

Care Call Customer Satisfaction Survey

(April 2012)

We are always looking for ways of improving the Care Call Service and would be grateful of your comments. Please complete the survey and return.

1. Was the Care Call Officer call Response?	Quick Slow Average	<table border="1"> <tr><td>8</td></tr> <tr><td> </td></tr> <tr><td>4</td></tr> </table>	8		4	
8						
4						
2. Was the Care Call Officer?	Helpful Friendly Efficient Unhelpful	<table border="1"> <tr><td>8</td></tr> <tr><td>3</td></tr> <tr><td>1</td></tr> <tr><td> </td></tr> </table>	8	3	1	
8						
3						
1						
3. How was your call handled?	Courteous Helpful Unhelpful	<table border="1"> <tr><td>5</td></tr> <tr><td>7</td></tr> <tr><td> </td></tr> </table>	5	7		
5						
7						
4. How do you rate the overall response?	Excellent Good Satisfaction Poor	<table border="1"> <tr><td>3</td></tr> <tr><td>7</td></tr> <tr><td>2</td></tr> <tr><td> </td></tr> </table>	3	7	2	
3						
7						
2						
5. Did the Care Call Officer show you there ID?	Yes No	<table border="1"> <tr><td>1</td></tr> <tr><td>2</td></tr> </table>	1	2		
1						
2						

Name:

Date:

Address:

Postcode:

Do you have any other comments or suggestions on how we could improve our service?