



Results of Member Impact Survey (January / February 2023)

Summary Impact Report May 2023

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About the Impact Survey

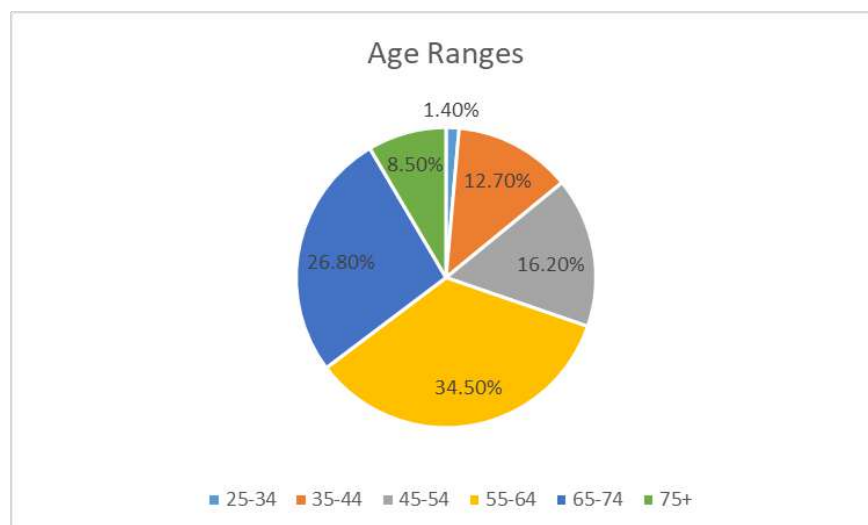
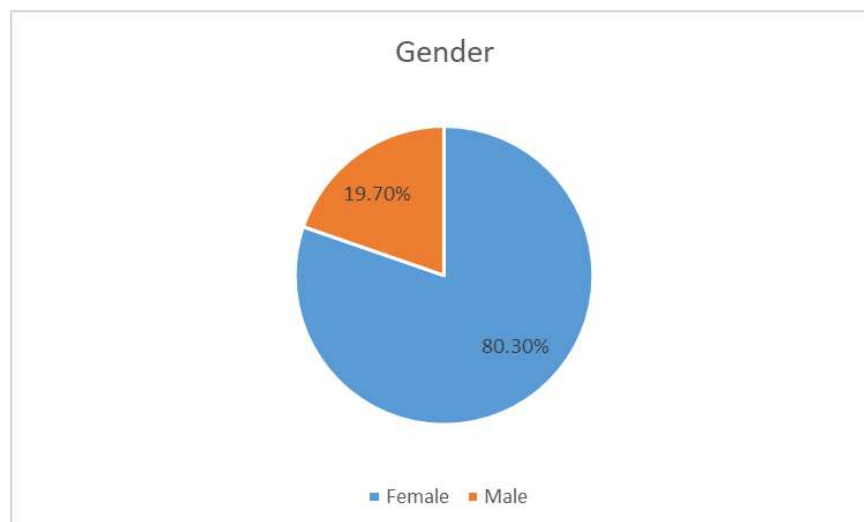
Kent MS Therapy Centre carried out a survey in January / February 2023, asking those who had used any KMSTC therapies in 2022 to indicate the impact of those therapies on their physical and mental health.

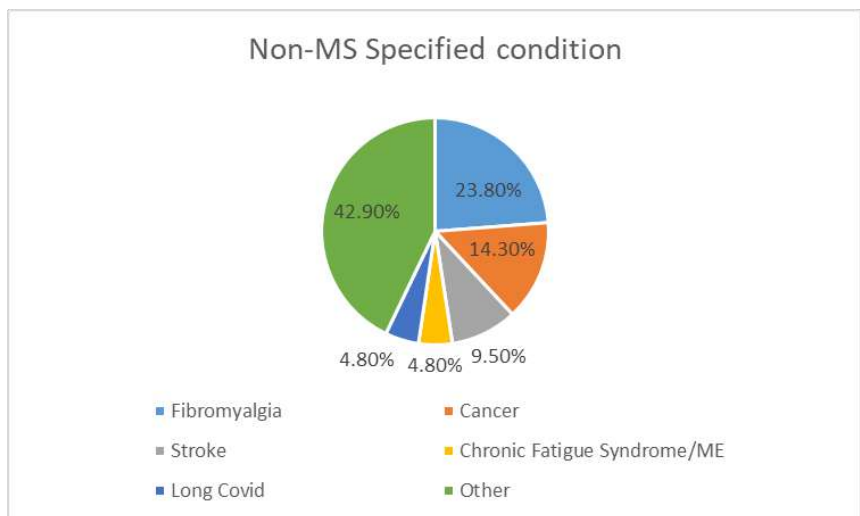
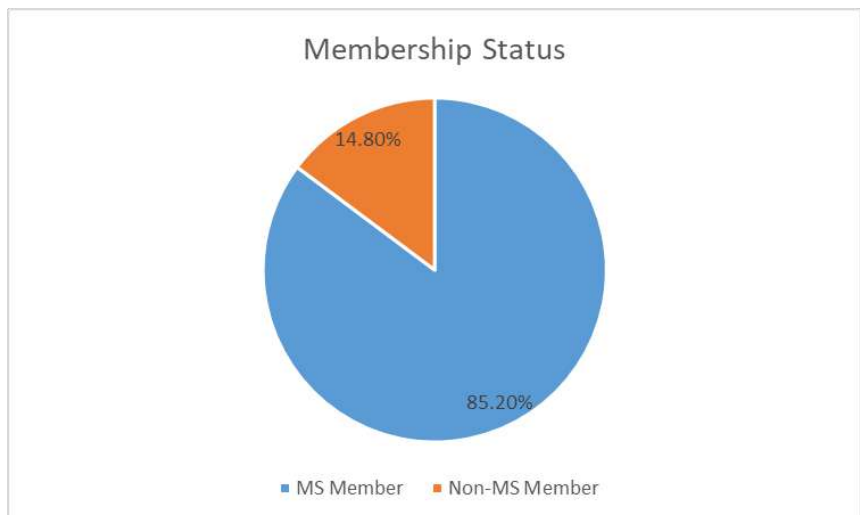
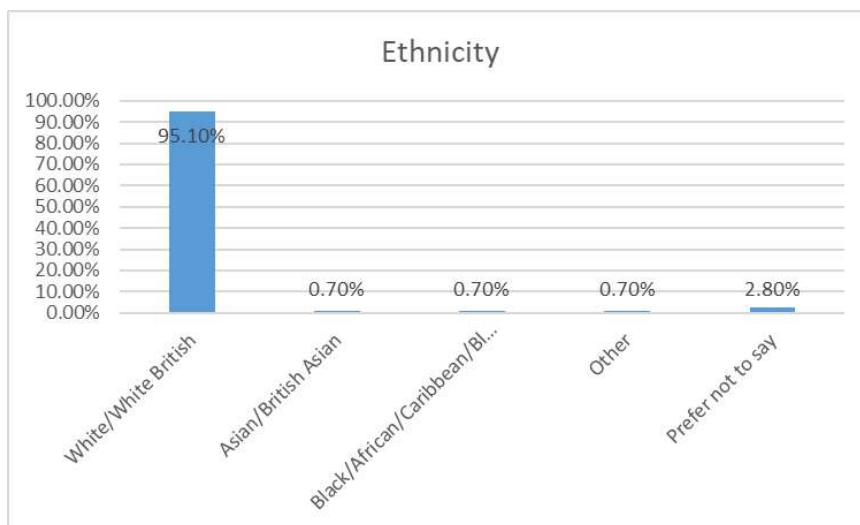
This summary report aims to show the most significant impacts on members' health and day-to-day functioning, which have been attributed to Kent MS Therapy Centre's therapies / activities by 142 members who used the therapies in 2022.

Demographics of Survey Respondents

142 people completed the survey in January and February 2023.

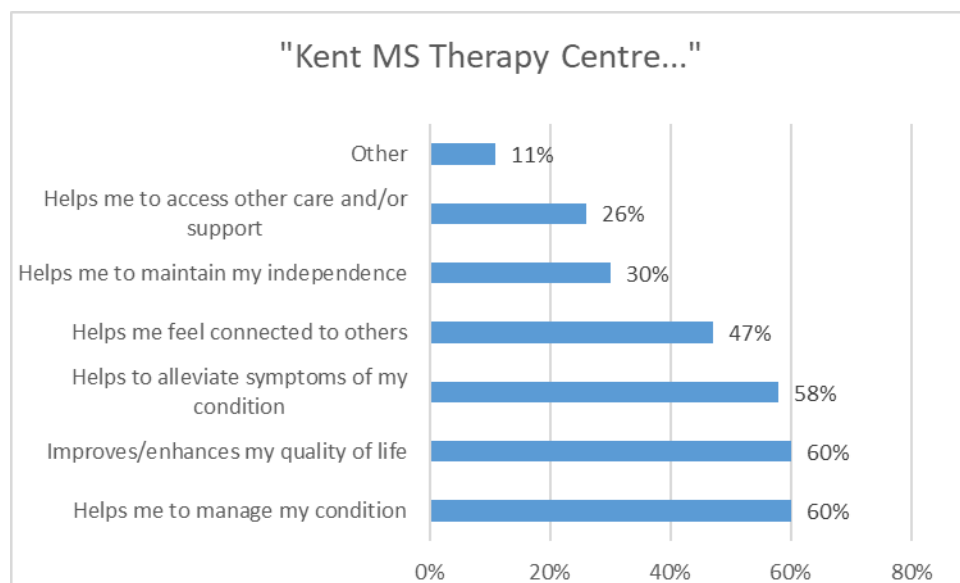
The following tables provide more detail on the demographics of those who took part in the survey ("the respondents").





General Impact of Kent MS Therapy Centre

We asked respondents to indicate with which of the following statements they agreed. All 142 respondents agreed with at least one of the statements.



Impact of Individual Therapies - Methodology

We were interested in finding out which therapies resulted in the following **impacts**:

- Improved mobility
- Improved movement
- Improved muscle strength
- Reduced pain
- Reduced fatigue
- Reduced spasticity
- Improved bladder function
- Improved bowel function
- Improved sleep quality
- Improved mood
- Decrease in depression
- Decrease in anxiety
- Improved cognition, 'brain fog', thinking etc.
- Improved vision
- Improved confidence

We asked respondents to indicate whether they had used specific therapies in 2022. If they had, we asked them to indicate the **level of improvement** (either *"little or no impact"*, *"somewhat"* or *"noticeably"*) they had experienced in relation to the above **impacts** as a result of using that specific therapy.

Not all the impacts were relevant to each respondent, and not everyone who said they had used a specific therapy gave a rating to each impact. Therefore, the number of people rating each impact of a specific therapy varied considerably.

To identify which therapies have the strongest impact we used the following criteria:

- A **response rate** to each impact **of at least 70%** of those who said they had accessed the therapy in 2022; and
- A percentage of those who rated the impact “**somewhat**” and “**noticeably**” (we have called this “cumulative impact”) of **at least 70%**

The **standout results** for each therapy are those impacts which meet **both** the above criteria.

We have also indicated other **strong performers**. Whilst the impacts don’t necessarily meet the above standards, they usually have a response rate of at least 60% and scored over 50% for their cumulative impact.

The results of the following therapies / activities are detailed in this report:

- Oxygen Therapy
- Physiotherapy
- Hydrotherapy
- Gym
- Pilates
- Core Stability
- Swimming
- Aqua Yoga
- Ai Chi
- Massage
- Reflexology
- Acupuncture
- APS Therapy
- Hypnotherapy
- Singing

Results for podiatry and counselling have been omitted from this report due to very low response rates.

Oxygen Therapy

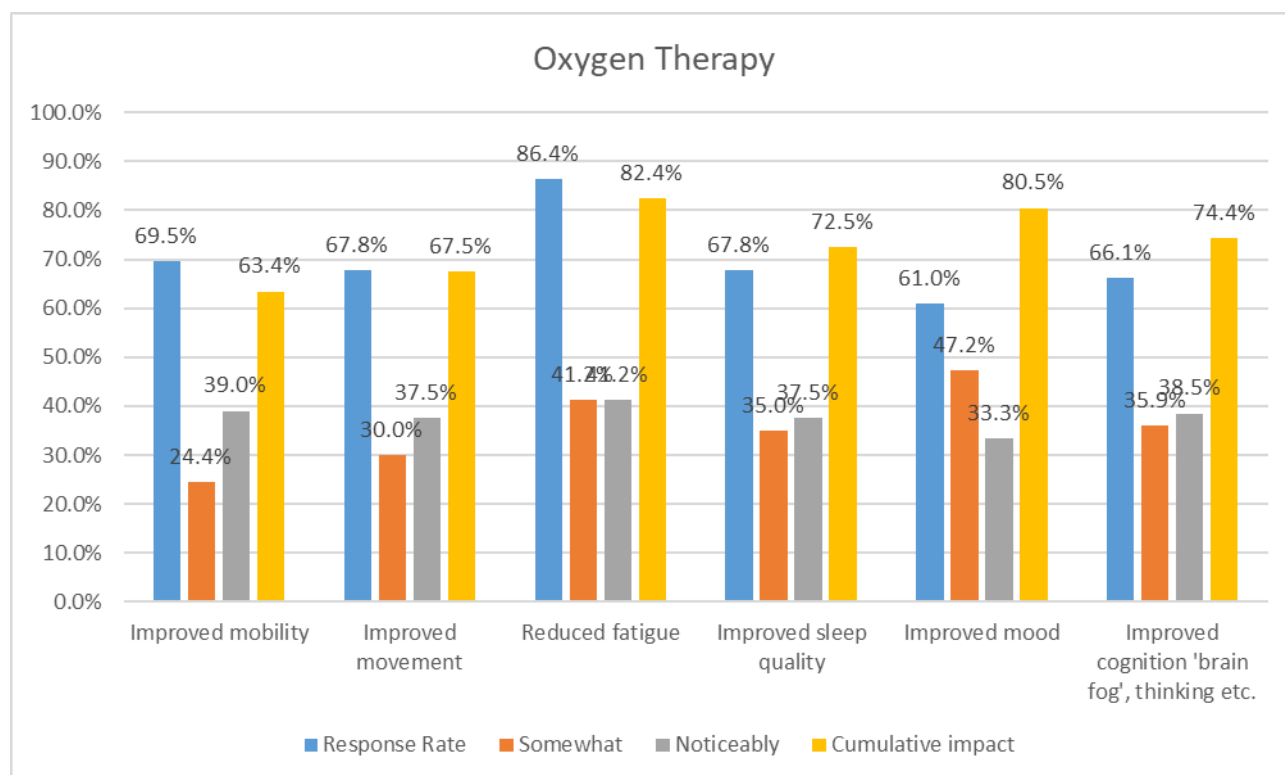
59 respondents said they had accessed oxygen therapy in 2022

STANDOUT RESULT:

- REDUCED FATIGUE (86.4% response rate and 82.4% cumulative impact)

STRONG PERFORMERS:

- IMPROVED COGNITION, 'BRAIN FOG', THINKING ETC.
- IMPROVED MOOD
- IMPROVED MOBILITY
- IMPROVED SLEEP QUALITY
- IMPROVED MOVEMENT



Physiotherapy

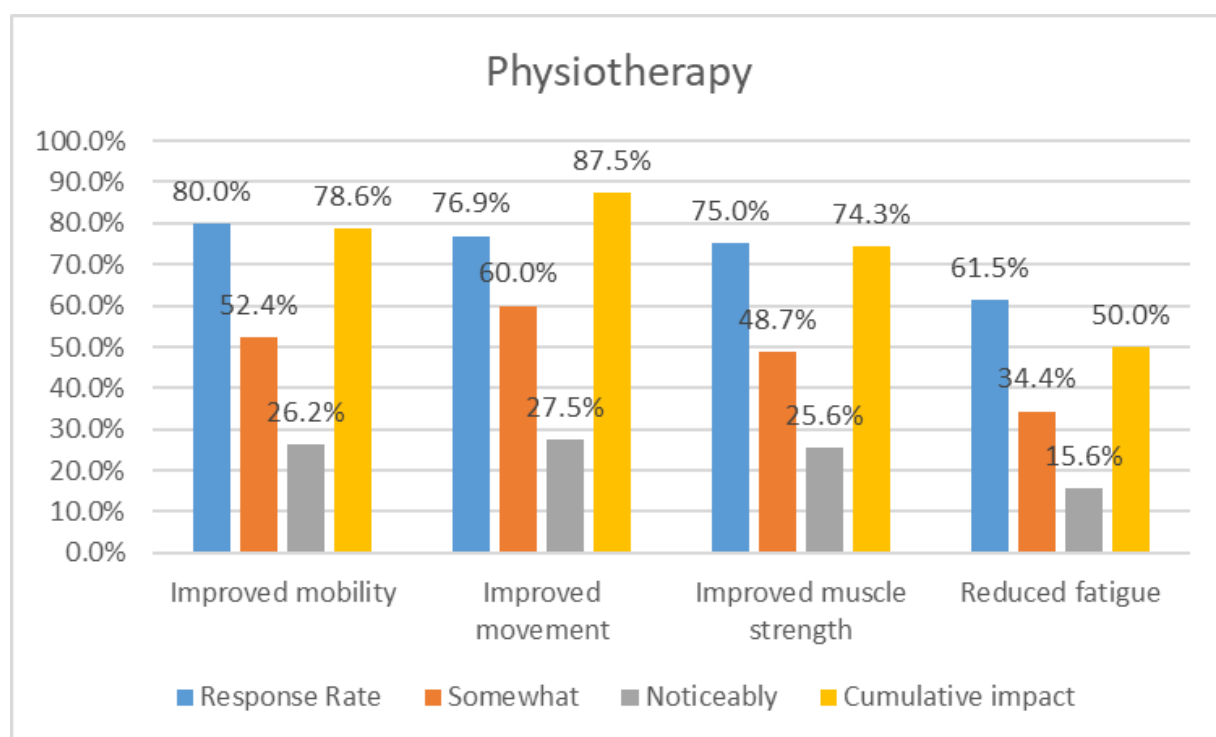
52 respondents said they had accessed physiotherapy in 2022

STANDOUT RESULTS:

- IMPROVED MOBILITY (80.0% response rate and 78.6% cumulative impact)
- IMPROVED MOVEMENT (76.9% response rate and 87.5% cumulative impact)
- IMPROVED MUSCLE STRENGTH (75.0% response rate and 74.3% cumulative impact)

STRONG PERFORMER:

- REDUCED FATIGUE



Hydrotherapy

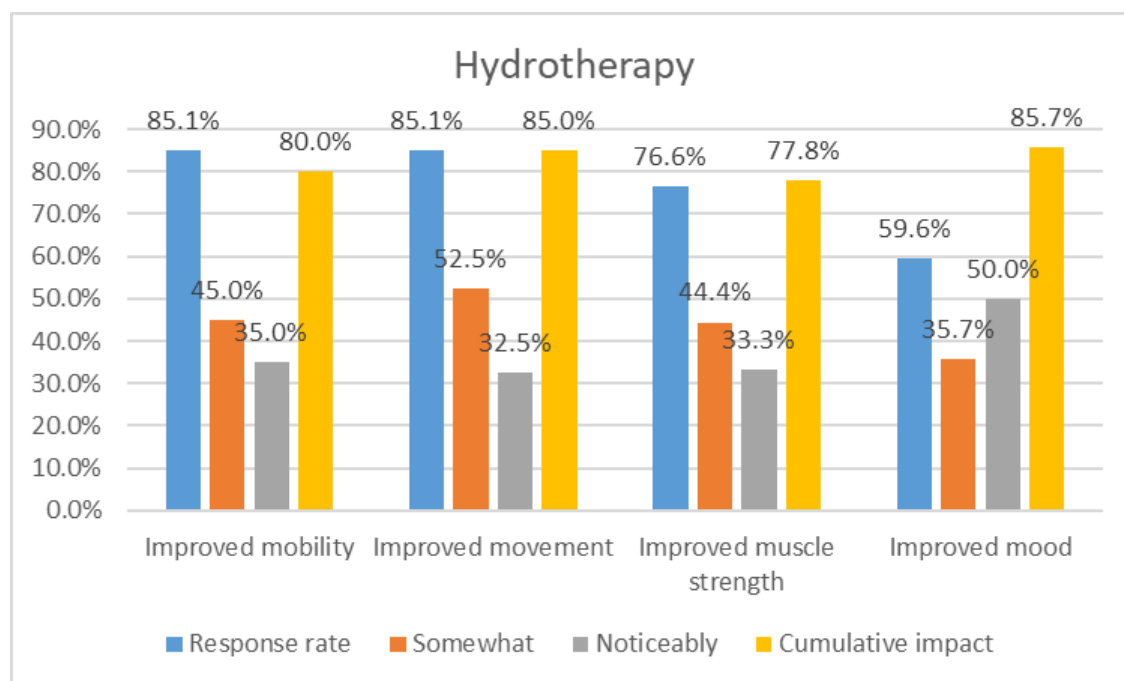
47 respondents said they had accessed hydrotherapy in 2022

STANDOUT RESULTS:

- IMPROVED MOBILITY (85.1% response rate and 80.0% cumulative impact)
- IMPROVED MOVEMENT (85.1% response rate and 85.0% cumulative impact)
- IMPROVED MUSCLE STRENGTH (76.6% response rate and 77.8% cumulative impact)

STRONG PERFORMER:

- IMPROVED MOOD



Gym

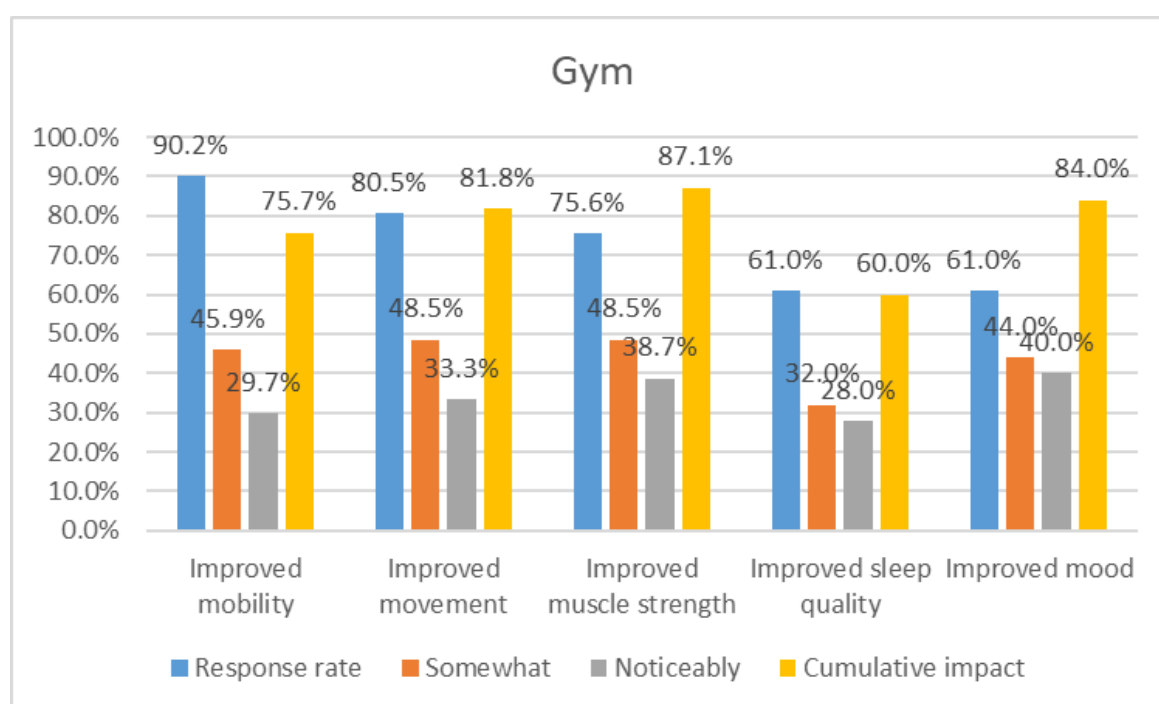
41 respondents said they had accessed gym sessions in 2022

STANDOUT RESULTS:

- IMPROVED MOBILITY (90.2% response rate and 75.7% cumulative impact)
- IMPROVED MOVEMENT (80.5% response rate and 81.8% cumulative impact)
- IMPROVED MUSCLE STRENGTH (75.6% response rate and 87.1% cumulative impact)

STRONG PERFORMERS:

- IMPROVED MOOD
- IMPROVED SLEEP QUALITY



Pilates

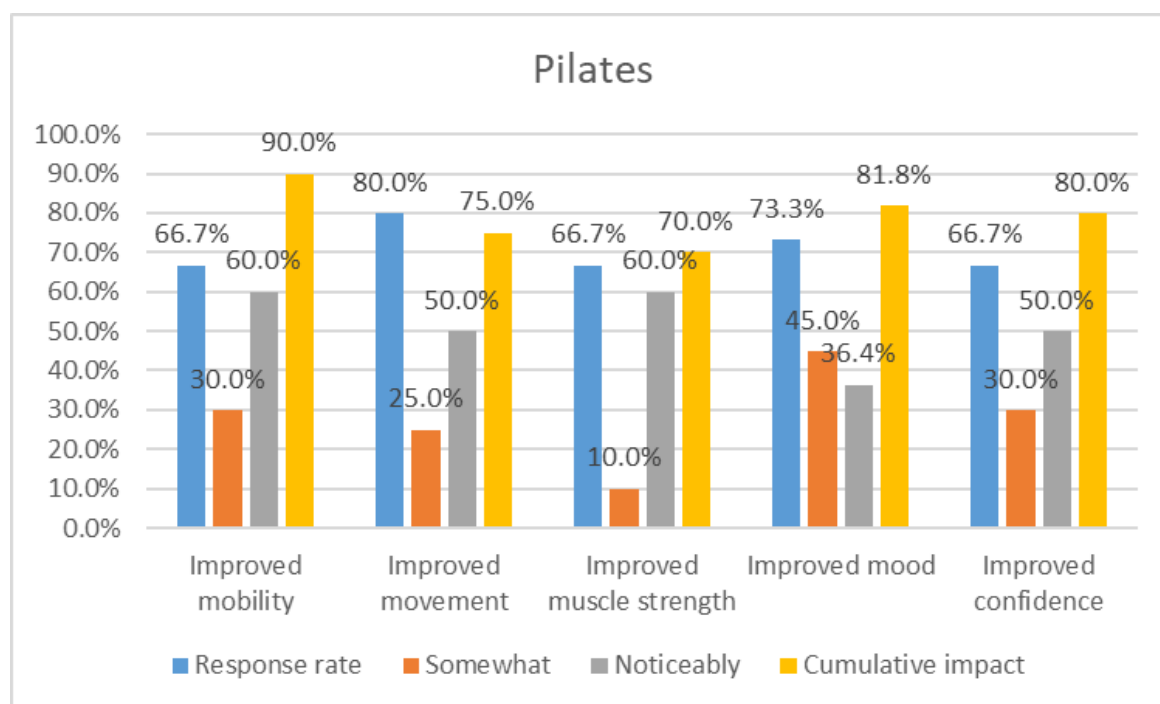
15 respondents said they had accessed Pilates in 2022

STANDOUT RESULTS:

- IMPROVED MOOD (73.3% response rate and 81.8% cumulative impact)
- IMPROVED MOVEMENT (80.0% response rate and 75.0% cumulative impact)

STRONG PERFORMERS:

- IMPROVED MOBILITY
- IMPROVED MUSCLE STRENGTH
- IMPROVED CONFIDENCE



Core Stability

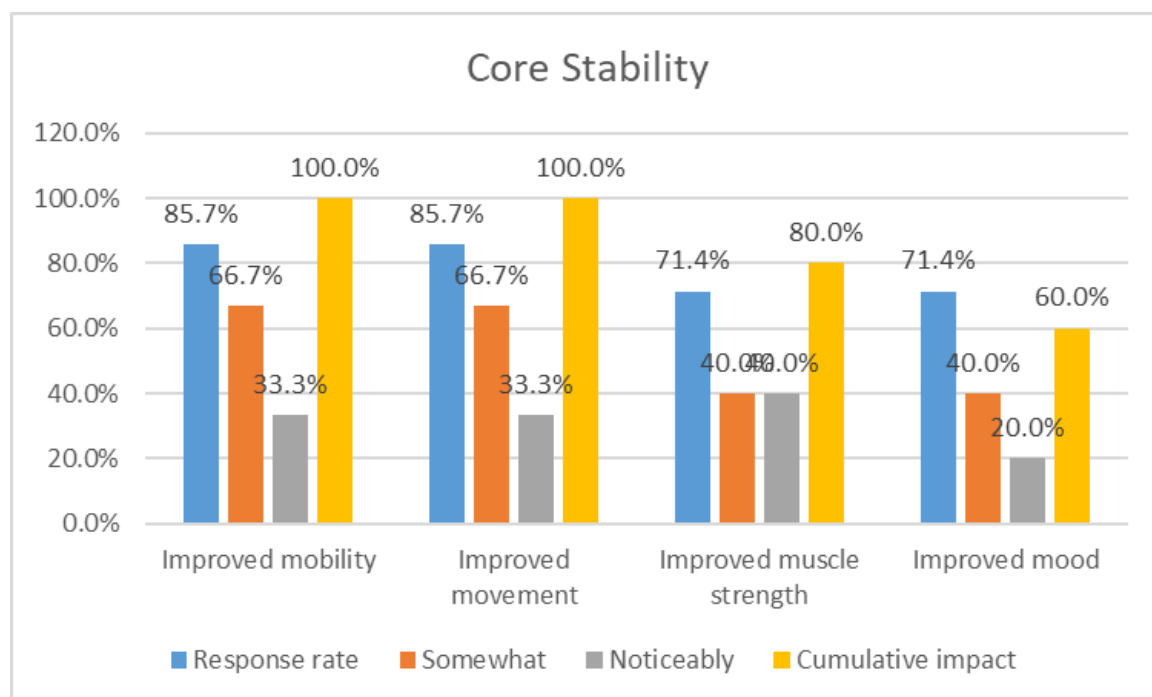
7 respondents said they had accessed Core Stability in 2022

STANDOUT RESULTS:

- IMPROVED MOBILITY (85.7% response rate and 100.0% cumulative impact)
- IMPROVED MOVEMENT (85.7% response rate and 100.0% cumulative impact)
- IMPROVED MUSCLE STRENGTH (71.4% response rate and 80.0% cumulative impact)

STRONG PERFORMER:

- IMPROVED MOOD



Swimming

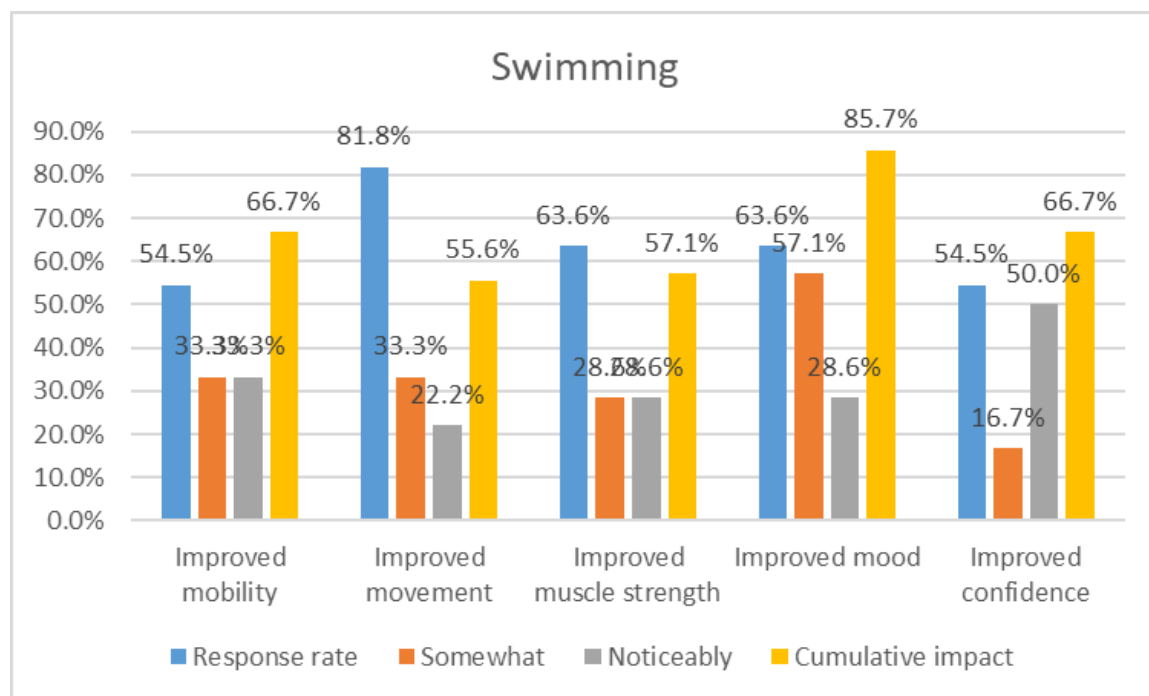
11 respondents said they had accessed swimming in 2022

STANDOUT RESULT:

- NONE

STRONG PERFORMERS:

- IMPROVED MOOD
- IMPROVED MUSCLE STRENGTH
- IMPROVED MOVEMENT
- IMPROVED MOBILITY
- IMPROVED CONFIDENCE



Aqua Yoga

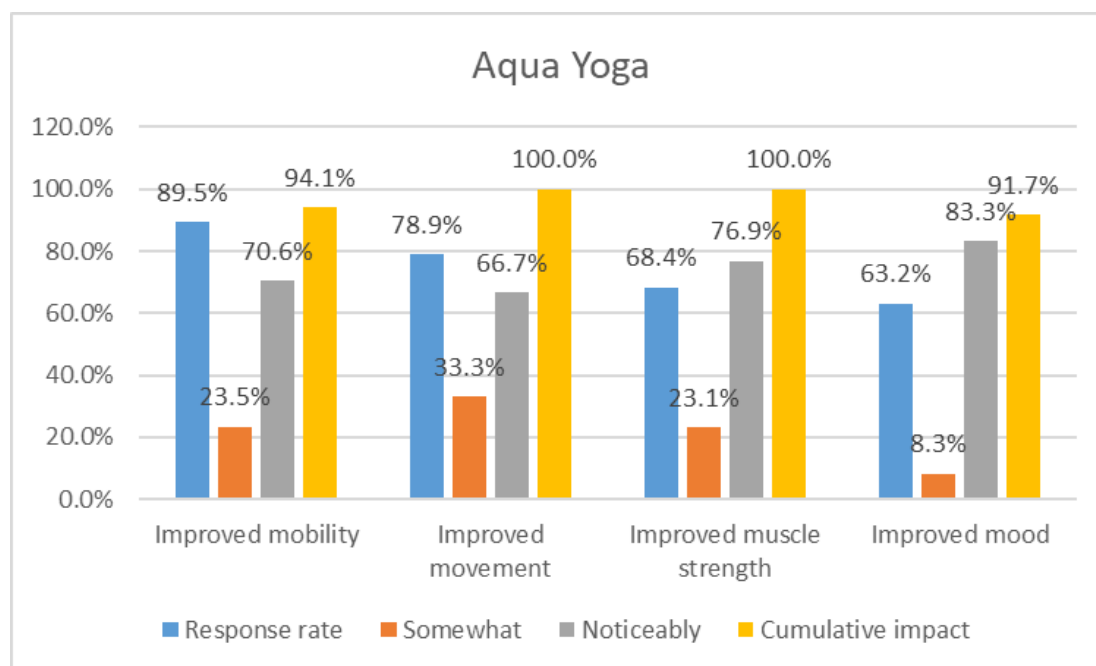
19 respondents said they had accessed aqua yoga in 2022

STANDOUT RESULTS:

- IMPROVED MOBILITY (89.5% response rate and 94.1% cumulative impact)
- IMPROVED MOVEMENT (78.9% response rate and 100.0% cumulative impact)

STRONG PERFORMERS:

- IMPROVED MUSCLE STRENGTH
- IMPROVED MOOD



Ai Chi

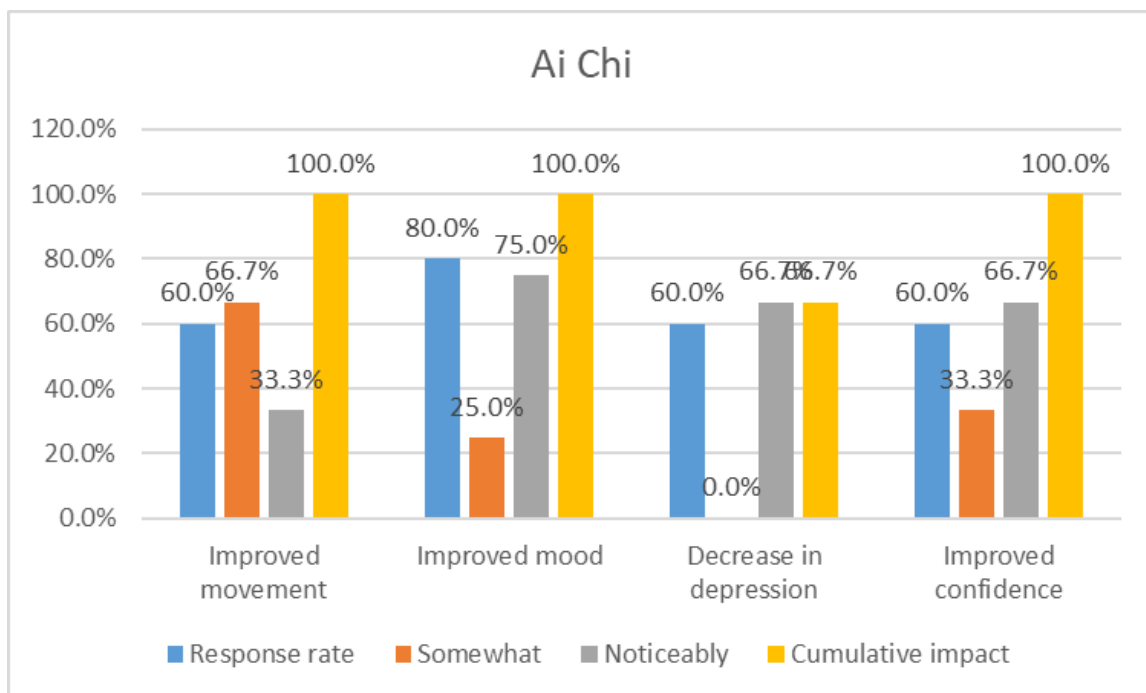
5 respondents said they had accessed Ai Chi in 2022

STANDOUT RESULT:

- IMPROVED MOOD (80.0% response rate and 100.0% cumulative impact)

STRONG PERFORMERS:

- IMPROVED MOVEMENT
- IMPROVED CONFIDENCE
- DECREASE IN DEPRESSION



Massage

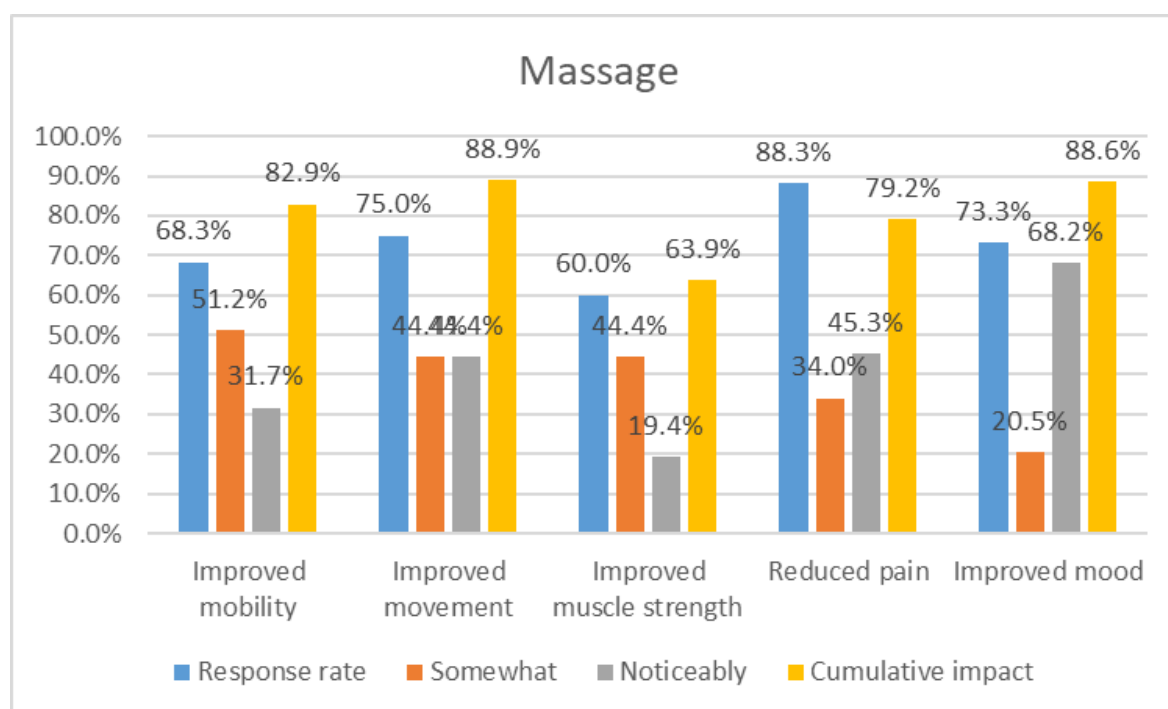
60 respondents said they had accessed Massage in 2022

STANDOUT RESULTS:

- IMPROVED MOVEMENT (75.0% response rate and 88.9% cumulative impact)
- REDUCED PAIN (88.3% response rate and 79.2% cumulative impact)
- IMPROVED MOOD (73.3% response rate and 88.6% cumulative impact)

STRONG PERFORMERS:

- IMPROVED MOBILITY
- IMPROVED MUSCLE STRENGTH



Reflexology

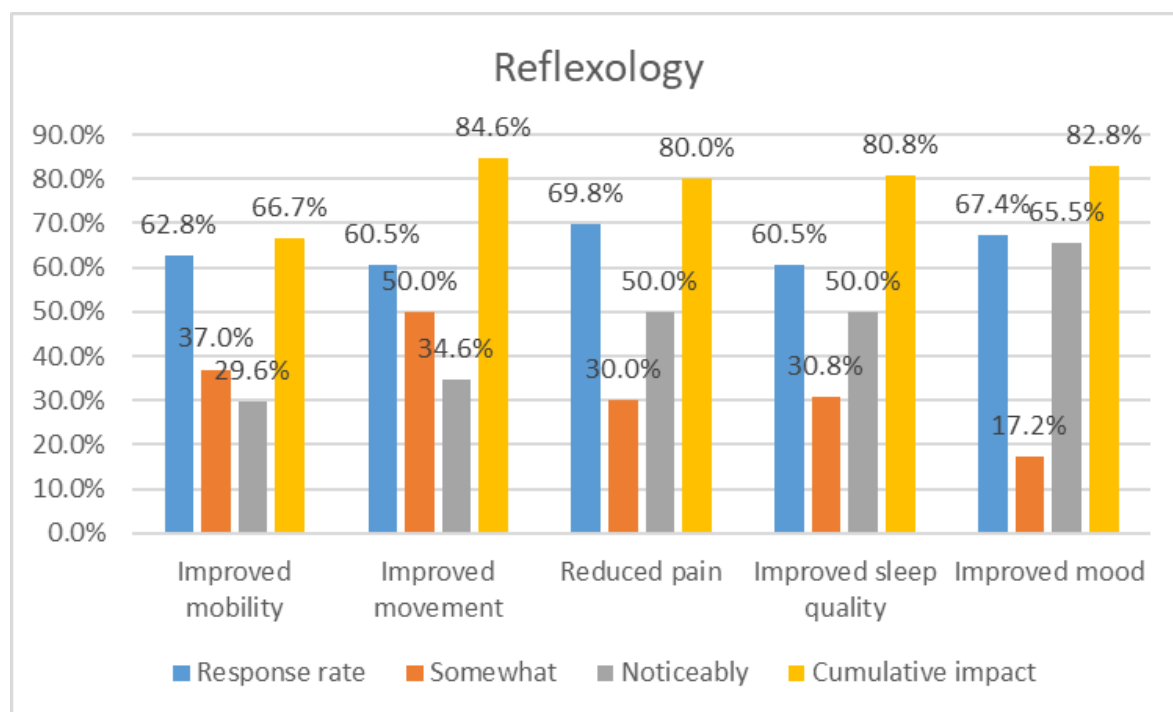
43 respondents said they had accessed reflexology in 2022

STANDOUT RESULT:

- NONE

STRONG PERFORMERS:

- REDUCED PAIN
- IMPROVED MOOD
- IMPROVED MOBILITY
- IMPROVED MOVEMENT
- IMPROVED SLEEP QUALITY



Acupuncture

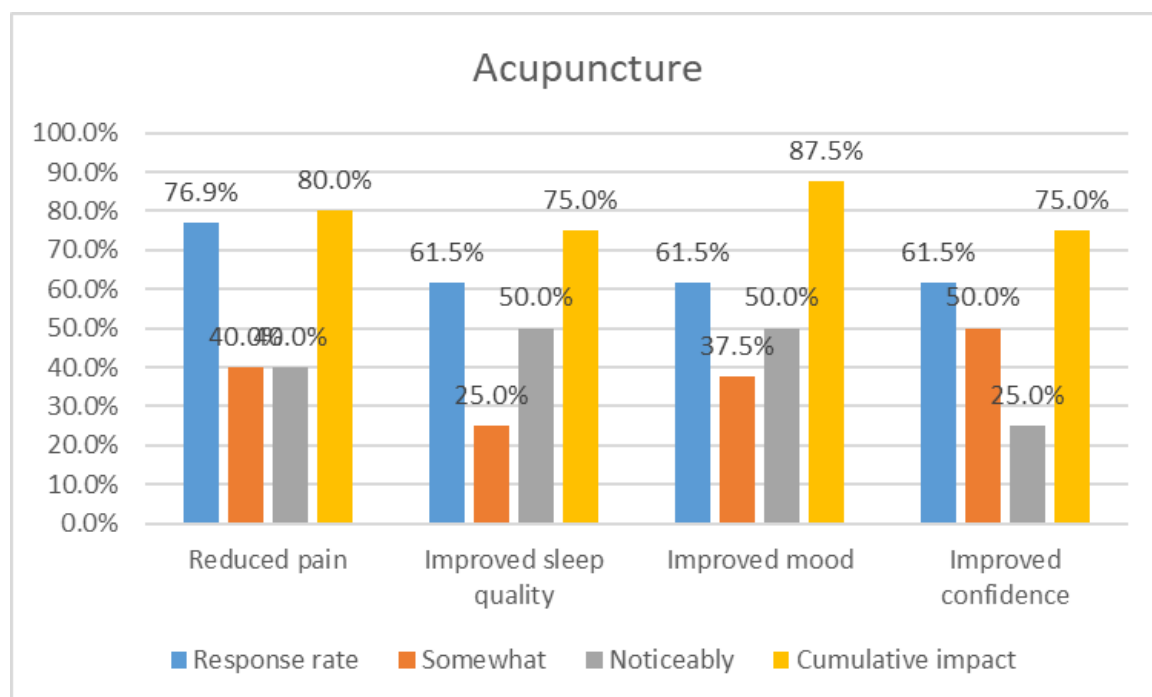
13 respondents said they had accessed acupuncture in 2022

STANDOUT RESULT:

- REDUCED PAIN (76.9% response rate and 80.0% cumulative impact)

STRONG PERFORMERS:

- IMPROVED SLEEP QUALITY
- IMPROVED MOOD
- IMPROVED CONFIDENCE



APS Therapy

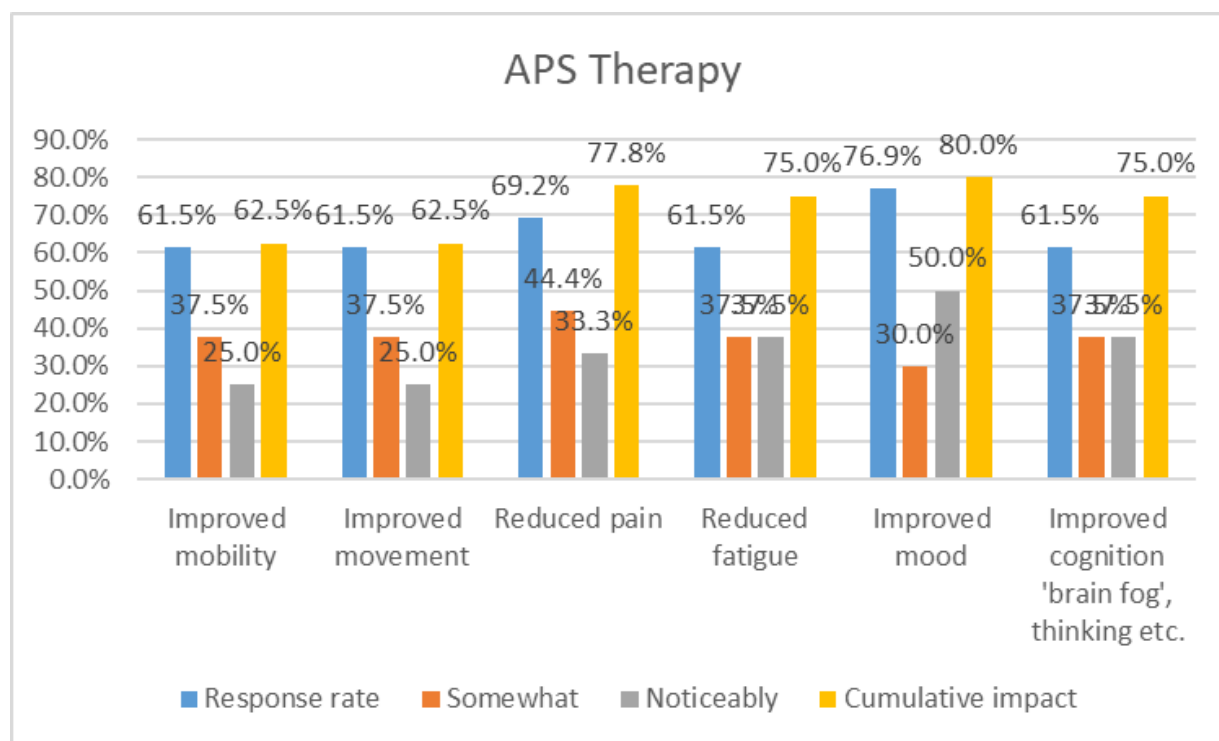
13 respondents said they had accessed APS Therapy in 2022

STANDOUT RESULT:

- IMPROVED MOOD (76.9% response rate and 80.0% cumulative impact)

STRONG PERFORMERS:

- REDUCED PAIN
- IMPROVED COGNITION, BRAIN FOG, THINKING ETC.
- REDUCED FATIGUE
- IMPROVED MOBILITY
- IMPROVED MOVEMENT



Hypnotherapy

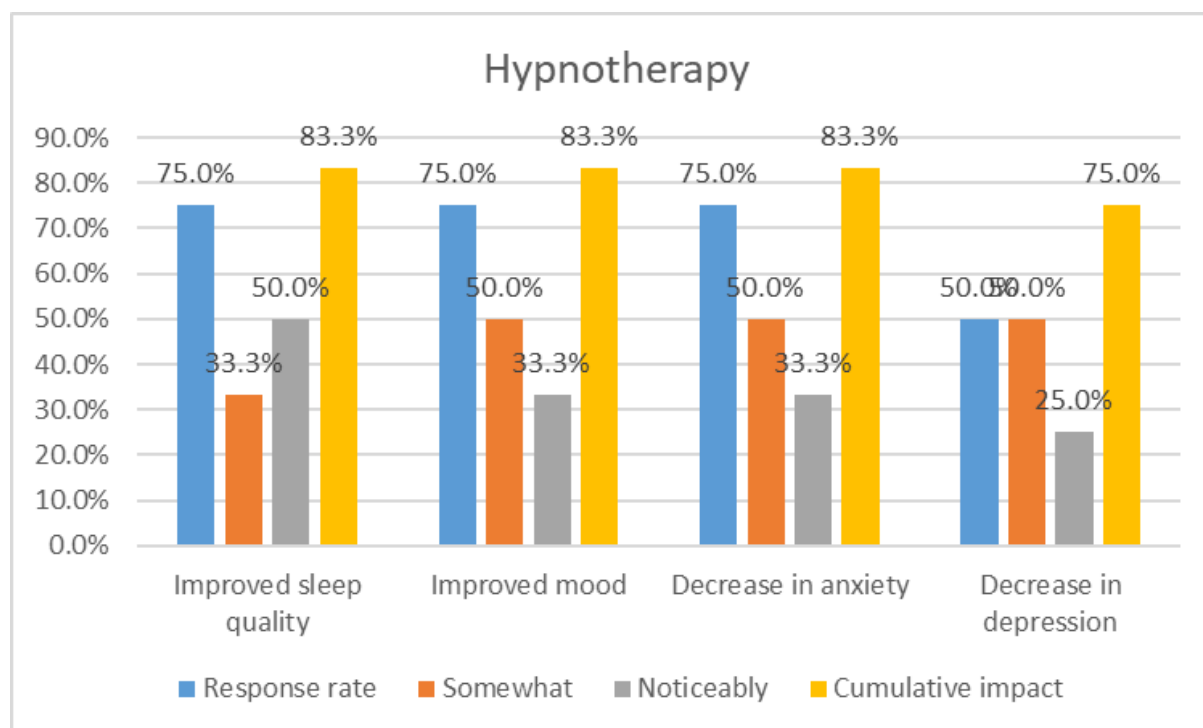
8 respondents said they had accessed hypnotherapy in 2022

STANDOUT RESULTS:

- IMPROVED SLEEP QUALITY (75.0% response rate and 83.3% cumulative impact)
- IMPROVED MOOD (75.0% response rate and 83.3% cumulative impact)
- DECREASE IN ANXIETY (75.0% response rate and 83.3% cumulative impact)

STRONG PERFORMERS:

- DECREASE IN DEPRESSION



Singing

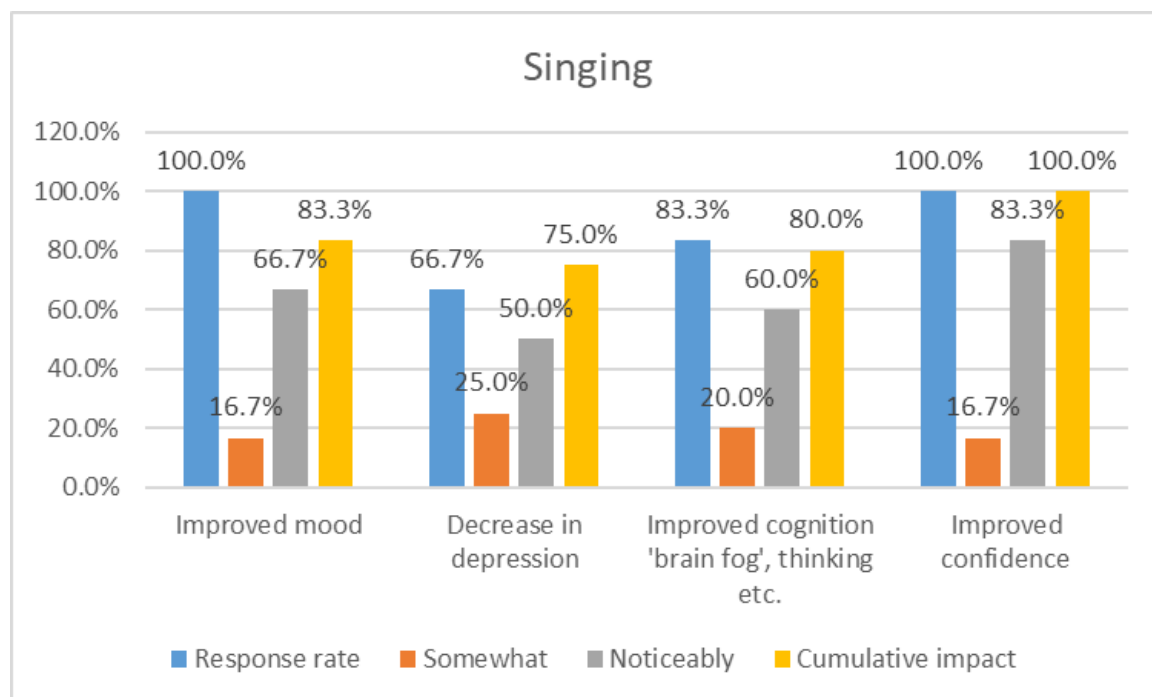
6 respondents said they had accessed Singing in 2022

STANDOUT RESULTS:

- IMPROVED MOOD (100.0% response rate and 83.3% cumulative impact)
- IMPROVED COGNITION, BRAIN FOG, THINKING ETC. (83.3% response rate and 80.0% cumulative impact)
- IMPROVED CONFIDENCE (100.0% response rate and 100.0% cumulative impact)

STRONG PERFORMERS:

- DECREASE IN DEPRESSION



Standout Results and Strong Performers by Impact

Impact	Standout Results	Other Strong Performers
Improved mobility	Physiotherapy Hydrotherapy Gym Core Stability Aqua Yoga	Oxygen Therapy Pilates Swimming Massage Reflexology APS Therapy
Improved movement	Physiotherapy Hydrotherapy Gym Pilates Core Stability Aqua Yoga Massage	Oxygen Therapy Swimming Ai Chi Reflexology APS Therapy
Improved muscle strength	Physiotherapy Hydrotherapy Gym Core Stability	Pilates Swimming Aqua yoga Massage
Reduced pain	Massage Acupuncture	Reflexology APS Therapy
Reduced fatigue	Oxygen Therapy	Physiotherapy APS Therapy
Reduced spasticity		
Improved bladder function		
Improved bowel function		
Improved sleep quality	Hypnotherapy	Oxygen Therapy Gym Reflexology Acupuncture
Improved mood	Pilates Ai Chi Massage APS Therapy Hypnotherapy Singing	Oxygen Therapy Hydrotherapy Gym Core Stability Swimming Aqua Yoga Reflexology Acupuncture
Decrease in depression		Ai Chi Hypnotherapy Singing
Decrease in anxiety	Hypnotherapy	
Improved cognition, brain fog, thinking etc.	Singing	Oxygen Therapy APS Therapy
Improved vision		
Improved confidence	Singing	Pilates Swimming Ai Chi Acupuncture

Final Comments

It is very satisfying to see the results of this survey.

Clearly, we may have anticipated some of the standout results, such as the impact of Physiotherapy, Hydrotherapy and Gym on mobility, movement and muscle strength, and perhaps even the effect of Oxygen Therapy on fatigue. However, the survey has also highlighted therapies which have shown wide-ranging holistic benefits such as Pilates, Aqua Yoga, Acupuncture and Hypnotherapy. Indeed, the survey has highlighted the valuable impact of complementary therapies, particularly on pain, mood and sleep quality. And who would have thought that Singing would have had such positive effects on cognition, mood and confidence?

We have also learnt a lot about the process for designing impact surveys and will be making some changes in the future. For example, we did not include 'improved balance' as an impact and there were several set-up issues which only came to light once the survey results were in – such as needing to include a 'not applicable' option with the impacts.

The results of the survey will help us to:

- Identify gaps – for example, the results of this survey do not show a significant impact in areas such as bladder and bowel function, spasticity or depression. We need to understand more about these gaps and, if necessary, explore other activities and therapies which may be able to help.
- Provide evidence to members, potential members, the public, our funders, and colleagues in health services that the therapies we offer have a demonstrable benefit to the people we support.

Kent MS Therapy Centre is currently working with Canterbury Christ Church University on a small research study funded by the university's Participatory Research Challenge 2022-23. The project aims to involve our members and our therapists in developing a framework for monitoring and evaluating our therapies. Involving our members and therapists in its design is important, as the efficacy of the monitoring and evaluation framework will rely on it being relevant and workable for these two groups of people.

If you would like to get involved in any of our work around monitoring and evaluating our therapies please do not hesitate to contact a member of staff or email me at bcallaghan@kentmstc.org

Finally, many thanks to every one of you who completed the survey this year, and a big thank you to Heidi Coleman (COO) and Member Bojan Koltaj, who helped to design the survey and analyze the results.

Beverley Callaghan, Trusts and Foundations Fundraiser / Monitoring and Evaluation Lead

10.05.23