

Dispensing Appliance Contractor Customer Survey 2017

In accordance with Department of Health guidelines, an approved Customer Satisfaction Questionnaire was sent to 631 patients who use SCRIPT-EASY[®] as their Dispensing Appliance Contractor of choice. The responses received totalled 228.

THE RESULTS:



83% OF RESPONDENTS LIKED THE FACT THAT THE PACKAGING DISPLAYED NO FORM OF WRITING OR MARKING THAT COULD INDICATE ITS CONTENT

SCRIPT-EASY® DELIVER PRESCRIPTION PRODUCTS IN PLAIN, UNMARKED PACKAGING.

10% DID NOT AGREE

NO RESPONSE 7%

80% OF RESPONDENTS AGREED THE VEHICLE IN WHICH THE PACKAGE WAS DELIVERED DID NOT CONVEY THE NATURE OF ITS CONTENTS

SCRIPT-EASY® USE A PROFESSIONAL COURIER SERVICE TO DELIVER PRESCRIPTION PRODUCTS.

11% DID NOT AGREE

9% NO RESPONSE

94% OF RESPONDENTS RECEIVED A REASONABLE SUPPLY OF ITEMS SUCH AS WET / DRY WIPES AND DISPOSAL BAGS

2% DID NOT AGREE

4% NO RESPONSE

81% OF RESPONDENTS 'AS APPLICABLE' THOUGHT THEIR PERSONAL INFORMATION QUERIES WERE ANSWERED IN AN EXCELLENT OR VERY GOOD MANNER

17% GOOD

2% POOR

TAKING EVERYTHING INTO ACCOUNT, (THE STAFF, INFORMATION MATERIALS, CONTACT OPTIONS, QUALITY AND RELIABILITY OF DELIVERY)

95% OF RESPONDENTS RATED SCRIPT EASY® AS EXCELLENT, VERY GOOD OR GOOD

1% FAIR

NO RESPONSE 4%

Patient Testimonials

“ SCRIPT-EASY® is the finest company I have ever had the pleasure of dealing with ”

“ SCRIPT-EASY® is one of the best companies I have ever dealt with ”

“ Very pleased with the service ”

“ Always friendly, polite, helpful and excellent service ”

“ Very polite staff and excellent service throughout ”

“ There is nothing to improve, they are always helpful in every way ”

SCRIPT-EASY®

5 Commerce Way, Lancing Business Park, Lancing, BN15 8TA

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