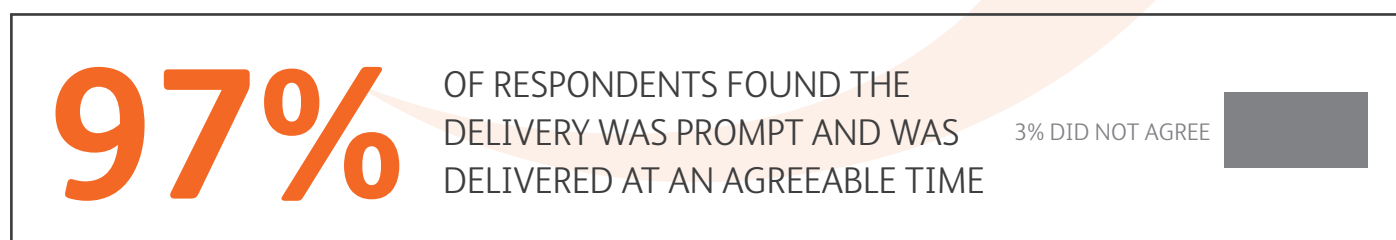
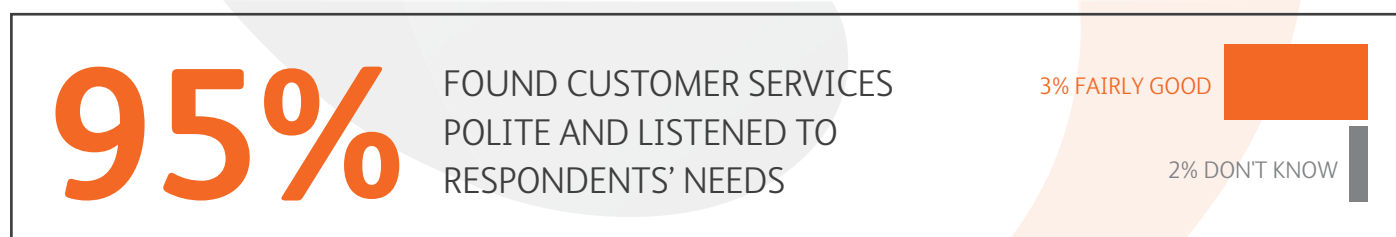
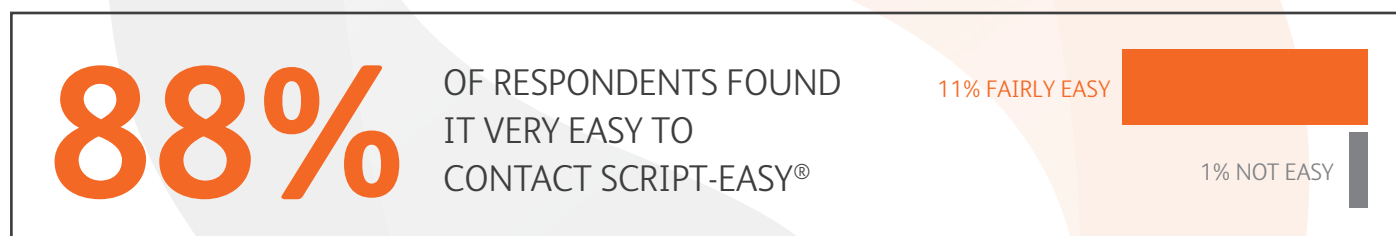
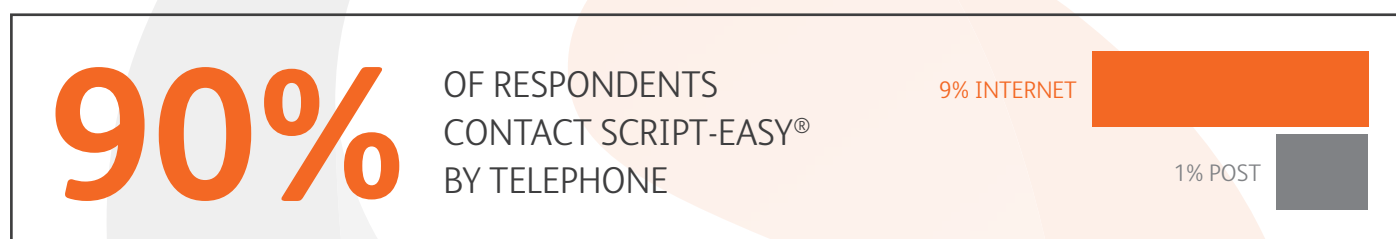


# Dispensing Appliance Contractor Customer Survey 2020

In accordance with Department of Health guidelines, an approved Customer Satisfaction Questionnaire was sent to 631 patients who use Script-easy<sup>®</sup> as their Dispensing Appliance Contractor of choice. The responses received totalled 221.

## THE RESULTS:



88%

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

12% DID NOT AGREE



89%

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

11% DID NOT AGREE



96%

OF RESPONDENTS FOUND THE STAFF OVERALL TO BE VERY GOOD

1% FAIRLY GOOD

3% 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 service is **excellent**, staff are always **very helpful** and friendly”

“**Brilliant** service, excellent staff, **nothing to improve**”

“You can't improve on **excellent**”

“An excellent service that I **can not fault**”

“I have always received an **efficient and prompt** service from Script-easy”

[www.scripteasy.co.uk](http://www.scripteasy.co.uk)

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