



Covid-19 Customer Satisfaction Survey results 2020

HC - YOUR TRUSTED NHS & GP IT PARTNER

Thank you very much for your continued support

Firstly, we would like to thank you all very much for your continued support.

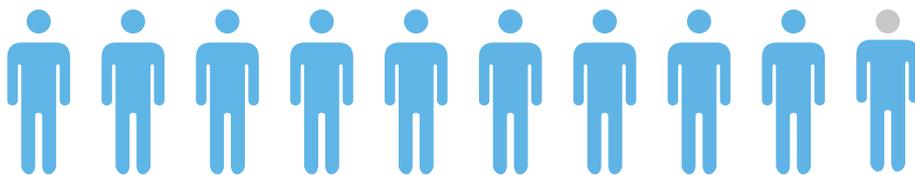
We have recently conducted our Customer Satisfaction Survey*, and despite the 40% increase in call volumes this year, due to Covid-19 pandemic, your feedback on your services continues to be positive. We have read all your comments and feedback, and we are delighted to announce that we will be implementing improvements in the New Year, such as automated alerts from our customer portal to help reduce these waiting times and provide you with the best possible service.

We appreciate your ongoing patience during these exceptional times, and really value your opinion. Please rest assured we are doing all we can to keep up with the growing demand and to try to continue our high levels of service.

*The results of this survey are based on 40% GP Practices Response rate.

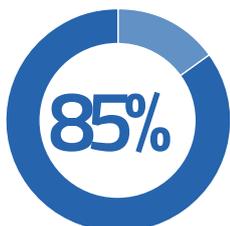
99%

Would **recommend Healthcare Computing** to other GP Practices



Excellent and Very Good Rating by area

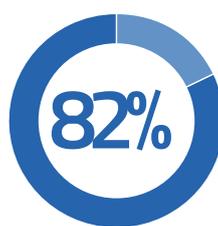
HC's Service Overall



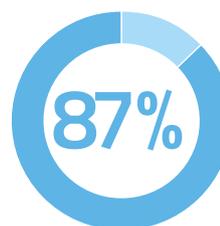
Your GP Practice relationship with HC



HC's Service Desk



HC's onsite Engineers



HC's Projects & Change team



94%

of our customers stated that our **HC's services** have been **essential or very important** during the pandemic

Customer Feedback

“

You have coped with the extra demands on your service during Covid professionally and all staff have been friendly and gone that extra mile to help. You have always called or emailed us back with answers promptly if you have had to investigate a query/question. On the majority of calls our issues have been resolved immediately. Thank you.”

Practice Manager
Finchampstead Surgery

“

Outstanding support throughout. The team are highly skilled and their expertise is second to none. The team are always very friendly. They do their job extremely well and resolve problems in a very timely manner. No job is ever too taxing for them. Without the support of HC we would be in a very different and difficult situation today.”

Administrator
Alma Medical Centre

“

I think HC are excellent. Rarely have to wait long to get through to someone, even during Covid and I understand all your team have been working from home. 99% of the time the call handlers are absolutely brilliant, helpful, work quickly and understand the pressure to get things sorted quickly for the practice staff, not patronising and calm on the phones.”

Administrator
University medical Centre

“

Knowledgeable engineers at the helpdesk who are able to help me immediately - TICK. Pleasant and responsive field staff who solve IT issues on the first occasion in most cases - TICK. Best IT solution company I have ever dealt with - TICK. Thank you HC”

Practice Manager
Chapel Row Surgery

“

As in any other time HC are essential to the running of our business. They are efficient, helpful, knowledgeable and always help sort our problems out. Really well done to the whole team. This company is amazing.”

Practice Manager
Canford Heath Group Practice

“

I personally find support within HC excellent; always willing to help and everyone I dealt with are courteous and knowledgeable. Thank you team.”

Data Quality Coordinator
Aldermoor Surgery

“

Thank you for your support and your amazing customer services skills. HC have been so supportive and are always there to assist from the smallest insignificant issues to the complex issues. Thank you.”

Medical Secretary
Emsworth Surgery

“

HC has been absolutely essential during this Covid pandemic ensuring that we can continue to be available for our patients, work from home when needed & ensuring staff always have quick support for any issues.”

IT&Data Lead
Lifeboat Quay Medical Centre

“

They have been stoic and accessible during the current situation we have also had engineers on site to sort out problems that could not have been completed over the telephone.”

Deputy Practice Manager
Christchurch Medical Practice

Customer Feedback



I think you did the best you could under the circumstances. The biggest help was have a dedicated option on the phone options for remote access problems. We couldn't function week to week without Healthcare's help, there are too many people in our building with many different problems, many simple problems, but knowing that anyone can pick up a phone to ring healthcare and get help is invaluable. General day to day help has always been very good."

Data Manager
 Stokewood Surgery



We couldn't do our work without HC. You have supported us through these difficult times even though the process hasn't necessarily been plain sailing for you guys either whether working from home or visiting sites. You are exceptionally busy at the moment and we are noticing that with the delays for some queries to be sorted but you are still always polite and helpful, even for the 'simple' queries."

Lead Medical Secretary
 Richmond Surgery



From a personal point of view, HC were as reliable and responsive as you always are. Longer wait times on the phone were completely understandable, your support team remained extremely professional, helpful and solution-focussed, making our responsibilities at GP Practice much less stressful knowing that the experts were still on hand when needed. (and that was a lot of the time!)."

IT/Admin support
 The Whiteley Surgery



With many members of staff working from home during the pandemic, HC have been very supportive in providing smart-card-enabled laptops for us to use and assisting with the setup and maintenance of them."

Administrator
 St. Mary's Surgery



HC have been extremely helpful and are really patient when i call, sometimes with trivial things. I also really appreciate that when they can they show me how to fix things myself so that I don't have to clog up your phones all the time."

Governance, IT and H&S Lead
 The Grange Surgery



I think you do everything to a very high standard. Healthcare staff always go the extra mile and very pleased we have their excellent support."

Practice Manager
 West Moors Village Surgery



Have always had excellent service from the team who have always been keen to solve issues in a cheerful and efficient manner."

Practice Business Manager
 Claremont & Holyport Practice



Professional, engineers courteous and friendly. IT knowledge, engineer ability to take over the screen to diagnose/fix is invaluable."

Senior Receptionist
 New Wokingham Road Surgery



Thank you to all your engineers for their support. Always try their best to sort the problem - however trivial."

Assistant Practice Manager
 Lyndhurst Surgery

Customer Feedback



Having an engineer at the end of a phone relatively quickly to solve a problem has been excellent during Covid, especially until later in the evening, when a few of our GP's have needed help."

Practice Facilitator
 Park Road Group Practice



Always pleasant staff who seem happy to help...no matter how trivial the request may seem. Always offer information in 'layman's terms', which very quickly dispels any anxiety the caller may have with trying to deal with IT issues. Quick to follow-up all calls to check problem is resolved. Overall excellent customer service in my opinion."

Comms & Patient Liaison Officer
 The Lighthouse Group Practice



Was so useful to be able to call for one-on-one support when home working. Our server crashed several times, or my personal laptop would not connect to the remote log in, and every time HC would help get me back online."

Call Handler
 The Vine Medical Group



I never had a problem with any of the HC technicians - I sometimes feel a bit of an idiot ringing with what seems like a simple problem but have never been made to feel like I'm wasting your time."

Deputy IT Manager
 Gosport Medical Centre



With many members of staff working from home during the pandemic, HC have been very supportive in providing smartcard-enabled laptops for us to use and assisting with the setup and maintenance of them."

Administrator
 St. Mary's Surgery



I had to work at home whilst looking after my daughter during lockdown and I had lots of issues logging on so HC was very important and sorted out my issues so I could work."

Audit & Information Clerk
 Argyll House Surgery



I have always had a swift and good experience when dealing with HC with any problems encountered - no complaints at all!"

Nurse PA
 Frairsgate Practice



Overall, I think that we get a fantastic service from HC and mostly we don't have to wait on the telephone line for long."

Practice Manager
 Yetminster Health Centre



I cannot fault the service. Personally, either I am just very fortunate or you really are an excellent company."

Operations Manager
 Living Well Partnership

Customer Feedback



I believe you are doing an amazing job. Always kind always helpful, and when someone shows interest in how to fix the problems you are always happy to show them. Thank you I just want to say thank you, I have learned a lot from your helpful team. They are never afraid to explain what the problem was and how I can fix it the next time. I appreciate their willingness to do that."

Business Administrator
Newport Health Centre



Fast, responsive and always approachable. We could not have worked so efficiently without HC support during the pandemic - getting shielded employees set up for remote working. Providing us with solutions to different ways of working and meeting. Excellent team, definitely recommend HC. Certainly couldn't do my job without their support."

Senior Administrator
240 Wexham Road Slough



HC engineers are very knowledgeable, can sort out most problems immediately. Mostly the phone is answered quickly and any remedial action is done remotely, if not an engineer is usually seen within a few days depending on the urgency of the call."

IT Manager
Bartlett Group Practice



Healthcare Computing are a very helpful and professional company. We as a GP Practice can rely on them to sort out both hardware and software issues in a timely manner. Well done! Keep it up!"

ITQA Team Leader
The Hadleigh Practice



Response time in answering phone queries is good and so is the patience of the engineers when talking through problems with staff with less IT knowledge than them."

Service Manager
Lyme Bay Medical Practice



I feel our GP Practice has a very good relationship with HC and appreciate the excellent service that we receive from the telephone service desk and additionally the friendly rapport that has been built with the engineers that do onsite work."

Business & Information Manager
Baltimore Park Surgery



The team are excellent, especially the second line and the engineers that come out to help us."

Practice Manager
Littledown Surgery



They have been extremely helpful and knowledgeable. Helped me and the GP Practice enormously."

Reception Supervisor
The Clanfield Practice



I have not experienced any lack of service from HC during Covid."

IT Manager
Brookside Group Practice