

Voice of the Customer

Customer Satisfaction Survey - December 2015



Blood and Transplant

The Customer Satisfaction Survey

Our quarterly customer satisfaction survey measures the level of satisfaction with the services we provide to hospital transfusion laboratories. The percentage of high scores, the 9s and 10s, are reported to the NHSBT Executive and Board. We see anything less than 9 as not meeting the standard we expect and will do all we can to deliver great service to support hospitals and meet the needs of patients.

This quarter we have seen a record breaking score of 85%.

Overall Satisfaction with NHSBT – score of 9 & 10/10 **85%**

Driving Improvement in Transport

We've just completed a 3 day operational improvement event that brought together key teams from across NHSBT to work with hospital customers and to really understand how we can improve service together.



We have identified 10 'quick wins' that we'll put in place to improve deliveries and sample collections. We are also committed to 12 actions that we'll look to take forward over coming months.

Every one of these actions is focussed on making a difference to the service we provide to our customers.

I'm keen to ensure we deliver great service and meet hospital and patient needs. Please email Tracey Scholes, (tracey.scholes@nhsbt.nhs.uk) our Customer Service Development Manager, if you would like to discuss any aspect of the services we provide or alternatively, let me know what further steps we can take to be easy to do business with.

Chris Philips
Head of Hospital Customer Service
chris.philips@nhsbt.nhs.uk

Hospital Services, Testing and Manufacturing

Our range of components, ease of ordering and the customer care offered by our Hospital Services teams is really hitting the mark. We are very pleased to see such high levels of satisfaction and will continue to strive for improvement.

So what are we doing to make our services better.....

Improvements include 1) improving supply to your hospital on time and in full 2) working closer with you to predict demand, especially at peak times 3) reviewing our Manufacturing and Hospital Service operations to ensure we deliver world class performance.

Component
Quality
and Range



Component
Ordering



Hospital
Services



Transport

This quarter we asked our customers to rate the service provided by NHSBT drivers as well as our appointed couriers, TNT. Our customers gave a resounding 'thumbs up' for our in house drivers, a fantastic 91% score them 9 or 10/10. We know that there a number of reasons why the courier service is less well thought of and are looking to implement changes and to work with TNT to improve this service.

So what are we doing to make our services better.....

1) We've involved hospital users in an operational improvement event focussed on our delivery and sample collection service 2) we are piloting a detailed review in one centres to help us improve nationally 3) we are implementing continuous improvement as 'the' way we work.

Routine
Delivery



Ad-hoc
Delivery



Emergency
Delivery



Diagnostic Services

We are really pleased to see the efforts of our RCI teams recognised as improving service overall. We appreciate that there is more to do and will continue to improve and build on our successes. Our H&I service for HLA/HPA matched platelets and red cells, and the responsiveness of the team is leading the way in our diagnostics services.

So what are we doing to make our services better.....

1) Ordering of selected platelets on OBOS is being rolled out 2) local initiatives to improve turnaround times are in place 3) RCI and Customer Service Managers are out and about listening to customers to help improve mutual understanding.

H&I



RCI
referral



RCI
test time



RCI
report



RCI
overall

