

Annual report user satisfaction survey 2010

(25/05/2010 – 31/12/2010)

- Total number of surveys sent out since start of survey (25/05/10 to 31/12/10): 61

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: 48 (79% 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:
 - We find you guys really helpful and appreciate your time and effort very much! Thanks for your help.
 - Excellent service that always delivers a well researched answer in a timely fashion. Also very friendly and never makes you feel like an idiot for asking a question that may be simple.
 - Rang twice, first time got machine and it's easier to ring in than have a call returned.
 - That was the best interaction I had. Patient in office from Timaru, question simple, high quality answers, thanks.
 - Excellent service all round.
 - Very good service, always helpful, good level of detail. Thanks for your support.
 - Excellent service - no complaints at all.
 - All the times I have contacted the service I have found them very helpful.
 - Wonderful service.
 - As a junior pharmacist it is a great help to be able to pop by DI office or ring from the wards to ask a query or confirm something. Even if they are unable to answer me on the spot they always find out when I need this information and get back to me within this period.
 - Answered on the spot - excellent service.
 - The service is excellent when you get a person on the phone, but not always available when you want it and when leaving a message it can be a while before the call is returned. Apart from that I find the service invaluable.
 - Staff always extremely helpful and friendly. Appreciate the service long may it continue.
 - Several phone calls needed before the question could be asked as answer phones at your service and your reply to contact was left on our answer phone.
 - I always find the service to be of very high quality. Many Thanks
 - A fantastic service
 - Find all the staff at Drug Info to be very helpful and very knowledgeable. Excellent help and always provide useful information. Could not praise enough. Well done!
 - Very useful service - many thanks indeed!
 - Thanks. The service is just excellent. I've found the information extremely helpful.

- Several calls to Drug Info about different drugs issues. I think Drug Info is an incredible service staffed by very helpful, happy people. Thank you so much for the invaluable service you provide. Would be lost without it :)
- You guys rock! A big part of my resource use.
- A brilliant service. Thank you for your help
- I find your service excellent - always prompt and usable.