

ePharmacy Customer Service Helpdesk Survey February 2013 Series



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ePharmacy Customer Service Helpdesk Survey February 2013 Series

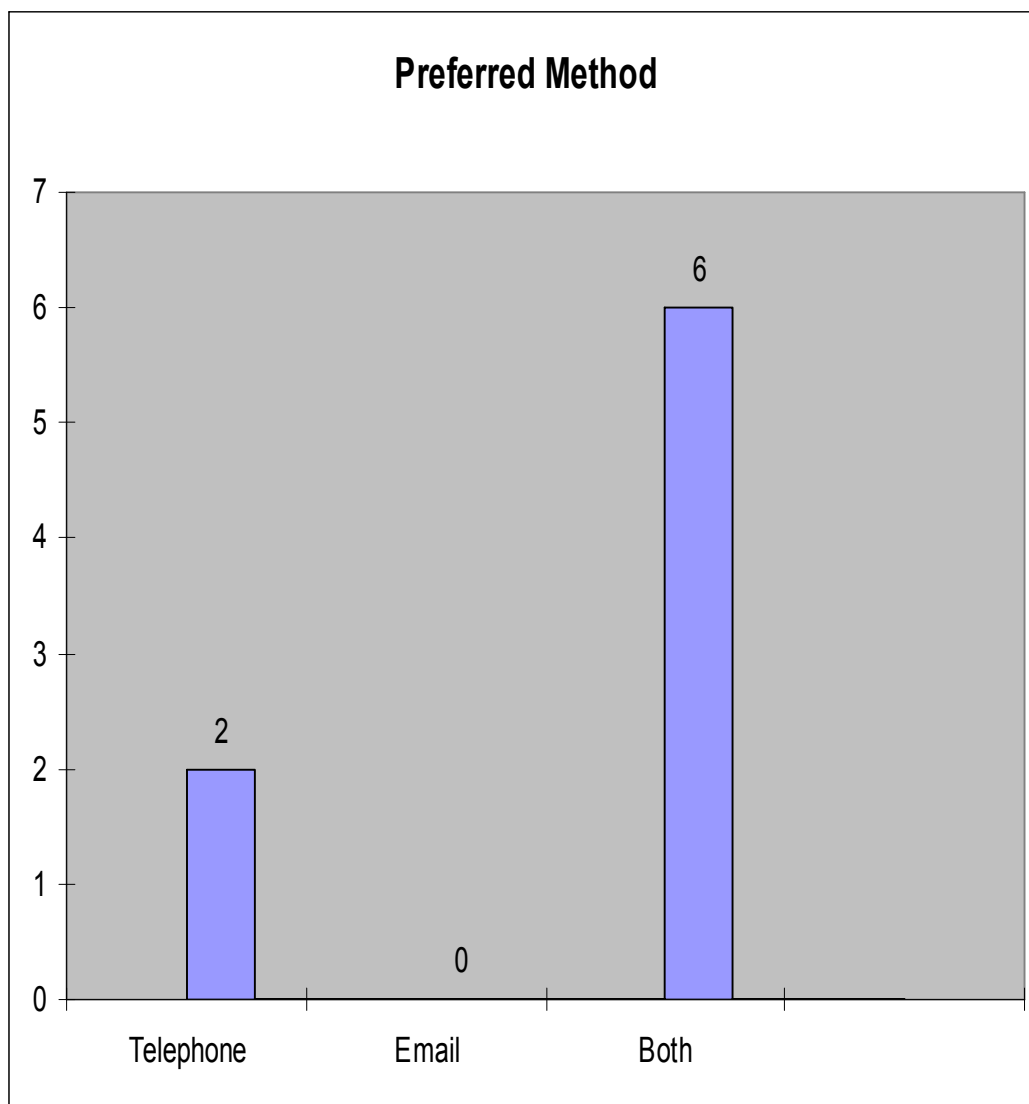
The ePharmacy Customer Service Helpdesk survey was designed to assess the quality of service that the ePharmacy Helpdesk is providing to all Health Board IM&T Facilitators, and to find out how best to meet all their expectations in the future.

This survey was made available to (17) HB IM&T Facilitators during February 2013 by Gaynor Milligan, ePharmacy Customer Helpdesk Team Leader.

Of those 17 available to participate we received 8 completed replies from a cross section of the Health Boards.

Please find below the results of the ePharmacy Customer Satisfaction Survey questions:

Q. How do you contact the ePharmacy helpdesk?



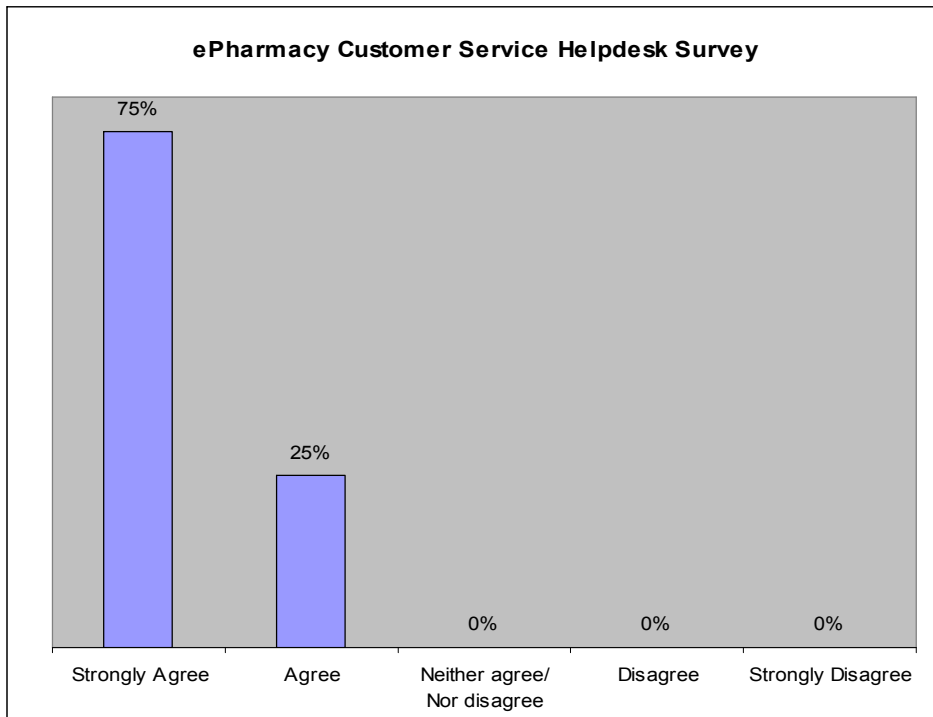
Below are additional comments from the HB IM&T Facilitators and our actions/responses.

Additional Comments

1. Probably mostly by email unless too complicated for that.

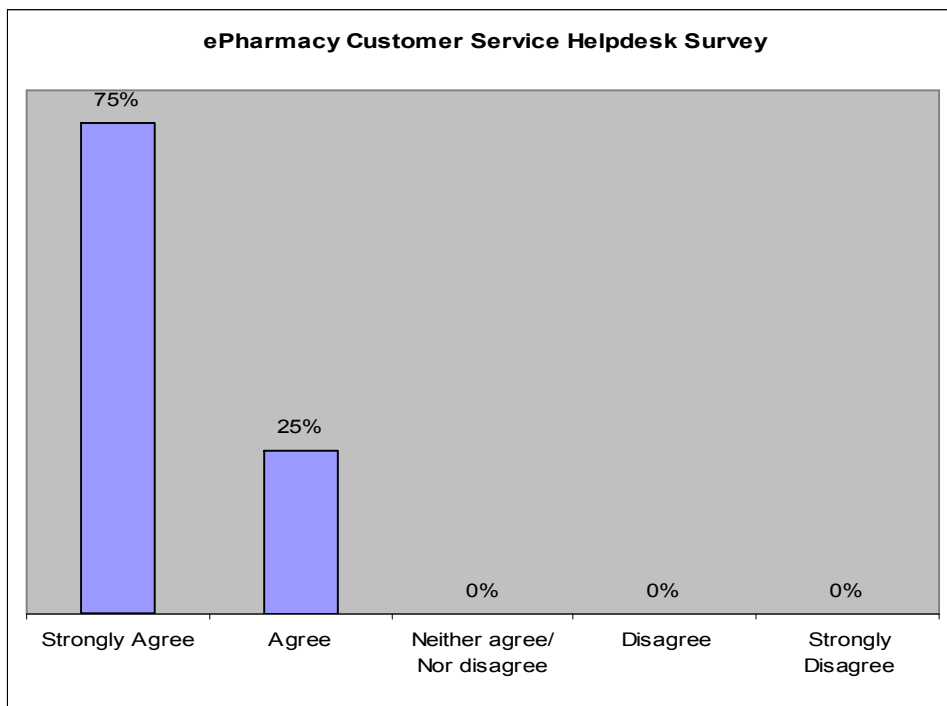
The charts below detail the ratings from the HB IM&T Facilitators.

Q. Do you find the helpdesk advisors to be helpful and courteous?



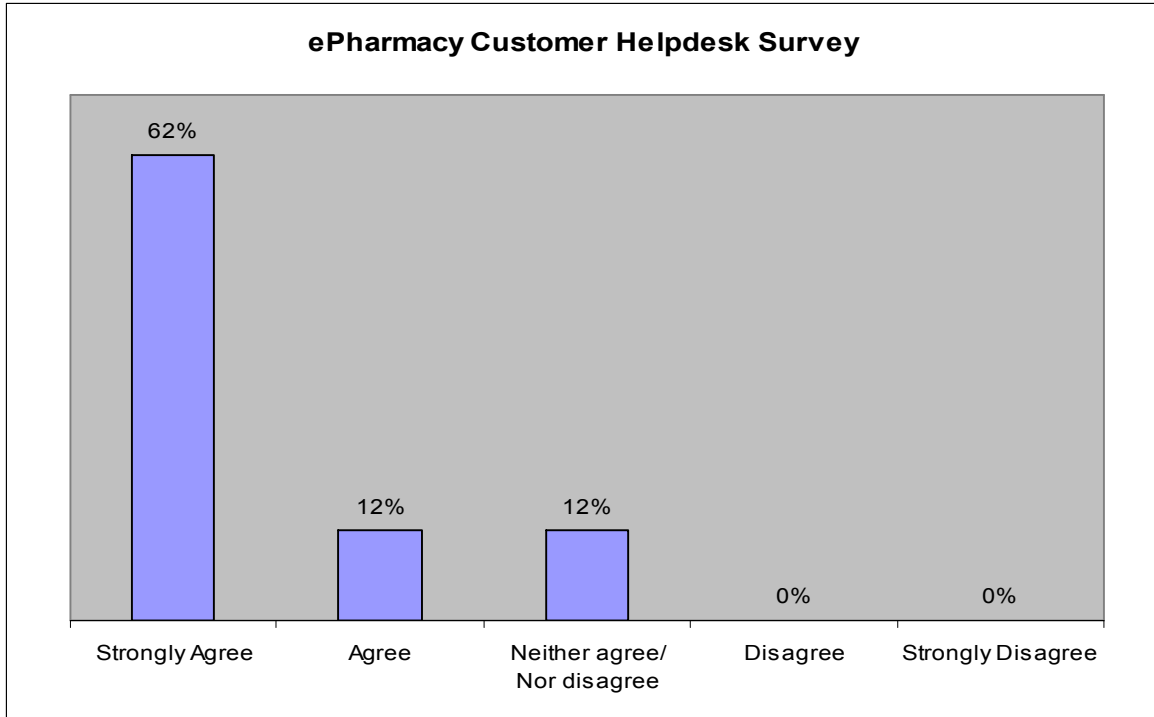
Additional Comments None

Q. Are your enquiries dealt within the timescale you would have expected?



Additional Comments – None

Q. Would you say the advice given was clear, consistent and easy to understand?



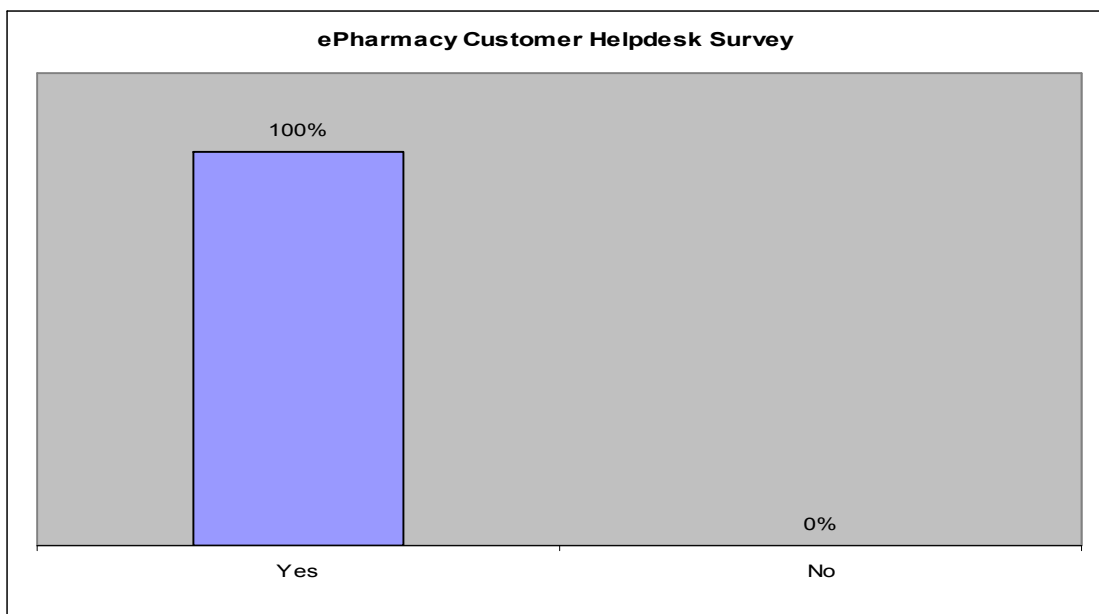
Additional Comments

1. Some are better than others.

Response – We encourage knowledge share between the teams, the helpdesk manager would be more than happy to discuss any suggestion regarding staff you feel needed more training.

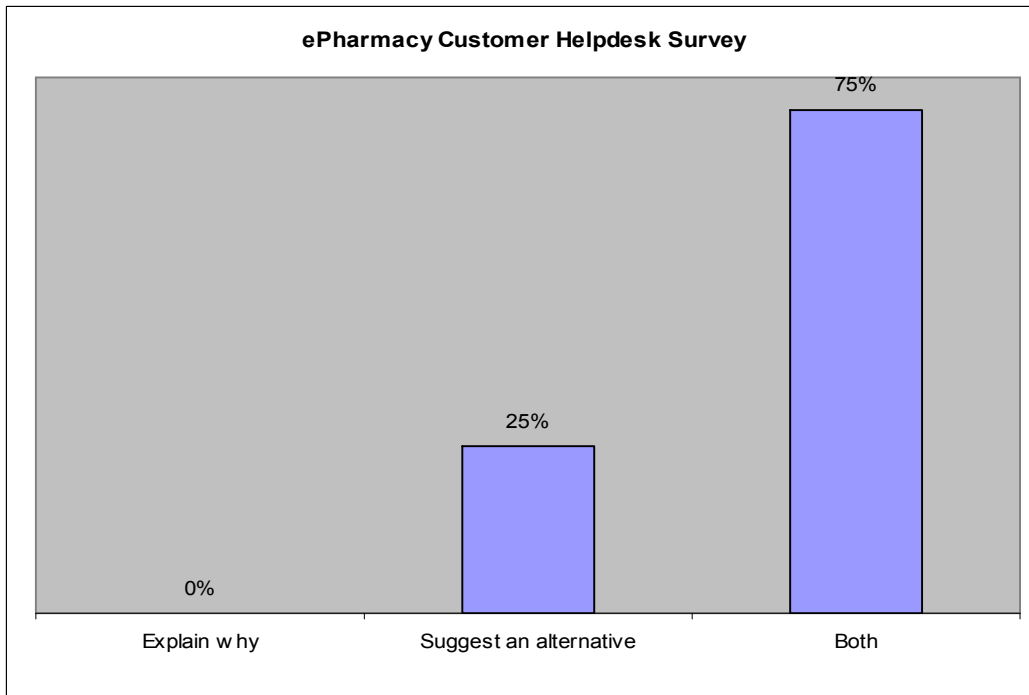
2. Very rarely have to go back for confirmation. If I do, it is likely to be the way I have worded the initial query.
3. If I don't understand something, I will just ask for more information.

A. When you are provided with a solution, are you satisfied with the information provided by the advisor?



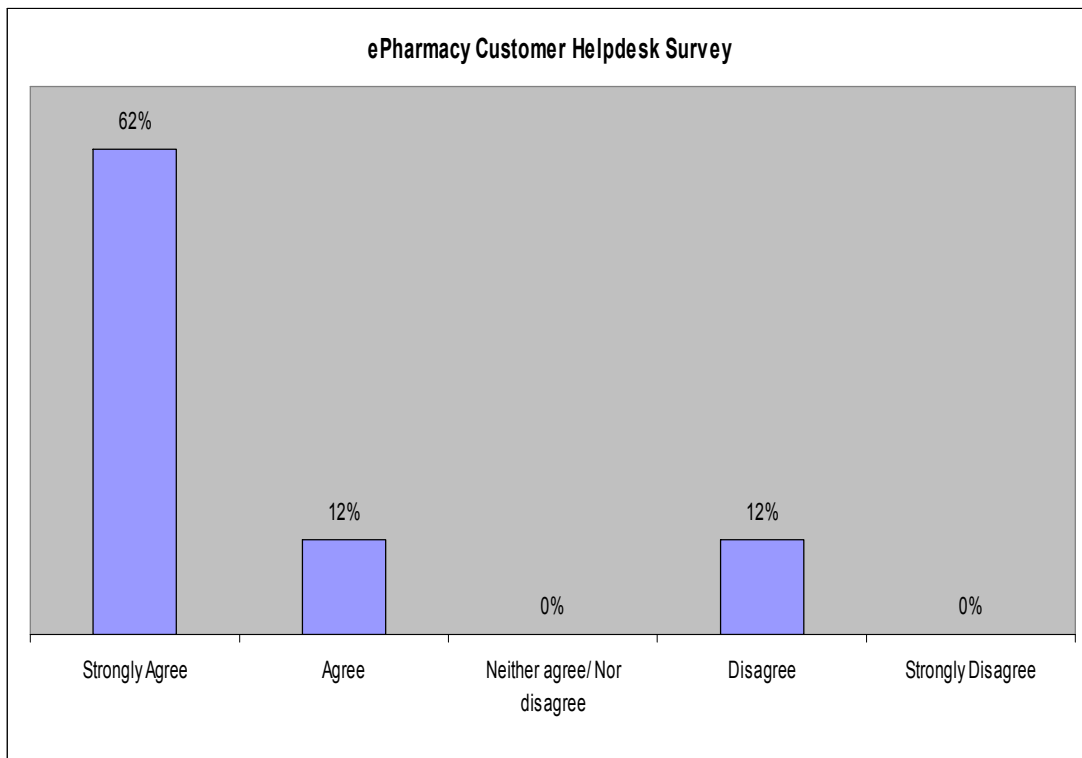
Additional Comments - None

Q. If the helpdesk advisor is unable to assist you with your enquiry. Do they..?



Additional Comments - None

Q. During the last 12 months the helpdesk has improved the services which they can offer, as a result of these improvements, would you say we are your first point of contact?



Additional Comments

1. Not really relevant – use services generally only to get access to data checking.
2. Only because there are some things I must talk to ATOS about.
3. Especially since having access to the SMC (Service Management Console), I have contacted the ATOS helpdesk less frequently.

Q. Are there any suggestions you can offer to improve the helpdesk service?

Comments

1. Ensure levels of understanding are consistent across team.

Response - With the ever changing complexities of the ePharmacy services and the constantly changing environment that they work in, the advisors may not have the same comprehensive knowledge as the CP IM&T's as they are not in a position to access PMR systems and do not have first hand knowledge on how a Community Pharmacy functions. However, the Helpdesk Manager would invite any of you to contact her direct if you wish to discuss the merits of further training in a given area.

2. None I can think off - I think everyone provides a great service.
3. None
4. All good thank you for your continued help and advice.
5. Continue as is.
6. This is not a suggestion for improvement but I think the fact that the helpdesk can do much more e.g. PCR password change, barcode checks is really helpful.
7. It's not really a suggestion, more of a comment but I continue to feel that one advisor's experience and knowledge is unparalleled on the helpdesk. I therefore, for more complex issues, prefer to speak to them and sometimes trust their responses more than that of some others.

Summary

62% of you strongly agree that the responses received are clear, consistent and easy to understand.

100% are satisfied with the information provided.

75% strongly agree the helpdesk staff are courteous and helpful.

75% strongly agree that we respond speedily to your enquiries.

25% of you are satisfied that we provide an alternative if we are unable to deal with your call with 75% of you commenting that we explain why we are unable to help but suggest an alternative.

Conclusion

The ePharmacy Customer Helpdesk is committed to being a centre of excellence in customer service, providing one central point of contact where all ePharmacy enquires can be addressed in a timely and efficient manner. We will continue to strive to improve on our percentage scores next year by working together more closely.

Please note

Please note that any reference to individuals has been removed, however, we will pass on your feedback to those advisors privately and confidentially.