

ICES – Integrated Community Equipment Services

Customer satisfaction survey results from survey completed 26 March -22 April 2019

Responses – 69 completed (represents 1% unique users for 2018/19)

Communication:

Communication around delivery or collection of equipment was viewed as good by 90% of respondents with 3% expressing that the communication was poor.

A clear time and date for delivery and collection were given in 90% of the cases, but there were two occasions where this did not ultimately happen.

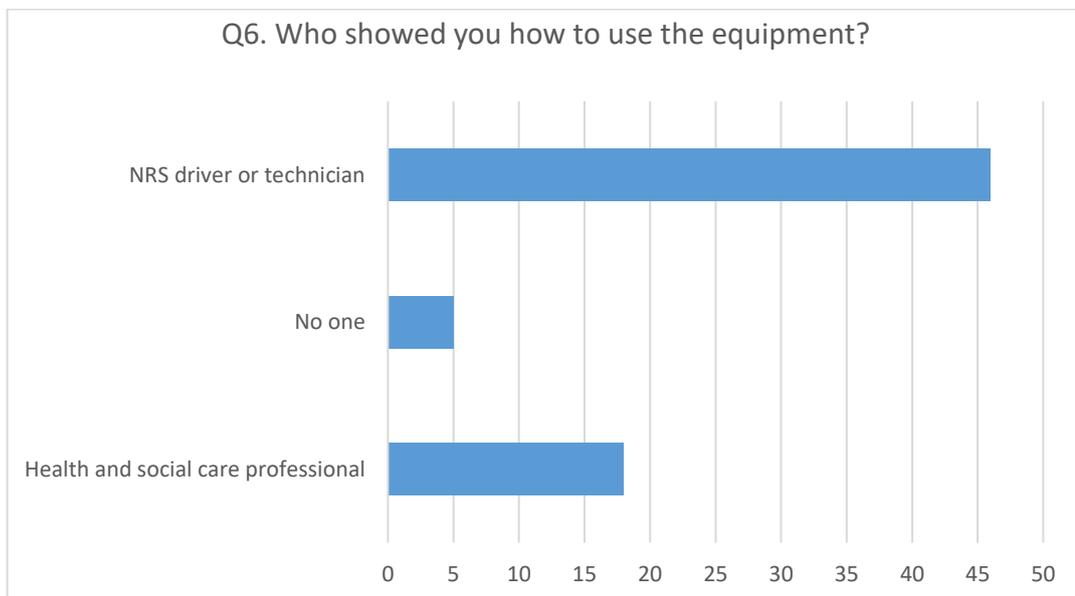
10% of respondents cited that they were not made aware of the type of equipment they needed.

Equipment:

Overall response to cleanliness was very high with just one case where the equipment delivered was not believed to be clean.

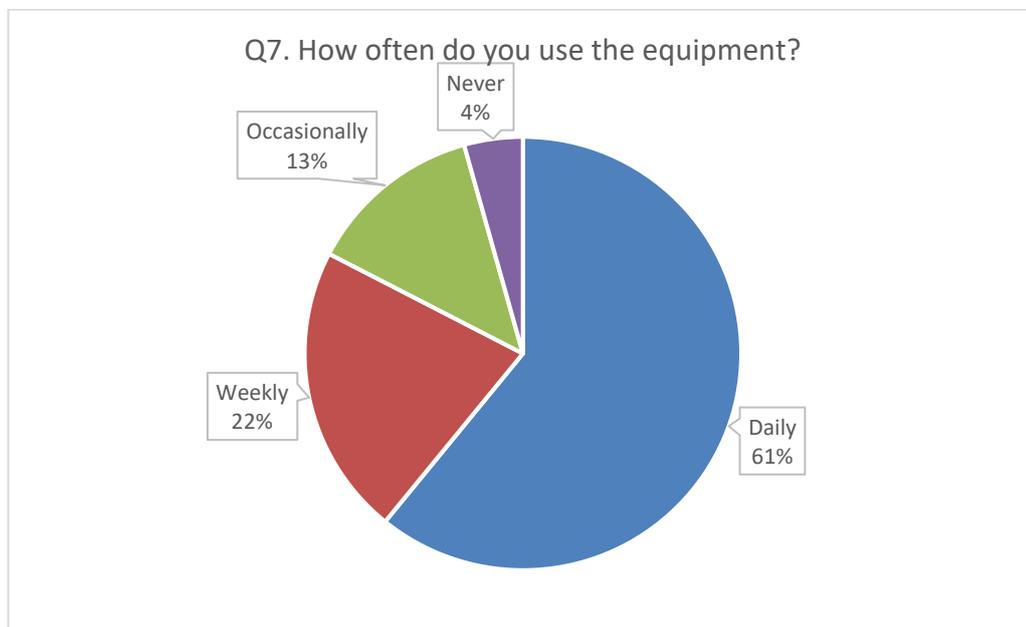
96% of respondents felt that the equipment was in good working order.

Demonstration of equipment was undertaken in general by the driver / technician, with 7% not shown how to use the equipment at all. (NB – this may not have been requested by the prescriber)



71% of respondents felt the equipment met their needs, with 9% stating it did not meet their needs. The remainder felt the equipment partially met their needs.

There was a range in frequency of use of the equipment provided as highlighted below. With 4% (3 people) never using the equipment prescribed. More information would need to be provided in order to ascertain the reasons behind the usage levels.



17% of people responding were not left any instructions for use of their equipment, and 13% were not left any advice on how to return the equipment. (NB, this is included on the delivery details and given to everyone, but is an area for attention). 14% also stated they were not left details for further help and advice.

Again, the responses below may not be entirely accurate, but they are areas to be considered in terms of communication and support advice.

Overall rating and comments:

Overall 80% respondents rated the service as good, 17% okay and 3% rated it as poor.

Free comments gave some additional useful information, most of which was positive which includes:

- Positive feedback on NRS depot and deliver staff
- General satisfaction with the service
- Shorter delivery window
- Lack of communication about equipment being ordered