



Customer Satisfaction Survey results highlights

2018

HC - YOUR TRUSTED NHS & GP IT PARTNER

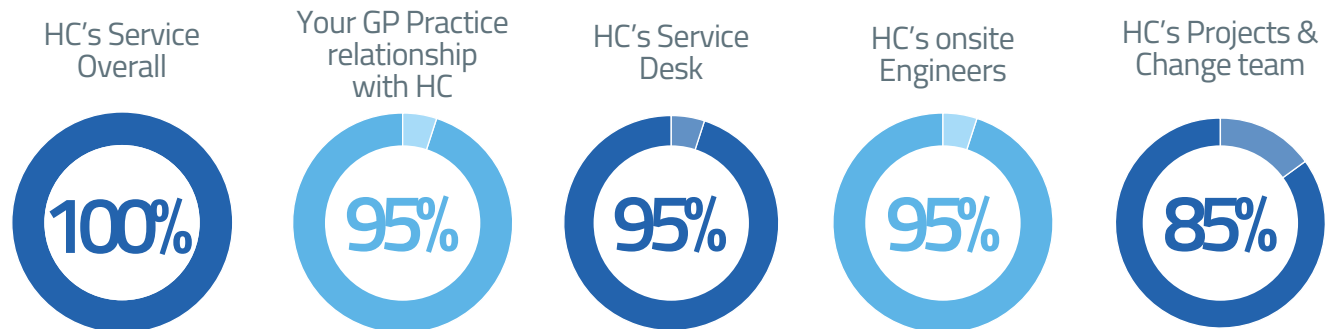
Would you recommend HC's services and solutions to other GP Practices?



100%

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

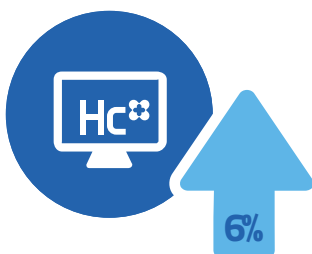
Excellent and Very Good Rating by area



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



HC's Service Desk



Overall GP Practices response rate

33%

Oxfordshire CCG

Customer Feedback



HC provide an excellent service. We have prompt service from polite and knowledgeable personnel. We have great relationships with all the team that we see regularly."

The Nuffield Practice
Oxfordshire CCG



Everyone who has ever been to the GP Practice to help have been excellent, very professional and also friendly. Excellent service from all, thank you."

28 Beaumont Street
Oxfordshire CCG



They are always friendly and professional. They are quick to respond to queries. I have always been really happy with HC, they respond quickly and professionally."

Botley Medical Centre
Oxfordshire CCG



They are great to speak to and very helpful. The engineers that come out are very friendly and knowledgeable."

Windrush Medical Practice
Oxfordshire CCG



They are always helpful and willing to show you what to do so you can also learn how to complete things yourself."

Newbury Street Practice
Oxfordshire CCG



Always supportive helpful and knowledgeable. We could not function without HC's brilliant IT support."

Hart Surgery
Oxfordshire CCG



Always prompt and professional, easy access by phone and never yet been kept waiting in a queue."

Burford Surgery
Oxfordshire CCG



Your service is great. Always very helpful and able to sort any problems out."

St. Bartholomew's Medical Centre
Oxfordshire CCG

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