

## **Case study: Jill Quilter**

Thousands of people have been enjoying the new Grange Community and Leisure Centre since it opened in Midhurst last March. Among its regular users is Jill Quilter, 61, who uses the gym several times a week. After an operation on both knees, she has benefitted from a programme called Active for Health with expert help from The Grange's personal trainers.

"I have always been very active and fit over the years doing lots of different forms of exercise including squash, running, tennis, Pilates, gym and swimming, but because of problems with my knees was unable to do many of the previous things I enjoyed and had to adapt my exercise regime," explains Jill. "Following my knee operation I have been left with no cartilage in my left knee and very little in the right knee. I didn't want to cause further damage to my knees so I wanted specialised guidance on exercises to help me with this condition. I also wanted to know what sort of equipment I might be able to use, as I was no longer able to use the treadmills and cross trainers."

Keen to get back to doing some regular exercise, Jill had a chat with Mike Boyce, manager at The Grange who suggested she try the Activity for Health scheme. This is a special programme, whereby participants need to have received a referral from a doctor. It includes specific advice from a personal trainer with experience in providing remedial exercise programmes.

Jill attended five sessions with personal trainer Heidi Dunster and still continues to receive advice from Harvey Ransom another personal trainer at The Grange. She says the programme has helped turn her life around since the operations.

"Heidi was brilliant and gave me a whole range of exercises using some equipment I had not used before, including a Bosu ball and Total Body Resistance Exercise (TRX) straps. The Bosu is basically a big ball cut in half. You stand on it and balance yourself, then do your exercises, but it forces you to use all your muscles and strengthens your core. The TRX straps are fixed to the wall and you have to use your own body weight to exercise with them, so it's not putting pressure on my knees.

"With this equipment we focussed on building muscle around my knees to improve my mobility. I found Heidi extremely professional and knowledgeable and she's been an enormous help to me. Those sessions have now ended, but Harvey has also been an incredible help to me and I carry out my exercise programme two or three times a week. This has resulted in a great improvement in my mobility, balance and strength."

As well as the gym, Jill also nips into the library and enjoys a drink in the café every so often.

"I use The Grange for other things, but the gym is the main reason," she says. "The Grange is a wonderful facility and has given me the opportunity to use a range of equipment that has not been available in Midhurst before. Staff always greet you with a smile and are so helpful. It's a lovely space, staff are very dedicated to

keeping it clean and nice for everyone and they are always there if you have any questions”.

## **Customer Feedback**

### **Sue Tanner**

“I absolutely love the new centre. I’m in here nearly every day either at the gym or one of the classes. The centre has been a breath of fresh air to Midhurst.”

### **Susie Bush**

“It’s wonderful and I love all the classes, especially the indoor cycling and aerobics. There’s a new class timetable now with even more class variety. We are so lucky in Midhurst!”

### **Shirley Wicker**

I started coming to the lunch club last winter, and it gets me out and about away from the house. I meet lovely people and I’ve made so many friends here. I come three times a week and the staff are very nice and helpful, they make you so welcome here and you feel part of the community. It’s a more modern building but that’s a good thing and there’s a real mixture of people. Sometimes I don’t have time for breakfast in the morning so buy it at the café when I get to The Grange before the club starts.”

## **Customer Complaints.**

A number of complaints have been received about the speed of the service at the café. The café serves Costa coffee and is made with a Costa proud to serve machine which takes time. In order to mitigate this when there is a large function on or a special event additional filter coffee is made and served.

There have also been complaints about the customer service from the cafe additional training is being provided and Recreational staff have been asked to help when the café is busy.

The yoga class have complained that the air conditioning in the dance studio is too cold an additional heater battery is to be installed to raise the temperature.