

# Service User Feedback, Q1

## Kent

Friday, September 08, 2017

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# 83

**Total Responses**

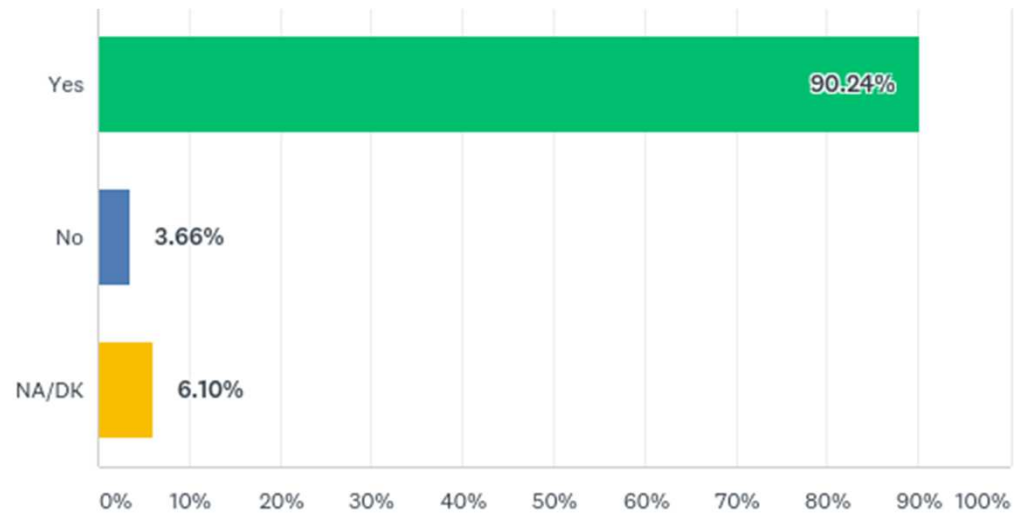
Date Created: Thursday, June 15, 2017

Complete Responses: 83

## Q1: Did our customer service team telephone you to arrange the technician's visit?

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Answered: 82 Skipped: 1



## Q1: Did our customer service team telephone you to arrange the technician's visit?

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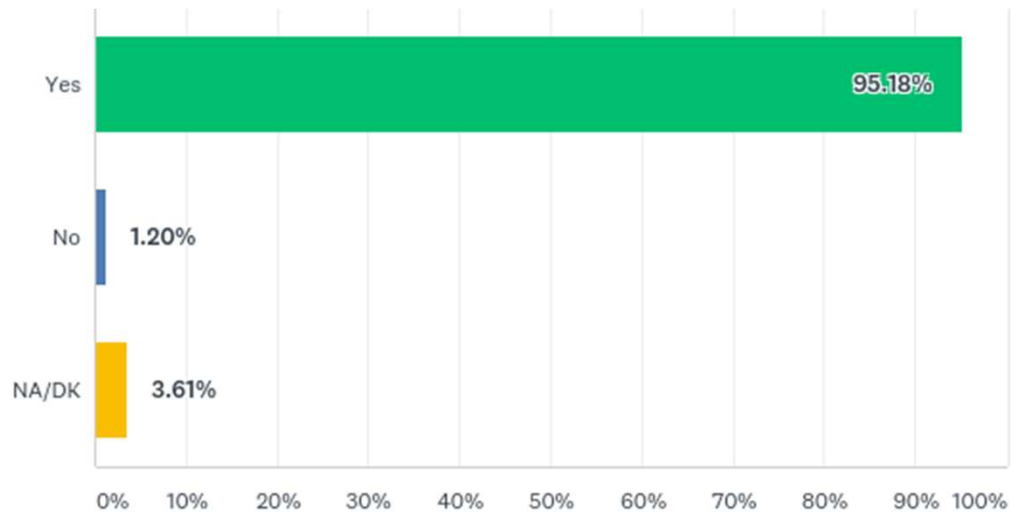
Answered: 82 Skipped: 1

ANSWER CHOICES	RESPONSES	
Yes	90.24%	74
No	3.66%	3
NA/DK	6.10%	5
TOTAL		82

## Q2: Did the technician arrive on the day expected?

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Answered: 83 Skipped: 0



## Q2: Did the technician arrive on the day expected?

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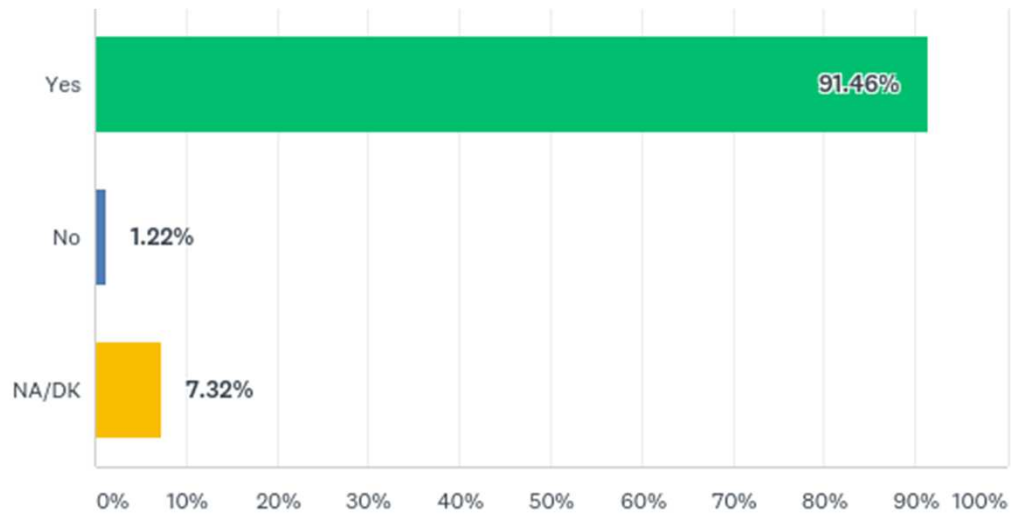
Answered: 83 Skipped: 0

ANSWER CHOICES	RESPONSES	
Yes	95.18%	79
No	1.20%	1
NA/DK	3.61%	3
<b>TOTAL</b>		<b>83</b>

### Q3: Was the equipment clean and in working order?

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Answered: 82 Skipped: 1



### Q3: Was the equipment clean and in working order?

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Answered: 82 Skipped: 1

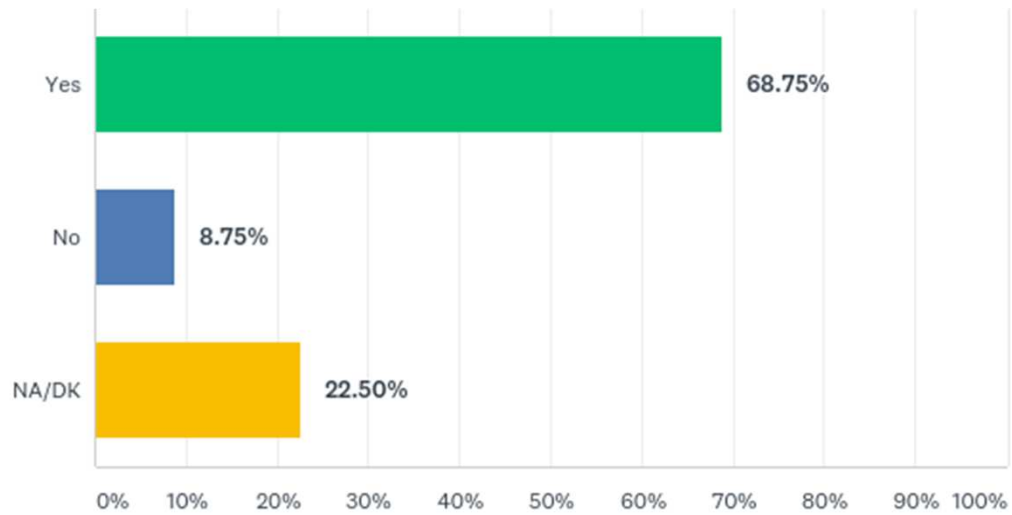
ANSWER CHOICES	RESPONSES	
Yes	91.46%	75
No	1.22%	1
NA/DK	7.32%	6
<b>TOTAL</b>		<b>82</b>



## Q4: Did the technician demonstrate and adjust the equipment for you?

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Answered: 80 Skipped: 3



## Q4: Did the technician demonstrate and adjust the equipment for you?

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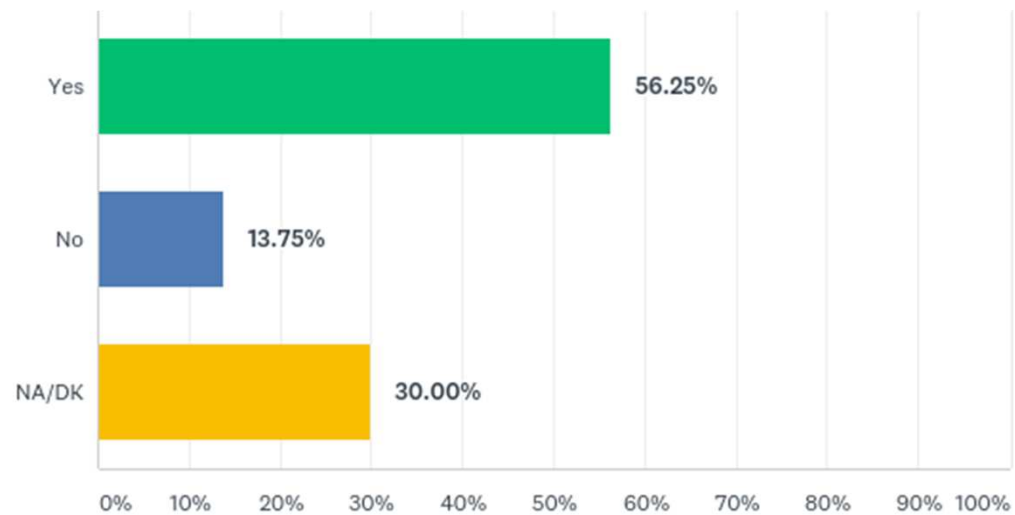
Answered: 80 Skipped: 3

ANSWER CHOICES	RESPONSES	
Yes	68.75%	55
No	8.75%	7
NA/DK	22.50%	18
TOTAL		80

## Q5: Did the technician give you written instructions on how to use your equipment?

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Answered: 80 Skipped: 3



## Q5: Did the technician give you written instructions on how to use your equipment?

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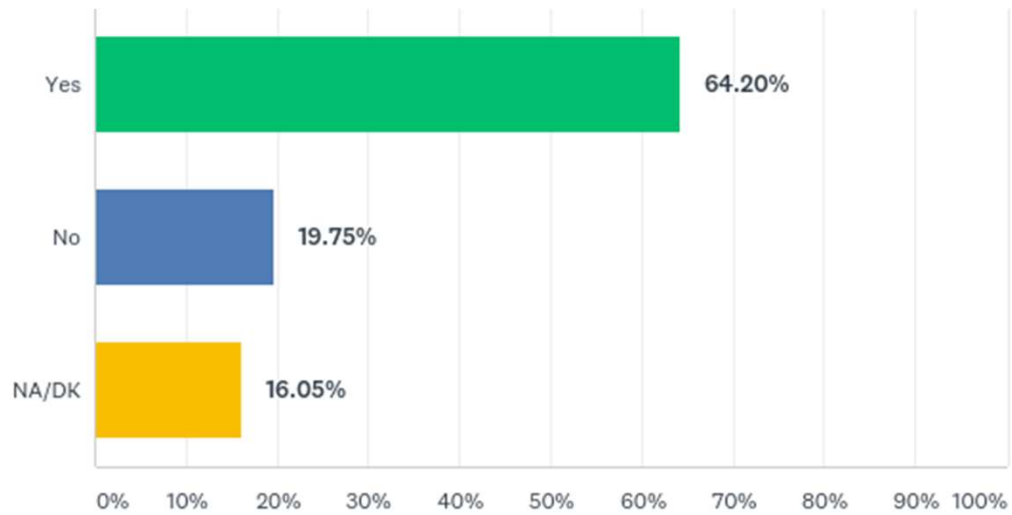
Answered: 80 Skipped: 3

ANSWER CHOICES	RESPONSES	
Yes	56.25%	45
No	13.75%	11
NA/DK	30.00%	24
TOTAL		80

## Q6: Did the technician give you an information leaflet explaining how to report a fault or return the equipment?

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Answered: 81 Skipped: 2



## Q6: Did the technician give you an information leaflet explaining how to report a fault or return the equipment?

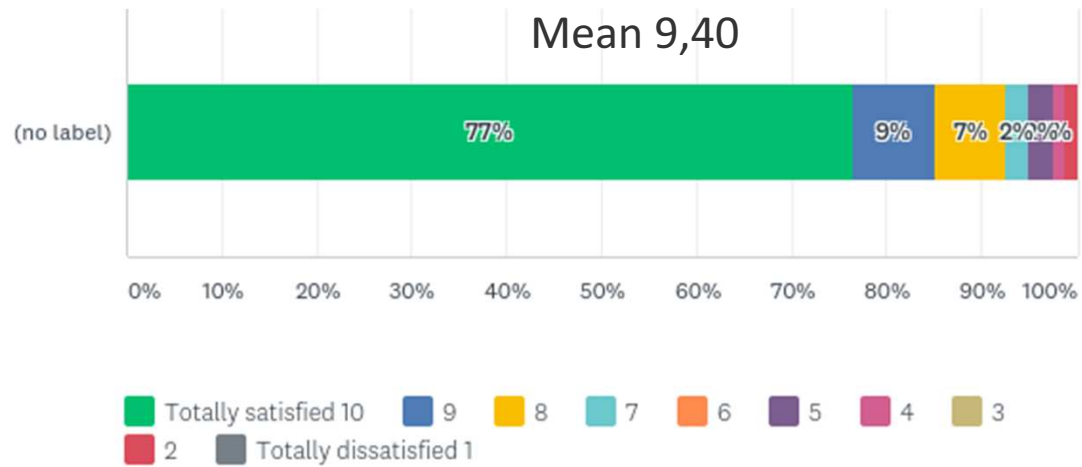
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Answered: 81 Skipped: 2

ANSWER CHOICES	RESPONSES	
Yes	64.20%	52
No	19.75%	16
NA/DK	16.05%	13
TOTAL		81

## Q7: Overall, how satisfied are you with the service provided by us?

Answered: 81 Skipped: 2



## Q7: Overall, how satisfied are you with the service provided by us?

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Answered: 81 Skipped: 2

	TOTALLY SATISFIED 10	9	8	7	6	5	4	3	2	TOTALLY DISSATISFIED 1	TOTAL	WEIGHTED AVERAGE
(no label)	77% 62	9% 7	7% 6	2% 2	0% 0	2% 2	1% 1	0% 0	1% 1	0% 0	81	9.40



## Q8: Why is that? (I)

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Answered: 53 Skipped: 30

- Aaron was extremely professional, polite & efficient. He worked quickly & explained fully the equipment. Thank you.
- Fast delivery and new condition
- Technician repair was very good and checked my bed for fault and a replacement on him. Thank you
- Could not have wished for better
- Excellent customer service. Technician was polite, helpful & kind
- Prompt and efficient
- The bed handle is sliding around. He also didn't wipe his feet and left dirt on the carpet.
- No complaints. Efficient service. Friendly staff
- Friendly efficient and co-operative very patient
- Excellent service
- Would help if those delivering were a little better informed about equipment
- He fitted it for me
- Because so much hassle to replace the old one.
- It all came when it was needed, and collected promptly.
- Very helpful, considerate & very pleasant

## Q8: Why is that? (II)

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Answered: 53 Skipped: 30

- Very quick service
- The technician was very polite and very helpful and friendly
- Reliable and products delivered all correct, clean etc. John was very helpful and compassionate. Arranged later delivery to fit in my hospital visit. Thank you :)
- We had to wait 7 weeks for the equipment
- The equipment helped me to get my life back after my accident
- He was kind & efficient
- Everything was politely and pleasant from the phone caller to the delivery man
- Not much contact about delivery or set up
- He was a very polite, efficient & helpful person
- Our request was processed and the item was delivered promptly.
- Very cheerful, helpful crew
- Couldn't find any fault with delivery the driver was very pleasant and helpful
- Happy man helpful friendly & did his job
- He was so quick and kind

## Q8: Why is that? (III)

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Answered: 53 Skipped: 30

- Very efficient
- Very knowledgeable
- Quick and efficient
- Because we knew when to expect equipment. Also a pleasant young man delivered it.
- The gentleman who delivered and dismantled the equipment was a very kind man and very helpful
- Very helpful
- Also I was told by your company a chair was being delivered but it seems it was not in stock.
- The service was excellent but the leaflets unreadable due to size and print colour.
- Driver's attitude not pleasant
- Always been helpful in the past
- You miss read my phone No and I had to phone again to get it collected by otherwise I've all ways had very good service as to the yearly servicing of equipment, The driver was very polite & helpful. Full marks for him.
- Delivery drivers friendly and polite when they arrived at door and make sure you are happy with the equipment they deliver
- Very polite and precise
- Could not have wished for a better service

## Q8: Why is that? (IV)

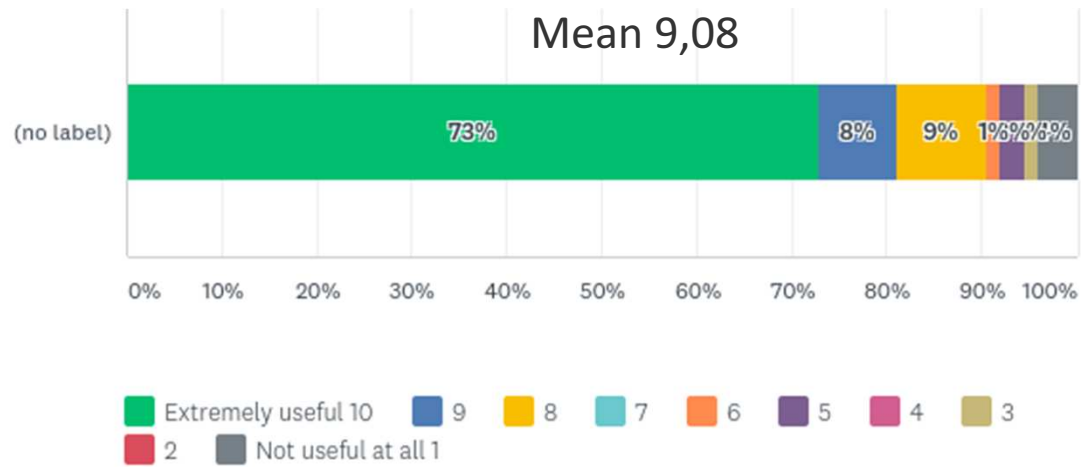
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Answered: 53 Skipped: 30

- Instructions on how to use not given by TWO repair men on previous two days or on install 5 weeks ago.
- Excellent - quick service
- The total experience was very professional
- Arrived on time, polite and explained everything clearly and concisely
- We have many things on loan from you. Everyone we have dealt with has been polite and efficient - a very good and much needed service. Thank you.
- Very pleasant driver, explained everything to me, even though he knew I had already got one.
- Good service
- I think the service is very good
- Technician was incredibly informative and friendly
- I was pleased it came the same day otherwise my husband would have stayed in bed which I didn't want.
- Very helpful fully explained & also took a few minutes to speak to the 96 year old gentleman this was for.

## Q9: How useful do you think the equipment will be to you?

Answered: 74 Skipped: 9



## Q9: How useful do you think the equipment will be to you?

Answered: 74 Skipped: 9

	EXTREMELY USEFUL 10	9	8	7	6	5	4	3	2	NOT USEFUL AT ALL 1	TOTAL	WEIGHTED AVERAGE
(no label)	73% 54	8% 6	9% 7	0% 0	1% 1	3% 2	0% 0	1% 1	0% 0	4% 3	74	9.08

## Q10: Could you please explain why? (I)

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Answered: 62 Skipped: 21

- It will allow my dad to come home from hospital & have a special bed to use & other things to make his life a little easier.
- Enabling me to keep everything in one place and move easily
- But 3 items returned most efficiently today. I had no need to use at the moment anyway
- Will enable me to move around & carry personal articles e.g. mobile phone & cup of tea
- Its a bed to sleep in and it goes up and down to keep me safe
- Toilet frame is explanatory
- Could not have done without it
- Side bars, adjustable back i.e. up right/down etc.
- Because the patient did not return home
- Help me cope with fractured pelvis @ home
- Without it, it would have been hard work
- After having a Grade 4 pressure sore can not be without air mattress for long periods of time.
- Will allow me to shower without worry
- I struggle to walk unaided and the walker is my life line.
- My father was becoming so frail before his final visit to hospital. The equipment helped him in his last days.

## Q10: Could you please explain why? (II)

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Answered: 62 Skipped: 21

- Need to keep a check between nurse visits
- I did not think I would have to use this equipment, but thank good we did have it. I would never have managed otherwise. Thank you :)
- Keeps the client able to stay at home
- My partner has a severe brain infection and cannot walk unaided and has been falling onto one side in bed.
- I can't lift my dad, bed will be very easy to get him in and out and comfortable.
- My husband has Parkinson's Disease and also has had a knee replacement
- It aided me to move independently
- Easy to use - and safe
- Felt technician rather off hand & uncaring
- Having just received it I am not used to it yet
- Could not manage without it
- Will allow me to wash myself independently and to cut vegetables in the kitchen
- I am unable to stand therefore the item assists with my seated comfort
- My husband has to be hoisted otherwise cannot get him out of bed.
- My husband John has Parkinson's - The items will make his life better and more comfortable and enjoyable. Betty Wyatt. Thank you.



## Q10: Could you please explain why? (III)

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Answered: 62 Skipped: 21

- Very useful to get in and out of the bath
- Mother would find life difficult/or impossible without
- It helps with my bad knees
- Enables me to walk more steadily
- All equipment needed to support an ill relative.
- Makes life easier
- Makes life a little easier with my husbands condition.
- It helped out mum to fill relaxed in her last dying months. MANY THANKS
- Bit difficult to use
- Too big
- It will be the carers that use the equipment
- I use the unit 3 or 4 times a day on a regular basis.
- This was a collection. Driver seemed very stressed with workload. Maybe work plan needs assessing more closely.
- It will allow me to finally sleep comfortably in a bed
- Bed returned - A very nice young man and most pleasant Thank you

## Q10: Could you please explain why? (IV)

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Answered: 62 Skipped: 21

- It was for my wife's use as she could not get into bath but the chair made it so much easier the carers used it every day. She is now in a care home so no further use.
- It was a cushion for a chair and it makes a massive difference to sitting comforts
- Gives more height to wheelchair & chair. For the wheelchair when washing at bathroom sink.
- The equipment was exactly as the lady who assessed my wife recommended and this has helped her mobility a lot. Thank you.
- Comfortable cushion
- It will enable our mother to get out up and into a wheelchair
- Enables me to get in and out of bed without any helper
- Unknown at this time as circumstances could change.
- I am not the intended user - merely here on behalf of the recipient
- It gives my husband his mobility
- It will allow my husband to walk further. Other equipment will help to keep him at home.
- Due to Polio and Osteoarthritis, I am unable to get in and out of the bath without this equipment.
- We were unable to get on with Mangar leg lifter so we sent it back.
- My husband who has Parkinson's, will find the bed a great help