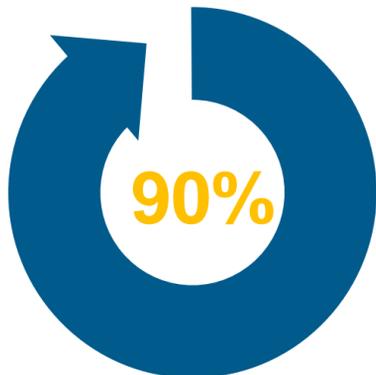


Patient Satisfaction Survey 2019 Results

High recommendation levels remain consistent, 90% of patients being extremely likely or likely to recommend our service to friends and family

Recommendation



+/- 0%

Overall Satisfaction



+3%

Overall patient satisfaction increased by 3%



Overall Quality of the Delivery Service

95%



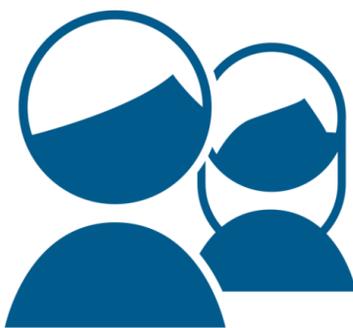
Overall Quality of the Patient Services Team

93%



Overall Quality of the Nursing Service

92%



What do customers say about our service?

Overall, I am extremely satisfied with your services. Always ready to help and polite. Very thorough and nothing is ever too much trouble, either by the phone call to arrange delivery or the delivery driver. Well done Homecare service.

Impeccable. Very confident that my Homecare delivery will be on date and time stated. Thank you all.

Homecare service are providing a great service. My medication is always received on time and any phone calls I have had to make have always been treated with respect and professionalism. I am very happy with the service.

I am very happy with the service. I get my medication delivered in a timely and efficient way. Lloyds are easy for me to contact, but often contact me first to arrange deliveries.

During my time receiving treatment (over 4 years) I have had 3 dedicated nurses, who have all been excellent. I cannot fault the service or care I have received.

Overall, I have been extremely satisfied with this homecare service, hence, we have been with the same service for over 10 years. We always receive excellent customer service over the telephone and by the delivery team. Very polite and helpful staff.