

here to make a difference



Our Voice

Comments

**From a questionnaire circulated
to members of
Dumfries & Galloway Seniors Forum
September 2009**

State Pension & Benefits

Age Group	Post Code	Comment
60	DG2	should not be included for income tax
70	DG9	too high
80	DG7	the existing situation is disgusting
		should be same as other countries
60	DG1	why is Carers Allowance stopped once you reach 65
80	DG1	2nd lowest pension in Europe
	DG11	a good pension will stop complaints about other issues
60	DG11	a bigger yearly increase needed
60	DG1	could do more for those on low pensions
70	DG2	not good
70	DG1	I always seem to be just over the limit for pension credit
90	DG1	a good basic pension & all other issues are helped or solved
60	DG2	cost of living going up pensions don't match same
70	DG1	better pensions to cover all the increases we face
	DG1	should be £200 weekly
80	DG1	have a small other pension, I feel sorry for those who don't
70	DG12	without another income I could not manage
60	DG9	worked all my life and receive no other benefits hard to manage
70	DG1	I believe we are the lowest in Europe
60	DG2	need pension increases
70	DG10	everything is going up in price the pension should be raised
70	DG8	with enough money we could do more for ourselves
80	DG11	ensure that benefits are merited – honesty
70	DG5	if you have private pension no benefits available
80	DG1	should be in line with inflation
60	DG11	Europe's poor cousin
70	DG12	Have other pension so not as important if only had state pension
70	DG7	to see that we all get what is due of pensions and benefits
80	DG1	everyone should get increase as some are not on benefit
60	DG11	if we received 70% of basic working wage it would resolve problems
60	DG11	linked to basic standard of living would resolve financial issues
70	DG7	pension too low
80	DG8	pension is totally inadequate
70	DG5	how can people exist on such a meagre amount
70	DG4	quite adequate for my needs
50	DG12	too complex a system fears of not being sufficient
80	DG10	be raised to cut needs for benefits also savings on staff
70	DG10	the state pension is a national disgrace
70	DG11	not enough
70	DG12	OK I suppose
70	DG12	canvass Gov to review and update pensions
70	DG12	a realistic pension in line with other EU countries
80	DG5	far too low
60	DG1	£10 Christmas bonus is an insult
		poor and miserable
70	DG1	return to original way of calculation immediately
60	DG7	poor if no supplementary pension
60	DG12	Husband & I with health problems cannot get extra benefits
70	DG2	uneasy about future pensions
		state pension is not enough, it needs to rise

State Pension & Benefits

Age Group	Post Code	Comment
70	DG2	disgraceful
		not enough to live off
70	DG11	increase in women's pension
	DG1	link needs to be restored
70	DG8	without husbands pension I could not meet bills
60	DG8	I have CC pension so state pension is not a problem as for others
60	DG6	it does not give you enough to live on
80	DG8	Increase retirement pension
70	DG4	I'm lucky I have small works pension si I budget
60	DG8	much lower than in other EU countries
70	DG6	the link with pay must be preserved before 2012
50	DG1	what age does a woman really start at
	DG11	My NHS pension is too highly taxed after 47 yrs
70	DG2	25p per week from aged 80 is not sufficient, it's an insult
70	DG1	As costs rise Gov has to take a further look at pensions
70	DG11	money is always tight
70	DG16	Inadequate
70	DG7	If pension increased other issues would cease to be of concern
60	DG7	very important the main means of living
80	DG11	Very Good
80	DG12	Problems in claiming then they take it back off you
60	DG12	Poorest paid in EU why? When we pay more every year to EU
60	DG12	After working & paying taxes why such a meagre life now
70	DG10	UK one of the lowest pensions in Europe
70	DG1	Not all pensioners get benefits (£100 per week)
80	DG12	Thrifty at work penalised because saved for old age
60	DG8	people who have never worked get more benefits than I who paid-in
70	DG8	having paid for 51 yrs too eroded by rising costs
70	DG8	Not enough money leads to other questions
60	DG7	No wasting money on wars give pensioners fairer share nations wealth
	DG8	We need more money
70	DG7	I hope you are successful in getting pensions improved
70	DG10	We accept EU directives but are bottom of the pension averages
70	DG10	If pension better no need for extra benefits
70	DG9	need to shout more
		OK as you are
		OK as you are
80	DG8	Not adequate to pay for care needed
60	DG6	Miserable when compared to those in Europe
70	DG1	Basic pension should be higher instead of means tested pension credit
60	DG2	Difficult for women on their own to manage
	DG2	Slipped well behind average salary
70	DG2	Increase in Pension a Priority
70	DG12	Inadequate millions pay neither NHI Council Tax Water Rates Rent
70	DG13	Couldn't survive on State Pension
	DG3	Understanding claims without fear of doing wrong thing
60	DG8	Grievously inadequate needs serious review
80	DG2	Imperative basic State Pension be increased NOW
80	DG2	A real increase overdue
80	DG2	Must be very hard for some to manage. State pension very poor
70	DG9	P.I.P. Pension is Pitiful "Increases" are an insult

State Pension & Benefits

Age Group	Post Code	Comment
70	DG2	UK Pensions are much lower than rest of Europe
60	DG2	Pension in this country is disgusting must be laughing stock of EU
60	DG8	Possible with thrift to live on Pension but no provision for house repairs
70	DG5	Every issue is important
60	DG5	If you own your home you get nothing. Drug addicts get the lot
80	DG7	If sufficient we could afford to pay for some other services
80	DG5	Could be better
60	DG1	A living wage for everyone – not just pension credit
70	DG8	Should increase with pay
60	DG1	Treatment of women who paid “wee” stamp criminal. Wife got 27p
60	DG1	How the small insurance stamp affect women's Pension
80	DG1	Cost of living is getting higher every day
60	DG1	Needs renewing to bring in line with Europe
70	DG5	Didn't do enough soon enough
		Much needed increases
80	DG12	Insufficient to live on
70	DG1	Pension too low
60	DG2	I am well provided for with my DLA
70		Forms should be easier to understand, less bureaucratic
80	DG8	This would cover most other issues
70	DG7	We don't want to be greedy but a little bit more would be nice
80	DG8	Information given in large print and easy to understand
70	DG7	Not enough being done to improve the Pension
70	DG5	7th richest in the World we pay 60% less than Greece WHY?
80	DG7	Adequate
80	DG16	25p once you reach the age of 80 is an insult
70	DG3	Benefits would not be needed if a reasonable pension was paid
70	DG3	Covers many other issues
70	DG8	We should be equal with Greece
60	DG8	What you have saved so we shall tax to the hilt or take away
80	DG2	A decent Pension to cover all needs there would be fewer problems
60	DG5	Basic Pension is far too low. MPs get more for their lunch allowance
60	DG7	Cost of living goes up Pensions don't
70	DG11	Realistic Pension as a right
80	DG8	Unfair that those who saved prudently receive no benefits
80	DG11	Difficult to maintain property & replace appliances, a necessity
60	DG11	A genuine safety net to make sure poorest / vulnerable are protected
70	DG1	Could do with an increase to keep up with rising costs
60	DG8	I have private Pension
80	DG1	Benefits obtainable. Pension a disgrace. Grey vote used here ?
70	DG8	Bigger annual increases
60	DG7	Not enough
70	DG1	Low compared to other EU countries
80	DG11	Pensions are lower than other European Countries
80	DG11	Quite good
70	DG8	Rely on income
60	DG1	Poorest pensioners in Europe ??!
70	DG8	pension very low benefits very high
60	DG2	too complicated
60	DG2	too small
70	DG8	could be much better we should be on par with other countries

State Pension & Benefits

Age Group	Post Code	Comment
70	DG1	If fuel keeps going up pensions need to increase
80	DG11	Unfortunately pensions fail to keep up with the cost of living
70	DG1	Not enough weekly to cover costs
80	DG1	Too Low
80	DG7	Very poor
80	DG7	very poor not enough

Public Transport		
Age Group	Post Code	Comment
70	ML12	more thought put into connecting services from rural areas
80	DG7	no public transport
60	DG1	free bus pass is essential – must be kept
80	DG1	not good enough, I've phoned the council they will not listen
60	DG11	great to have free bus travel and hope it continues
70	DG3	steps to high on buses need raised paths at bus stops
60	DG1	none in Larchfield area of Dumfries. Why?
70	DG1	very glad of my bus pass but low-loader buses needed here
70	DG12	Good
90	DG1	free bus pass should be extended to all UK
60	DG2	important for getting about
70	DG1	Only 1 bus a week
	DG1	free passes for whole of UK
70	DG12	I take advantage of the free bus pass
70	DG11	I live in a small village & transport is at a minimum
60	DG9	please fight to stop threat of losing free pass
60	DG2	critical that bus passes continue
70	DG10	very good but some cannot understand timetable
60	DG9	free transport to include England & Wales
70	DG5	important in rural areas – easy access buses should be in place
60	DG11	sparse in small communities
70	DG12	Have railcard and free bus pass so happy
60	DG11	good public transport network
70	DG7	Very Good
80	DG8	none in my area
70	DG5	total lack of transport I feel I should sell house & move
70	DG4	Only 1 bus suitable for wheelchair users Mon to Fri
50	DG12	regularity, poor town service & access
80	DG10	fight any cuts on free transport for the elderly
70	DG10	lamentable in rural areas
70	DG11	poor in this area i have to rely on neighbours for shopping
70	DG12	walks to bus stops stressful
70	DG12	unreliable rural services
70	DG12	we need a more reliable rural service with easier access
60	DG7	poor local system may need more than one bus to get to hospital
70	DG2	very satisfactory at present
70	DG11	mainly good
	DG1	OK
70	DG8	you've got to be joking what is that?
60	DG8	what is that?
80	DG8	am lucky to live on a bus route
70	DG4	again lucky with bus pass but cannot use it on National Express
		ours is excellent
60	DG8	lack of passenger rail Dumfries to Stranraer
50	DG1	buses to run on time
	DG11	good bus service from Lockerbie train service poor
70	DG11	don't use
80	DG8	bus leaves without waiting for bus arriving (359/500)
70	DG16	Bus pass was a step in the right direction
60	DG7	The only way for some to get about 'use it or lose it'
80	DG11	adequate and reliable

Public Transport		
Age Group	Post Code	Comment
60	DG12	Bus Pass for Scotland but no use over the border
60	DG12	Fine if you live on a bus route
60	DG8	Better links from rural areas to cities with toilet facilities
80	DG12	All high step buses in this area many people with leg problems
60	DG8	Free bus pass appreciated
70	DG8	Very pleased with free bus pass
70	DG7	I live in a small village & transport is good but not for appointments
60	DG7	lack of joined up transport, bus & train do not connect
70	DG10	Cannot rely on travel to Glasgow bus always full in DG10
70	DG9	Better connection to rural businesses
		Quite good
60	DG6	Virtually non-existent where I live
	DG9	Not enough buses to Dumfries Hospital
70	DG2	None available where I live
60	DG1	because I no longer drive it's hard to get to the services
80	DG16	Gov. say use cars less but bus services being cut
70	DG12	Expensive
80	DG10	Not enough buses to town too long before return home
70	DG13	No problem in Langholm
60	DG2	Don't want Bus Pass to stop
	DG2	More public transport to super markets and return
60	DG8	Region needs Trains + better bus service
80	DG2	No benefit to older passengers, stopped service to Loreburn Centre
70	DG9	In my area a joke! Smaller buses frequently. Shuttle service
60	DG2	More buses for Rural areas. Trains on Sundays from Dumfries
60	DG2	We pay more each year for less and less services a disgrace
60	DG8	Excellent service in D&G but Bus stock is variable
70		Without personal transport – stuck
70	DG2	Heston Ave. Lochside bus stop not safe cannot see traffic coming
60	DG1	As this decreases so social isolation increases
60	DG1	Greatly appreciate my Bus pass hope it is not under threat
70	DG5	Super
80	DG12	Need more & regular also disabled help
60	DG2	Change in bus routes has made it harder to get around
80	DG8	I am lucky to have a family to help with journeys
70	DG7	Not enough buses that allow older people to get on and off
60	DG9	Train fare concession as well as bus
70	DG9	Train fare concession on a par with bus fare
80	DG8	All public transport should have low first step
70	DG5	Discon. Bus to Station & Loreburn do not connect services Dumfries
70	DG5	Most services do not connect conveniently
70	DG5	Service useless why not run Dumfries Colven, Dalbeattie, Dumfries?
80	DG7	Failure to provide Shelter on A75 at Springholm ongoing for 2 yrs
70	DG3	Almost non-existent in rural areas OAPs can't walk miles to shop etc
70	DG3	Major issue in rural areas
70	DG2	Too many buses don't turn up
60	DG11	Hope free bus pass will continue
70	DG8	Please could we have passes across the UK?
60	DG8	Service fine before 1pm patchy in the afternoon nothing after 4pm
80	DG6	So far have not had to use it
80	DG6	Need bus stop Greyfriars Church, Co-Op too far from Harbour to shop

Public Transport		
Age Group	Post Code	Comment
60	DG5	Still use car, Bus does not allow mid AM trip to Dumfries & back
70	DG1	Excellent
70	DG8	Improve transport for long distance Hospital visits to family members
60	DG8	Independent means
80	DG1	Bus passes valid UK wide? Groups to join to exert pressure for this ?
60	DG7	Not too bad
80	DG11	Buses NOT suitable for Elderly & Disabled – HIGH STEPS
80	DG11	Good
70	DG8	Have a car, but have cut down on usage, outlying area for buses
70	DG8	Very Good
60	DG10	extra services to Moffat hospital none between 11am & 2pm
60	DG2	very poor in rural areas
70	DG1	no complaints
80	DG11	What happened to the bus that ran direct to Carlisle and returned direct?

Keeping Warm

Age Group	Post Code	Comment
60	DG2	high prices do not help
70	ML12	In D&G half of OAP's live in rural areas extra heating required
		very important prices are terrible – never go down
60	DG1	energy companies could afford lower tariffs for OAP's
70	DG1	gas and electric too expensive
70	DG1	gas and electric too expensive
70	DG1	no help if you are not in any form of Tax Credits
60	DG11	always important and usually the most costly
70	DG3	not easy with high fuel prices too high
70	DG1	i receive free logs from Age Concern – a great help
90	DG1	we are on Staywarm and I hope it will continue
60	DG2	we have no gas so CH is really expensive
70	DG1	cheaper fuel or better pensions
	DG1	important
70	DG12	find this more and more difficult to fund
60	DG2	direct debit is awful – estimated use unworkable
70	DG10	most important many are frightened they won't be able to pay bills
70	DG5	night storage heaters are rubbish – no alternative
60	DG11	costs high we can only use oil
70	DG12	difficult with heating costs
80	DG8	I hate to think of anyone not being able put on heating due to cost
70	DG7	for pensioners to get up to date radiators
80	DG1	too high for electric heating
80	DG8	additional funding has been a help at age 81
70	DG5	elderly cannot keep warm. Have we lived too long?
70	DG4	very important for elderly folk look for cheapest supplier
50	DG12	unstable prices even when eligible for allowances
60	DG1	need to be paid from limited income subject to price fluctuation
80	DG10	improvements have been made but many do not know how to ask
70	DG10	the power companies are making enormous profits older people should be on special tariffs
70	DG11	have to think about switching on
70	DG12	at high cost
70	DG12	quite a problem with high fuel prices
70	DG12	rising prices requires us to reduce the times CH is turned on
60	DG1	seniors could be given more help and advice
70	DG1	CH age limit should be lower or extended to OAP's with disabilities
60	DG7	affects keeping warm
70	DG2	no discounts for calor gas
70	DG2	difficult with such high fuel costs
		frightened to put heating on far too costly
70	DG11	expensive
	DG1	can't do much more
70	DG8	cost
60	DG6	I am on LPG and it is not cheap in bulk
80	DG8	LPG continually goes up in price never down
80	DG8	retired people should be given reduced price fuel
70	DG4	if gas Heating breaks down I have to pay-I wear extra clothes
60	DG8	do away with VAT on heating fuel
50	DG1	price of a bag of coal is £12
	DG11	use/heat 2 rooms sitting and bedroom too expensive

Keeping Warm

Age Group	Post Code	Comment
80	DG10	warn people about Npower i have been threatened by them
70	DG11	find it difficult with the cost of fuel turn down oil heating
80	DG8	calor gas I cannot obtain dual fuel discount
60	DG7	very important
80	DG12	Applied for cheaper tariffs then did not get it
		Price of heating goes up all the time
60	DG12	Expensive takes a quarter of my pension
60	DG12	Costs so high a quarter of my pension
70	DG8	no concessions for oil central heating
70	DG1	Don't tell me to wear a hat, I already do
60	DG8	Have to think twice about turning on heating
70	DG8	Cost of electricity & oil crippling
70	DG7	Too expensive on existing pension
70	DG9	need to shout more
		Expensive, most important to keep warm Too high
70	DG1	Heating allowance a benefit
70	DG2	Did not qualify for change of heating Anthracite £11.50 per bag
60	DG2	Prices far too high
60	DG1	More advice – not all of us need grants
70	DG2	Difficult to maximise heat in house
70	DG12	No problem
80	DG10	Fuel prices go up and down find Stay Warm very good
	DG3	Sheltered acc.fitted D.Glaz.inefficient Very old storage heaters subsidised by electric heaters
	DG2	Far too expensive, too big profits
80	DG2	Quite worrying. Do we heat or eat Causes concern
70	DG9	Solid fuel heating.coke rose from£8:50 to £14:00 bag due tooil prices
70	DG2	With changing climate patterns this and fuel prices are important
60	DG2	Getting more difficult in Scotland with its bitterly cold winters
60	DG8	Up to individuals to be sensible.Prices may lead to hypothermia
70		Essential having to cut back This affects every day living for everyone
80	DG5	To keep healthywe must be warm, heating bills don't permit
60	DG1	Hard to do with Pension Frightening
60	DG1	Westminster needs the Energy companies for it's nuclear programme
	DG8	Electricity – Scottish Power – See issue 12
60	DG1	Rely on heating allowance of £200 to be able to pay fuel bills
70	DG5	Up to now OK
80	DG12	Most important. Blood thinner when older & we are less mobile
60	DG2	Can I afford to have the heating up in the winter?
70	DG7	Far too expensive for Pensioners to pay
70	DG7	This is a must so help needed with No 4
80	DG8	If people are cold all senses impaired
70	DG5	Installed oil C.H at 8p litre rose to 64p put in stove cut trees down
80	DG7	Inadequate heating. Out of date
80	DG7	Can't put heating on when we really need it. Why not combie boiler?
80	DG16	Even though we get money in Dec the price is too high
70	DG3	V. important as we age. Keeping warm would avoid hospital care etc.
70	DG3	Not a problem for me but a major issue for many
70	DG2	Gas and electricity should be cheaper
70	DG8	If Pension improved it wouldn't be so difficult
60	DG8	Fine if you are mobile and afford it. Constant cuts in winter

Keeping Warm

Age Group	Post Code	Comment
60	DG5	Big problem for most OAPs because of cost of Electric,oil & solid fuel
80	DG8	I am on comfort heating plus which I don't find very efficient
80	DG11	Very essential when one reaches their 80's or if housebound
70	DG1	Put on extra clothes Too high
60	DG8	Essential
80	DG1	A lot of help available for this if you know where to look
70	DG8	Electricity Bills far too high
60	DG7	Very difficult
80	DG11	Essential during the winter. Fuel prices very high
80	DG11	Oil heating
70	DG11	1886 old house very difficult Gas / Electricity heating
70	DG8	Live in old stone building near sea, cold in winter
60	DG1	Govt. lack of control over rip-off Gas/Electricity providers
70	DG8	aligned to fuel prices which are very high
70	DG8	is a problem with high energy prices
70	DG1	got new heating under scheme very satisfied
80	DG11	What happens when there is no wind for windmills Ask Norway
70	DG1	Eat or Heat?

Fuel Prices

Age Group	Post Code	Comment
80	DG5	much too high
60	DG2	high prices do not help
80	DG1	too high
70	DG1	tax on fuel excessive
70	DG1	tax on fuel excessive
60	DG11	related to issue 3 and cars our petrol is too dear
70	DG2	not good
70	DG1	I only use the car for emergencies, petrol prices too high
70	DG1	they are crippling on a pension
	DG1	they are becoming more reasonable
70	DG12	making ends meet very difficult
70	DG8	are we at mercy for price & supply from abroad?
80	DG11	stricter central government control on prices
60	DG9	an issue of importance
70	DG5	escalate each year
80	DG1	high prices not reduced when oil price falls
70	DG12	very concerned
70	DG7	much too expensive
70	DG7	too high and keep on getting higher
80	DG8	very high!
70	DG11	I rely on my car and rising prices affect me very much
60	DG1	need to be paid from limited income subject to price fluctuation
80	DG10	difficult to control
70	DG11	high costs do not help
70	DG12	hitting hard
70	DG12	should be controlled by Gov to reduce fluctuations
70	DG12	because transport is unreliable more use of car with high fuel cost
80	DG5	far too much tax on fuel, we need a car in this area
60	DG1	as fuel prices soar so do the profits of the companies
70	DG1	OAP's should have special rates
60	DG12	pensions do not cover hikes companies set, profit greedy
70	DG11	expensive
	DG1	far too high
70	DG8	at the heart of every problem
60	DG8	will become a larger drain on rural population income
		petrol for car is necessity in rural area
70	DG2	this increases food prices
70	DG1	If we shop around can reduce prices but not everyone can do this
70	DG11	car must be kept running
60	DG7	if the pension was right this would not be a problem
60	DG12	Cost puts up the prices of everything
60	DG12	It affects everything food, energy and etc
60	DG8	Huge hike in prices causes problems
60	DG8	Affects everything necessary from food to heating
70	DG8	increased beyond a joke yet again eroding the pension
70	DG10	refuelling tankers pass doors of rural filling stations why higher
70	DG9	need to shout more
70	DG1	Costs keep going up when oil price goes down
	DG9	Oil prices keep in line with petrol – all wrong
60	DG2	Prices far too high on limited budgets
70	DG2	Reduction in price urgently required

Fuel Prices

Age Group	Post Code	Comment
70	DG12	No problem
80	DG12	cost of petrol to use essential car
60	DG8	Need to look at reducing petrol price for rural areas
80	DG2	Fuel Tax must be cut
60	DG2	Yet another sly tax on drivers. Easy way for Gov. to coin in money
60	DG1	Why is Gov. not acting to reduce this? What benefit N. Sea oil?
80	DG12	Ludicrous. Government should return the Tax
70	DG5	Double whammy here no bus Gov. closed PO so more car journeys
70	DG3	High tax is outrageous, inequality between rural/urban a scandal
70	DG3	Major issue in rural areas and likely to get worse
60	DG5	We limit amount of times we shop,so not to use car unnecessarily
60	DG11	Most important effect of this is on food. All modify use of cr. Cards
60	DG8	Everything is affected by High Fuel prices
80	DG1	Difficult one
60	DG7	A Government rip off
80	DG11	Could be lower
70	DG2	2miles from bus, car essential, only out twice per week. So isolated.
70	DG8	Fuel prices a concern during winter if cost rises Cut down mileage
70	DG8	too high for OAP's
80	DG11	Same as issue 1
70	DG1	Affects everything from food to heat
80	DG1	far too high

Health Care: NHS Hospitals		
Age Group	Post Code	Comment
60	DG2	necessities needed in old age
60	DG11	shorter waiting times, clean & efficient, probably need more staff
70	DG2	very good
70	DG1	I'm lucky, have never needed to stay in hospital
90	DG1	2 major operations have left me a great supporter of D&GRI
60	DG2	no complaints of hospital treatment
70	DG1	more staff and better pay
	DG1	tendency to change appointments at short notice
80	DG11	satisfactory
70	DG12	at present Dumfries second to none
70	DG11	Good
60	DG2	continued money wastage
70	DG10	could be improved
80	DG11	management could be stricter
60	DG9	waiting lists a postcode lottery
70	DG5	patients should be individuals not a number
80	DG1	complaints washed over
60	DG11	we have good local hospital but are tied to how they can spend
70	DG12	very happy
70	DG7	I find the care I get is good
80	DG8	I cannot personally fault the care even the helicopter service
70	DG5	People should go to all NHS meetings to keep up to date
70	DG4	I regularly attend McMillan Centre and have great respect for staff
50	DG12	possible closure of local hospital is a worry
80	DG10	vital to fight to maintain local hospitals
70	DG10	good in my experience
70	DG11	few times I have needed a hospital care was OK
70	DG12	excellent
70	DG12	insufficient nurse to nurse patients – too much paperwork
70	DG12	more consideration from staff when nursing elderly patients
70	DG2	feel it is very good
70	DG11	mainly good
	DG1	Good idea but how cost effective is it
70	DG8	try and get there
60	DG8	good in emergency
80	DG8	no experience
90	DG8	provision of transport between home and hospital taxis expensive
70	DG4	no problems so far
60	DG8	no health issue problems
	DG11	no complaint re elderly (own view)
80	DG10	Dread ever having to be admitted
		GCH is known as the holding pen. Transfer to DGRI or die
80	DG8	Put inn bed next to c.diff patient will not go into hospital ever
70	DG16	National Health Service was best words spoken from a politician
60	DG7	very important
80	DG11	No complaints so far
80	DG12	Hearing Aids not covered
60	DG12	As a retired nurse I am disgusted, old just left to die
60	DG12	Dubious about care of the elderly
60	DG8	Cost of travel to appointments from rural areas
70	DG8	patients not being fed properly no assistance from staff

Health Care: NHS Hospitals		
Age Group	Post Code	Comment
60	DG8	Not happy with cleanliness in hospitals
70	DG8	Fear of infection
	DG8	Quite good
70	DG7	transport for appointments
70	DG11	I think the service is very good
70	DG9	government will have to get new cleaning management
		No problem
70	DG12	Hospital acquired infections
60	DG1	Scary! You go in with 1 problem & emerge with more
70	DG2	Reduction in referral time Doctor to Hospital
		Personally very happy with care received so far
80	DG10	Worry about catching infection if I needed hospitalised
70	DG13	Could not fault DGRI during stay.Local Gps excellent aftercare
60	DG8	Probably better training + patient consultation
80	DG2	Doing a good job
80	DG2	So far our local NHS provides good service
70	DG9	Losing the way- money wasting-next move 4 day week!!!
60	DG2	Hospitals desperately need to be rid of these nasty bugs
60	DG8	Far more research & training needed into ageing
70		The worry of going into hospital because of infections etc.
70	DG8	Local Hospitals very important
60	DG1	Could be kept cleaner, staff better paid & taken out private firms
	DG8	Proposed closing small Hospitals in D&G
60	DG1	Bring back Matron. Too many Managers they never visit wards
70	DG9	More specialist nurses reqd.for the elderly (Alzheimers)
70	DG5	A big worry
70	DG2	Have had some nasty experiences in Hospital this year
80	DG12	Wonderful
70	DG7	Good but keep Kirkcudbright open
80	DG8	Elderly patients are made to feel they are blocking beds
70	DG2	All areas of health care are equally important
70	DG5	Had excellent service on the only occasion I needed it
70	DG3	Like many people I am terrified of a stay in Hospital
70	DG3	Should concentrate on health & less on disease
60	DG11	Feel we are well served in this area have no concerns
60	DG8	Just a number,no spec staff for the elderly. nutrition a big problem
80	DG6	I find all NHS services quite all right
60	DG5	VERY IMPORTANT for older people,so far not had to use it much
70	DG11	Bad management control – needs leadership
60	DG11	Difficult to prioritise Health care questions all equal in their way
70	DG1	Was in Hospital 7yrs ago no complaints
60	DG8	Getting old
80	DG1	Someone will always complain. Service invaluable warts and all!!!
60	DG7	Could be better
80	DG11	We have good service in D&G region
80	DG11	Very good
70	DG8	All health care issues I have no experience to date
60	DG1	Too much management – overworked Indians -
70	DG8	local hospitals good
60	DG2	only on a last resort would I go into hospital no faith in them
80	DG10	threats to closures of local hospitals

Health Care: NHS Hospitals

Age Group	Post Code	Comment
70	DG1	No complaints so far
80	DG11	Most consultants don.'t speak enough and don't care
70	DG1	Reasonable
80	DG1	O K

Health Care: Dentistry

Age Group	Post Code	Comment
80	DG5	very poor in Dalbeattie
70	ML12	have to travel 80 miles yet dentist 8 miles in next town
80	DG7	disgusting
		badly need more
60	DG1	still lack of access to NHS dentists
60	DG11	plenty NHS dentists
70	DG2	Good
70	DG12	should be free to OAP's
90	DG1	glad to see this improve
70	DG1	this has improved somewhat
	DG1	tendency to change appointments at short notice
80	DG11	satisfactory
70	DG12	satisfied with present situation
70	DG11	have dentures – no problems there
60	DG2	improved D&G access & clarified charges
80	DG11	progress being made locally
70	DG5	should be free we OAP's all paid for this
60	DG11	disgrace
80	DG8	very difficult to find NHS dentistry
70	DG5	my late husband got his 1st appointment months after he died!
70	DG4	locally good
60	DG1	need to be paid from limited income subject to price fluctuation
70	DG10	good in my experience
70	DG11	i now have a local dentist, very good too
70	DG12	adequate
70	DG12	poor NHS system and why not free for OAP's
70	DG12	moving to D&G had to wait 3 yrs for first appointment, then travel 30mins
60	DG7	need more NHS dentists
70	DG11	Good
	DG1	far too costly
70	DG8	not very good
60	DG8	patchy provision
80	DG8	have been with one dentist for 18 yrs
70	DG4	have to pay private no access to NHS
		forced to pay private
	DG11	pay for same but in Hospital Saturday Fund
70	DG11	have a good NHS dentist
60	DG7	very expensive all dentists should be NHS
80	DG11	I go private
60	DG12	Why cannot treatment be free after 60 as a reward for having teeth
60	DG12	Expensive not free
60	DG8	No help with travel costs even for people on benefit
60	DG8	having to pay privately waiting for NHS dentist
70	DG9	Forced to pay private NHS D&G had no cover
60	DG8	Awaiting follow-up appointment for 2 years
		OK as you are
60	DG6	Gave up waiting for local care & sought treatment in Glasgow
60	DG2	Expensive when you have a few teeth
	DG2	Should not be means tested
		Personally very happy with care received so far
70	DG13	Annan not convenient for emergency for Langholm patients

Health Care: Dentistry

Age Group	Post Code	Comment
80	DG12	Expensive
60	DG8	Improving- need more dentists in wider care remit
80	DG2	Registered with NHS Dentist think charges far too high
80	DG2	Charges far too high
80	DG2	Did have difficulty in the past but better now
70	DG9	No NHS available (Stranraer) cost too high only use in emergency
60	DG2	Luckily have NHS dentist but we need many more
60	DG8	Waiting time should be limited access to practitioners immediate
80	DG5	No Dentist in DBT for months. Why?
60	DG1	Cheapest options only apply to dentistry
60	DG1	The greed of Dentists and collusion of Gov. in effective privatisation
80	DG1	I have to pay cost of treatment. This should be changed
60	DG1	Great improvement
70	DG5	How & where on NH
70	DG1	Charges too high
60	DG2	I am happy with Hospital Dentist
80	DG8	I am fortunate to be with NHS Dentist
80	DG8	Majority of clients have false teeth but seldom wear them
70	DG7	Should be free to OAPs over 70yrs
70	DG5	Poor service no reg. 6 monthly check. Had to wait 5mths for filling.
80	DG7	No follow up after 9 months
80	DG16	Because of age & infirmity can't travel to see Dentist
70	DG3	Difficult unless pay private very expensive. Should not be a luxury
70	DG3	NHS being seriously undermined by private practice
70	DG8	Why can't we have free Dentistry for all?
60	DG8	I have no NHS Dentist none available I have to pay
60	DG5	Think at long last most can access NHS Dentist if they wish
70	DG1	Good
60	DG8	Should be free
80	DG1	More training needed
60	DG7	Very bad
80	DG11	We both have false teeth
80		Too expensive
70	DG8	a lot of bother to get one
60	DG2	very poor very expensive if private
80	DG11	Try getting a Dentist on a Saturday No chance
70	DG1	reasonable
80	DG1	O K

Health Care: Opticians

Age Group	Post Code	Comment
80	DG5	very expensive
70	DG2	Good
70	DG12	should be free to OAP's
90	DG1	have had very good treatment
70	DG1	no problems
80	DG11	satisfactory
70	DG12	no problems at present
70	DG11	no problems
60	DG2	Boots has very limited choice of frames
70	DG10	had to go to Dumfries twice – a bit much
90	DG1	At 97 yrs paid £274 for glasses which are useless
70	DG5	free glasses should be available, not all OAP's are on pension credit
60	DG11	too expensive
80	DG8	spectacles are very cheap to produce, why so costly to buy?
70	DG5	what options do we have? Only the free eye test
70	DG4	Very Good
50	DG12	costly for elderly no other provision except free eye test
80	DG10	yearly checks for over 60's for early diagnosis
70	DG10	good in my experience
70	DG11	no problems so far
70	DG12	Very Good
70	DG12	lens and frames very expensive
70	DG12	after paying NI for yrs now have to pay for lens and frames
60	DG12	costs too high £156 last time
70	DG11	Very Good
	DG1	OK
70	DG8	OK
60	DG8	Good idea but how cost effective is it
80	DG8	In NS Mr Foulds care could not be bettered
70	DG4	spec savers
	DG11	pay for same but in Hospital Saturday Fund
80	DG10	have outside clinic but this is expensive
70	DG11	have a good NHS optician
60	DG7	glasses too expensive for some OAP's
80	DG11	I go private
80	DG12	Could not afford specs
60	DG12	Glasses are expensive
60	DG12	Eye test free but glasses not
60	DG8	Cost of travel to appointments from rural areas
60	DG8	Happy with free eye test but glasses very expensive
70	DG8	Free eye tests but spectacles are expensive
70	DG7	Fine
		Very Good
60	DG2	Expensive
	DG2	Should not be means tested
		Personally very happy with care received so far
70	DG13	No optician in Langholm
80	DG12	Expensive
60	DG8	Probably OK because of private providers
80	DG2	Prices for glasses to be cut
80	DG2	Satisfactory

Health Care: Opticians

Age Group	Post Code	Comment
70	DG9	Zero help with costs-paid £236 for new specs.-No hols for me
60	DG2	My glasses cost £300 Pensioners should get help with these costs
80	DG1	I have to pay cost of treatment .This should be changed
60	DG1	Great improvement
70	DG5	Have to pay
60	DG2	My needs are met here as well
80	DG8	I appreciate free eye test
70	DG7	Very good but find it difficult to get there
70	DG7	The optician in C.D. is good but not everyone can travel
80	DG8	Poor sight causes inability to put items down in a place of safety
70	DG3	Good but can be expensive
70	DG8	Why can't it be free?
60	DG8	Free testing but lenses very expensive if you have specific needs
60	DG5	Seem to have a lot of opticians in D&G seems easy to access them
70	DG1	Very good
60	DG8	Should be free
80	DG1	Should be more supervision by NHS
60	DG7	Good
70	DG3	If you are not on benefits it is expensive for frames etc
80	DG11	Sight is very important
80	DG11	Not bad – my husband nearly blind
70	DG8	Good
70	DG1	attend hospital monthly no complaints
80	DG11	try Specsavers if you dare
70	DG1	Reasonable
80	DG1	O K

Health Care: Chiropody

Age Group	Post Code	Comment
		find this very good
70	DG1	I am a bad diabetic and 3 months between visits is too long
60	DG11	good home service for the house-bound
70	DG3	well cared for
70	DG2	Good
90	DG1	faults in Dumfries system in process of being ironed out
60	DG2	4 months wait is far too long
70	DG1	don't use yet
80	DG11	satisfactory
70	DG12	have private service but getting expensive
70	DG11	appointments every 3 months – no problems
60	DG2	how do you access?
70	DG10	good but time between appointments could be reduced
70	DG5	feet are important
70	DG7	wonderful service could do with it more often
80	DG8	waiting time between care too long – after 4 mths unable to walk
70	DG5	3 months too long between appointments 2 months better
70	DG4	visits regular
50	DG12	poor service, poor equipment, poor referral
70	DG11	could do with longer appointment & shorter time in between
70	DG12	could be improved
70	DG12	very poor NHS system if prescribed
70	DG12	having to pay private in this area – not on!
90	DG12	3 months too long between appointments 2 months better
80	DG1	appointment's system changed
70	DG11	fair
70	DG8	under funded
60	DG8	under resourced
80	DG8	Appointments system complicated – return to yellow card system
80	DG8	unsatisfactory service at present
70	DG4	surgery has chiropodist
	DG11	provided free at local surgery
80	DG10	This is good here in Moffat
		GCH far too long between appointments 14 weeks+
80	DG8	Too long between appointments – 3 to 4 months
60	DG7	important to improve painful feet
80	DG11	I go private
60	DG12	Try and find one. NHS free but how many GP's prescribe it
80	DG12	three months wait too long
60	DG8	A 78 year old friend had to travel 36 miles for treatment
60	DG8	Very negative service – understaffed
	DG8	Too long between appointments
70	DG7	I am given suitable treatment at Health Centre
70	DG11	Appointments every 3 months is not adequate
		4 months too long between appointments
70	DG8	Very Good
		Personally very happy with care received so far
70	DG10	To be able to afford to heat house in daytime in winter
60	DG8	Never had any problems on personal basis
80	DG2	Necessary because I am diabetic
60	DG8	Only possible if there were more trained staff

Health Care: Chiropody

Age Group	Post Code	Comment
80	DG5	Don't come often enough
60	DG1	Waiting lists over long thankfully I don't need them
80	DG12	We need more Chiropodists if feet a problem. They carry you about.
60	DG2	3months is a long to wait but I get it free
80	DG8	More chiropody would good if possible
70	DG7	Passable but not enough Centres
80	DG8	If feet are painful nails ingrowing & feet unsteady mobility restricted
70	DG3	Important for most OAPs expensive private Difficult to obtain NHS
60	DG8	Poor and very infrequent long standing problem
60	DG5	Not had need of them yet but must be important to a lot of people
80	DG8	4 months is too long between appointments
70	DG1	Don't use
60	DG8	Low priority for me
80	DG1	Number of Chiropodists need to be increased
60	DG7	Never been given an appointment
80	DG11	Feet care necessary
80	DG11	Good
70	DG8	Very Good
70	DG8	not enough chiropodists to cope with demand
70	DG1	cannot wait 12 weeks for treatments have to go private
80	DG11	I have problems see chiropodist every 4 months
70	DG1	reasonable
80	DG1	O K
80	DG6	The time between appointments is too long/very uncomfortable

Health Care: NHS Aftercare		
Age Group	Post Code	Comment
80	DG7	non existent
70	DG2	very good
90	DG1	have found this good
60	DG2	no complaints
70	DG1	more staff
70	DG12	often leaves much to be desired
70	DG11	Good
70	DG10	could be better
80	DG11	the standard on the Outer Hebrides is better & more widespread
70	DG5	aftercare is an essential for OAP's
60	DG11	not very good
70	DG7	OK
80	DG8	no problem
70	DG5	what will there be for people living alone, I worry about it
70	DG4	Good
50	DG12	is there any?? not aware of any
70	DG11	I live alone and worry what would happen if I became ill
80	DG10	not enough time given to people alone
70	DG10	OK
70	DG11	Thanks be to God I do not need this yet
70	DG12	seems to vary from one patient to another
70	DG12	essential
60	DG12	what aftercare, yet to receive any
70	DG8	They do what they can, but funded controls
60	DG8	could be improved
80	DG8	no experience
70	DG4	so far have not needed this service
	DG11	received good care at home after surgery
70	DG1	Very important if someone lives on their own
70	DG11	very important I am member of Dumfries Hale & Hearty Club
80	DG8	to hospital with heart problem, got c.diff, SEE SHEET
60	DG7	it is always after that there is let down
80	DG11	I'm exceptionally fit I do not need any
60	DG12	This a joke does not meet standards of anything
70	DG8	No complaints so far
70	DG7	Slow to get started after Hospital care
70	DG10	Champion to keep cottage hospitals open in D&G
60	DG2	Not as good as it should be
60	DG1	No experience yet thank God but not bed at 6pm
		Personally very happy with care received so far
70	DG13	Excellent all round care in Langholm
60	DG8	Administration and commonsense required
80	DG2	Good
80	DG2	So far so good
70	DG9	Infection risks NOT acceptable. Won't go in unless critical
60	DG2	Excellent in this area as far as I can see
60	DG8	Depends on the area which you live
60	DG1	Too many nursing homes too few staff. More help to remain at home
70	DG5	Not yet
70	DG2	Felt I needed help after op. No family in Dumfries told to manage
60	DG2	Could have been better after my stroke

Health Care: NHS Aftercare		
Age Group	Post Code	Comment
70	DG7	This is a must and must be kept & improved
70	DG9	Consultant appointments in Stranraer not have to go to Dumfries
80	DG8	Home conditions not suited where 2 people available to handle care
60	DG8	Poor , too slow,poor communication, long standing problem
60	DG5	Very important OAPs get aftercare if needed many are on their own
70	DG11	Joined up services
70	DG1	Good
60	DG8	Have not used it YET
80	DG1	Govt. one time promise of free care for elderly should be implemented
60	DG7	So So
80	DG11	Not sufficient arranged, 1hr per day when you leave Hosp. No use
80	DG11	Good
60	DG2	better care is provided by carers rather than nurses
80	DG11	Did not know it existed
70	DG1	Needs more brushing up
80	DG1	O K

Free Personal Care		
Age Group	Post Code	Comment
70	DG2	Good
60	DG2	should be a concern for everyone
70	DG1	more staff
80	DG5	I have carers
70	DG12	fortunate do not yet require for myself
70	DG10	don't know anything about entitlement
80	DG11	the standard on the Outer Hebrides is better & more widespread
70	DG5	people over 80 should have free personal care
60	DG11	very good and why not
70	DG12	this would be a concern for the future
70	DG5	We are very lucky in Scotland to have this
70	DG4	should be for all old and infirm
50	DG12	concern over possible loss
80	DG10	maintain at all costs
70	DG11	Thanks be to God I do not need this yet
70	DG12	what is this?
70	DG12	difficult to find out what is available and costs if any
70	DG12	essential
60	DG1	what is available should be made clearer
70	DG8	the system stinks! Always find a regulation form used to exclude
60	DG8	a lottery
80	DG8	no experience
80	DG8	with approved diagnosis this should be provided free
70	DG4	so far have not needed this service
	DG11	a worry as paid taxes for 50 yrs & own my own home
70	DG1	Good idea but how cost effective is it
60	DG7	it gives people peace of mind
80	DG11	Not needed myself, friends are well satisfied
60	DG12	The reason so many move here. We are the elderly dumping ground
60	DG12	People move here for that and have never paid into system
80	DG12	more hours required for some
60	DG7	Present system is messy -keep people independent longer
70	DG7	Not important at the moment
		Quite good
80	DG8	If benefit available this would not be needed if benefit adequate
		Personally very happy with care received so far
70	DG12	Don't know but nothing is free
60	DG8	probably becoming worse as population ages and increases
80	DG2	Required in old age
60	DG2	Essential
60	DG8	No idea what this means and financial implications
70	DG8	With staff being given TIME to do the job
	DG8	Keep what we have
70	DG9	Living longer therefore savings running out
70	DG5	Not needed yet
70	DG2	Told if I wanted help to pay private live in Sheltered no sp. Care there
60	DG2	I am fortunate I get a lot of help because I am disabled
70	DG7	Fortunately not needed at present but must be improved
80	DG8	When frail most care is v. limited can manage but not baths/showers
70	DG3	We should probably be responsible for ourselves
60	DG8	Undignified process, poorly trained staff unable to cook or sew

Free Personal Care

Age Group	Post Code	Comment
60	DG5	Wonderful in ideal world don't think that will come again in near future
70	DG1	Don't use
60	DG8	I hope I never need it
80	DG1	As 9 .Remember NHS promise " From cradle to the grave "
60	DG7	OK
80	DG11	Personal care? It is important cleanliness in the home is maintained
80	DG11	Good
60	DG2	Very essential but feel the Gov would like to means test it
80	DG11	Nothing is free on NHS
70	DG1	Not enough
80	DG1	O K

Council Tax

Age Group	Post Code	Comment
60	DG2	pensioners should pay a reduced rate
70	DG9	too high
70	DG9	too high
80	DG7	too high
60	DG1	do not feel get value for money
80	DG1	too high
70	DG1	not good value for money
70	DG1	not good value for money
60	DG11	better subsidies for pensioners
70	DG3	a lot to pay out every month
70	DG2	not fair
70	DG12	grudge every penny
90	DG1	should be raised on Income not house value
70	DG1	grants should be easier for those in middle bracket
80	DG5	high cost
70	DG12	ridiculous that older & single have to pay same as family of grownups
60	DG2	Eliminate – council wastes money
70	DG10	just have to pay no option
90	DG1	excessive and wasted by greedy councillors & their demands
80	DG11	the water tax is unfair to single inhabitants
70	DG5	this tax is not always spent wisely
80	DG1	High spending – numerous –
60	DG11	proper use of tax would help – clean up Dumfries
80	DG1	council throws away too much money on needless jobs-st patrols
70	DG7	should be scrapped
80	DG8	very few facilities for the high cost
70	DG5	I will not pay next year & opt for free board & lodging with HM prison
80	DG6	scrap and local income tax
60	DG1	need to be paid from limited income subject to price fluctuation
80	DG10	replace with local income tax collect on basis of ability to pay
70	DG10	absolutely diabolical for pensioners
70	DG11	I live alone so get a 25% discount, but still too high
70	DG12	am single now.....!
70	DG12	it seems that we are still rated on the number of windows
70	DG12	frozen at present but hard to manage on fixed incomes
70	DG1	OAP's should have special rates
60	DG12	too high, no discount with private pension
70	DG2	with only rubbish collection tax is too high
70	DG2	far too high for pensioners
70	DG11	too expensive for the amount of income
	DG1	keep to a minimum
70	DG8	Creates jobs for the 'boys'
60	DG8	DGC should tackle tasks for majority, not be job creation agency
60	DG6	OAP's should not need to pay
70	DG4	i receive help
		we need to pay for services like road sweeping & bin emptying
60	DG8	well done Scot Gov for freezing this for 2 years
50	DG1	it is too high as a single person
70	DG11	Too high
70	DG16	On par with pensions system needs an overhaul
60	DG7	Council tax should be free to poor OAP's

Council Tax

Age Group	Post Code	Comment
80	DG11	Very satisfied
80	DG12	it's too much
60	DG12	Cannot think of any benefit except empty bins
60	DG12	They only line their pockets we only get bins emptied
60	DG8	Should be discounts for rural areas where services reduced
80	DG12	50% discount for living on own not 25%
60	DG8	Help needed for OAP's make sure everybody pays
70	DG8	Under Poll tax we paid 50% we need a fairer system for OAP's
	DG8	Too high
70	DG7	OK as you are
70	DG10	Unfair next door 2 adults 2 teenagers using more facilities
70	DG9	Councillors should claim less expenses
80	DG8	Should be halved for OAP's
70	DG2	Difficult for Pensioners keeping up with Payments
70	DG12	unfair because again millions pay nothing but claim everything
60	DG2	Far too high, Should be lower for Pensioners
	DG2	If taken off at source we would all pay
60	DG8	Very difficult given overall low income for Councils
80	DG2	More control needed – too much stupid spending
80	DG2	We get very little for what we pay
70	DG9	Should be much lower for Pensioners or abolished altogether
70	DG2	Well done to SNP for capping tax rises so far
60	DG8	Find level of Tax in D&G tolerable
70	DG5	Pensioners should not have to pay for benefit frauds
60	DG5	Pensioners should not pay C.Tax we are penalised for everything
80	DG5	People living on their own should pay a lot less
60	DG1	Single people should get 50% discount
70	DG8	Reduced for OAP's
70	DG5	My house wrongly banded
80	DG12	Pensioners should get an automatic reduction
70	DG1	Charges too high
60	DG2	Can I afford to have increase it over & over again?
80	DG8	Pension credit is an incredible relief to me
70	DG7	Every year we have to pay more each time
70	DG7	Not value for money rubbish uplift poor street cleaning non existent
60	DG9	More explicit explanation to detail reason receiving/not Tax benefit
70	DG7	Should be less for OAPs 70 & above
70	DG5	Too numerous to elicitate in space 60% goes on Pensions I hear
80	DG7	Too expensive
70	DG3	High for rural areas . Holiday homes and empty should pay full tax
70	DG3	Largest single outgoing
70	DG2	Too high
60	DG8	Don't mind paying but roads full of potholes nothing for elderly
60	DG5	It is far too big a proportion of most peoples' Pension
60	DG7	Don't see why Students & unemployed get it free & OAPs don't
70	DG11	Regressive Tax attacks fixed incomes & all poor, support the poor
60	DG11	There is help through benefits. Can't function without kind of Tax
70	DG1	Too high
70	DG8	Some recognition of the expenses of living in a protected building
60	DG8	Unfair system
80	DG1	Abolish in favour of local Income tax

Council Tax

Age Group	Post Code	Comment
70	DG8	There should be a lower payment for older people
60	DG7	Always too high
80	DG11	Relief should be given to all OAPs
80	DG11	All right
80	DG8	A necessary tax to turn the wheels
70	DG8	taxpayers cash wasted left, right & centre
60	DG2	how do they spend it – not on roads or keeping town clean
70	DG8	again too high for OAP's
80	DG11	What about up-grading roads too many potholes
80	DG1	Too high
80	DG7	Too high for pensioners
80	DG7	Too high for pensioners

Other (please specify)

Age Group	Post Code	Comment
80	DG7	Illegal immigration
70	DG2	Roads & Pavements – Surfaces
60	DG11	Safer Towns – to be able to venture out in evening & be relaxed
70	DG12	Heating – to many firms try to change your agent, confusing
70	DG1	Meals on Wheels – Food Train do a good job but more needed
80	DG2	Elderly Housing-not enough provision for price, suitability, services
60	DG2	Dumfries Town – Stimulate business, improve library-see Carlisle)
70	DG10	Disputes with Neighbours – SEE SHEET
70	DG5	Telephonists should respect OAP's more
70	DG7	Loneliness – just to get someone to pop in once or twice a week
	DG1	Doctor's Surgery – waiting time approx 2 weeks
80	DG1	Dumfries Post Office – bring back to Gt King Street
50	DG12	Hot Meals – decline of 'Meals on Wheels' people more isolated
80	DG7	Law & Order
70	DG10	Scottish Parliament-older people need representation
70	DG11	Thanks to all those who speak up for us oldies, wish I could help
70	DG12	Contact with other members-non at present
70	DG12	Audiology – long delay between appointments & treatment
70	DG2	Disabled Parking-scarce in Dumfries town centre
80	DG8	Benefits not Claimed-all OAP's should be interviewed & details noted
70	DG4	help to update my central heating
		Bin Emptying – when recycling stops how do elderly move full bin
60	DG8	Anti social behaviour of young people to the elderly
50	DG1	Minimum Wage – is only £5.30 per hour
70	DG2	Home Security – safety in the home from invaders
80	DG8	Visits to Doctor
60	DG7	Leisure important so Luncheon Clubs should be supported
60	DG12	Equipment needed for disabled, costly council charge 20% of cost
70	DG10	In benefit applications Gov assume savings produce income!
60	DG6	Very grateful for all services provided
60	DG8	Not enough Public Toilets for older people
70	DG1	Income Tax-I have to work to live without tax I could manage
60	DG8	You should have put PTO on 1st page of questionnaire
70	DG8	Inexpensive help for House & garden
60	DG12	lack of parking & state of roads
60	DG7	Good quality flexible care at home or nursing homes
60	DG7	Affordable help small tasks eg changing light bulbs
60	DG5	Terrible potholes on main roads
60	DG5	Terrible potholes on main roads
70	DG1	Private landlords who let flats with over grown gardens
80	DG7	Home care
80	DG2	Town food shops
70	DG1	Cleaner environment – street litter
70	DG9	With good hospital here why do we have to go to Dumfries
80	DG7	Dial A Bus or means to get from home to bus stop
60	DG2	Pensions GRAB – rule changes could slash incomes
60	DG1	help with tradespeople for private house owners
70	DG1	Local Roads are a Disgrace
70	DG13	Age 79 v.good health can imagine problems of other OAPs
	DG3	Cost of pull alarm £11 per week told we must have it. Use it???
80	DG11	Footpaths Kirkpatrick Fleming

Other (please specify)

Age Group	Post Code	Comment
60	DG8	DGSF better in-house communication esp from HQ
70	DG2	Condition of Roads POTHOLES
70	DG2	State of Roads
80	DG2	Bureaucracy Too many call centres. Little personal contact
70	DG9	Benefits to people who have NEVER contributed
70	DG2	Indirect taxation
60	DG2	Dumfries Town Centre is dying. What is Council doing about it?
60	DG2	Get what you are due without asking for forms never heard of
60	DG8	Ageing population
80	DG8	I'm thankful I am still fit and able – but I do feel the cold
60	DG1	NHS24 Totally useless when you need them most
	DG8	Meter readers don't give OAP's time to open door just leave card
70	DG2	Wish Dr's & Nurses would be more caring to OAP's Keep them in work
80	DG8	Thank-you for your ideas & support very much appreciated
80	DG7	Bus Shelter in Springholm needed
70	DG3	Too much building when houses lying empty. Too many windfarms
60	DG8	No confidence in NHS or any other service. We are going backwards
80	DG2	Larger State Pensions would cause fewer problems
60	DG5	Lot of older people are penalised for being thrifty etc
80	DG11	Adequate housing for the elderly eg Sheltered Housing
60	DG1	Doctors Surgery (evening's & weekend consultation times)
60	DG11	Cost of food
60	DG8	Suitable Housing for the Elderly
80	DG1	Forum cannot fight alone, join with other groups “ Unity is Strength”
60	DG8	Of course – if Pensions were high enough less benefits needed
70	DG8	We need action taken on vandalism & muggings
60	DG7	Travel to DGRI Why always DGRI in Dumfries?
80	DG11	Help with telephone costs. Important to housebound in emergency
70	DG2	Hear rumours over 80s to sit Driving Test.
60	DG1	D&G Councils' lack of support for Forum
70	DG2	Crime – paltry sentences lack of respect for authority
70	DG8	Road Repairs – should be under better supervision
80	DG11	insufficient space
70	DG1	Fire Safety Precautions in the home/Not enough advice or ongoing checks in the home
70	DG1	Means test everyone should be treated the same

What do you consider the ideal way for the Forum to communicate with you?

Age Group	Post Code	Comment
60	DG1	Letter
80	DG5	Post
90	DG1	Post
60	DG2	post and meetings
70	DG8	Letter
70	ML12	more ads in local newspapers
70	DG9	Post
70	DG9	Post
80	DG7	Telephone / letter
80	DG10	Letter
80	DG10	Letter
70	DG11	Post
60	DG9	post or email
60	DG9	Post
60	DG1	Website & email
70	DG2	email
80	DG2	email
70	DG12	newsletter, questionnaire & open meetings
80	DG5	Post
60	DG1	Post
	DG11	newsletter (excellent & easy to understand)
60	DG10	Post
80	DG7	Letter
70	DG3	Letter
70	DG1	Post
80	DG1	Letter
60	DG1	Post
70	DG1	Post
70	DG2	Newsletter
70	DG1	Newsletter
90	DG1	post (no computer)
60	DG2	Post
70	DG1	letter or email
70	DG2	Newsletter
	DG1	letter, phone or email
80	DG2	post or telephone
80	DG11	Post
70	DG1	Post
80	DG5	telephone
70	DG12	Post
70	DG11	letter as I am deaf (no computer)
80	DG12	Post
60	DG2	correspondence
60	DG9	email
70	DG1	like this questionnaire (non-member_
60	DG2	Newsletter
	DG11	email
60	DG1	meetings and use of the press
70	DG10	Letter
90	DG1	Post

What do you consider the ideal way for the Forum to communicate with you?

Age Group	Post Code	Comment
60	DG8	post and meetings
70	DG8	any communication would be good
80	DG1	Post
80	DG11	post and local press (monthly column)
60	DG9	post and meetings
70	DG7	as you are doing
70	DG5	meetings accessible to members
80	DG1	Post
60	DG11	Post
60	DG11	monthly column in local papers for questions & answers
70	DG12	computer
80	DG8	as you do now
70	DG7	present method OK
	DG1	telephone
80	DG1	Newsletter
60	DG11	Post
60	DG11	Post
70	DG7	Post
80	DG8	Letter
70	DG1	Post
80	DG8	telephone
70	DG5	Letter (not into computers)
80	DG6	Letter
	DG12	Letter
70	DG4	letter or telephone
50	DG12	Letter & email (not telephone)
80	DG2	Letter
70	DG2	Letter
80	DG7	Letter
70	DG11	newsletter or email
60	DG1	Newsletter
80	DG10	regular meetings
80	DG10	Newsletter
70	DG10	website email
70	DG8	as at present
70	DG11	Post
70	DG12	as of now OK but meetings in Newton Stewart too far
70	DG12	newsletter and email
70	DG12	newsletter and info on website
80	DG5	Letter
60	DG1	letter or email
90	DG12	Post
70	DG1	Newsletter
60	DG7	Email
70	DG7	Email
	DG6	Post
80	DG1	Post
50	DG7	Post
70	DG2	Newsletter
70	DG2	Letter

What do you consider the ideal way for the Forum to communicate with you?

Age Group	Post Code	Comment
70	DG2	Post
70		Post
80	DG1	Letter
70	DG11	Letter
	DG1	post or email
80		as at present
70	DG8	Newsletter
60	DG8	Newsletter
70	DG1	Post
70	DG8	Post
70	DG11	Post
70	DG7	newsletter put 'burning issues' in local press
80	DG7	meetings
80	DG7	Post
60	DG6	Letter
80	DG8	Newsletter
80	DG8	written communication
90	DG8	Newsletter and meetings
70	DG4	Newsletter I can read and reread info
60	DG8	using the written word
50	DG1	Letter
70	DG2	Newsletter
80	DG1	letter or meetings
80	DG1	letter or meetings
80	DG10	letter (I am deaf)
60	DG1	email is one option for silver surfers
70	DG1	Newsletter or local newspaper
70	DG1	letter or newspaper
60	DG1	Letter
70	DG1	Letter
70	DG11	Email
80	DG8	Post or phone
70	DG1	Post
70	DG16	Newsletter
70	DG10	regular meetings
70	DG7	Present system quite adequate
60	DG7	Email
80	DG11	Personal contact I am deaf
60	DG10	Letter
70	DG10	Letter
70	DG1	As it is now
80	DG12	Newsletter
70	DG7	Newsletter
70	DG7	Newsletter
70	DG2	Letter
60	DG12	Newsletter
60	DG12	Newsletter
80	DG2	Post or email
60	DG1	Letter
60	DG1	Post

What do you consider the ideal way for the Forum to communicate with you?

Age Group	Post Code	Comment
70	DG10	Branch meetings
60	DG2	letter or email
70	DG1	Post
60	DG8	Email
70	DG9	Ideally with meetings, not worked in Stranraer, so by Post
70	DG7	Letter & Galloway Gazette
70	DG8	Email
60	DG10	Newsletters & local meetings
80	DG12	Letter
50	DG7	Post
70	DG1	Letter
60	DG2	Post
80	DG12	Post
80	DG12	Post
60	DG1	Newsletter & any event which can be used as a PR exercise
60	DG12	Post or email
60	DG12	Email
80	DG7	Continue as you are doing
60	DG8	Letter
70	DG8	Post
60	DG8	Post
60	DG8	Email preferred but post or advertising will do
90	DG2	Letter (very deaf)
70	DG8	Post
70	DG8	Letter by post
60	DG12	Letter
60	DG7	Post
60	DG7	Post
60	DG5	Post & email
60	DG5	Post
	DG8	Newsletter
70	DG7	Post
	DG2	Royal Mail
60	DG8	Post
70	DG2	Public meetings & Newsletters
80	DG2	Letter
60	DG1	Leaflets
70	DG1	Post
70	DG1	Post
70	DG8	Letter
70	DG8	Media and Mail
70	DG8	I like the way you communicate now
70	DG5	Post
60	DG7	Post
70	DG12	Newsletter by post
80	DG7	As at present
70	DG8	Letter
60	DG1	Letter
70	DG1	Post
70	DG10	Post

What do you consider the ideal way for the Forum to communicate with you?

Age Group	Post Code	Comment
70	DG10	Post
70	DG9	Post
60	DG8	Newsletter
70	DG9	Meetings, Newsletter and Local Press
60	DG8	Post
80	DG7	As we do now
80	DG2	Print
70	DG1	Letter
90	DG2	Postal communication seems ideal
60	DG8	Email
70	DG1	Post satisfactory
70	DG9	OK as you are
80	DG7	Phone
80	DG7	Phone – registered blind
80	DG7	Post
60	DG2	Post
70	DG2	Post
70	DG8	Newsletter
60	DG2	Newsletter or email
	DG2	Newsletter is fine by me
60	DG1	Newsletter but is on-line
60	DG8	Correspondence
60	DG1	Drop in Centre
70	DG1	Post
70	DG1	Post
70	DG2	Newsletter or mail
70	DG1	Happy with the Web Site
70	DG10	Post
70	DG12	Phone letter
80	DG10	Am content with present arrangement
70	DG13	email or post
	DG3	Post. Attract new members visit guilds, elders visit older folk
60	DG2	Doing a good job
80	DG12	Mail
60	DG8	Newsletters available in shops. Monthly/quart. column in papers
60	DG2	Post not on the internet at the moment
70	DG2	By mail
70	DG2	By Post
70	DG5	Newspapers
80	DG5	Press
80	DG2	Newsletter is very informative
80	DG2	Newsletter fine, Local office very helpful
80	DG2	By Post or telephone
70	DG9	Anyway except email
60	DG1	Mail
70	DG2	Meetings
70	DG2	Newsletters and Branch Meetings
70	DG2	By correspondence
70	DG2	Newsletter fine, Local office very helpful
60	DG2	By Post

What do you consider the ideal way for the Forum to communicate with you?

Age Group	Post Code	Comment
60	DG2	Letter
60	DG8	Newsletter – also access to personal computer to read emails
70	DG2	Same as now
70	DG5	Visit each town when possible
80	DG7	By Post
80	DG7	Through Branch meetings
80	DG12	Post
70	DG8	email or post
70	DG8	email or post
70	DG1	By mail
60	DG1	Post or free newspaper
70	DG8	Mail
60	DG1	You could use the internet to cut costs
60	DG1	Internet
70	DG8	Post
80	DG1	By mail
60	DG1	Letter – so I can retain and re-read
70	DG9	Though your Newsletter
70	DG5	The least expensive, let us pay return Postage
70	DG2	You serve us well. Sorry to say not been to meetings for few years
60	DG8	By Newsletter
70	DG8	By Newsletter
80	DG10	Local coffee mornings
80	DG12	Myself by Telephone or email
80	DG12	email or post
70	DG9	Letter
70	DG10	By Post
70	DG1	Meetings, Newsletter
60	DG2	Happy with what I have now
70		By mail (postal)
60	DG1	Happy as things are
80	DG8	By letter as I am unable now & too deaf to attend meetings
70	DG7	Doing a very good job just what you are doing
60	DG1	email
60	DG1	email
60	DG9	By letter or email
80	DG8	If there was one person in each area to pass information on
80	DG8	Letter
	DG4	By Phone
70	DG2	email
70	DG5	Post
60	DG2	email
70	DG5	Post
70	DG7	Mail
80	DG8	As it is which is very good
70	DG5	email
80	DG7	Present Adequate
80	DG16	By Post
70	DG3	email would suit me and save money
70	DG3	email would suit me and save money

What do you consider the ideal way for the Forum to communicate with you?

Age Group	Post Code	Comment
70	DG10	Mail
60	DG11	Letter / Newsletter
70	DG8	Newsletter or on-line
80	DG8	Letter
80	DG1	By Post
60	DG8	By internet
80	DG6	As you do now – letter or post
80	DG6	With me personally – The Newsletter
80	DG2	Telephone or email
60	DG5	By letter
80	DG1	By Post
80	DG12	Post
70	DG11	Internet / email
80	DG8	As you do
80	DG11	As at present
60	DG7	email
60	DG1	By letter
60	DG11	email
70	DG1	By Post
70	DG8	As at present
70	DG8	By Post
60	DG1	Letter
60	DG1	Letter
60	DG8	As lobbyist
70	DG8	By Post
60	DG8	Computer
80	DG12	As now by Post
70	DG12	As now by Post
80	DG1	Regular Newsletters & local meetings.
60	DG8	As you do now
80	DG8	By Post
70	DG8	By Post
70	DG8	Mail
70	DG8	Mail
70	DG8	Post
70	DG8	email
70	DG8	Keeping us up to date on all issues & rights
60	DG1	Post
50	DG7	email
60	DG7	email
70	DG1	By Post
80	DG11	Quite good
80	DG11	By letter
70	DG2	Letter is fine
60	DG2	Postal
80		By Post
70	DG11	Letter
70	DG8	As at present
70	DG8	By Post
70	DG2	email

What do you consider the ideal way for the Forum to communicate with you?

Age Group	Post Code	Comment
70	DG1	By email or Post
80	DG7	By Post
80	DG8	By letter
60	DG1	Letter & such as this – more regular Newsletters
70	DG8	Post
70	DG2	as before
70	DG2	as present
80	DG2	OK as at present
60	DG10	regular meetings
60	DG2	Letter
60	DG8	Letter
80	DG10	Newsletter
70	DG8	Post

How best can we serve you?

Age Group	Post Code	Comment
80	DG5	thank you for existing services
60	DG2	fight for a better standard of living
70	DG8	do very well now
80	DG7	keep me informed of what is happening within the forum
70	DG11	updates of news
60	DG9	as you are
60	DG1	making sure you are part of national bodies to lobby MP & MSP's
70	DG2	fight for increased pensions
80	DG2	keep fighting for the care of the elderly
70	DG12	House & garden care assistance
	DG11	just continue with the present procedure
60	DG11	just by keeping us informed as before
70	DG1	you're doing well
80	DG1	keeping elderly people's problems to the fore
70	DG2	any way
70	DG1	Your office is very welcoming I call in whenever possible
90	DG1	top priority – seek increase in basic pension
60	DG2	keeping us informed as to our rights for money matters
70	DG1	just carry on the work you are doing
	DG1	good consideration
80	DG2	Special request for Lobbying
70	DG12	about local and national issues
70	DG11	I think you are already doing an excellent job
60	DG2	listening to us
60	DG2	an issue per month and write article in newspapers
60	DG1	doing OK!
70	DG10	keep fighting for elderly people
90	DG1	responding as need occurs
60	DG8	keep us informed of grievances reported and answered
80	DG1	pressing government for a decent pension
80	DG11	be constructive in approach to problems not 'pie in the sky'
60	DG9	pursuing the issues which affect most OAP's
70	DG7	as you are doing
70	DG5	have the members interests at heart
70	DG7	that you can give help if we phone you
80	DG1	doing just what you are doing now
60	DG11	by doing what you are doing, keep up the good work
60	DG11	by doing what you are doing, keep up the good work
80	DG8	speak on our behalf to get cheaper petrol and better pension
70	DG1	putting forward the needs of OAP's to the Scottish Parliament
80	DG8	attend meetings
70	DG5	fighting our corner with government for better pensions
80	DG6	more representation for the elderly
	DG12	carry on as you are
70	DG4	You are doing a great job already
50	DG12	as a pressure group being there
80	DG2	just keep in touch
70	DG2	be our voice
70	DG11	keeping us informed of new rules & regulations
60	DG1	as at present from the office & lobbying the various institutions
80	DG10	get results

How best can we serve you?

Age Group	Post Code	Comment
80	DG10	continue your fight for the elderly
70	DG10	agitate for better conditions for the elderly
70	DG8	using the Forum's voice
70	DG11	keep going
70	DG12	give answers to what decisions are reached at meetings attended
70	DG12	provide a resource of information & advice available to all
70	DG12	vigorous campaigning for all OAP's problems
60	DG1	keep us informed of what is going on
70	DG1	give advice when changes are announced
70	DG2	You are doing a great job already
70	DG2	notifying us about benefits available
70	DG2	notifying us about available leaflets
70		keep me informed
80	DG1	I think you do very well keeping OAP's needs in the public eye
70	DG11	your doing a good job
	DG1	organising national protests
60	DG8	push for increases for least well off
70	DG8	to be kept in touch with all issues
70	DG7	as you do now
80	DG7	having a place on the Council
80	DG7	fight for our rights
60	DG6	You are doing a great job already
80	DG8	carrying on the good work already being done
80	DG8	being realistic in you policies
90	DG8	by the work you do at the moment
70	DG4	keep me informed with truth on pensions, grants & bath aids
60	DG8	have members elected as Councillors, apolitical
50	DG1	you are doing very fine
70	DG2	fighting justly for the elderly
80	DG1	as you are doing
80	DG1	as you are doing
60	DG1	continuing as you are, to represent us
70	DG1	general updating of any changes
60	DG1	You are doing a great job already
80	DG8	you are helping doing what you are doing now
70	DG16	Your doing it keep the good work going
70	DG10	keep plugging at all issues affecting elderly
70	DG7	continuing to lobby on our behalf
60	DG7	carrying on the good work already being done
80	DG11	Nothing specific but nice to know you are always striving to improve
70	DG1	As it is now
70	DG2	Keeping up to date with relevant developments
60	DG12	Act as spokesman for all issues listed
60	DG12	Act as a pressure group
80	DG2	continuing in the way you are
60	DG1	Exactly as you are doing now keep pushing politicians
70	DG10	Be our voice
70	DG9	Taking up issues that are raised and provide feedback
70	DG7	You do a good job already
60	DG10	Personal communication
60	DG2	Using your voice to fight for our rights

How best can we serve you?

Age Group	Post Code	Comment
80	DG12	Communication
60	DG12	Keep lobbying thro' all available channels
60	DG8	You are doing an excellent job
70	DG8	You are doing an excellent job now
60	DG8	Push for improvements to transport
60	DG8	You are doing a great job already
90	DG2	Continue as you are doing, Good Luck & Thank You
70	DG8	getting a fair deal in all things for OAP's
60	DG7	keep older people visible make younger people aware of ageing
60	DG7	Keep going
	DG8	Newsletter
70	DG7	The same as now
	DG2	Keeping up to date with relevant developments
70	DG2	Listening to our concerns & where possible taking action
70	DG1	Representation
70	DG8	Post
70	DG8	keeping us in the forefront
70	DG8	putting the views of the people forward
70	DG5	being there
60	DG1	keeping up the good work you do now
70	DG1	Keeping in touch
70	DG10	Carry on – you can & do make many folk feel something is being done
70	DG10	Spokesperson for the Elderly
70	DG9	Getting information to Scottish Government
80	DG7	Continue your good work as now
80	DG2	Information
70	DG1	You are doing a great job
90	DG2	continuing as you are
70	DG9	OK as you are
80	DG7	Regular info on new developments for Pensions & Services
80	DG7	Fight to increase pensions, benefits & new services
60	DG2	You are doing a very good job at the moment
70	DG2	Keep up the good work
70	DG8	Pressure on MP's & MSP's
60	DG2	Keep us informed of changes affecting quality of life
70	DG1	Push for Better Pensions
70	DG1	Keep Pushing Local / National Governments
70	DG2	Keeping to the fore requirements of Pensioners
70	DG1	Lobbying local & National Politicians
70	DG1	Reminder / advance notice of legislation affecting Seniors
70	DG10	Continue the way you are doing
70	DG12	I'm satisfied with my life as a Pensioner
80	DG10	As you already do
70	DG13	Continue to fight for increase in Pensions
60	DG2	By having office in Academy St.I can ask them any issues
60	DG8	DGSF as an adjunct to social gathering.
60	DG2	By keeping our interests to the fore
70	DG2	Pensions increased Council Tax reduced
70	DG2	Keep fighting for better pensions & NHS care for the elderly
80	DG2	Personally find it very helpful to drop into Office if I need help
80	DG2	Just as you are

How best can we serve you?

Age Group	Post Code	Comment
80	DG2	Urging Government local/national pay more heed to the elderly
70	DG9	Simply stay in existence and carry on your good work
70	DG2	Information
70	DG2	Providing info.on things of importance & interest to Pensioners
70	DG2	Keep fighting Politicians for a decent standard of living
60	DG2	By making this corrupt Gov.give Pensioners respect worked hard for
60	DG2	By being there
70	DG2	Give talks to clubs.Give Newsletters to clubs to distribute
80	DG7	Seniors Forum to agree amongst themselves
80	DG7	Getting our voice heard
80	DG12	As you are doing just now
70	DG8	By Parliamentary Lobbying
60	DG1	Fight for better deal for Pensioners
70	DG8	By keeping pressure on local Council and Parliament
60	DG1	As a lobbying organisation
60	DG1	Representing our interests
80	DG1	By asking our M.P. For changes
60	DG1	Continue to act on our behalf
70	DG9	By lobbying MP's – continue what you do
70	DG5	Just as you do
80	DG12	You already do that with your help & information
80	DG12	Representation with others – to Gov. in Edinburgh & London
70	DG9	Continue fight for Pensioners Rights
60	DG2	By continuing to act on my behalf as you see fit
70		By having less talk and more action on matters
60	DG1	Push for good Health care for Pensioners
80	DG8	I feel you do very well indeed
70	DG7	Cannot think of anything you are not doing
70	DG7	Keep up the good work and be our voice
60	DG1	Get Pensions increased
60	DG1	Do your best to avoid 'personality clashes' among Cttee. Members
80	DG8	By letting all people know that we are a voice to listen to
70	DG2	Produce league table of councillors & Mps helpful to OAPs? Vote ?
60	DG2	Make Mps and Councillors more accountable
70	DG5	Badger the Council
70	DG7	Information given in large print and easy to understand
80	DG8	Happy as it is
70	DG5	Can't think of any improvements
80	DG7	Neither of us very fit can't attend meetings so keep informing us
80	DG16	By taking matters up in Parliament
70	DG3	Continue to make forceful representation for older people
70	DG3	Doing well! Keep up the good work
60	DG11	Take every opportunity to lobby Mps/MSPs on OAP matters
70	DG8	Take all these issues to the top & have a Peoples' rep. In Parliament
80	DG8	Representative in Parliament
60	DG8	Being more vocal and proactive
80	DG2	Give me something to do
60	DG5	Lobbying Parliament and local Parliamentarians
70	DG11	Community Building
80	DG11	As at present
60	DG7	Keep up the current good work

How best can we serve you?

Age Group	Post Code	Comment
60	DG11	Information workshops are really useful
70	DG1	You are doing a good job
70	DG8	Always try & keep problems of the elderly in public spotlight
60	DG1	A good job being done by you
70	DG8	Fighting our corner
60	DG8	Keep me informed and up to date
80	DG12	You are doing a grand job
70	DG12	You are doing a grand job
80	DG1	Keep the local committees. Vigorous lobbying
60	DG8	Speaking on our behalf & advising on changes affecting us
70	DG8	Get officials to use commonsense & ask the people for their views
70	DG8	Our needs brought before Parliament
70	DG8	Keep shouting on behalf of Pensioners
50	DG7	Don't support Labour
60	DG7	Don't support Gordon Brown
70	DG1	Keeping us up to date on all issues
70	DG2	Keep issues before Parliament, organise mass petitions & rallies
60	DG2	Just continue to communicate with us
80		You do very well
70	DG8	Keep going to promote the welfare of all seniors over 50
70	DG8	Continue as you are
70	DG2	Keeping up the good work
70	DG1	Keep me informed of benefits I am entitled to
70	DG7	Practical information
60	DG1	Lobby local & national Govt. Back a "Pensioners Party" for Govt.
70	DG8	Keep up the good work
70	DG2	you serve us well
80	DG2	OK as at present
60	DG2	keeping check on plans by social services home care

Which one change would make the biggest difference to your quality of life?

Age Group	Post Code	Comment
80	DG5	good health
90	DG1	abolition of income tax on works pension
60	DG2	Not to pay tax on private pension
70	DG9	reduction in council tax & increase in pension
70	DG9	reduction in council tax
80	DG7	reduction of bills for Power, Heating & Council Tax
70	DG11	better pension
60	DG9	we are very lucky no concerns at the moment
60	DG9	having a new body
80	DG2	pavements made safe, smooth & free from dustbins
70	DG12	visits
80	DG5	doctor home visit
60	DG1	slightly more pension or make the OAP's tax free
	DG11	change present format to Political Party – SEE SHEET
60	DG11	keeping warm without the worry bills
80	DG7	money
70	DG3	better council house heating, storage heaters not on during day
70	DG1	increase in pension
80	DG1	pension increase
60	DG1	free heating
70	DG2	better pension
70	DG1	knowing I could use my car every day
90	DG1	adequate basic pension
70	DG1	better and cheaper home heating
70	DG2	higher pensions
	DG1	better pension
80	DG2	better services for handicapped
80	DG5	health
70	DG12	easier to find if tax return is correct & what can be claimed
70	DG11	better hearing aids
60	DG2	more pension
70	DG2	doubling the pension and reducing our military operations
60	DG2	no council tax
60	DG1	health
70	DG10	Solicitors getting Land Registrations correct
90	DG1	councillors forgoing their greed & collecting less Council Tax
60	DG8	bring our state pension in line with Europe
80	DG11	health care in old age
60	DG9	hospital waiting lists abolished
70	DG7	better pension
70	DG5	have genuine complaints attended to , not fobbed off
60	DG11	a decent pension
60	DG11	increase in pension as long as nothing else went up
70	DG12	the weather!!
70	DG7	higher pensions
80	DG1	reopen Woolworths in Dumfries as a grocery store!
60	DG11	increase in pension
60	DG11	increase in pension
70	DG7	increased pension
80	DG8	freedom from financial worries

Which one change would make the biggest difference to your quality of life?

Age Group	Post Code	Comment
70	DG1	lower fuel prices
70	DG1	I am happy with things as they are
70	DG5	better public transport
80	DG6	local income tax
	DG12	Re-marriage??!!
70	DG4	to have my health and mobility back
50	DG12	unsure
70	DG2	keeping warm
70	DG11	good reliable weather-nothing we can do about that!
60	DG1	improved health
80	DG10	better state pension
80	DG10	to make things better for people less fortunate than myself
70	DG10	better pension
70	DG11	Better health and transport
70	DG12	Positive / personal / contacts with other members
70	DG12	increase in pension
70	DG12	pension of at least £160 a week male & female
60	DG1	cheaper fuel prices
70	DG1	Help for OAP's living on their own, advice taking priority
50	DG7	cheaper fuel
60	DG12	to stop paying Council Tax and stop means testing
70	DG2	retirement housing near town facilities
70	DG2	lobbying Scottish Parliament about pensions
80	DG1	knowing that free personal care would be in force if I needed it
	DG1	pension upgrade
70	DG8	Tax break for the over 70's with mortgage relief
60	DG8	stable fuel prices
70	DG8	I am on full time Oxygen and need help to get out
70	DG7	integrity from all Leaders in Scot & Westminster parliaments
80	DG7	better heating
80	DG7	Increase in retirement pension
60	DG6	better pensions for quality of life – we have to count our pennies
80	DG8	apart from winning the lottery I'm very content
80	DG8	“Seniors” is OK for some but a 'pipe dream' for most of us
70	DG4	Heating
60	DG8	Rejuvenation
50	DG1	council tax
70	DG2	Fuel prices
80	DG1	good health
80	DG1	good health
80	DG10	not sure
60	DG1	more realistic benefits and pension
70	DG1	nothing specific at this time
60	DG1	a safer environment free from drugs etc
70	DG11	Increase in retirement pension
80	DG8	two new legs
70	DG16	Don't laugh – Sunshine!
70	DG7	Increase in retirement pension
60	DG7	Nationwide Free travel
80	DG11	To have my cat back

Which one change would make the biggest difference to your quality of life?

Age Group	Post Code	Comment
70	DG1	Income Tax
80	DG12	Possible change of house
70	DG7	More pension
70	DG7	Bigger pension
70	DG2	Cost of heating going down
60	DG12	Better Pensions or grow younger
60	DG12	Better Pensions
80	DG2	Increase in retirement pension or decrease in council tax
60	DG1	a decent pension
60	DG2	Increase in retirement pension
60	DG8	reinstalling rail links for rural areas
70	DG7	Sorry to say, More Money
60	DG10	Increase in retirement pension
80	DG12	Proper outside door into sitting room DGHP
70	DG1	if no tax on my private pension I could manage
60	DG2	Increase in retirement pension
80	DG12	Lower bus steps to get to meet folk
60	DG12	Fuel prices
60	DG12	Pension & benefits
60	DG8	Increase in retirement pension
70	DG8	An increase in basic pension
70	DG8	practical help
70	DG8	Increase in retirement pension
60	DG7	Affordable help small tasks eg changing light bulbs
60	DG5	Less claptrap from politicians
60	DG5	Change of government
70	DG7	Easier to get appointments to suit bus times
	DG2	Bigger pension
70	DG2	Extending free transport to reciprocate with England
60	DG1	Heating
70	DG8	Deterioration of my health
70	DG8	My quality of life is very good but a Lottery win could help
70	DG8	To know I would not have to worry about bills
60	DG1	Cheaper Rail Fares for the elderly – as in Belgium
70	DG1	Quiet neighbours & less dogs
70	DG9	More pension
60	DG8	Public transport
70	DG9	Better Pensions more info on benefits
60	DG8	Keeping warm
80	DG7	Health
80	DG2	Town food shops
70	DG1	Council tax & fuel prices stabilised
90	DG2	My mobility improved
60	DG8	With a decent pension other problems would go away
70	DG9	Win Lotto
80	DG7	Buddy system for chat – once per month?
80	DG7	Deaf person asking for clearer & slower speaking on phone & TV
60	DG2	Cheaper Council Tax and Fuel prices
70	DG2	Cheaper Council Tax and Fuel prices
60	DG2	Keeping the house warm in winter

Which one change would make the biggest difference to your quality of life?

Age Group	Post Code	Comment
60	DG1	Discriminate in favour of older people for savings
70	DG1	Cheaper Electricity
70	DG1	Electricity monthly payments are horrendous
70	DG2	Being aware Pension adequate to cover needs plus essentials
70	DG1	To be able to afford to heat house in daytime in winter
70	DG12	Don't need any change at present time Scot. Parl. waste of time
80	DG10	More buses ie every hour
60	DG8	Day care & luncheon clubs with transport, loneliness diminished.
70	DG2	Better health (not that you can do much about that)
70	DG5	Lower Gas & Electricity prices
80	DG5	Lower Fuel prices
80	DG2	BIGGER PENSIONS
80	DG2	Big Lottery Win! Would give Forum a donation!
80	DG2	Lower income tax. Still paying on hard earned savings. Penalised
70	DG9	Pension relevant to increasing costs & in line with rest of EU
70	DG2	Higher Pension
70	DG2	Pension increase
70	DG2	A decent Pension
60	DG2	Pension enabling me to live comfortably. Worked 45 yrs hoping to do
60	DG2	Higher income without having to ask for it.
60	DG8	Low fuel prices
70	DG2	Better health care
70	DG5	Being treated as a person not a number
80	DG7	NHS Aftercare
80	DG12	Pension increase
80	DG5	Smaller heating bills
70	DG8	Expanding services at Stranraer Hosp.for treatment of Cancer patients
60	DG1	More money in Pension
70	DG8	Health care VG. If standard dropped it would be difficult
60	DG1	Growing younger instead of older
60	DG1	More Pension
70	DG9	Increase in Pension
70	DG5	Bigger Pension
60	DG8	More amenities for Pensioners
70	DG8	More recreational activities
80	DG12	An earnings related Pension
70	DG9	Better Pension
60	DG2	I am happy with my lot considering the limits of my disability
70		Less bureaucracy
60	DG1	Little more money
80	DG8	Slightly more Pension
70	DG7	Fuel bills
70	DG7	Fuel costs
60	DG1	More money
60	DG1	Reduce fuel prices
60	DG9	Able to meet Consultants at Stranraer Hosp. Not travel to Dumfries
80	DG8	To be credited for making sure our thrift in preparing for old age
70	DG2	Consolidate Pension & Benefits pay as a credit tax (one form)
70	DG5	Better public transport
60	DG2	Index linked Pensions. No tax on Pensioners

Which one change would make the biggest difference to your quality of life?

Age Group	Post Code	Comment
70	DG5	Better public transport
70	DG7	Bigger & better Pension
80	DG8	Public Transport
70	DG5	If MPs need £200 a week for food how do they think we manage ?
80	DG7	Better heating
70	DG3	Knowing I would get help to continue living in my own home
60	DG11	Increase in basic Pension
70	DG8	Increased Pension
80	DG8	Increase in Pension
60	DG8	I'm quite capable of shouting for my rights.
80	DG2	New pair of legs
60	DG5	An increase in my Pension
80	DG11	A 2 bedroom modern house, quiet area, easy reach of amenities
60	DG1	A more realistic State Pension
70	DG1	Extra money
70	DG8	Emergency situation requiring Doctor and or transport to Hospital
70	DG8	A Rail Service
60	DG1	Pension increase
60	DG1	Better Pension
60	DG8	Pension increase
60	DG8	Small Council house
80	DG12	A bigger old age Pension
70	DG12	A bigger old age Pension
80	DG1	If OAP organisations would win on some of the above issues
60	DG8	Good health for all. Local Hospitals better equipped & clean
80	DG8	Twenty years off my age
70	DG8	A lottery win
70	DG8	Our State Pension made up to level of the rest of Europe
50	DG7	No Council tax
60	DG7	Be 50yrs younger
70	DG3	More community places to meet people of similar ages for company
70	DG2	Cheap petrol – Remember when we could fill up for £1 or less!!!!
60	DG2	Lack of worry
70	DG8	Limited income but prices continue to rise
70	DG8	Better Transport from Machars to Hospitals
70	DG2	My quality of life is good because I have adequate resources
70	DG1	Better Pensions
70	DG7	A decent range of large print books!!
80	DG8	At 85 & 87 obviously better health
60	DG1	Increase OAPs pension or reduce heating costs
70	DG1	better state pension
70	DG8	better pension
70	DG2	extra benefit – threshold too low
70	DG2	pension commensurate with cost of living
80	DG2	more income
60	DG2	no problems at the moment
80	DG10	health improvement mainly mobility
60	DG2	larger pension
70	DG8	upgrade pensions to level of European countries