



HC - YOUR TRUSTED NHS & GP IT PARTNER

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

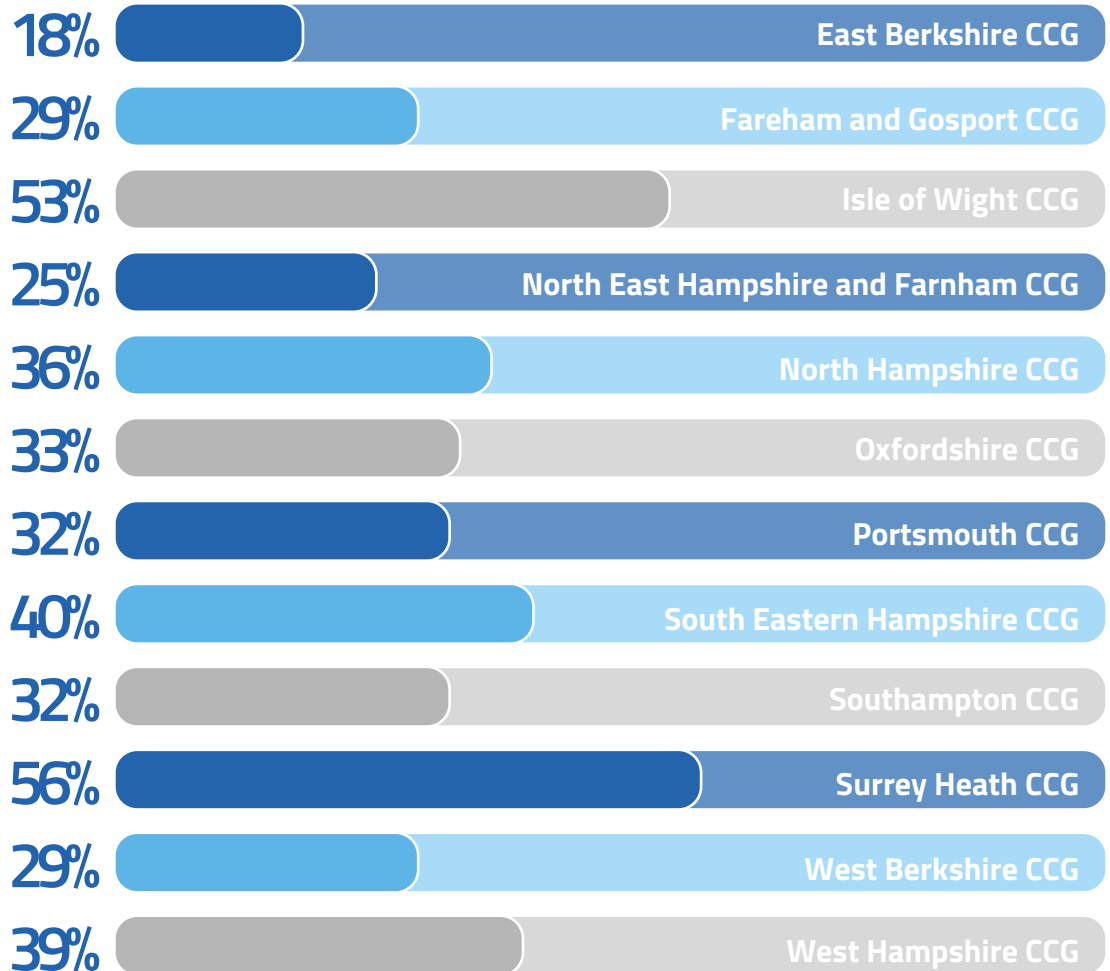


98%

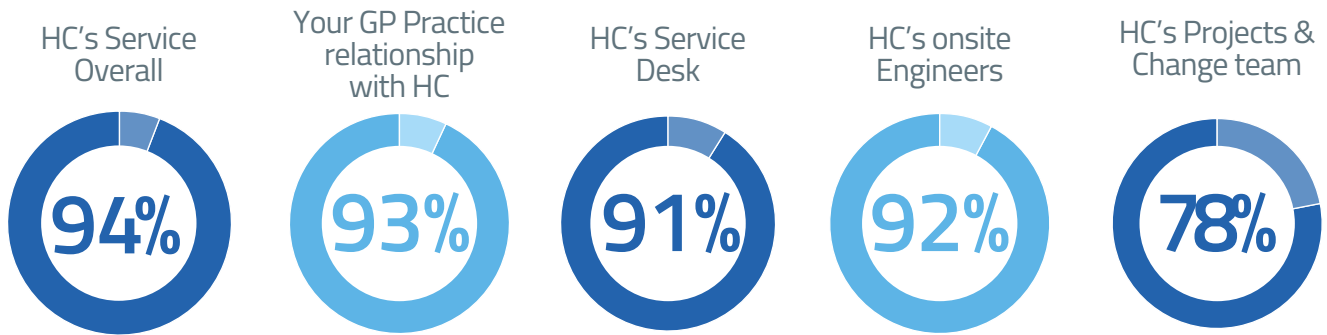
of our customers would recommend our services & solutions to other GP Practices

Overall GP Practices response rate

33%



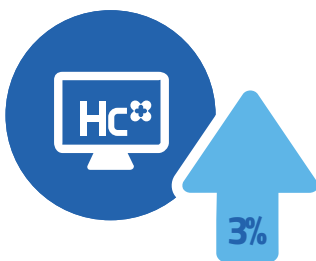
Excellent and Very Good Rating by area



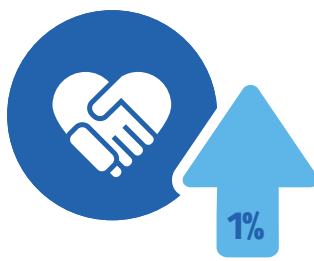
Improvement achieved by area

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

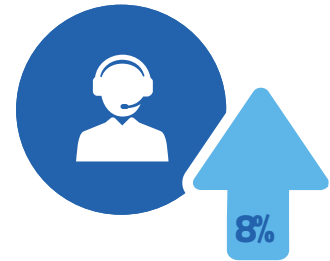
HC's Service Overall



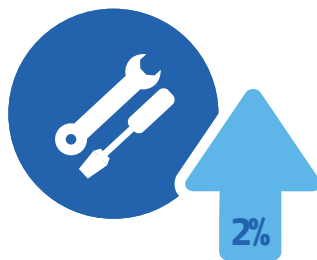
Your GP Practice relationship with HC



HC's Service Desk



HC's onsite Engineers



HC's Projects & Change team



Customer Feedback



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 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



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 of 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 have always found Healthcare Computing to be professional and reliable. Any type of query, big or small, they are always happy to help and always strive to fix the issue as quickly as possible."

Magnolia House Surgery
 East Berkshire CCG



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

The Nuffield Practice
 Oxfordshire 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



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

Richmond Surgery
 North East Hampshire and Farnham CCG



Heartfelt thanks to all Staff, Service Desk and Engineers. Outstanding service in all areas."

Dr Chau & Partners
 Berkshire West CCG



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

Alma Medical Centre
 Southampton CCG

Customer Feedback



Any support requests are dealt with efficiently and the problem is resolved first time. If an onsite engineer is required they are here quickly, and they are friendly and knowledgeable."

Balmore Park Surgery
Berkshire West 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



I have always found HC to be helpful with whatever problem I encounter. The response time is also generally very good."

Sandhurst Group Practice
East Berkshire CCG



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

Hart Surgery
Oxfordshire 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



Spot on service will bend over backwards to help."

Tadley Medical Partnership
North Hampshire CCG



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

University Surgery
Portsmouth CCG