

# Dispensing Appliance Contractor Customer Survey 2018

In accordance with Department of Health guidelines, an approved Customer Satisfaction Questionnaire was sent to 663 patients who use SCRIPT-EASY<sup>®</sup> as their Dispensing Appliance Contractor of choice. The responses received totalled 196.

## THE RESULTS:



**84%** 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.

14%

DID NOT AGREE

2%

NO RESPONSE

**79%** 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.

15%

DID NOT AGREE

6%

NO RESPONSE

**94%** OF RESPONDENTS RECEIVED A REASONABLE SUPPLY OF ITEMS SUCH AS WET / DRY WIPES AND DISPOSAL BAGS

3%

DID NOT AGREE

3%

NO RESPONSE

**76%** OF RESPONDENTS 'AS APPLICABLE' THOUGHT THEIR PERSONAL INFORMATION QUERIES WERE ANSWERED IN AN EXCELLENT OR VERY GOOD MANNER

18%

3%

FAIR

GOOD

3%

POOR

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

**98%** OF RESPONDENTS RATED SCRIPT-EASY® AS EXCELLENT, VERY GOOD OR GOOD

1%

FAIR

1%

NO RESPONSE

## Patient Testimonials

“SCRIPT-EASY® are brilliant, always polite and helpful”

“SCRIPT-EASY® is an excellent service which I much appreciate”

“Customer services team are always friendly, considerate and professional”

“This service is consistently excellent”

“Very impressed with the service”

“SCRIPT-EASY® is the best service I have ever used. Cannot fault them in any way”

### SCRIPT-EASY®

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