

Dispensing Appliance Contractor Customer Survey 2016

In accordance with Department of Health guidelines, an approved Customer Satisfaction Questionnaire was sent to 580 patients who use SCRIPT-EASY[®] as their Dispensing Appliance Contractor of choice. The responses received totalled 276.

THE RESULTS:



85%

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.

9% DID NOT AGREE

NO RESPONSE 6%

84%

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.

10% NO RESPONSE 6% DID NOT AGREE

92%

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

3% DID NOT AGREE

NO RESPONSE 5%

76%

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

22% GOOD
2% POOR

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

97%

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

1% FAIR NO RESPONSE 2%

Patient Testimonials

- “ Found SCRIPT-EASY® an **excellent** service, **fantastic** people, all so caring, could not do enough to help ”
- “ SCRIPT-EASY® is one of the **best companies** I have ever dealt with ”
 - “ Keep up the **good work** ”
- “ **Very happy** with everything from phone call to delivery ”
 - “ **Very polite staff** and **excellent service** throughout ”
 - “ Always **polite and helpful** ”

SCRIPT-EASY®

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