

Dispensing Appliance Contractor Customer Survey 2014

In accordance with Department of Health guidelines, an approved Customer Satisfaction Questionnaire was sent to 1,500 patients who use SCRIPT-EASY[®] as their Dispensing Appliance Contractor of choice. The responses received totalled 699.

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%

85% 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.

9% NO RESPONSE
5% DID NOT AGREE
1% DON'T KNOW

93% OF RESPONDENTS RECEIVED A REASONABLE SUPPLY OF ITEMS SUCH AS WET / DRY WIPES AND DISPOSAL BAGS

2% DID NOT AGREE
NO RESPONSE 5%

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

2% FAIR
NO RESPONSE 1%

Patient Testimonials

“ Staff are polite and pleasant. They make what could be an embarrassing situation easy to deal with ”

“ Excellent, courteous and discreet - excellent experience from this supplier ”

“ The ordering process was very helpful to ensure I receive everything I needed. The nurse gave me excellent advice on how to avoid problems ”

“ Spot on - first class service all round! ”

“ I have found SCRIPT-EASY® excellent in every way. They are polite and go out their way to ensure I get the products on the day I require it. A wonderful company ”

SCRIPT-EASY®

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