

Appendix 2 – Service User Case Studies

Hemel Hempstead Shopmobility Case Study - David

David has been a member of Shopmobility for many years since his arthritis started to affect his mobility making it difficult to come into town to shop or to meet up with friends.



Using Shopmobility means that David is able to access Hemel Town centre safely and relatively pain free. David commented about how friendly the staff and volunteers are at Shopmobility Hemel. Being a regular, they know who he is and which vehicle he prefers using so whenever possible they ensure he has that one.

When asked about the service David said *“all the staff and volunteers are so welcoming and helpful. Without the use of the scooters, I would not be able to go to the shops or socialise, I’m so grateful”*

Hemel Hempstead Shopmobility Case Study - Vivienne

Vivienne is relatively new to Shopmobility; one of the new clients since COVID. Having suffered from deteriorating health and mobility issues she recognised the need to be able to remain as independent as possible for as long as possible.



Vivienne uses Shopmobility to be able to access health and other related appointments such as at Specsavers which she would not be able to do without relying on other people without the Shopmobility office. One thing that Vivienne really has been grateful for is the uncomplicated service provided by the staff and volunteers. *“Nothing seems too much and the pickup and drop off of the scooter is so easy!”*