

Annual report user satisfaction survey 2012

- Total number of surveys sent out since start of survey: 78

Survey

- One side of A4 with 11 questions with space for further comments
- Sent out to every 30th enquirer (if surveyed previously the next subsequent enquirer is chosen)
- Questions are designed (based on UKMi service survey) to establish the users level of satisfaction with the answer they receive, the general helpfulness of the service and contractibility
- The user filling out the survey answers each question by selecting one of the following using a tick box: strongly agree, agree, uncertain/not applicable, disagree and strongly disagree
- Questions:
 1. Initially I was able to contact the service easily
 2. I was informed when I could expect an answer
 3. The answer provided was sufficiently detailed for my needs
 4. In general I found the service to be helpful
 5. I had to contact the Drug Information Service more than once before I received a response
 6. I received the answer to my enquiry too late for it to be useful
 7. The information was received when requested
 8. I did not receive the information that I required
 9. I received the answer to my enquiry within the time requested
 10. I was happy with the answer to my question
 11. My question was answered in full

Results

- Total number of returned forms: 61 (78% response rate).
- For answer satisfaction (questions 3, 4, 8, 10 and 11) the service scored 4.8 out of a possible score of 5 (96%)
- For general helpfulness and time satisfaction (questions 2, 5, 7 and 9) the service scored 4.6 out of a possible score of 5 (92%)
- For ease of contact satisfaction (question 1) the service scored 4.6 out of a possible score of 5 (92%)

Comments

- The following comments were written on the returned forms:
 - This is an excellent service. As a GP of over 20 years experience, I can say this service is extremely helpful and useful. It is so accessible, you get to talk to a human being on the phone immediately with great knowledge which is so current and reliable. I think the service adds greatly to my safety of practice which directly improves patient safety. It would be extremely difficult for me to access similar quality information so successfully and efficiently.
 - Excellent Service, Thankyou.
 - An amazing prompt service! I am telling all my midwifery colleagues about it. GP's need to be reminded re this excellent resource. Thankyou.
 - Thanks, excellent and reliable service as always.
 - It is a fantastic service!
 - Thankyou for this wonderful service. The staff are always pleasant, professional and go out of their way to help. I am very impressed.
 - Great service, really appreciate it. Never had a problem with them.
 - I have always found the drug info service helpful and prompt.
 - Generally excellent service & detailed response, if not immediately, then within a timely fashion.
 - Jude was great!
 - I have found the drug information service very helpful several times a year. Excellent service.
 - Always nice to have Pam on the other side of the line :)
 - Lovely to have such friendly, informative people at the end of the line. A fantastic service - excellent follow up. Many thanks!
 - I have phoned the Chch hospital Drug Info service on a number of occasions and it is very useful.
 - Use the service often. Very useful. Only issue ever is getting someone to answer phone when I ring **but** totally appreciate this is not always possible.
 - I found the service prompt, professional & very informative - thank you.
 - Pam was very helpful regarding this rather strange request. Further questions did come up as the patient's treatment progressed and subsequent calls to drug information were all dealt with efficiently and with great professionalism. Thank you very much

- Very valuable service, adds to safe practice; could not be without it.
- Excellent Service!
- Thank you for a great service. We at family planning have always found your team very helpful.
- The service is an extremely valuable backup for clinical queries
- Great service that I appreciate. Have had great help with another enquiry recently too.
- Excellent service, a real asset
- I ring the drug information service frequently and always find them pleasant and helpful. There is sometimes the need to look up additional information so that an answer can't be given immediately, but a comprehensive response is given in a very timely manner.