

Information note

Customer Satisfaction Survey

HFMA Financial Management & Research Committee

March 2012

The Financial Management and Research Committee is keen to share examples of practice with the NHS finance community and is issuing this information note on customer satisfaction surveys to help inform approaches in this area. The survey it sets out was developed by Letsie Tilley and drew on work carried out by other organisations including the Northern Ireland Executive's Department of Finance and Personnel. We are very grateful to Letsie for allowing its publication.

The Committee would be interested in receiving copies of other surveys in use across the service – if you have an example that you think others might find helpful, please send it to committees@hfma.org.uk.

Finance and Contracting Directorate – Customer Satisfaction Survey

This draft survey was prepared for use in an NHS foundation trust but because the questions are generic it is transferable to other organisations. It is designed to be completed by a wide ranging sample of customers to get feedback on each key business area of the Finance and Contracting Directorate – for example, financial planning and budgets; costing; raising invoices (debtors); petty cash/finance HQ cashier; payroll; contracting. A separate copy of the survey is completed by each customer for each business area they use. The questions have been designed to be generic to enable comparison of performance between business areas, but can be extended to include other questions as required.

Customers are asked to tick the relevant box or answer Yes/No as appropriate.

Directorate/location/ service area of customer completing the survey :

Finance and Contracting Directorate business area:

Scoring system	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Yes	No
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How satisfied/dissatisfied are you in respect of:

1. Level of Service							
Politeness/courtesy shown by our staff							
The attitudes our staff display in working with you							
Technical knowledge/professionalism demonstrated by our staff							
Organisation (for example, our staff being sufficiently prepared for meetings/discussions)							
Our staffs understanding of your needs							
Our staffs commitment to achieving your objectives							
Our staff treating you fairly and consistently							
Our staff treating all information received in the strictest confidence							
Our staff respecting your and your colleagues privacy							

Scoring system	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Yes	No
2. Communications							
Knowing who to contact in our team for assistance with your query/request							
Our staffs response to your phone calls in a timely manner							
Knowing who to contact in our team for assistance with your query/request							
Our staffs response to your phone calls in a timely manner							
Our staffs response to your e-mails and written correspondence in a timely manner							
Our staffs response to your queries/requests in a timely manner							
Our staff keeping you informed of the status of your requests							
The quality of information and correspondence received from our staff							
Clarity and conciseness of written communication from our staff							
The overall quality of communications with our staff							

Scoring system	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Yes	No
3. Finance and contracting webpages							
Are you aware of the Finance and Contracting Directorate's webpage?							
Do you use the Finance and Contracting Directorate's webpage?							
Is there anything you would like added to the webpage?							
If yes, what? (please add any comments here)							
How satisfied/dissatisfied are you in respect of:							
The layout and presentation of the webpage							
The contents of the webpage							
Is there anything you would like added to the webpage?							
If yes, what? (please add any comments here)							

Scoring system	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Yes	No
4. Complaints							
Have you complained about any aspect of these services provided?							
If so, has your complaint been resolved satisfactorily?							
If you have complained, how satisfied/dissatisfied are you in respect of:							
How your complaint was dealt with							
5. General							
How regularly have you had contact with this service over the last 12 months?	Once a week or more	Between weekly and monthly	Once a month	Less than once a month	Never		
How satisfied/dissatisfied are you in respect of:							
The overall quality of customer service you receive from our staff							
Does this survey cover all the customer satisfaction issues that are important to you?							
If no, what other issues should be added in future? (please add any comments here)							

Many thanks for taking the time to complete our customer satisfaction survey. We will collate the findings and use your feedback to help inform our staff and to improve the services we provide.

If you require responses to any specific comments made, please add your contact details below.