

**AWARD-WINNING
PRESCRIPTION
DISPENSING SERVICE**

respond
making life better

Customer Satisfaction Survey

Delivering on our values

**specialists in stoma
and continence care**

NHS
Providing NHS services

an eakin company 



BRITISH HEALTHCARE TRADES AWARDS 2018

Winner

NHS DAC PATIENT SERVICES AWARD

**Respond Healthcare
Limited**

respond
making life better

**AWARD-WINNING
PRESCRIPTION
DISPENSING SERVICE**

Our values

**Professional
Friendly
Reliable**

making life better

CROESO!



WELCOME!

respond
global assistance



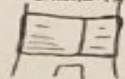
LANGUAGE
LINE



ASSOCIATION OF STOMA CARE NURSES UK
GETTING THE BALANCE RIGHT
15-17th SEPTEMBER 2019

NHS

"WE DIDN'T KNOW
YOU DID SUPPORT
GARMENTS"



**AWARD-WINNING
PRESCRIPTION DISPENSING SERVICES**



PROUD TO HAVE BEEN AWARDED...

"IT'S BEEN
GREAT
COMPARING
THE OLD AND
NEW"



**POUCH
CUSTOMISATION**



**SUPPORT
WEAR**

CUSTOMER FEEDBACK

97%
FELT THEY
RECEIVED A
GOOD SERVICE



"THE PRODUCTS
LOOK
**fresh
and
clean**"

CUSTOMER FEEDBACK

96%
ARE LIKELY TO
RECOMMEND RESPOND
HOME DELIVERY
SERVICES TO OTHERS



INTRODUCING OUR NEW LOOK THE CARE RANGE

SUPPORT
for
YOU



respond Making life better


**ODOUR &
FRESHNESS**


**SECURITY &
ADHESION**


SKIN CARE



What our customer say..
our customer's journey



Providing NHS services

99.5%

"There is always someone to answer your call when you ring, they ring you to remind you to order or advise you on ordering and are always extremely helpful and **friendly** "

"Staff are always **friendly** and helpful. So pleased I contacted Respond after big problems with another company - your staff put my mind at ease"

"Being able to talk to a human being without having to go through various options. All of your staff who I have dealt with are very polite, helpful and efficient. Couldn't be better"



*Ceri Williams
Welsh Speaking Customer Services Advisor*

**of our customers say it's
easy to get in touch to
speak with us**

99.5%

"Always so **friendly**, diligent and helpful. There whenever I need them"



"Everyone at the end of the telephone so very pleasant and helpful. It's total efficiency"

of our customers say
we are polite and take
the time to listen!

"**Reliable** & helpful on the phone to answer questions & they leave package by door in safe area if I am not home"

“The staff on the telephone when I ring to order are always **friendly** and helpful and **professional** in their response. I always receive what I ordered”

“Every time I phone I feel like I'm talking to a friend. BEST company EVER. Don't feel embarrassed asking for what I need”

“Very **reliable** and helpful if you have any concerns. **Friendly** and **professional** staff”



98.6%

of our customers say we are
very good at answering
questions!



**of our customers say we
are very good for holding
stock of all products**

99.5%

“I have always found the staff pleasant and **friendly** and regard them as friends. We have never been let down with supplies. The delivery drivers are courteous and **professional**. I find Respond Healthcare covers all my needs”

“ I have used this service for many years, the consistent good quality products and performance makes me feel safe. They are very **reliable** good source of information and very dependable. Thank you so much ”

“ Pleasant & efficient people take the orders. Orders always complete. Good & effective products. Good understanding of products ”

98%

"I like the helpful staff I speak to about any questions I have. The customising on my stoma bags. The swiftness of how quickly my products are delivered. Thank you"



**of our customers are very
satisfied with our pouch
customisation service**

99%

of our customers are very satisfied with the time it took from order to delivery

"The service I get from the time to order my prescriptions to the time they are delivered is excellent. I would also like to say thank you for the office staff for the nice and pleasant way they deal with me. Thank you"

"No fuss, easy to use... Respond Healthcare at least take away the worry of getting continual supplies in a reliable no-fuss way"



"Delivery to the door and on time every month"

"Items are delivered at the home address.
Respond arranges to obtain prescriptions from
the surgery and deliver the required items"

99.5%

"Second-to-none experience. Wouldn't go
anywhere else. Plain packaging to your door"

"Good packaging. Delivered on time"



**of our customers say we are
very good for the quality of
packaging used for the
delivery**



**our customers say they
receive their orders in a
very good condition**

99.5%

"Very helpful and **friendly** staff and have told me they would deliver to me at any time I needed, but I enjoy seeing the staff as they are so friendly so I pick up my prescription myself - but it is good to know they can deliver if I need"

"Driver always on time and polite. Respond service is very good to me in all respects. Thank you"

"Monthly prescription is dealt with by yourselves excellently meaning we don't need to worry about anything except to tell you what is needed. So easy and hassle-free"

It
starts
AND **ENDS**
with THE
CUSTOMER

Why we use DPD



Honesty

LOOK AFTER OUR
CUSTOMERS' GOODS AS IF
THEY ARE YOUR OWN



Respect

TREAT PEOPLE HOW
YOU'D LIKE TO BE
TREATED YOURSELF



dpd



Passion

GO THE EXTRA MILE
TO MAKE IT RIGHT
FOR THE CUSTOMER

" You always text to let us know that the script is on the way - **DPD** always text with a time slot! Speed and professionalism - staff always polite - nothing too much trouble! "

"**DPD** are excellent and give you a delivery time slot! The service & the very helpful team on the phone"

1 hour time slot



"The thing I most like when I ring to place my order the phone is answered very quick and the fact I am told when and time slot it will be delivered by **DPD** on time as well. Knowing I can ring Respond if a problem happens and the call is free – wonderful"

99.7%

of our customers say the
quality of our service is
either excellent or very
good!

"The service I get every month is first class. Everything I could want for is spot on. Keep up the good work always. Thanks a million"

"The reason I use Respond is how polite the staff are, and the service is excellent and quick to help you. Thank you"



"The service is excellent, plus the staff are VERY GOOD. 5* rating"

99.3%

"Quick & efficient"

"Very reliable"

"Easy and convenient"

"Very professional"

"Top quality products and friendly staff"



of our customers say we
are very good at the
service we provide!

99.7%

"Efficient, excellent service"



"I am more than satisfied with everything about the service - from the pleasant and very helpful people answering the phones to the delivery to the door service"

of our customers say we are very good at providing an efficient service

"The best you could ask for. The best"

"Everything is superb - staff, delivery and they have been more than helpful when I had an 'emergency' experience. Cannot fault you! Respond staff were so understanding.. I can never thank you enough! Thank you"

"The fact that everyone I have spoken to on the phone have always been very supportive & understanding. I cannot fault any of your staff to whom I have spoken. Thank you all very much"

99.5%



**of our customers say our
staff are very good!**

"The service is excellent. And the staff are always very polite and helpful"

"Friendly staff, excellent all round service. Emails informing when delivery, time and date, will be made"



99.1%

**of our customers say our
staff and service are
excellent!**

"I use Respond simply because they are reliable & provide excellent service. Available to speak to, not automated. All products required available. Definite with delivery times. Total reliability"

99.7%

"The overall service is first class"

"All my prescriptions are quickly and efficiently dealt with.
Staff on the phone are pleasant and helpful"

"A service I can trust and never lets me down.
Keep up the excellent work"



**of our customers would
recommend US!!**



British Healthcare Trades Awards 2017
Best Contribution to the Community
Winner



BRITISH HEALTHCARE TRADES AWARDS 2018
NHS DAC PATIENT SERVICES
Winner



BRITISH HEALTHCARE TRADES AWARDS 2018
MOST EFFECTIVE MARKETING CAMPAIGN
Highly Commended



**And this is why..
Award-winners**



**making
life
better**



Providing NHS services