

Health Board Customer Satisfaction Survey Results 2008



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Contents

INTRODUCTION	1
FIGURE 1: POPULATION OF RESPONSES BY HEALTH BOARD	1
OVERALL SATISFACTION	1
FIGURE 2: OVERALL SATISFACTION.....	1
EASE OF CONTACTING PRACTITIONER SERVICES	2
FIGURE 3: EASE OF CONTACTING PRACTITIONER SERVICES	2
HOW EFFECTIVE ARE YOUR QUERIES DEALT WITH	2
FIGURE 4: HOW EFFECTIVE ARE YOUR QUERIES DEALT WITH	2
HOW TIMELY IS THE ADVICE RECEIVED TO YOUR QUERY	3
FIGURE 5: HOW TIMELY IS ADVICE RECEIVED TO YOUR QUERY	3
HOW COURTEOUS IS YOUR QUERY DEALT WITH	3
FIGURE 6: HOW COURTEOUS IS YOUR QUERY DEALT WITH.....	3
THE QUALITY OF THE ADVICE YOU RECEIVE	4
FIGURE 7: THE QUALITY OF ADVICE YOU RECEIVE	4
CUSTOMER CARE POLICY	4
FIGURE 8: CUSTOMER CARE POLICY.....	4
HOW WOULD YOU RATE THE PRACTITIONER SERVICES' WEBSITE?	5
FIGURE 16: PRACTITIONER SERVICES WEBSITE	5
COMMENTS	5
DENTAL AND OPHTHALMIC.....	5
MEDICAL	6
PHARMACY	6
WEBSITE	6
CUSTOMER CARE POLICY.....	6
PRACTITIONER SERVICES WIDE.....	6
COMMENDATIONS	7
WEBSITE	7
MEDICAL	7
PHARMACY	7
PSD WIDE	7
BRIDGEVIEW	7
SUGGESTIONS	7

Introduction

In August 2008 customer satisfaction survey questionnaires were sent to 217 Health Board contacts they were given 4 weeks to reply. Of the 217 questionnaires sent electronically 72 were completed giving a response rate of 33%¹. The Graph in figure 1 below shows the population of responses by Health Board. Where Q5 of the customer satisfaction questionnaire was not answered the responses have been allocated the blank category.

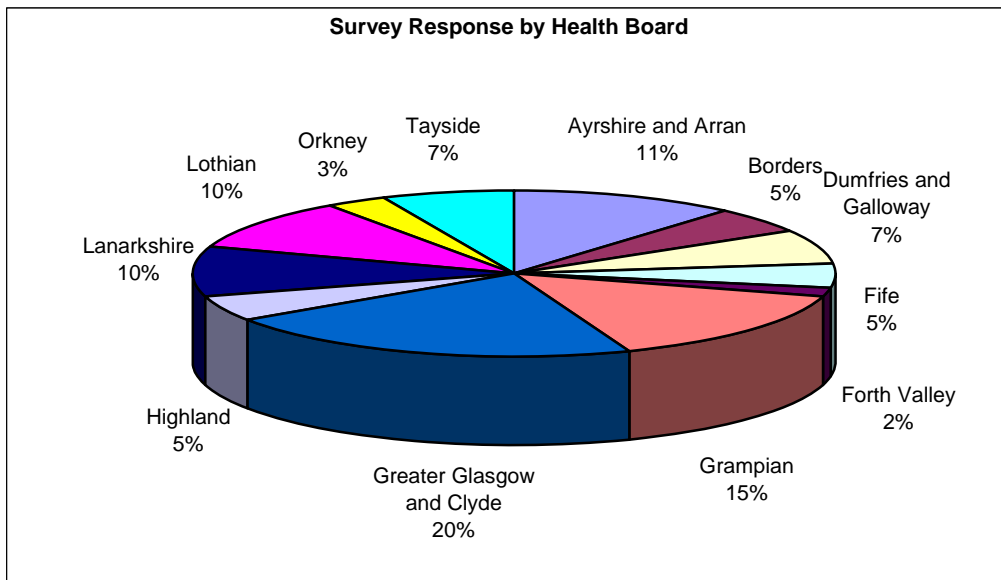


Figure 1: Population of responses by Health Board

Overall satisfaction

Overall the majority (75%) of the respondents replied either excellent or good as being their level of satisfaction to the overall service provided by Practitioner Services, this has increased from 2007 where 71% replied either excellent or good. The graphs in figure 2 illustrate the responses received including a breakdown by Health Board.

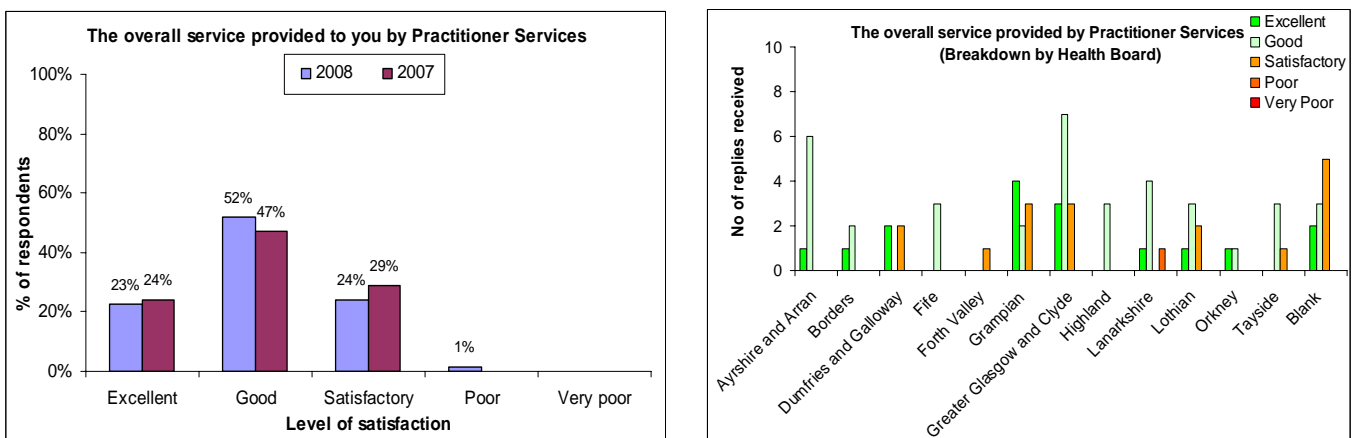


Figure 2: Overall Satisfaction

¹ 2007 survey response rate was 50%

Ease of Contacting Practitioner Services

Overall the majority (84%) of the respondents replied either excellent or good as being their level of satisfaction with the ease of contacting Practitioner Services, this has increased from 2007 when 82% replied either excellent or good. The graphs in figure 3 illustrate the responses received including a breakdown by Health Board.

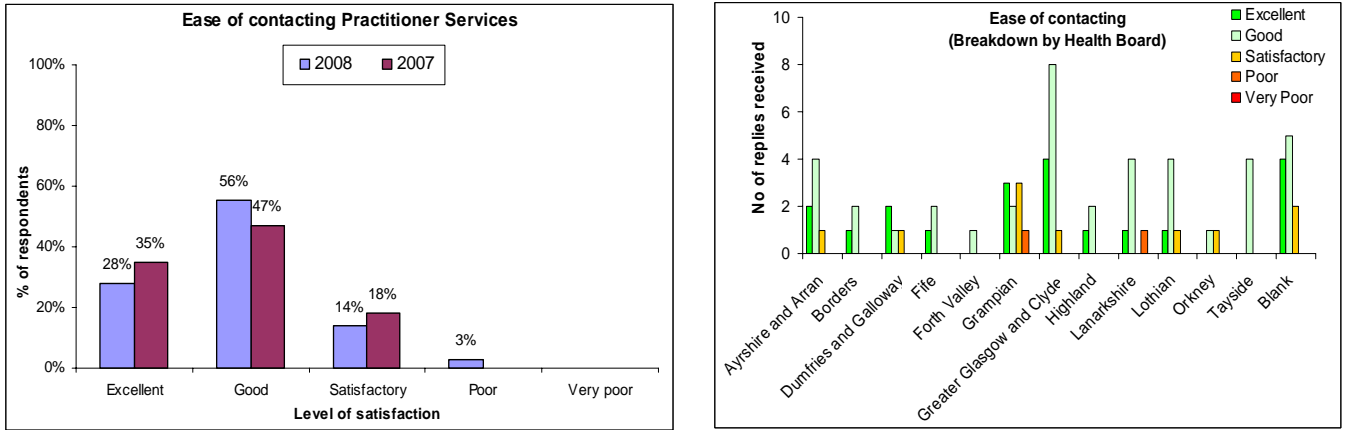


Figure 3: Ease of contacting Practitioner Services

How effective are your queries dealt with

Overall the majority (81%) of the respondents replied either excellent or good as being their level of satisfaction with the effectiveness of queries dealt with by Practitioner Services, this has increased from 2007 where 76% replied either excellent or good. The graphs in figure 4 illustrates the responses received including a breakdown by Health Board shown in figure 7

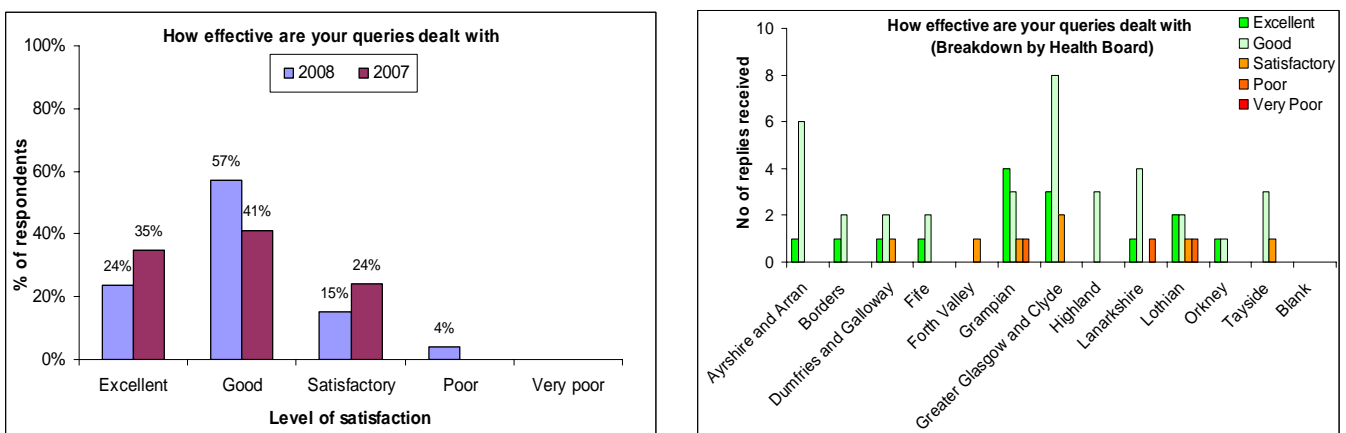


Figure 4: How effective are your queries dealt with

How timely is the advice received to your query

Overall the majority (73%) of the respondents replied either excellent or good as being their level of satisfaction with the timeliness that advice is provided by Practitioner Services, this has increased from 2007 where 65% replied either excellent or good. The graphs in figure 5 illustrate the responses received including a breakdown by Health Board.

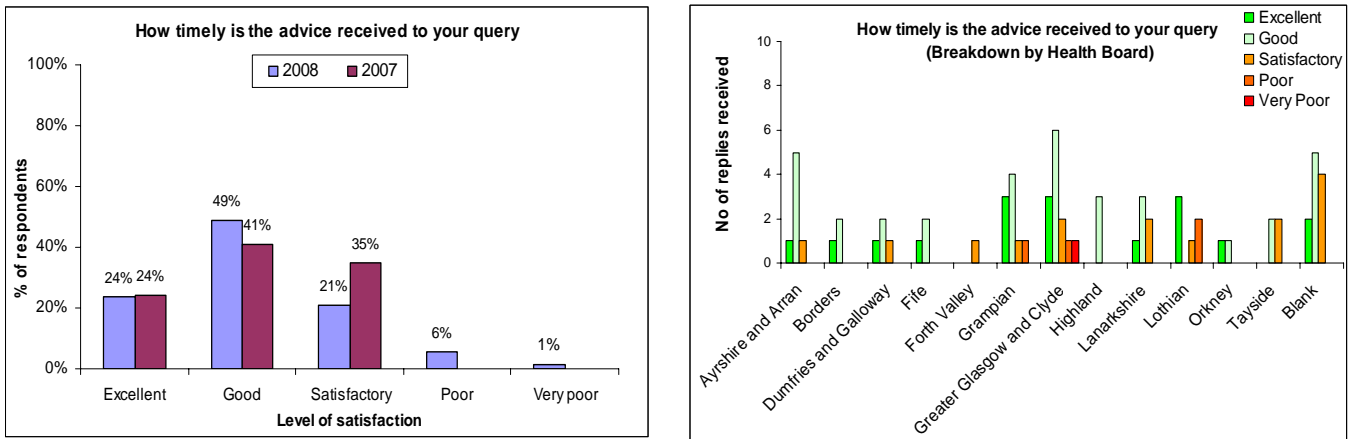


Figure 5: How timely is advice received to your query

How courteous is your query dealt with

Overall the majority (88%) of the respondents replied either excellent or good as being their level of satisfaction with the courtesy of Practitioner Services staff, this has decreased from 2007 where 100% replied either excellent or good. The graphs in figure 6 illustrate the responses received including a breakdown by Health Board.

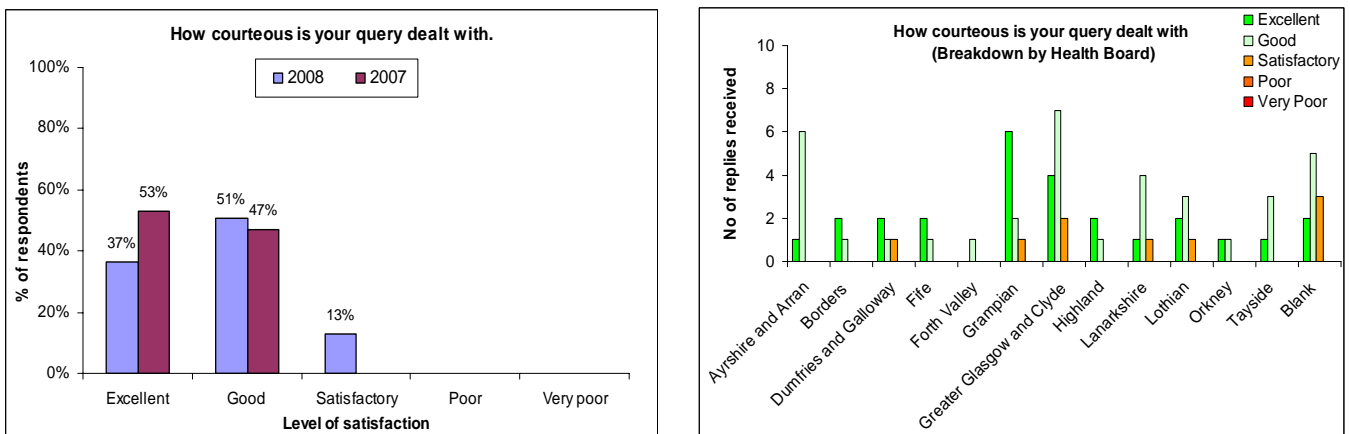


Figure 6: How courteous is your query dealt with

The quality of the advice you receive

Overall the majority (76%) of the respondents replied either excellent or good as being their level of satisfaction with the quality of advice provided by Practitioner Services, this has decreased from 2007 where 77% replied either excellent or good. The graphs in figure 7 illustrate the responses received including a breakdown by Health Board.

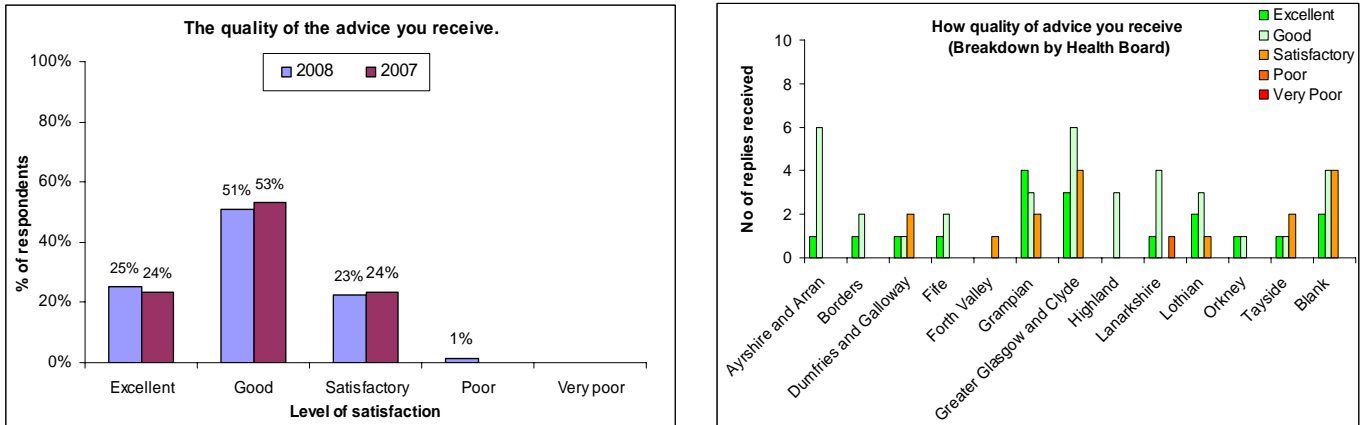


Figure 7: The quality of advice you receive

Customer Care Policy

Overall the majority (65%) of the respondents replied either excellent or good as being their level of satisfaction with the Practitioner Services customer care policy. A link to the policy was provided on the questionnaire and the *don't know* option was removed from the response options available with 9% of respondents not responding to this question. In 2007 29% responded *don't know* to this question. The graphs in figure 14 illustrate the responses received and include a breakdown by Health Board. This level of satisfaction has increased from 2007 when 47% of the respondents replied good/excellent.

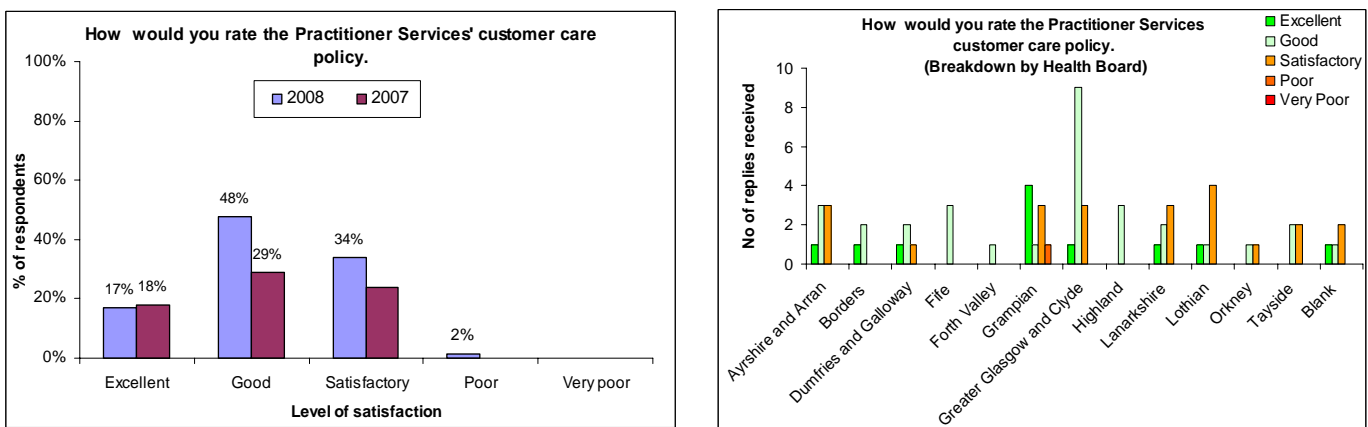


Figure 8: Customer Care Policy

How would you rate the Practitioner Services' website?

This was a new question added to the questionnaire in 2008 to obtain perceptions of the website from Health Boards. Overall the majority (61%) of the respondents replied either excellent or good as being their level of satisfaction with the Practitioner Services customer care policy. The graphs in figure 9 illustrate the responses received including a breakdown by Health Board.

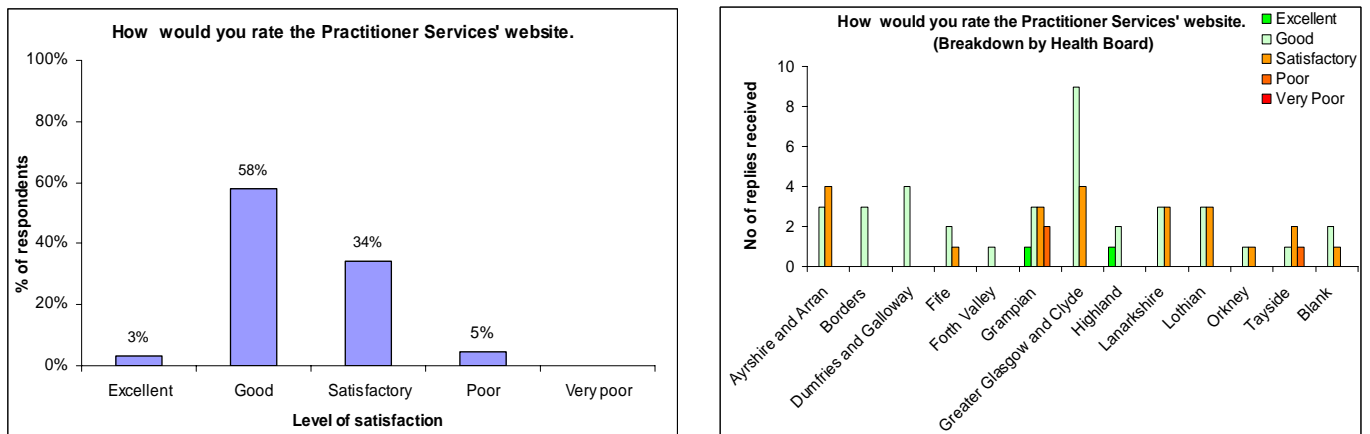


Figure 9: Practitioner Services website

Comments

The following comments were received from Health Boards after responding poor or very poor to a survey question. The comments have been grouped by area/function.

Dental and Ophthalmic

It can be difficult at times to contact the "right" person in PSD – Dental

Sometimes difficult to contact the PSD D&O helpdesk.

*Difficult at times to get appropriate responses to queries, particularly from Dental, Pharmacy and Optometry:
Medical in general is ok*

The dental helpdesk nearly always requires you to leave a message. We have had forms returned for completion when they have been appropriately completed at time of submission which causes unacceptable delays, also some staff do not appear to have knowledge of their role and give practitioners advice which is not for them to offer or comment upon.

X-rays and models not always returned when requested after submitting for prior approval. Quality of advice for various items can vary (or can be conflicting) depending on who you speak to

Have frequently waited in excess of 5 days for PSD to respond to board in relation ophthalmic breakage history of patients. This has a knock on effect and significant delay on the service we as a Board provide to the public.

Medical

PSD issues newsletters to Practices without allowing colleagues in Board's to see them in advance. This has resulted in mixed messages going to Practices and Board's feeling "out of the loop".

Pharmacy

*Difficult at times to get appropriate responses to queries, particularly from Dental, Pharmacy and Optometry:
Medical in general is ok*

Website

Not the most user friendly website. No good search facility

The only reason I have said poor for the website is because I never use it and I am not reminded to use it

I wouldn't say I was particularly aware of the policy or the website.

Website is not widely advertised. Most people either unaware or use rarely

Customer Care Policy

I wouldn't say I was particularly aware of the policy or the website.

Practitioner Services wide

Very annoying when answering machine on main phone number. If messages left then not always returned

PSD responses are generally not received as quickly as the Board requires. This slow response results in Board officers having to send chasing emails, often more than once. Then 20 working day PSD response time to Board requests for statistical information causes the Board problems.

Can't easily find the telephone number of a specific person you want to contact. Be better to put the phone number on emails sent then it can be noted for future use.

Queries often not responded to timeously and quality of information sometimes in question.

Commendations

The following commendations were received as part of the customer satisfaction survey feedback, the commendation have been grouped by area/function/office.

Website

Website design improved recently.

Medical

PSD Medical, both Registration and Finance are excellent.

Deal with PSD Medical practically on a day to day basis and believe I have excellent relationships with most of the staff I contact

Good personal contact particularly the Medical Finance Team

Pharmacy

Thanks for an effective and efficient service

PSD Wide

The appointment of additional staff on the helpdesks has improved the service greatly.

Any queries I have had, have been resolved quickly and I have found the staff I contact very helpful

Bridgeview

My comments are pertinent to the Aberdeen office, which has always been very customer focussed.

Suggestions

The following suggestions were received as part of the customer satisfaction survey feedback; the suggestions have been grouped by area/function/office.

I think we need closer working together there are times when GP practices will say they have contacted PSD for advice that does not match the advice that NHST has given out and I am sure this happens the other way.

There doesn't appear to be a specific person dealing with specific questions and it would be more beneficial to have nominated individual to meet board's queries.

It may be helpful for PSD to start providing a lead to all HB's in Scotland to move us towards being more consistent with each other rather than having the variety we presently do.

I always find PSD very helpful to deal with, wouldn't mind a more complete list of contact number though!