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NHS

NHS Supply Chain

NHS

Business Services Authority

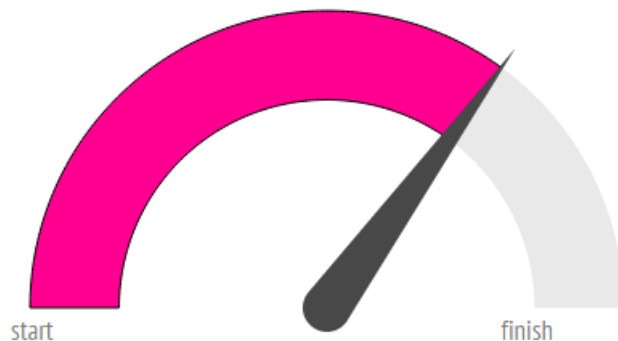
djs
research

JN 2969

Supplier Management:
Customer Research
KPI (top line) prepared for:
NHS Supply Chain and NHS
Business Services Authority
December 2015

Background

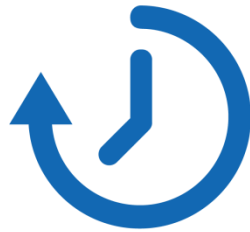
- DJS Research was commissioned by NHS Supply Chain (NHS SC) and NHS Business Services Authority (NHS BSA) to carry out quantitative research with NHS SC customers.
- This document shows the 2016 scores across the Key Performance Indicators (KPIs) versus 2105 scores. A full de-brief of all scores will follow.
- This research will serve as a barometer of NHS SC's current performance, determine progress versus 2015 and 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 11th-15th Nov



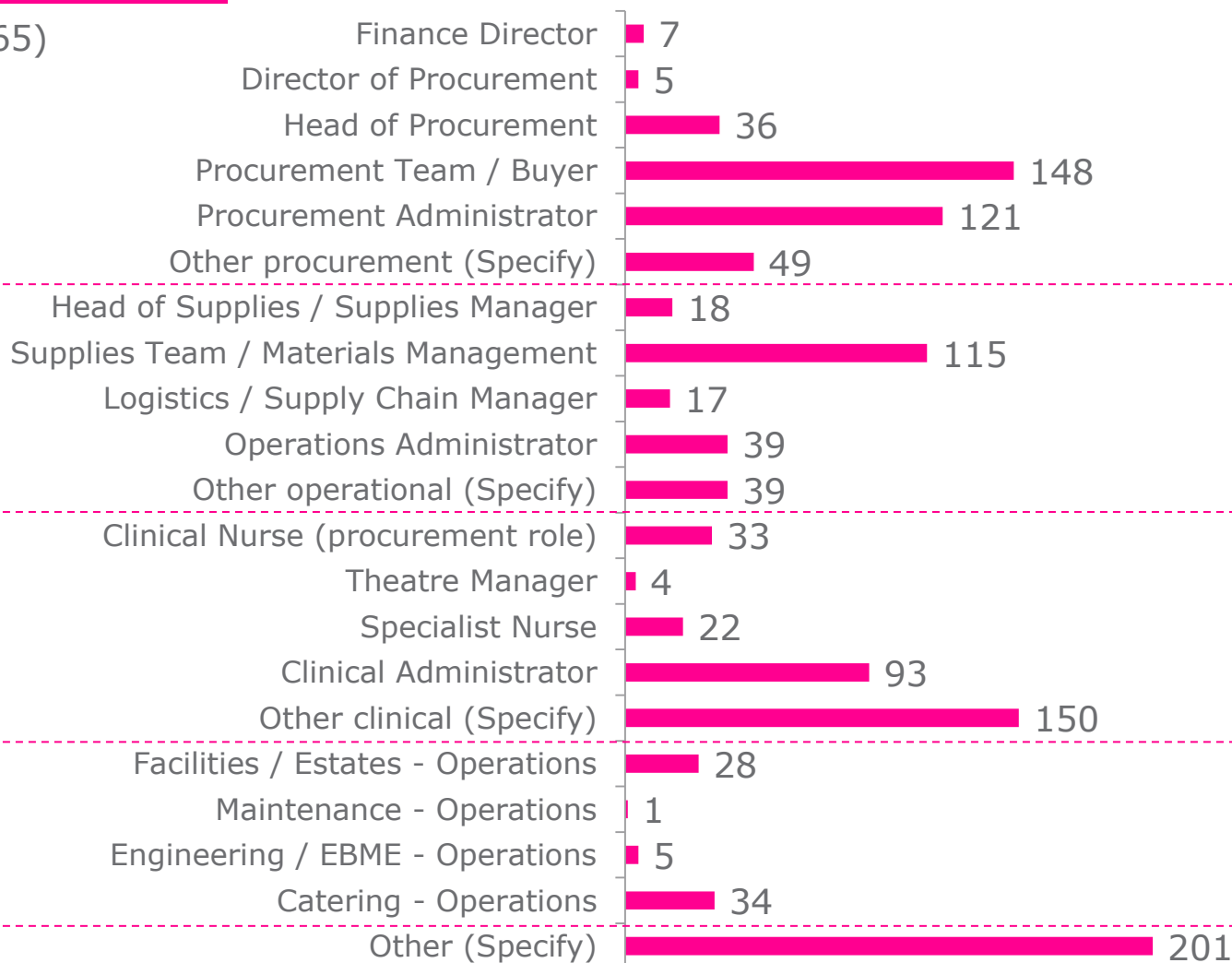
1,165 NHS SC customers took part

Response profile – Job title



Job title (n =)

(Base = 1,165)

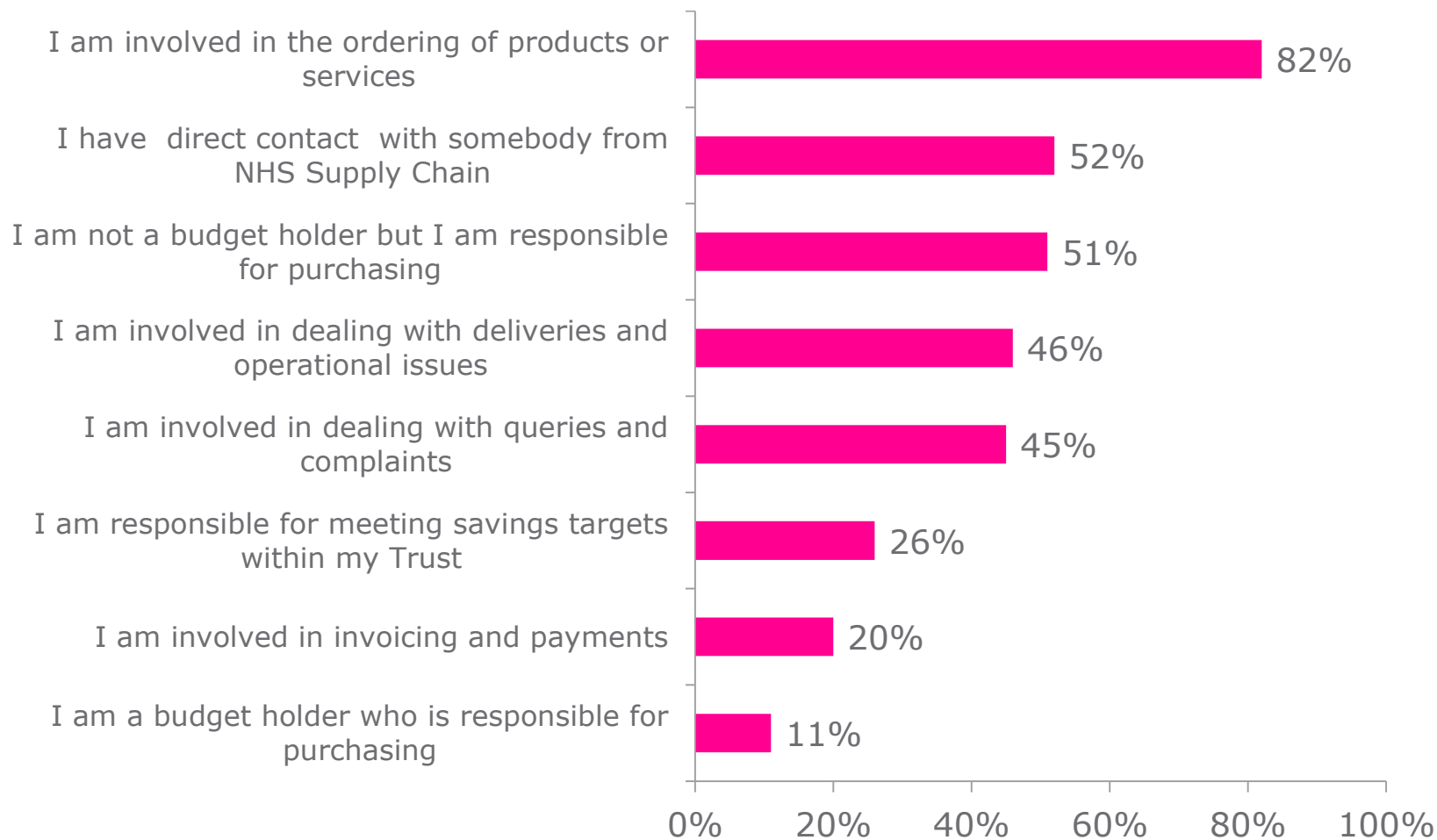


Response profile - Responsibility



Responsibility

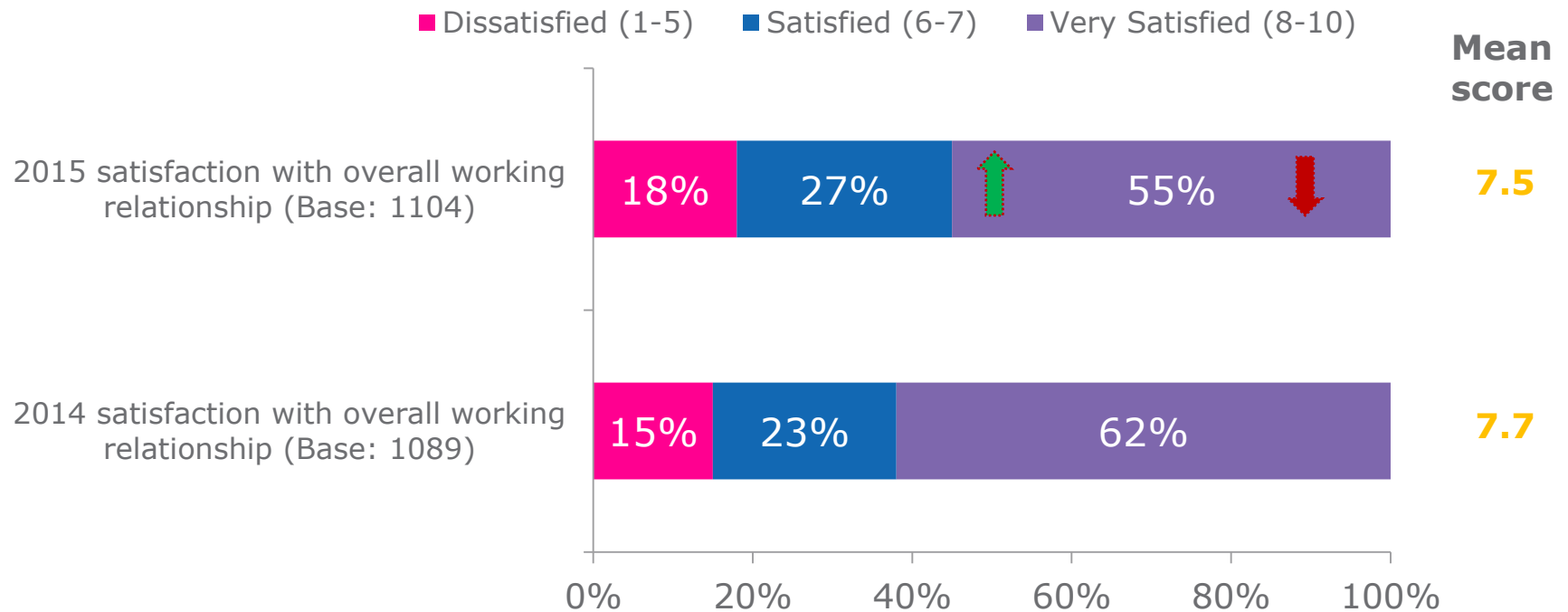
(Base = 1,165)



Customer satisfaction with the **overall working relationship** is **static** in comparison to 2014. Although the percentage rating it 8-10 has fallen significantly.



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.

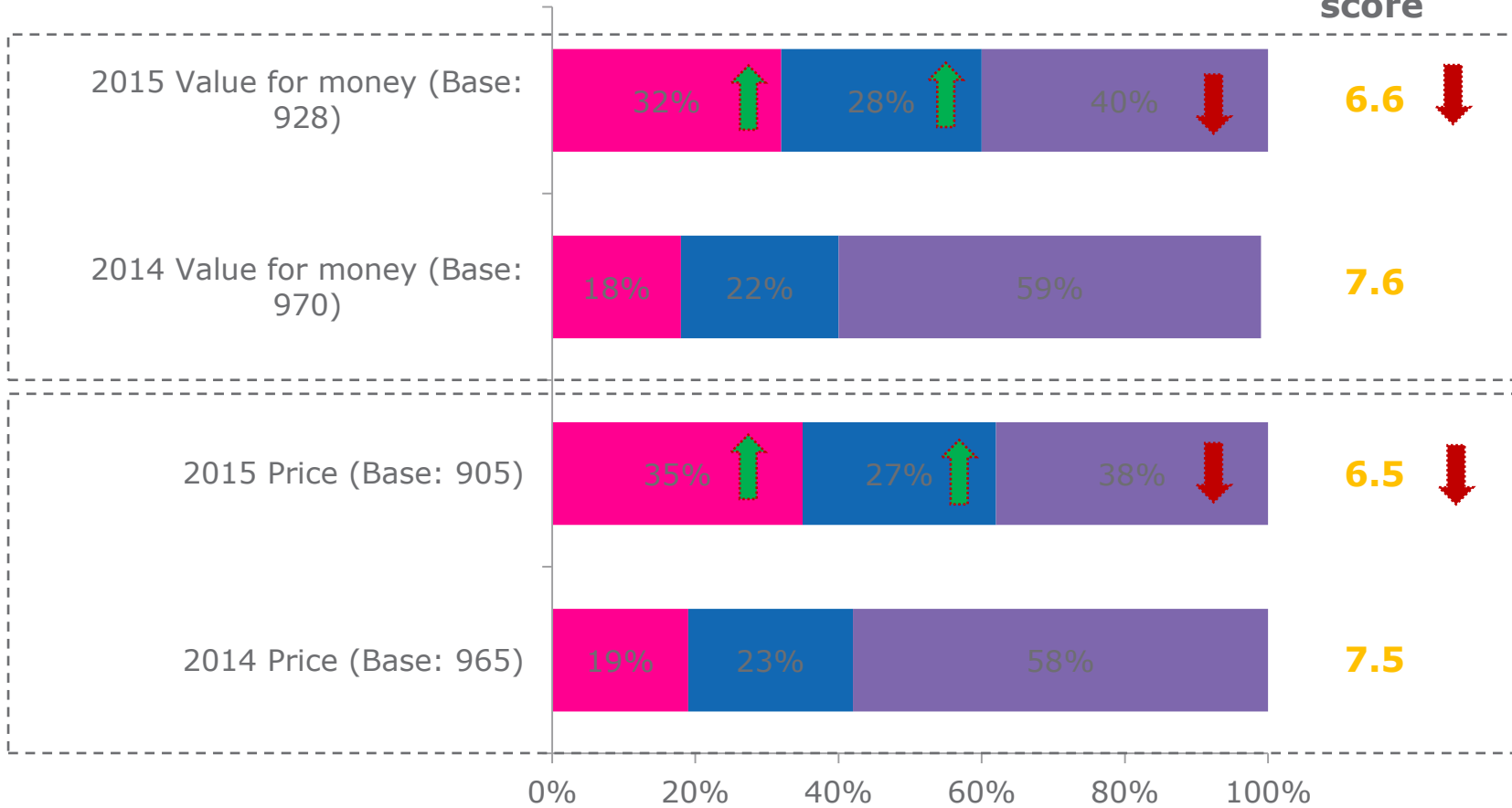
Base sizes exclude D/K and N/A responses.

There has been a **significant decline** 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



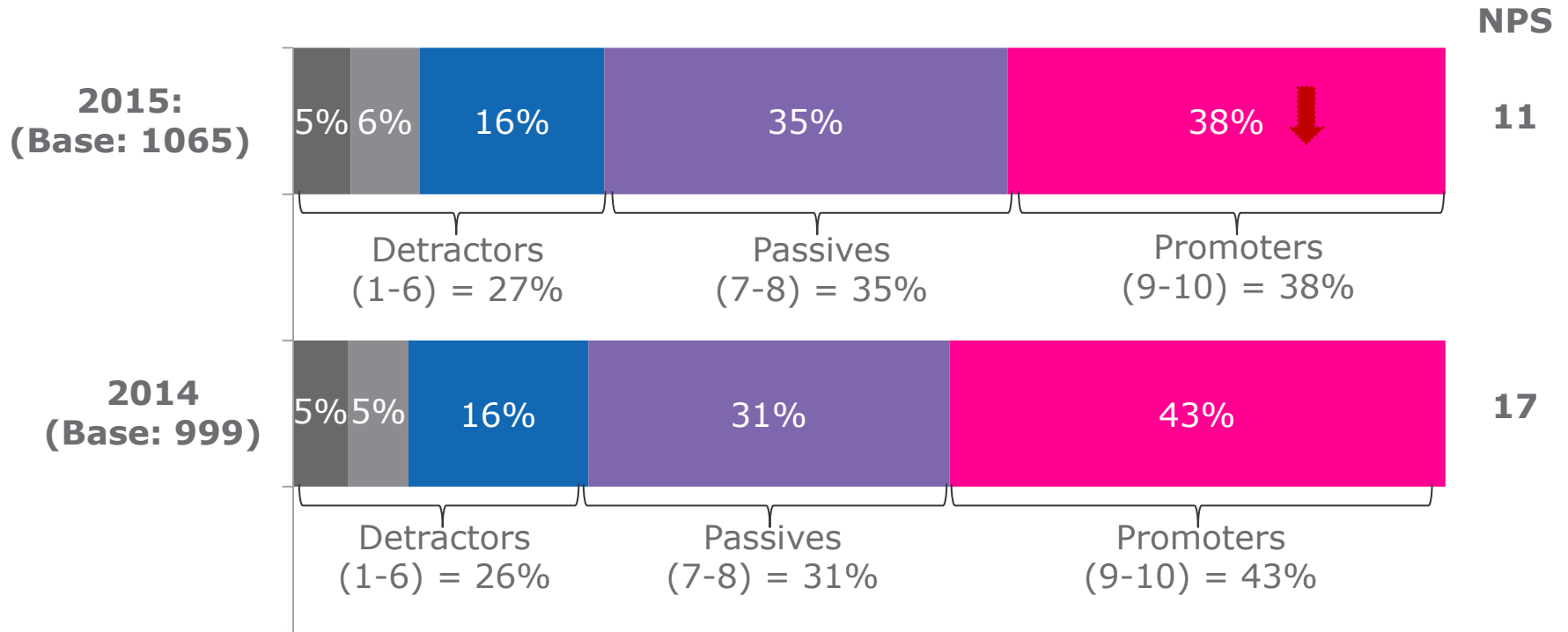
Q11: On a scale of 1 to 10, how satisfied are you with NHS Supply Chain for the following factors? (1 being very dissatisfied and 10 being very satisfied). Year on year significance testing based on differences between percentage groups and mean score. Base sizes exclude D/K and N/A responses.

A **significant decline** in **'promoters'** has resulted in a **lower NPS score** this year, although it remains a **positive figure** of +11.



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)



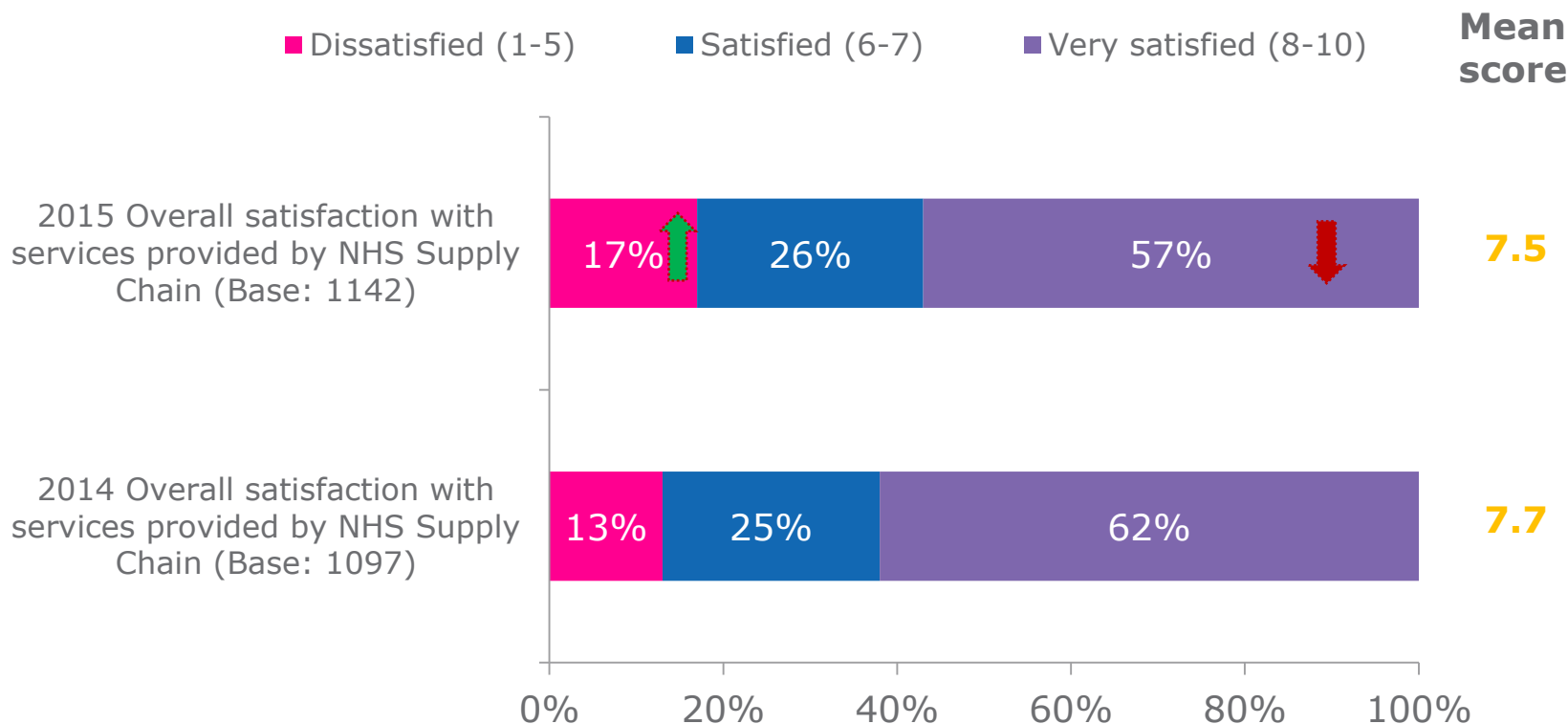
Q35 On a scale of 1 to 10, how likely is it that you would recommend NHS Supply Chain to a colleague? (1 is not at all likely and 10 is extremely likely). Year on year significance testing based on differences between percentage groups and mean score.

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

Overall satisfaction with services provided by NHSSC is **static** versus last year. Although the percentage rating it 8-10 has fallen significantly.



Satisfaction with services provided



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). 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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