

Voice of the Customer April to June 2017

Blood and Transplant

99% of our customers report a level of satisfaction with the overall service. Satisfaction has increased across most of the business

Hospital Services. You regard the service highly and value the availability of our components; 96% of you scored 9 or 10/10. You appreciate universal HEV screening. OBOS is highly regarded, although occasional compatibility issues exist with some browsers. This will be resolved shortly. We acknowledge that supply of some specialist components and R0 red cells is challenging and are working to improve this.

Transport. Satisfaction with the emergency service is high. Satisfaction for routine and ad hoc deliveries continues an upward trend. There is dissatisfaction from a few in relation to the £11 click and collect charge. We are working with you to review your routine deliveries to increase utilisation of rounds and reduce the requirement for ad hoc deliveries and collects.

RCI and H&I. Satisfaction with RCI is positive with increasing trends across the service. The referral process shows the most improvement, with an increase in the number of you scoring 9 or 10/10. RCI have focussed on meeting turnaround targets, providing a faster and more consistent turnaround. Scores for RCI reports are the best in two years. H&Is provision of matched platelets continues to be well regarded with 92% scoring 9 or 10/10.

Customer Service and Ease of Business. 89% of you regard your customer service managers highly scoring 9 or 10/10. You say that we provide an excellent service, are accessible and helpful and generally reply promptly to your enquiries with clarity. You say that we are easy to do business with and cite quick responses, approachable and knowledgeable staff that are polite and friendly as positive attributes. Unfortunately some feel that “the organisation can be seen as dictatorial and inflexible, failing to take note of customer’s wishes”; we are doing all we can to counter this perception.

“All areas and departments easy to access through clear instructions. Communication is excellent at all levels”
Lancaster hospital

Voice of the Customer and the Customer Satisfaction Survey are provided by Hospital Customer Services.

Please contact your Customer Service Manager for further details