



## HC - YOUR TRUSTED NHS & GP IT PARTNER

### Would you recommend HC's services and solutions to other GP Practices?

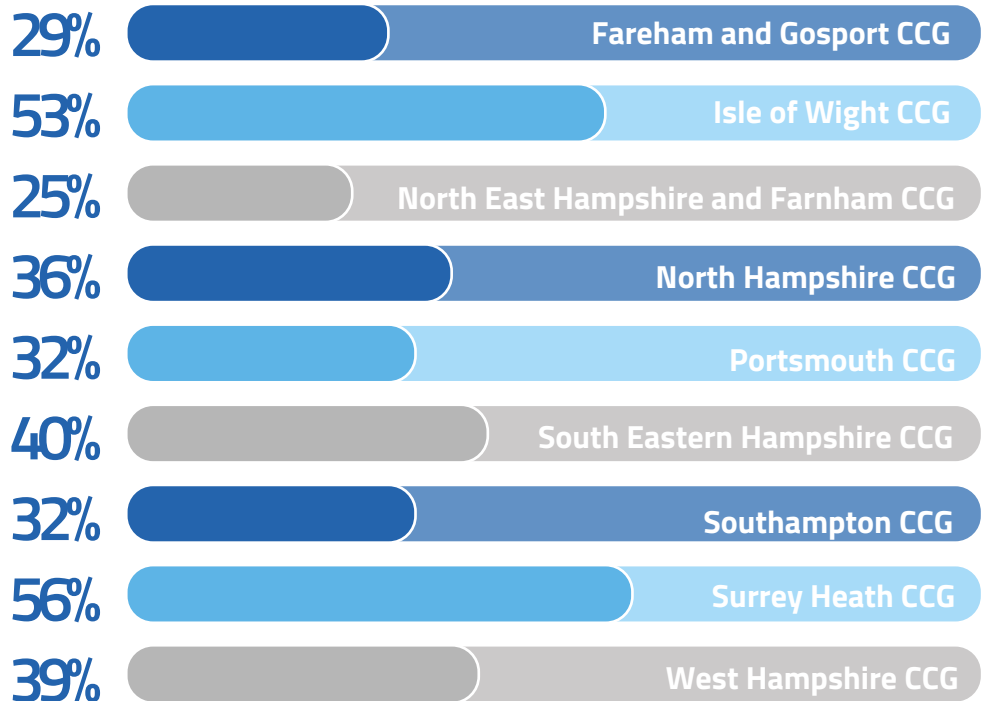


# 99%

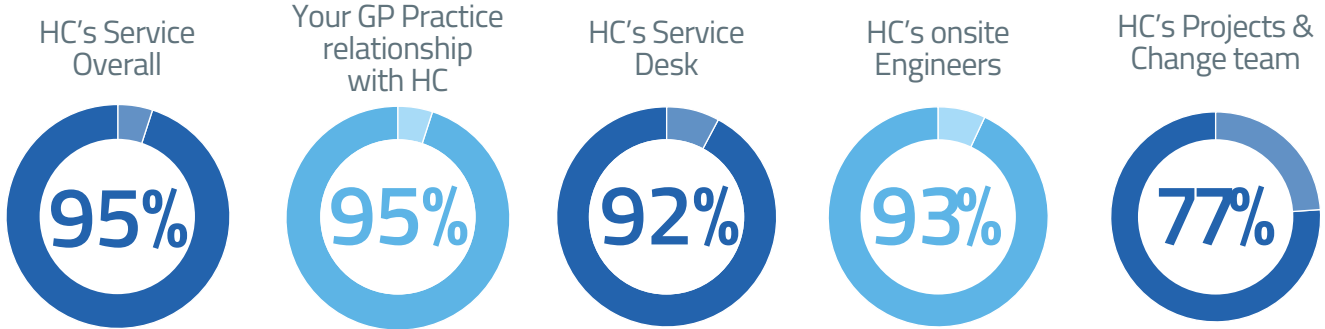
of our customers would recommend our services & solutions to other GP Practices

Overall Hampshire and Isle of Wight GP Practices response rate

# 36%



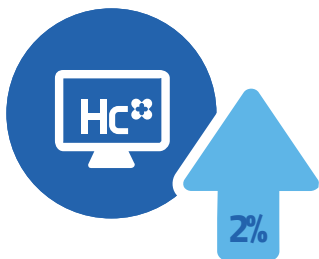
## Excellent and Very Good Rating by area



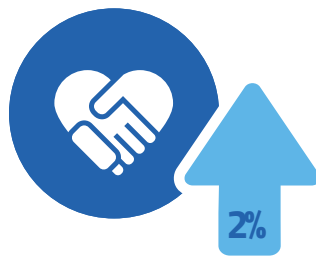
## Improvement achieved by area

At HC we actively use your feedback to constantly improve and provide you the best possible service. The graphic below shows the improvement made in specific areas in comparison to our last survey in 2016.

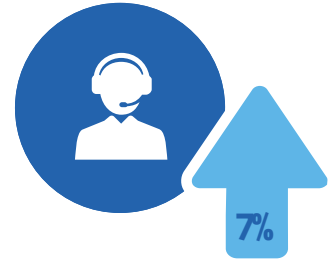
HC's Service Overall



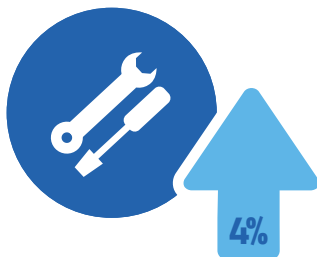
Your GP Practice relationship with HC



HC's Service Desk



HC's onsite Engineers



HC's Projects & Change team



*"HC are like little good pixies sneaking in and fixing things in a sparkly way. Can't recommend them enough."*

## Customer Feedback



*I have complete confidence in HC's Service Desk and service Engineers. They are knowledgeable, polite and patient. I honestly don't know what we would do without their support on the end of the phone whenever it's needed! Like an IT comfort blanket!!!"*

**The Whiteley Surgery**  
Fareham and Gosport CCG



*We have had an excellent relationship with HC for as long as I have been at Totton Health Centre (which is 18 years!). They have grown enormously in that time, but have always remained incredibly helpful and professional in whichever service they provide to us."*

**Totton Health Centre**  
West Hampshire CCG



*I have worked for approx 12 years in GP and have worked with Healthcare Computing on numerous projects; and have always felt that this company listens to the needs to the customer. They are both proactive and reactive in times of urgency. Thank you HC for the service you provide."*

**Staunton Surgery**  
South Eastern Hampshire CCG



*I would recommend HC because they are fab - friendly and helpful IT experts."*

**Richmond Surgery**  
North East Hampshire and  
Farnham CCG



*Having worked in GP Practices in the past I cannot recommend HC enough - fantastic."*

**Alma Medical Centre**  
Southampton CCG



*HC are always helpful and willing to find out if they don't have an immediate fix."*

**West Wight Medical Centre**  
Isle of Wight CCG



*All engineers are always helpful and friendly, \*\*\*\*\* rating from me!"*

**Heatherside Surgery**  
Surrey Heath CCG



*HC can always help and solve any problems. Their staff is friendly and helpful."*

**University Surgery**  
Portsmouth CCG



*Spot on service will bend over backwards to help."*

**Tadley Medical Partnership**  
North Hampshire CCG

## Customer Feedback

“

*I have never personally had any cause to complain about HC. The whole team take the time to listen to your problem and swiftly deal with whatever is needed. I have had cause to ring ridiculously early some mornings but always get a response and solution. Thank you.”*

**Giffard Drive Surgery**  
North East Hampshire and  
Farnham CCG

“

*Always available - a great support to a very busy GP Surgery. Willing to tackle any problem and will really go out of their way. Engineers who come out are great. They go that extra mile to help us with any other problems too.”*

**New Milton Health Centre**  
West Hampshire CCG

“

*Every contact I have with the staff either on the Service Desk number or Engineers visiting the GP Practice have a 'can-do', friendly attitude and always solve our IT issues and problems, without fail.”*

**Woolston Lodge Surgery**  
Southampton CCG

“

*Help Desk Team are just that - helpful. Engineers that attend onsite are, on the whole, friendly, helpful & informative.”*

**Park Road Group Practice**  
Surrey Heath CCG

“

*Always very helpful when sorting problems remotely, friendly staff and understanding to our needs.”*

**Waterside Medical Practice**  
South Eastern Hampshire CCG

“

*Efficient and friendly service. Conducted in a timely manner. Very helpful via Service Desk with good clear instructions.”*

**Brockhurst Medical Centre**  
Fareham and Gosport CCG

“

*Very easy to work with. Staff always helpful.”*

**Portsmouth Group Practice**  
Portsmouth CCG

“

*Always very helpful when you call, happy to explain if you are not sure or dial in.”*

**Rooksdown Surgery**  
North Hampshire CCG