that covered death, with Soul Midwifery and other services.

### Question 9

In line with the introduction of our new support group for Younger Women With Breast Cancer this question sought to gauge whether there would be any interest in having a dedicated area for families and their children to use when they come in for a treatment. This is not intended to be, for example, a counselling service for children but simply an area for them to use.

Within the User Group this was felt to be a good thing, subject to concerns as to where the space would be situated, and this was echoed by the responses to the Questionnaire, with 31 responses (61%) saying that there should be and 39% disagreeing.

One member of the User Group pointed out that our strap-line was “Anyone affected by Cancer” and we should be looking to offer something to encourage people with younger families to feel that the Centre had something to offer them and to engage/entertain children.

### Question 10

The final question asked for views of the new website, which is significantly different from the old one in how it looks and works. Question 10 asked if people had been on it, with question 11 asking anyone who had to give their feedback on how they felt about three key aspects: the design, the content and the ease of navigation.

No negative comments were recorded. 12 people (35%) said they had been on the website and 22 had not. 14 people answered the follow up question. One person in the user group mentioned that they had liked the old one, but were positive about the new one and all other comments being either neutral or positive as shown in the graph overleaf.

The final “question” canvassed whether there were any comments the respondents had. All comments were positive, and included the following:

*Thank you Mulberry Centre for all the amazing work you do!*

*What an amazing facility with awesome resources and grounds! As well as; classes and one to one's for those in crisis, who need someone or a place to go and feel that staff and volunteers are reaching out to them.*

*Art therapy would be a great addition if possible*

*Thank you for your support when I needed it after diagnosis and treatment*

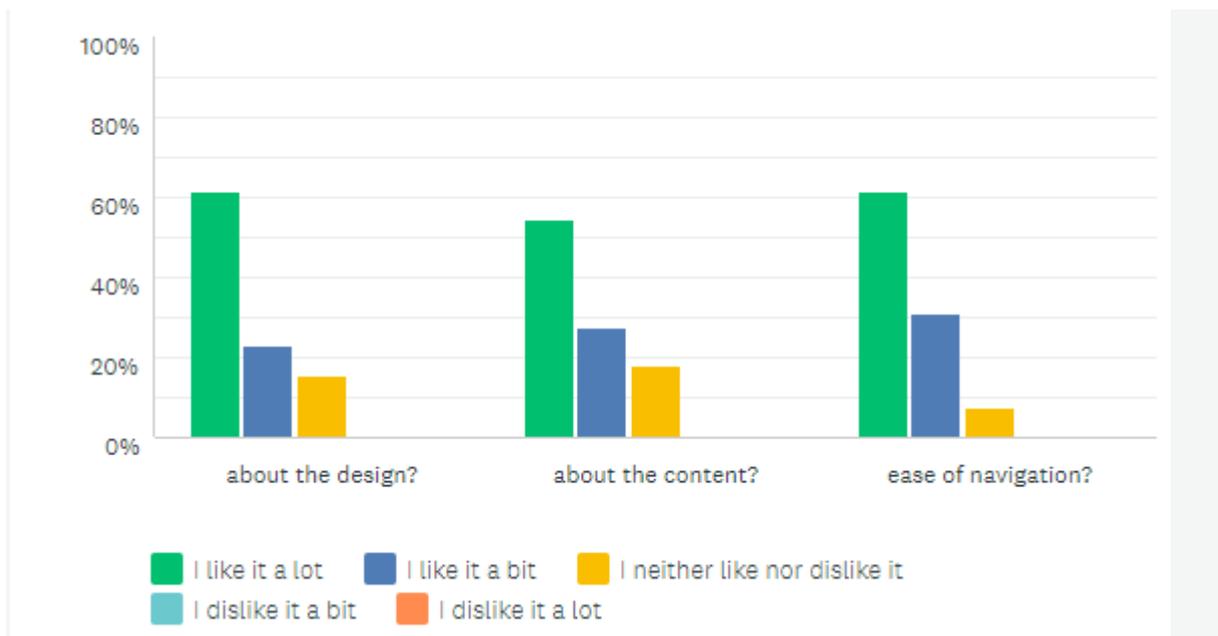
*I am most grateful to the staff and volunteers for their services during the initial news that I had metastatic Prostate cancer. Reflexology and full yoga helped me through the difficult time. It's the only place I knew that brought people of similar illness together and it made me feel I was not alone. I would encourage people to talk to one another in the waiting area as it lifts one's spirits.*

*I really appreciate the Mulberry Centre's being there to support those affected by cancer and the range of programs to help its members.*

Thanks for the work of The Mulberry Centre. I love the service and the staff are very friendly and supportive  
Very friendly and positive staff  
Please keep the Bereavement Support Group online via zoom. This is a wonderful and very helpful and supportive group which I and others will not be able to attend if it stops being online.

Thanks for your amazing work!

#### Q. 10- Views on the website



One comment was received, which is reproduced below

*The new site design has a great look. It's intuitive and improvement over the previous design*

*In the User Group the following issues were raised:*

- One person remembered the presentations that used to be given by Dr Matt Winkler and that they had been very interesting. This led on to a suggestion that we could encourage clinicians to talk about the Mulberry Centre to their patients.
- It was also felt by the group that we should let people know that we were planning to continue offering a hybrid or blended service to include those people who can't, or don't want to, come to the Centre in person.
- It was suggested that, as well as have people running at events like Richmond Runfest, we could hand out leaflets etc.
- An issue was raised about the zoom link for the book group, which is still causing problems. Some possible fixes were suggested.
- It was felt that it might be useful to record a video that would introduce people to the Mulberry Centre, for anyone who was nervous or unsure before their first visit. It was pointed out that the Mulberry Centre has its own YouTube channel where there are a few videos put on there, but neither person was aware nor had visited the site.

*Presented by Tom Stockton*