

Care Call Customer Satisfaction Survey

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" style="border-collapse: collapse; width: 40px; height: 40px; margin: 0 auto;"> <tr><td style="text-align: center;">22</td></tr> <tr><td style="text-align: center;">1</td></tr> <tr><td style="text-align: center;">11</td></tr> </table>	22	1	11	
22						
1						
11						
2. Was the Care Call Officer?	Helpful Friendly Efficient Unhelpful	<table border="1" style="border-collapse: collapse; width: 40px; height: 40px; margin: 0 auto;"> <tr><td style="text-align: center;">19</td></tr> <tr><td style="text-align: center;">8</td></tr> <tr><td style="text-align: center;">7</td></tr> <tr><td style="text-align: center;"> </td></tr> </table>	19	8	7	
19						
8						
7						
3. How was your call handled?	Courteous Helpful Unhelpful	<table border="1" style="border-collapse: collapse; width: 40px; height: 40px; margin: 0 auto;"> <tr><td style="text-align: center;">16</td></tr> <tr><td style="text-align: center;">18</td></tr> <tr><td style="text-align: center;"> </td></tr> </table>	16	18		
16						
18						
4. How do you rate the overall response?	Excellent Good Satisfaction Poor	<table border="1" style="border-collapse: collapse; width: 40px; height: 40px; margin: 0 auto;"> <tr><td style="text-align: center;">15</td></tr> <tr><td style="text-align: center;">15</td></tr> <tr><td style="text-align: center;">4</td></tr> <tr><td style="text-align: center;"> </td></tr> </table>	15	15	4	
15						
15						
4						
5. Did the Care Call Officer show you there ID?	Yes No	<table border="1" style="border-collapse: collapse; width: 40px; height: 40px; margin: 0 auto;"> <tr><td style="text-align: center;">22</td></tr> <tr><td style="text-align: center;">12</td></tr> </table>	22	12		
22						
12						

Name:

Date:

Address:

Postcode:

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

Lucky I had my button
 Excellent Service and good people
 Nice pleasant service
 Family very grateful for this service. Keeps mam independent
 Keeps me independent
 Spot on service
 On occasions it can take a while for the call to be answered via the intercom
 Happy, top class service