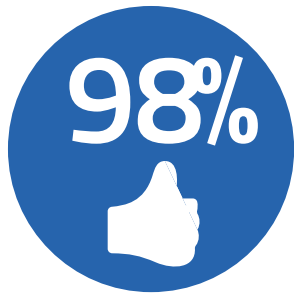


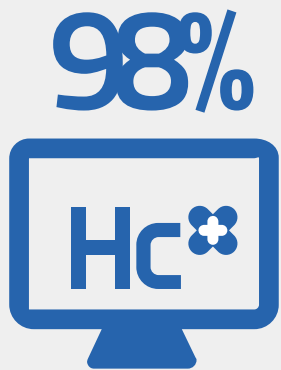
HC - YOUR TRUSTED NHS & GP IT PARTNER



Of our partners would **recommend Healthcare computing** services and solutions

We asked our customers about the level of satisfaction in the different areas of the business, and we are pleased to have achieved a high level of satisfaction across all the services. The graphics below represent the results for the respondents that rated our services as good, very good or excellent.

Service overall



Overall satisfaction of the service delivered to our customers



Relationship

98%

Overall satisfaction of the relationship with our GP Practice customers



Excellent and Very Good Rating by area

Service Desk



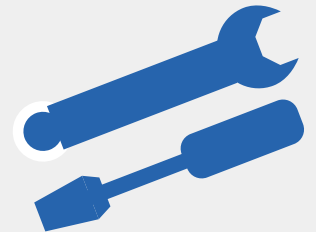
Overall satisfaction of our Service Desk team



95%

“Everyone at Healthcare Computing are amazing and we are lucky to have such good support.”

Engineering



Overall satisfaction of our Engineering team



98%

Projects & Change



Overall satisfaction of our Projects and Change team

95%



Thank you very much for your continued support and constructive feedback

Firstly, we would like to thank you all very much for your continued support. We have recently conducted our Customer Satisfaction Survey and your feedback on your services continues to be positive. We read your feedback, we really value your opinion, and we will continue implementing improvements to make sure we are offering the best, most valued, service we can. We will continue improving our online resources, sharing videos, and creating training material to assist practice staff with their most common problems.

At Healthcare Computing we work hard to deliver an exceptional customer service that our customers have come to rely on. We consistently review your positive and constructive feedback, and we use it to continue improving our services for your GP Practices.

On the last year we had read your requests, and we implemented different improvements to our Service Delivery. Some of them are resumed on that list:

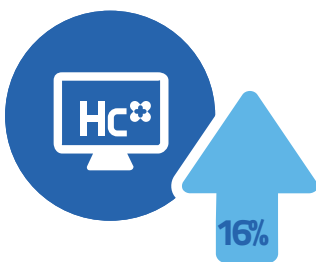
- **Live chat** from 8am – 4.30pm with the option to **request a call** back when chat is offline
- Ability to **log a call** via our website without the need to log on to the Customer Portal
- Improved **Customer Portal** with new features such as ordering hardware, consumables, and peripherals
- New Clinical Systems **training videos** in our YouTube channel

Please rest assured we are doing all we can to continue our high levels of service.

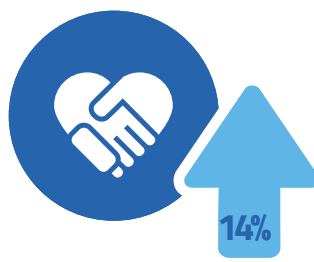
Improvement achieved by area

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 2020.

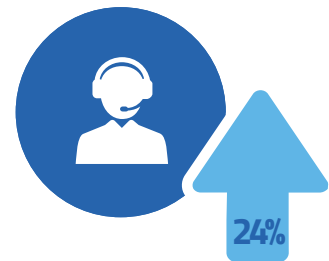
HC's Service Overall



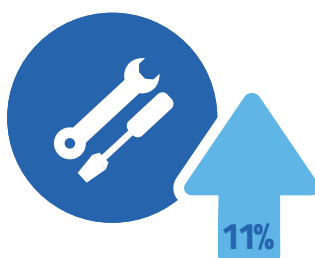
Your GP Practice relationship with HC



HC's Service Desk



HC's onsite Engineers



HC's Projects & Change team



Customer Feedback



We regularly rely on the quick, efficient service from the Healthcare team both in the office & when remote working. We have always had excellent, speedy service from the service desk & engineers on site. I genuinely believe that our Practice could not function without this support."

Lifeboat Quay Medical Centre
Dorset CCG



I rate HC exceptionally highly. They have always come up trumps and sorted out problems whenever I have rung. Speedy responses, no waiting time on the phones, excellent support."

Canford Heath Group Practice
Dorset CCG



Speaking for myself, I have been 'dealing' with HC for over 15 years and have always found the staff and services on offer to be of a high standard. The visiting engineers always conduct themselves in a professional yet friendly manner and have good listening skills when it comes to my surgery issues/concerns."

Poole Road Medical Centre
Dorset CCG



Always very helpful - I had a recent issue with my network point and HC were very responsive and got it sorted very quickly."

Shelley Manor & Holdenhurst Medical Centre
Dorset CCG



Always good to contact Healthcare Support - most issues dealt with immediately and efficiency with a sense of humour. If they cannot deal with anything immediately advice is given for the next steps and usually what they say will happen, it does happen."

West Moors Village Surgery
Dorset CCG



Always professional, knowledgeable and helpful. I wouldn't want to deal with any other IT company."

Moordown Medical Centre
Dorset CCG



They are always helpful and knowledgeable and if you have any issues they are very quick to help and support you."

Orchid House Surgery
Dorset CCG



It's good to know you can pick up the phone or email your query and it will be dealt with in a professional manner."

Swanage Medical Practice
Dorset CCG



You provide an excellent service and have a great team of engineers."

Highcliffe Medical Centre
Dorset CCG