

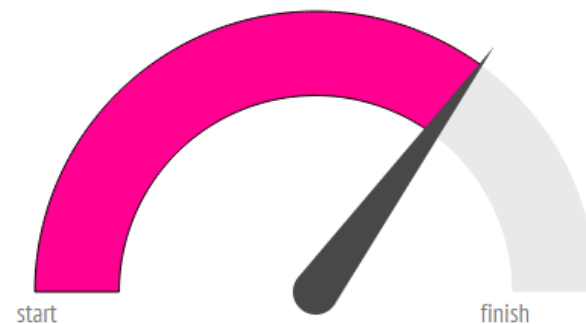


**Supplier Management:
Quantitative Customer Research
KPI (top line) prepared for:
NHS Supply Chain and NHS
Business Services Authority
December 2014**

Background to the Customer Satisfaction Survey



- DJS Research was commissioned by both NHS Supply Chain (NHS SC) and the NHS Business Services Authority (NHSBSA) to carry out both qualitative and quantitative research with NHS SC customers.
- Previously this has been carried out separately by both organisations but in 2014 it was decided to host a joint customer survey with both organisations having input into the construction of the survey content.
- This top line document is a summary of the quantitative phase and follows the initial guidance provided from the qualitative phase completed earlier in the year which highlighted the issues that were currently of most importance to NHS SC customers.
- The information provided by this research will serve as a barometer of NHS SC's current performance, determine progress being made and highlight key strengths and priority areas for improvement.





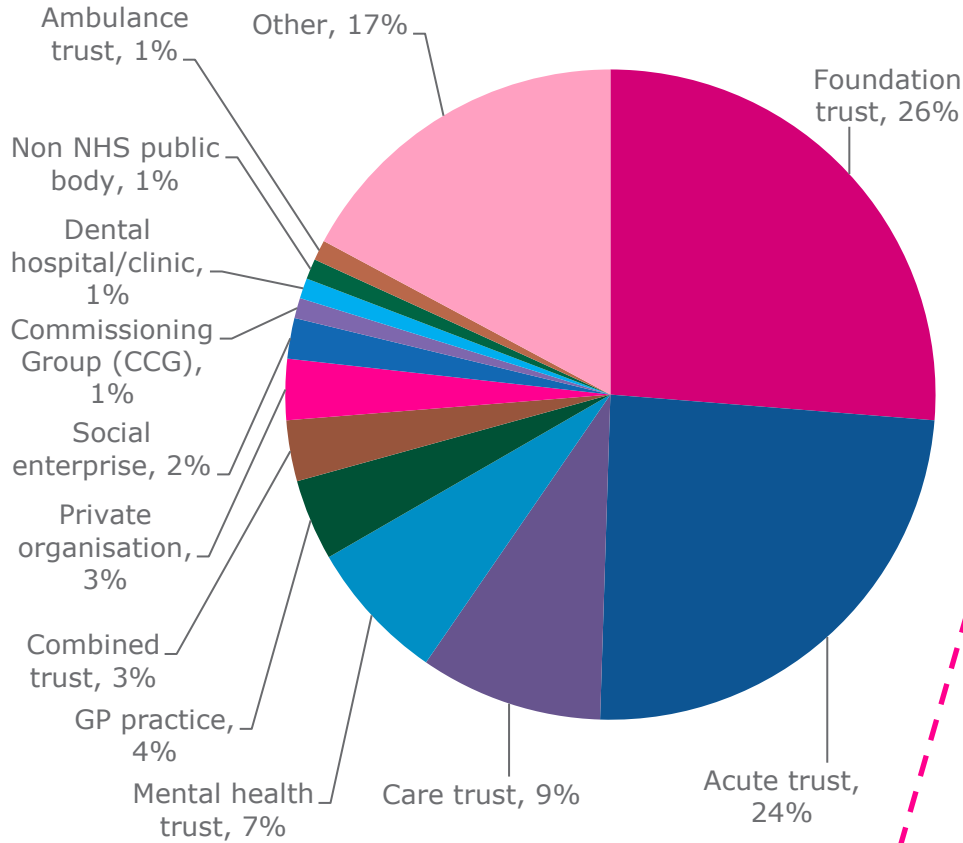
Online self-completion survey

- Completion was 15-20 minutes duration.
- Customers were invited to participate via email or could apply to take part via the NHS Supply Chain website.
- Customer contact information was provided by both NHS SC and the NHS Business Services Authority.
- A £1 donation was made to The Royal British Legion Poppy Appeal to incentivise participation (per completed survey)
- Survey included a mix of closed and open ended questions
- Fieldwork took place Tuesday 11th November - Tuesday 2nd December

1,128 NHS Supply Chain customers took part

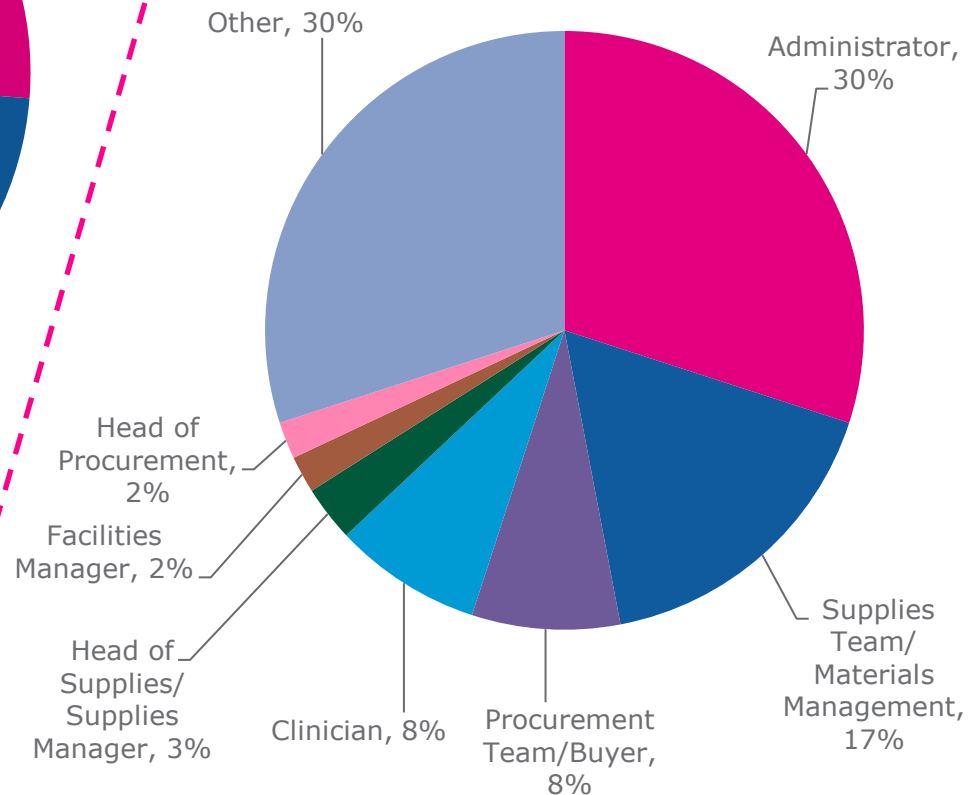


Sample breakdown



Type of organisation

Job title/ Responsibility



The majority of customers (62%) are very satisfied with the **working relationship** with NHS Supply Chain, giving a score of 8 to 10.

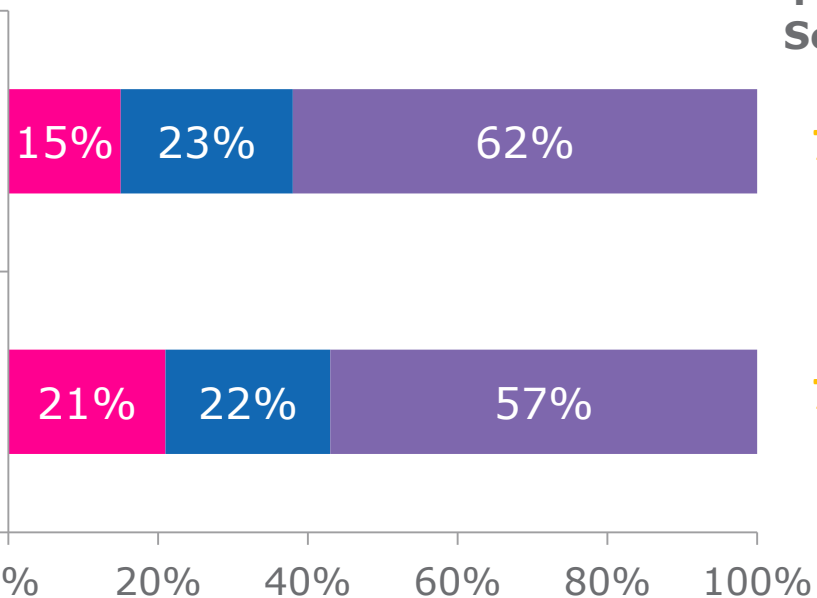


Satisfaction with overall working relationship

■ Dissatisfied (1-5) ■ Satisfied (6-7) ■ Very Satisfied (8-10)

Mean Score

2014 satisfaction with overall working relationship (Base: 1089)



2013 satisfaction with overall working relationship (Base: 618)

- Satisfaction with overall working relationship has increased significantly versus 2013.

Q24: On a scale of 1 to 10, how satisfied are you with your overall working relationship with NHS Supply Chain? (1 being very dissatisfied and 10 being very satisfied). 2013 data RS Consulting Supply Chain annual CSAT.

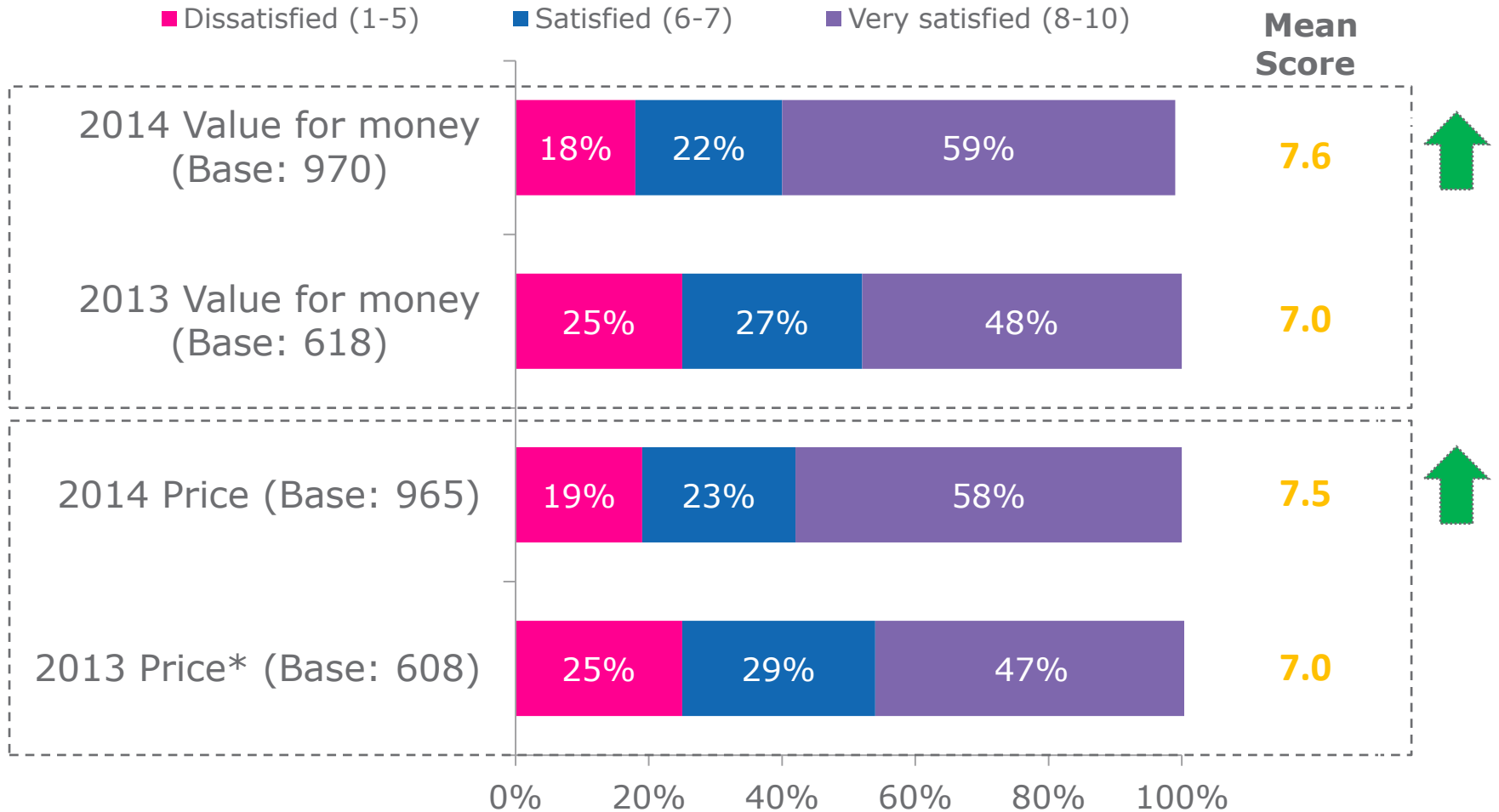
Year on year significance testing based on differences between percentage groups.

Base sizes excludes D/K and N/A responses.

Satisfaction with **value for money** and **price** have both increased significantly, with the percentage very satisfied increasing. However 18-19% are customers are dissatisfied, with 22-23% only satisfied with value for money and price.



Satisfaction with value for money and price



Q29: On a scale of 1 to 10, how satisfied are you with NHS Supply Chain for the following factors? (1 being very dissatisfied and 10 being very satisfied). 2013 data RS Consulting Supply Chain annual CSAT.

* 2013 question wording 'products and contracts are competitively priced'.

Year on year significance testing based on differences between percentage groups.

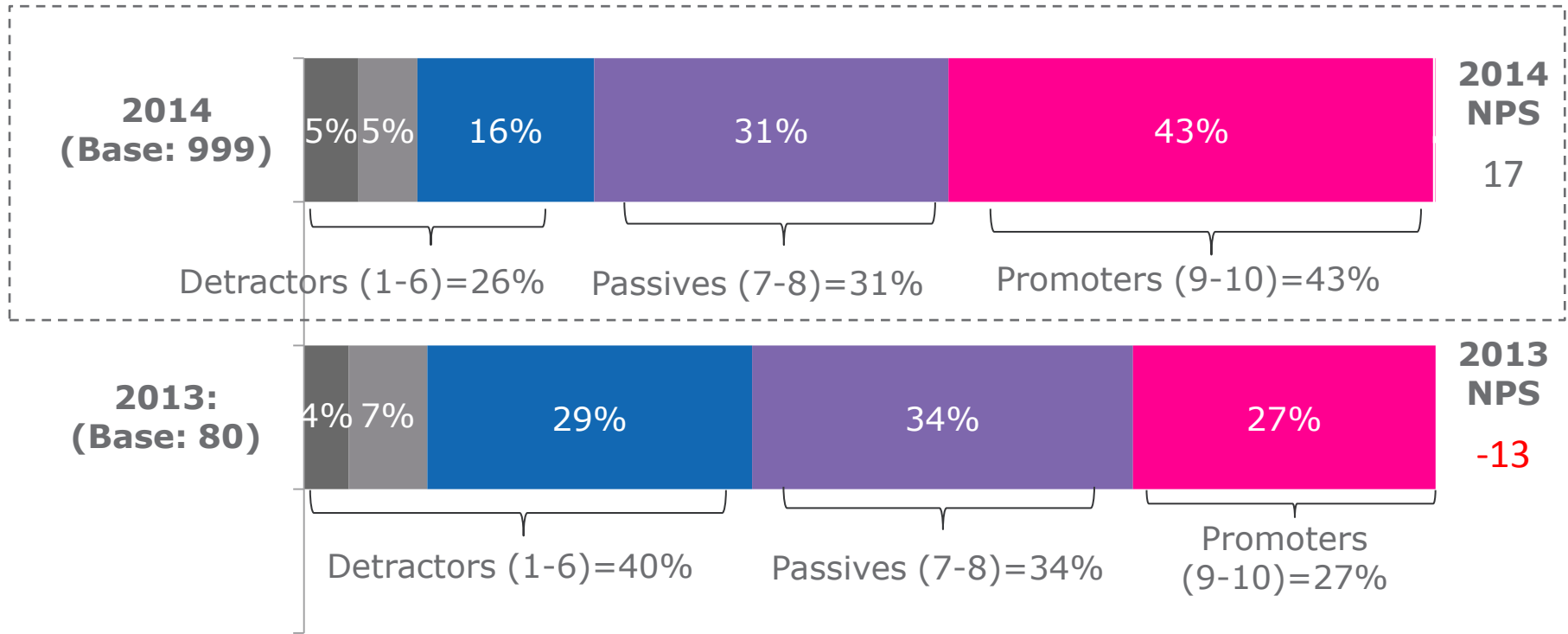
Base sizes excludes D/K and N/A responses.

The proportion of customers who are **extremely likely to recommend** NHS SC to a colleague has risen notably, resulting in an increased Net Promoter Score (NPS) versus 2013.



Likelihood to recommend to a colleague (NPS)

■ Not at all likely (1-2) ■ Unlikely (3-4) ■ Neither likely/unlikely (5-6) ■ Likely (7-8) ■ Extremely likely (9-10)



Q35 On a scale of 1 to 10, how likely is it that you would recommend NHS Supply Chain to a colleague? (1 is not at all likely and 10 is extremely likely).
 2013 data mruk NHSBSA annual CSAT.
 Base sizes excludes D/K and N/A responses.

Sixty two percent of customers are **very satisfied with the services** provided by NHS Supply Chain with a significant improvement versus 2013.

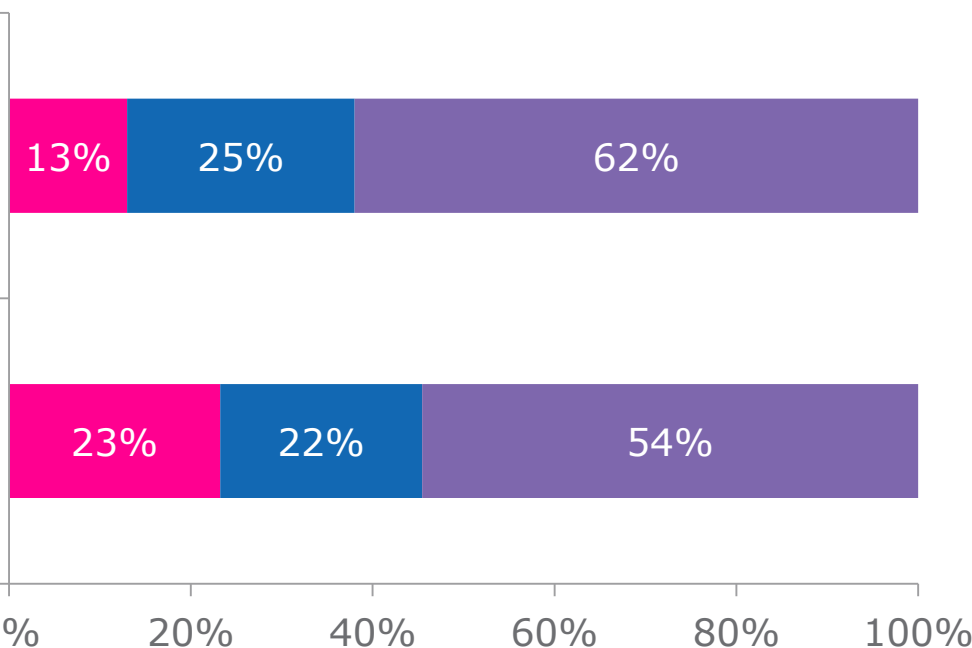


Satisfaction with services provided

■ Dissatisfied (1-5) ■ Satisfied (6-7) ■ Very satisfied (8-10)

Mean Score

2014 Overall satisfaction with services provided by NHS Supply Chain (Base: 1097)



2013 Overall satisfaction with services provided by NHS Supply Chain (Base: 618)

Q36: On a scale of 1 to 10, how satisfied are you with the services provided by NHS Supply Chain? (1 being very dissatisfied and 10 being very satisfied).
2013 data RS Consulting Supply Chain annual CSAT.

Year on year significance testing based on differences between percentage groups.

Base sizes excludes D/K and N/A responses.

Report prepared by DJS Research

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