



# Customer Care Policy

“We **strive** to satisfy or **exceed** our customers’ requirements”

## Our purpose

To provide accurate, timely, meaningful information and to ensure continuous improvement it is essential that we maintain good relations with our customers, to detect and eliminate potential problems and act upon improvement opportunities both quickly and effectively. Our objective is to develop a consistent approach to customer care.

## Our quality statement

Practitioner Services will strive to ensure that all customer requirements are satisfied or exceeded; this will be achieved primarily by accurate data processing to agreed timescales.

We shall provide advice on payment issues to assist our customers and all processes shall be developed with our customers’ requirements and statutory and legal requirements uppermost.

We are committed to effective and efficient use of resources, ensuring value for money is obtained from the services we provide.

Quality is a basic business principle and its improvement is the responsibility of every employee.

We are committed to provide training and resources to staff, in order to continually improve our operations.

## Legislation

We support the Scottish Government in implementing legislative and regulatory changes.

## Who are our customers?

Pharmacists, General Practitioners, Dentists and Opticians, practice staff, Nurses, NHS Boards, patients, our staff, visitors, and external bodies such as Community Pharmacy Scotland, the Scottish Government, the Scottish Public Pensions Agency and the General Dental Council.

## What will we do?

- Respond to written, verbal or electronic communications from customers courteously, promptly and efficiently.
- Ensure that data we hold on our databases is accurate, up to date and secure.
- Forward patient sensitive data accurately, confidentially and effectively.
- Forward a customer satisfaction survey to a sample of customers annually.
- Support NHS National Services Scotland complaints procedure - view procedure at [www.nhsns.org/pages/contact/complaints.php](http://www.nhsns.org/pages/contact/complaints.php)
- Provide our staff with appropriate customer care training.
- Include customer care skills in our job descriptions and knowledge and skills framework.
- Hold regular meetings with staff to maintain service level and communication.
- Any suggestions to improve our services will be acted upon.

## Access

Information about us is available electronically at [www.psd.scot.nhs.uk](http://www.psd.scot.nhs.uk) and is available 365 days a year.

## Responsibility

The responsibility for implementation of this policy lies with the Director of Practitioner Services.

Customer complaints will be monitored and results of customer satisfaction surveys will be analysed to provide evidence that we are fulfilling the Customer Care Policy. Any adverse findings will be acted upon to continually improve the service that we provide.

Customer Care is important to **ALL** OUR CUSTOMERS

### Pharmacy

Bain Square, Livingston  
Bridge View, Aberdeen  
Gyle Square, Edinburgh  
Meridian Court, Glasgow

### Dental

Bain Square, Livingston  
Gyle Square, Edinburgh  
Meridian Court, Glasgow

### Ophthalmic

Bain Square, Livingston  
Gyle Square, Edinburgh  
Meridian Court, Glasgow

### Medical

Bridge View, Aberdeen  
Meridian Court, Glasgow

### Support Services

Gyle Square, Edinburgh



[www.psd.scot.nhs.uk](http://www.psd.scot.nhs.uk)

**Practitioner Services**  
Enabling Primary Care