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NHS

NHS Supply Chain

NHS

Business Services Authority

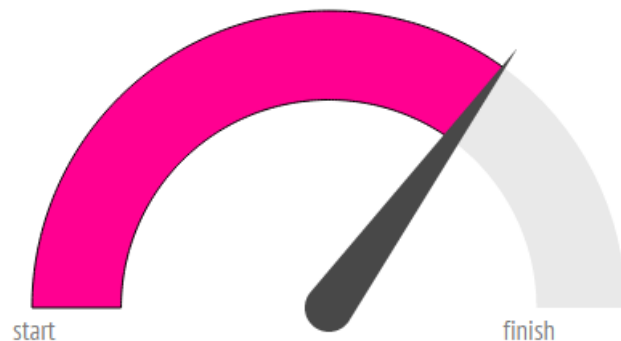
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JN 4003

Supplier Management: Customer Research KPI (top line) prepared for: NHS Supply Chain and NHS Business Services Authority November 2016

Background

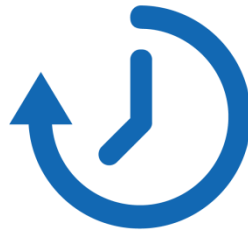
- DJS Research was commissioned by NHS Business Services Authority (NHSBSA) and NHS Supply Chain (NHS SC) to carry out quantitative research with NHS SC customers.
- This document shows the 2016 scores across the Key Performance Indicators (KPIs) versus 2015 and 2014 scores where possible. A full de-brief of all scores will follow.
- This research will serve as a barometer of NHS SC's current performance, determine progress versus 2015 and 2014 and highlight key strengths and priorities for improvement.



Please note arrows highlight a significant increase or decrease from last years scores



Online self-completion survey



15 minute duration



Fieldwork took place 27th September 2016 – 25th October 2016

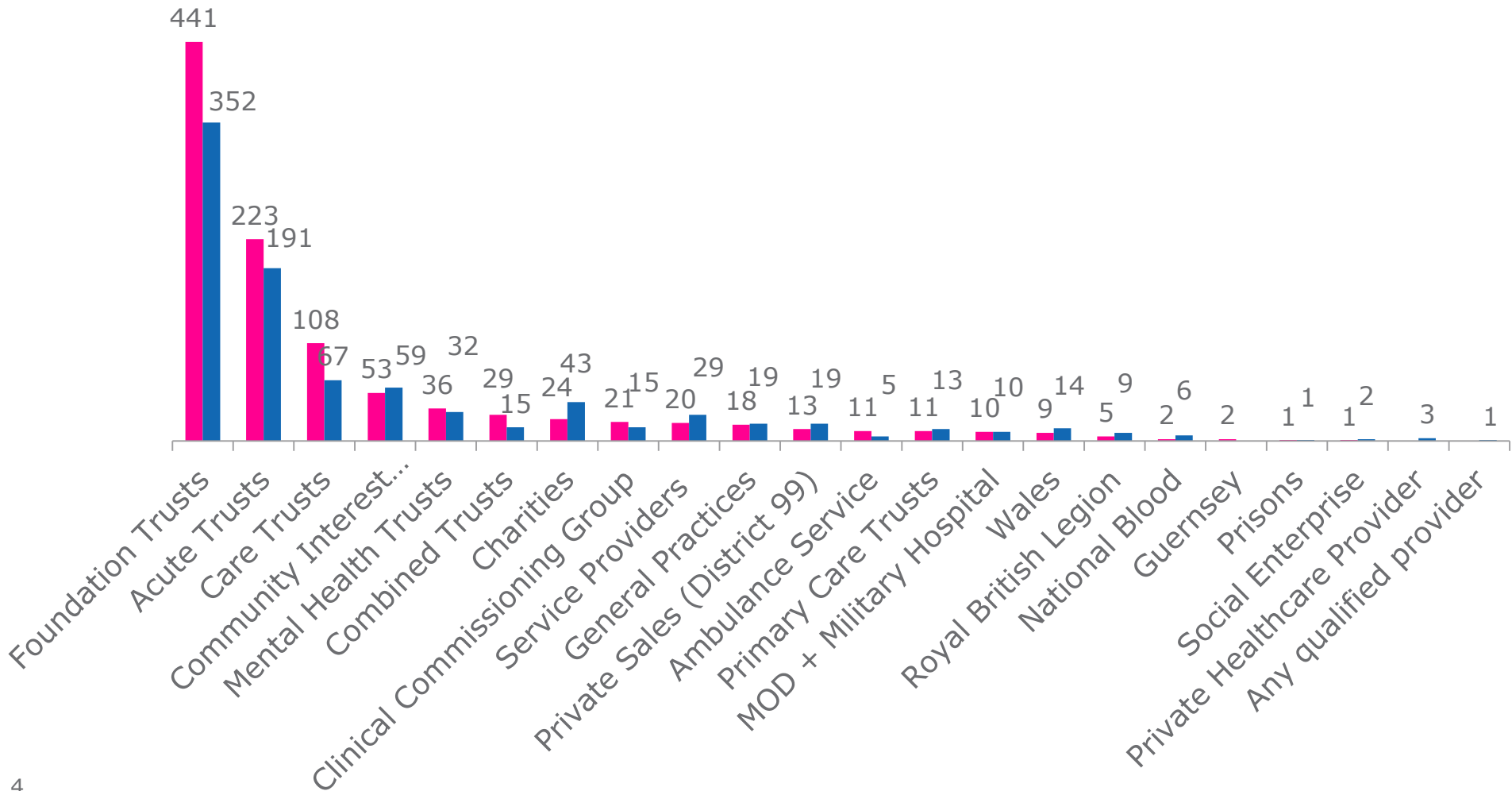


1,165 NHS SC customers took part

Response profile – Customer type



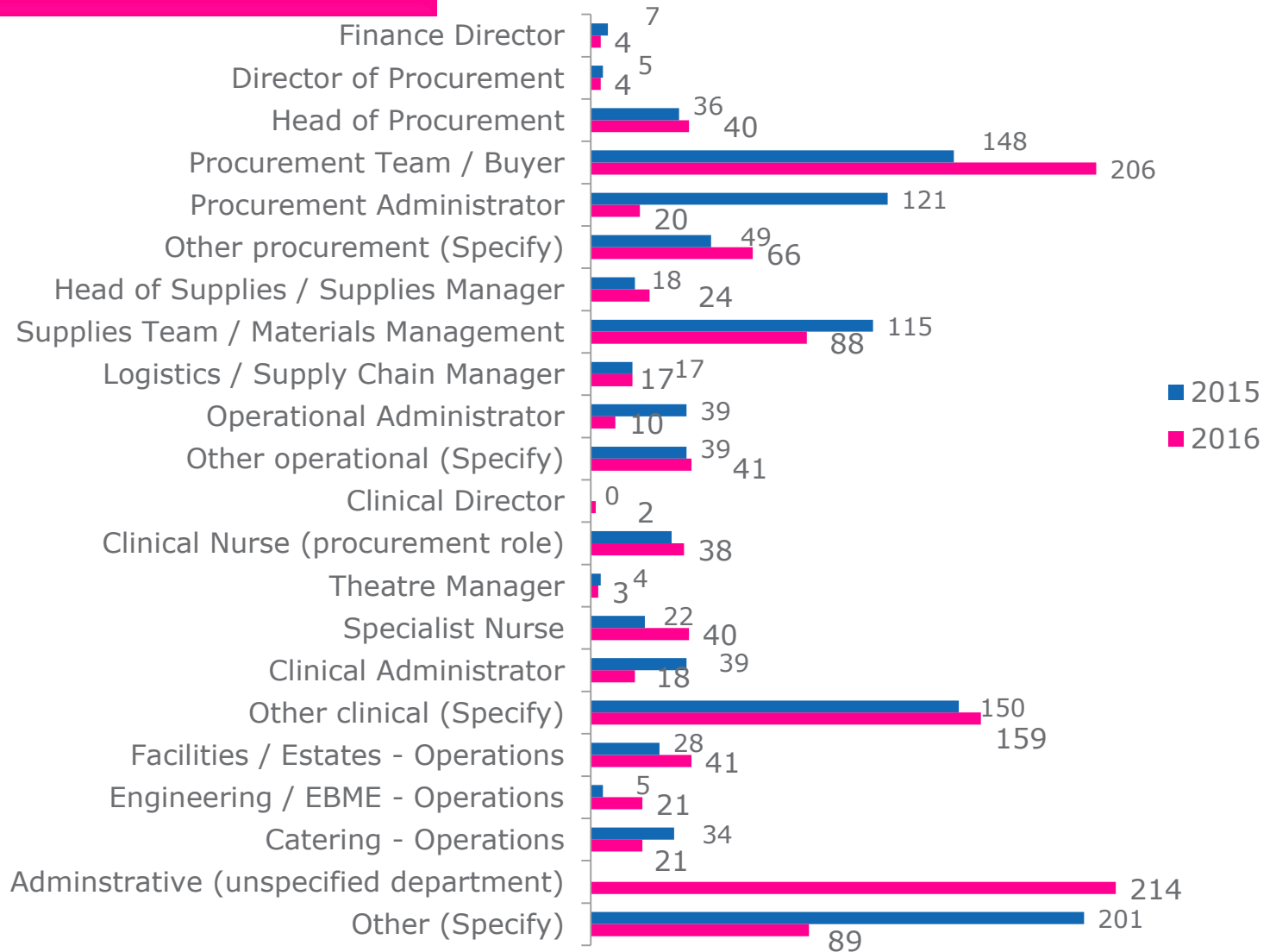
Not specified – 2016 (128) 2015 (261) ■ 2016 ■ 2015



Response profile – Job title



Job title 2016 (n = 1166) 2015 (n= 1,165)

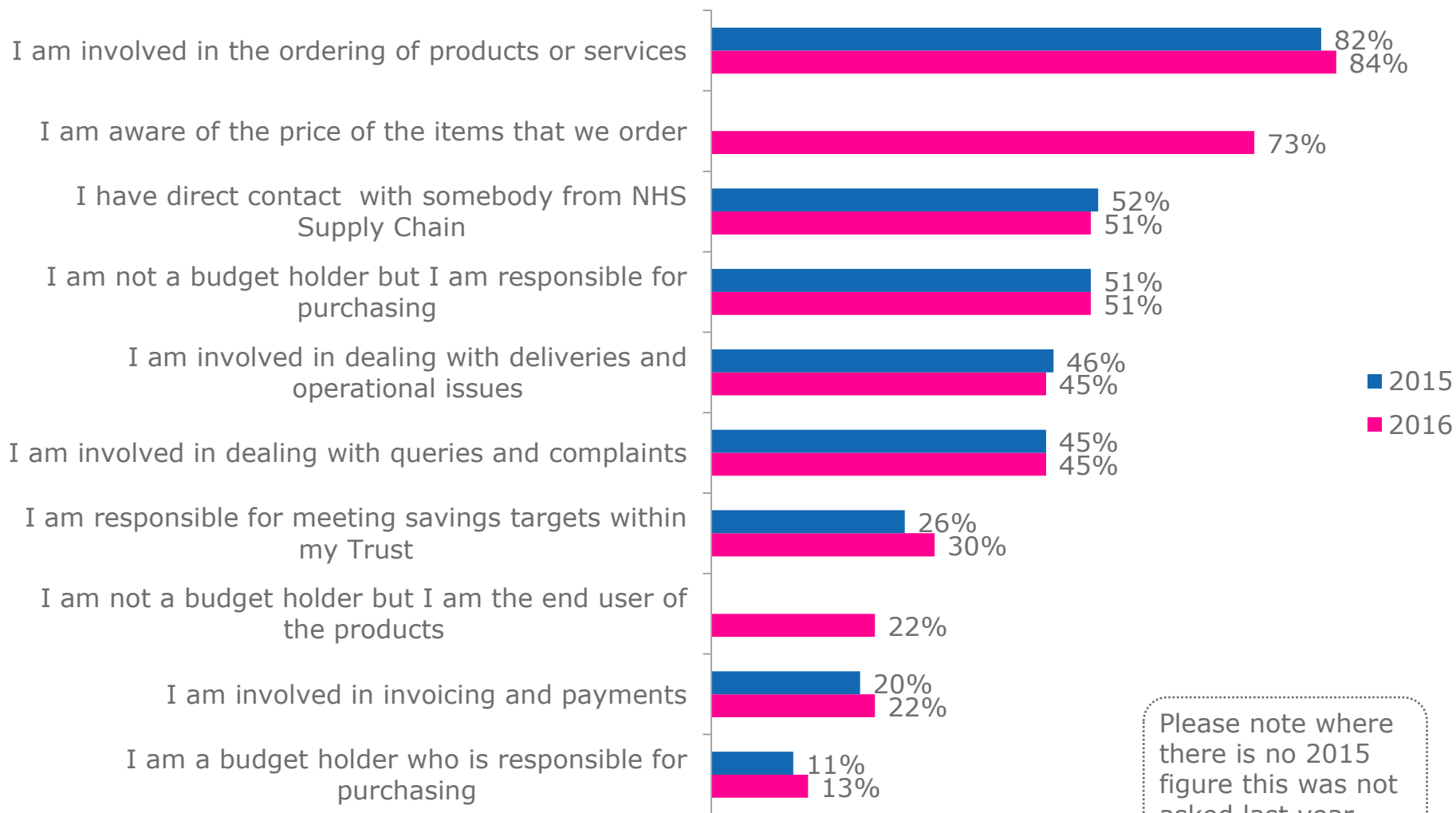


Response profile - Responsibility



Responsibility

2016 Base = (1166) 2015 Base = (1165)

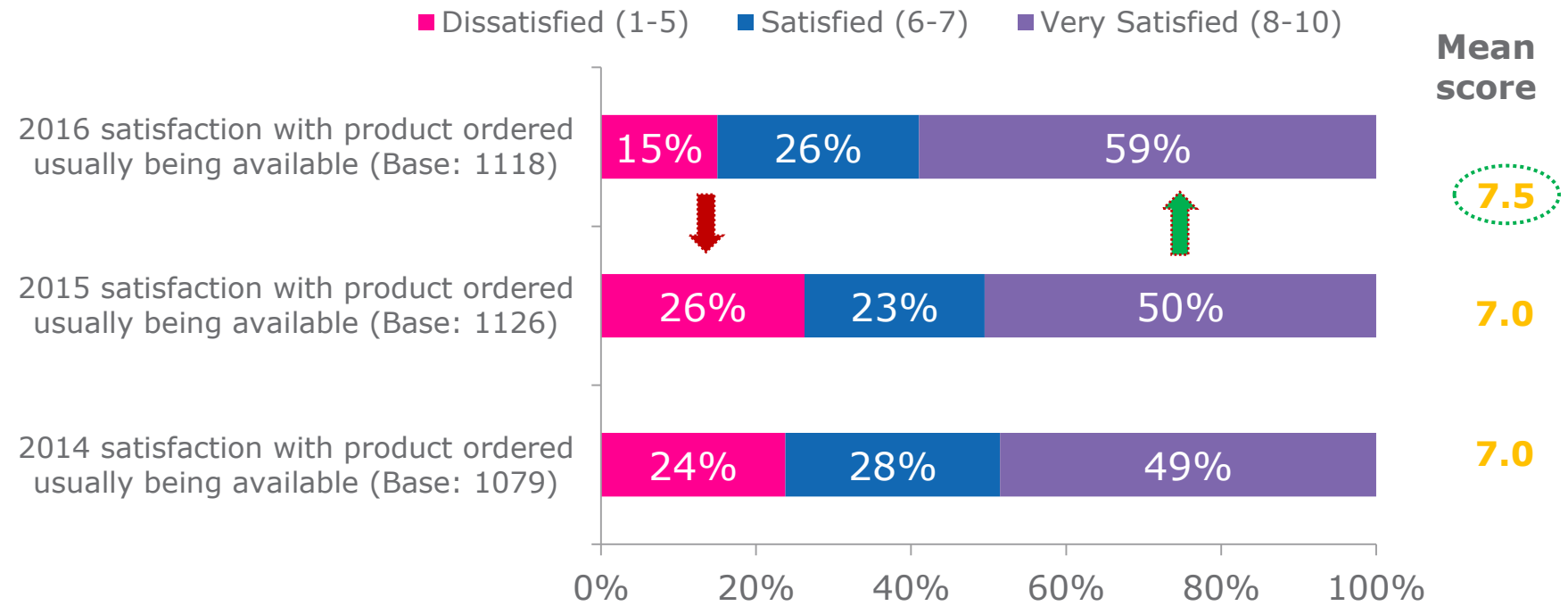


Please note where there is no 2015 figure this was not asked last year

Customer satisfaction with supply chain continuity in relation to the product ordered usually being available is **significantly higher** than 2015 and 2014



Satisfaction with supply chain continuity in relation to the product ordered usually being available



(Q8: NEW KPI IN 2016) On a scale of 1 to 10, how satisfied are you with the following in relation to supply continuity from NHS Supply Chain? (1 being very dissatisfied and 10 being very satisfied)
Bases exclude D/K and N/A

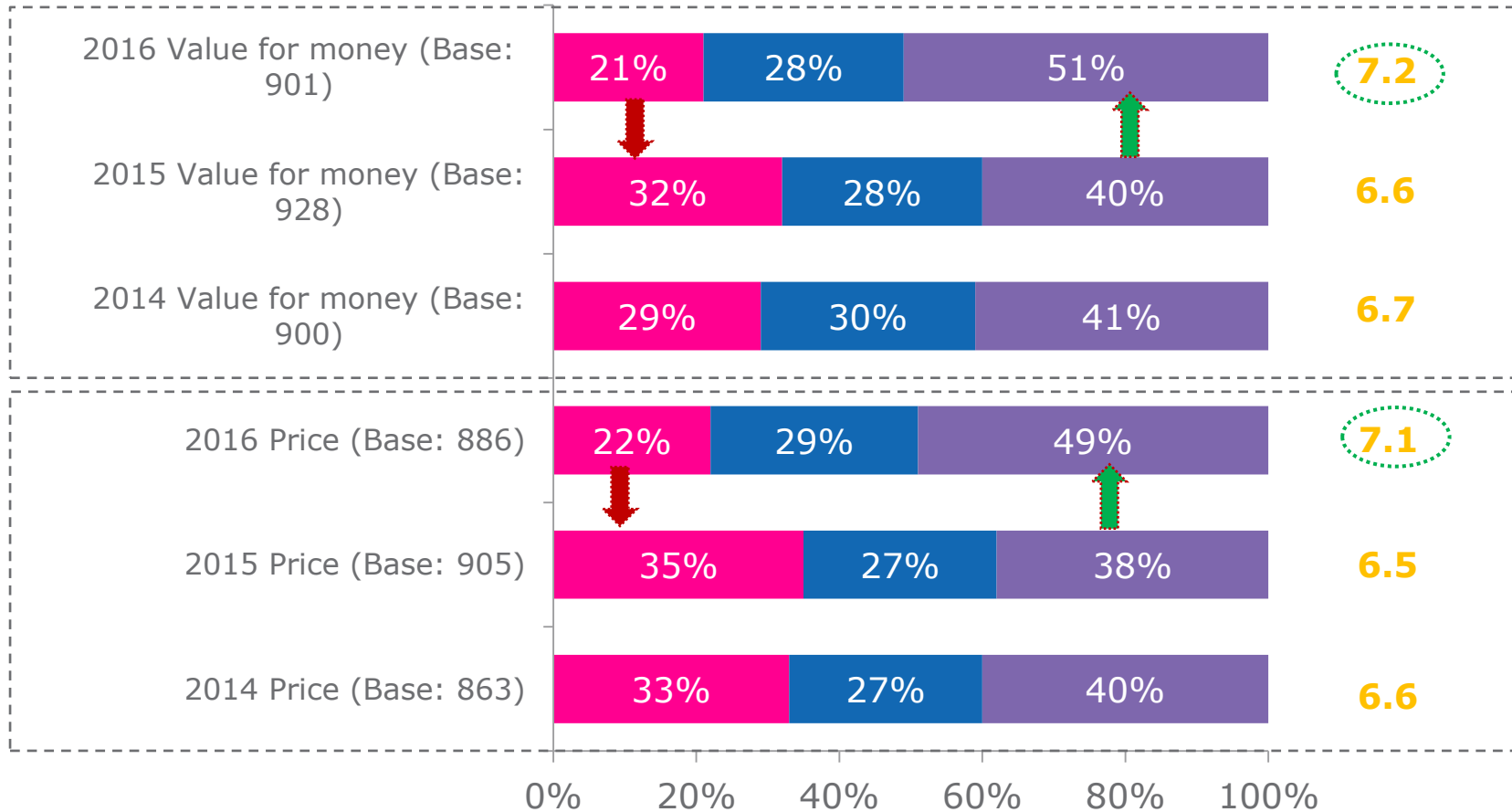
There has been a **significant increase** in both **value for money** and **price** perceptions



Satisfaction with value for money and price

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

Mean score

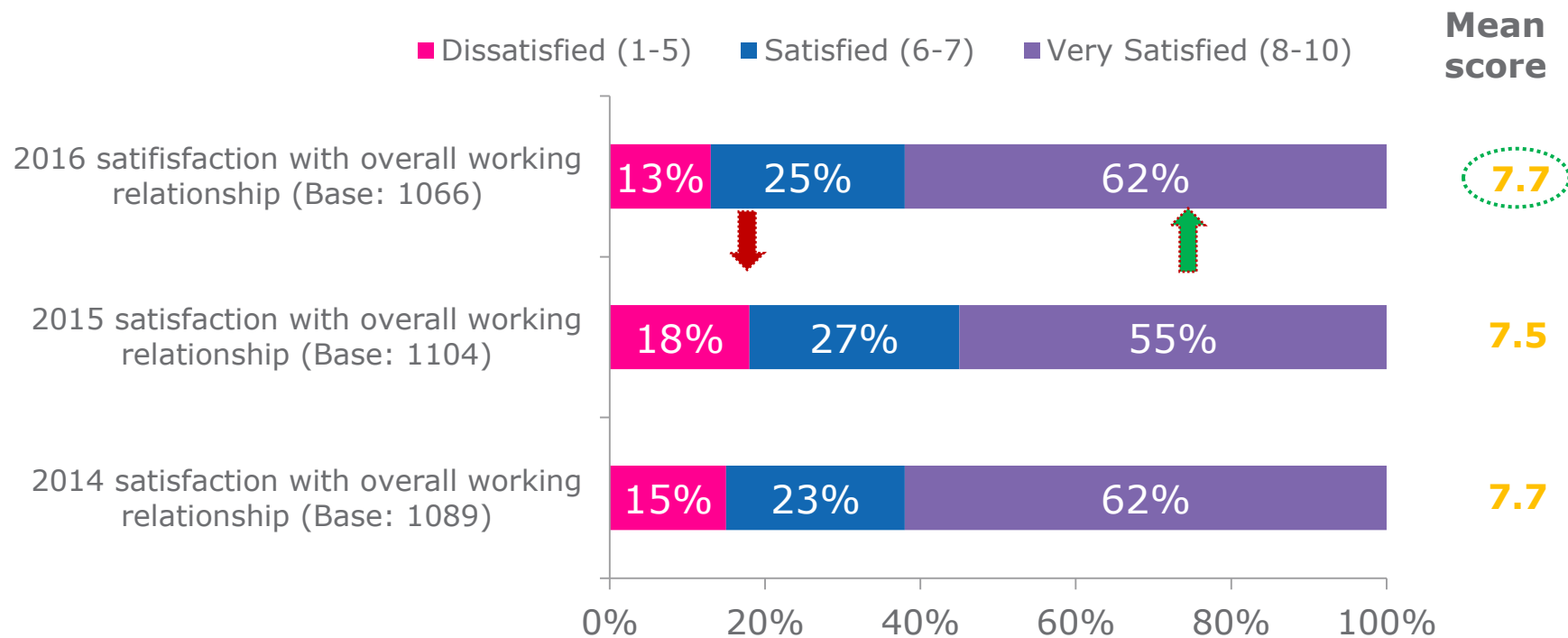


Q9: On a scale of 1 to 10, how satisfied are you with the commercial offering from NHS Supply Chain? (1 being very dissatisfied and 10 being very satisfied). Year on year significance testing based on differences between percentage groups and mean score. Base sizes exclude D/K and N/A responses.

Customer satisfaction with the **overall working relationship** is **significantly higher** in comparison to 2015 and similar to figures in 2014.



Satisfaction with overall working relationship



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). Year on year significance testing based on differences between percentage groups and mean score.

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

Ease of doing business with NHS Supply Chain is **consistent** year on year



Ease of doing business with NHS Supply Chain

■ Not easy (1-5) ■ Easy (6-7) ■ Very easy (8-10)

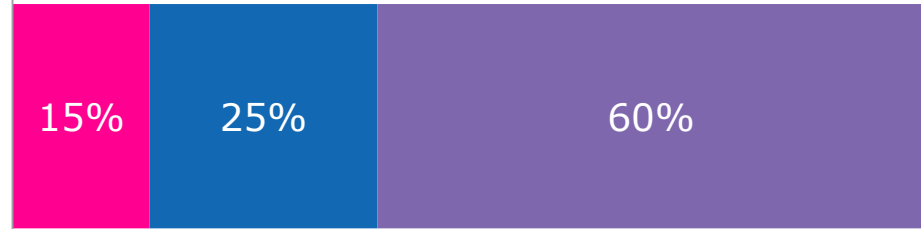
Mean score

2016 Easy to do business with (Base: 990)



7.8

2015 Easy to do business with (Base: 1071)



7.7

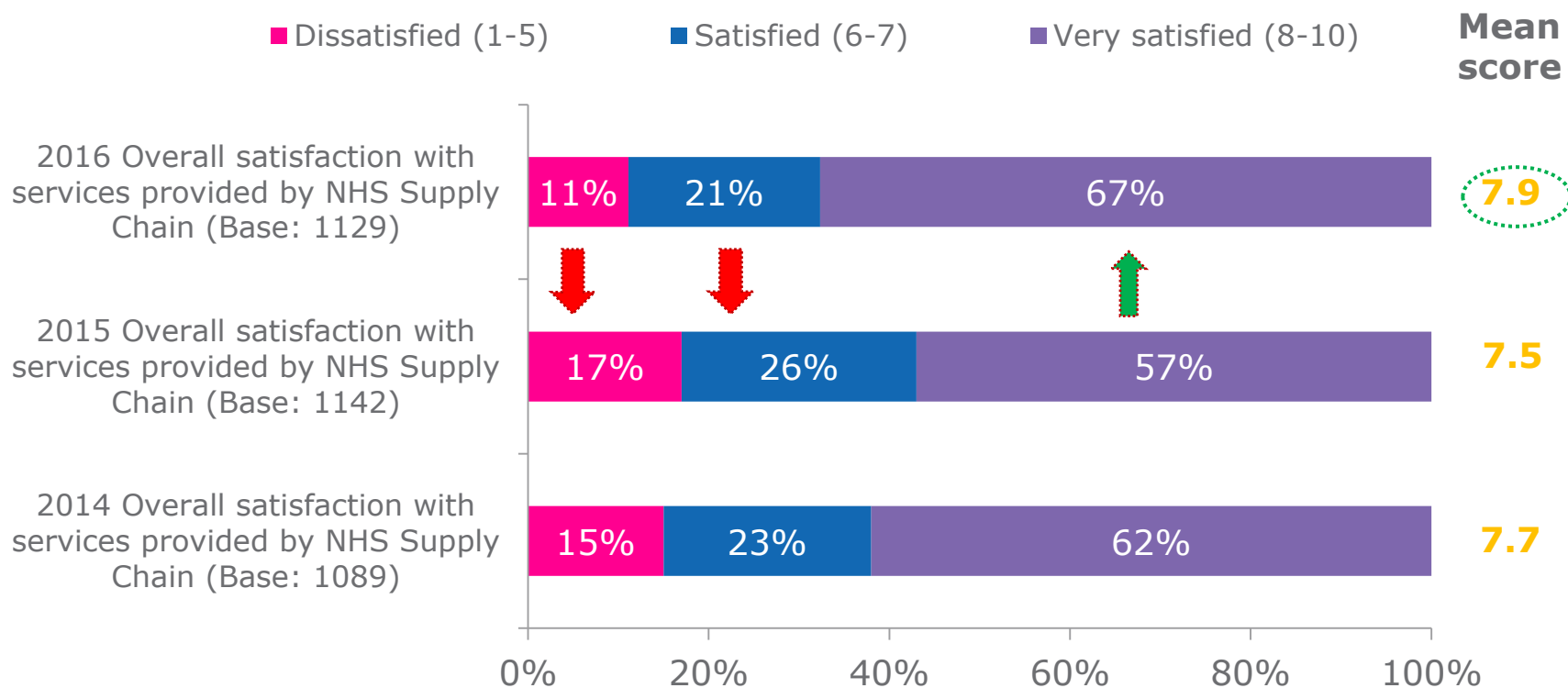
0% 20% 40% 60% 80% 100%

Q22: How easy is it to do business with NHS Supply Chain? (1 being not at all easy to do business with and 0 being very easy to do business with). Year on year significance testing based on differences between percentage groups and mean score. Base sizes exclude D/K and N/A responses.

Overall satisfaction with services provided by NHSSC is significantly higher than last year and 2014.



Satisfaction with services provided



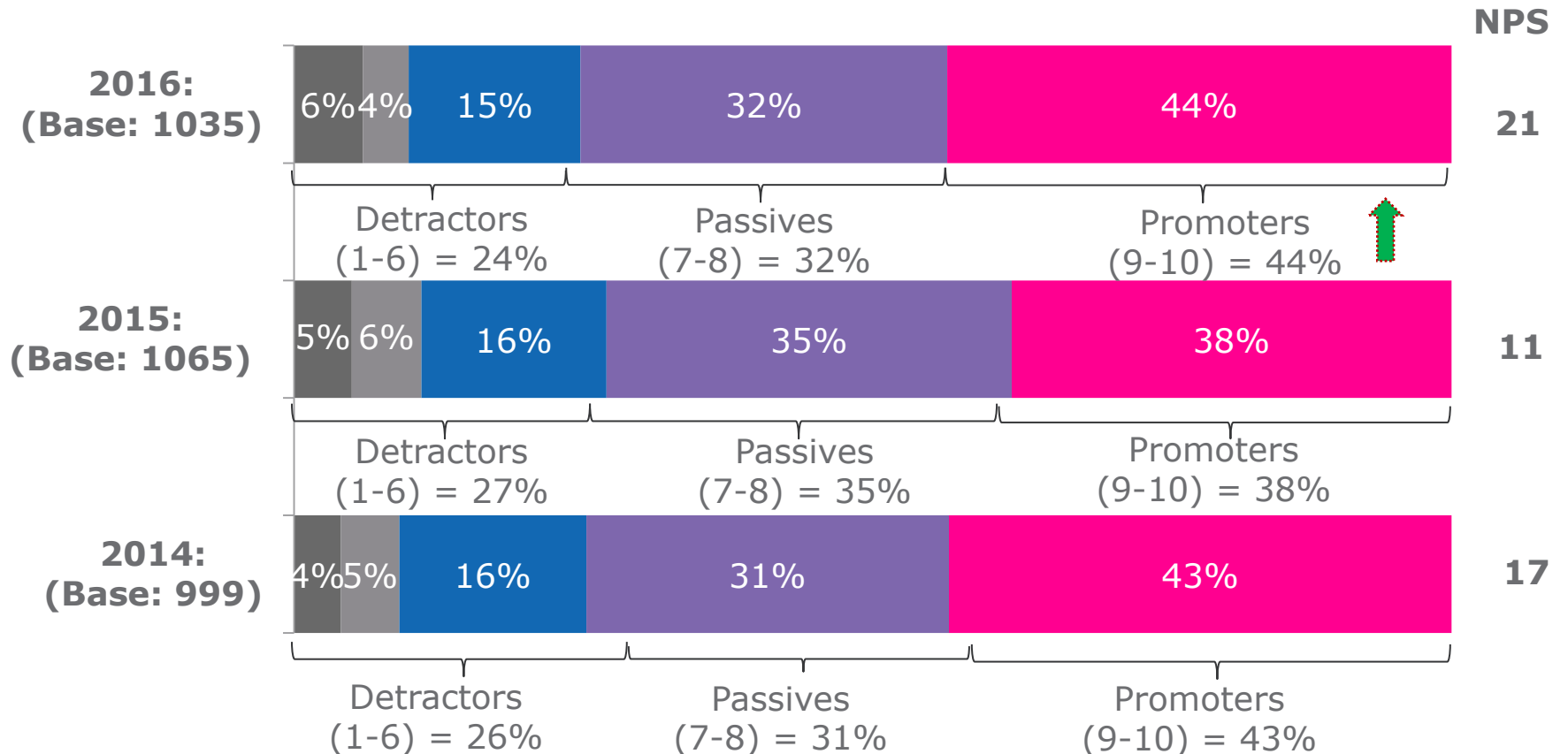
Q29: On a scale of 1 to 10, how satisfied are you with the services provided by NHS Supply Chain? (1 being very dissatisfied and 10 being very satisfied). Year on year significance testing based on differences between percentage groups and mean score. Base sizes exclude D/K and N/A responses.

A significant increase in 'promoters' has resulted in a higher NPS score this year.



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)



Q28 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). Year on year significance testing based on differences between percentage groups and mean score. Base sizes exclude D/K and N/A responses.

Report prepared by Alasdair Gleed, Research Director
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