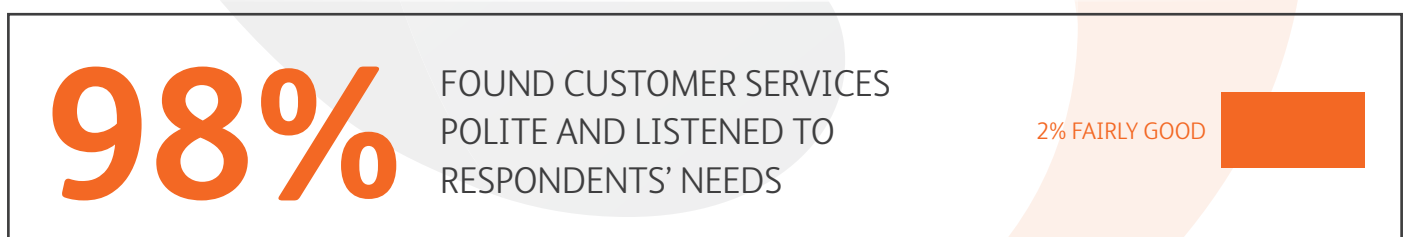
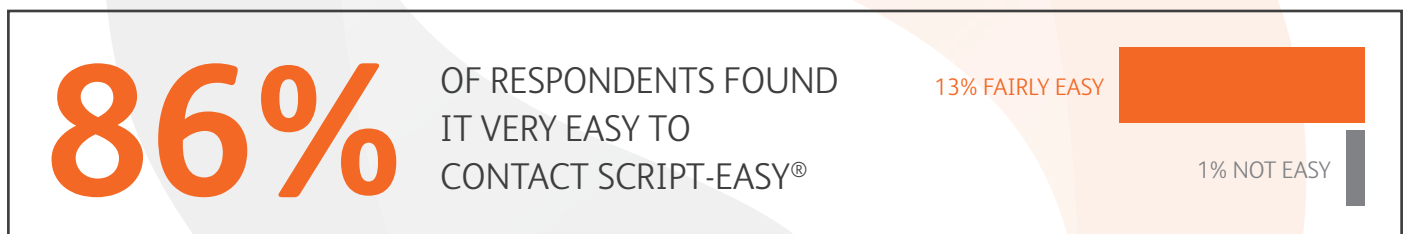
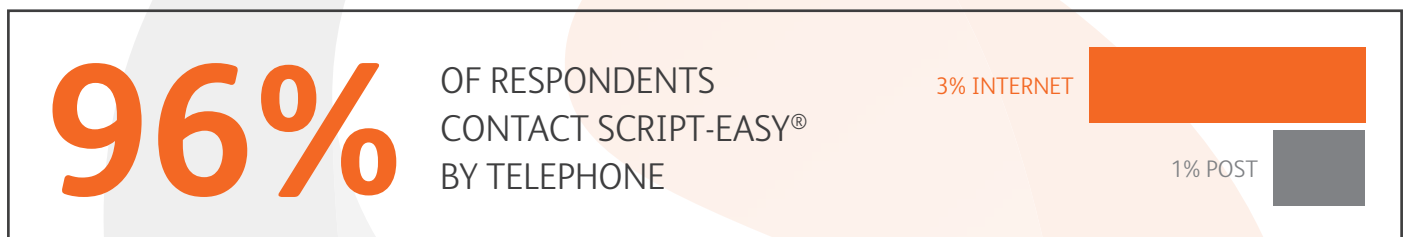


Dispensing Appliance Contractor Customer Survey 2019

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 340.

THE RESULTS:



92%

OF RESPONDENTS AGREED THAT THE PACKAGING DISPLAYED NO FORM OF WRITING OR MARKING THAT COULD INDICATE ITS CONTENT

8% DID NOT AGREE



93%

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

7% DID NOT AGREE



96%

OF RESPONDENTS FOUND THE STAFF OVERALL TO BE VERY GOOD

2% FAIRLY GOOD

2% DON'T KNOW



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

99%

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

Patient Testimonials

“This is an **excellent service** and **privacy is fully respected.**”

“Service, help and advice all excellent. Staff **very pleasant, helpful and efficient.**”

“**I don't think this service could be improved** as I have found the service excellent”

“Extremely please with the service. **Very efficient. Lovely friendly staff.**”

“No problems. Excellent service. Very professional. **Highly recommended.**”

www.scripteasy.co.uk

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