

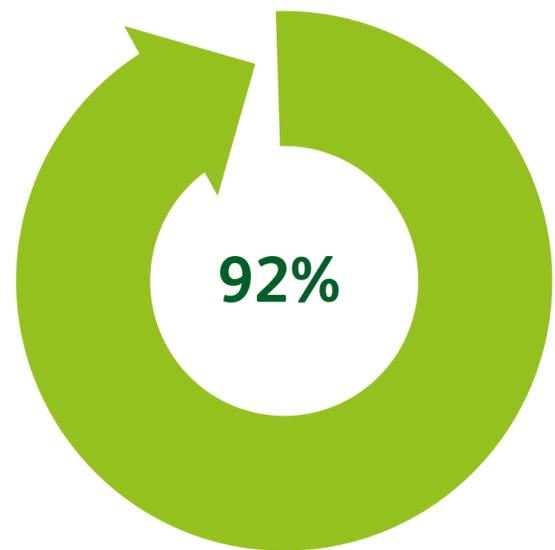
Patient satisfaction survey 2020 results

High recommendation levels remain consistent, 89% of patients are extremely likely or likely to recommend our service to friends and family

Recommendation



Overall Satisfaction



Overall quality of the delivery service

95%



Overall quality of the patient services team

93%



Overall quality of the nursing service

93%



What do patients say about our service?

I have been using this service for under 1 year. So far I have no complaints and find the service excellent, from the people on the phone to the delivery person. When I have to change my delivery dates, e.g. due to holidays, everyone is so helpful and makes you feel as if you're not putting anyone out. I really appreciate all that is done for me.

I have never had any problems and find the whole team, both on the phone and delivery drivers, extremely friendly, kind and helpful and they make you feel as if they know you. This is very uplifting to myself who is largely housebound and would like my thanks and appreciation conveyed to them in some way. Have no negative comments about any part of the service.

I have only received the Homecare service for two months. However, I have found it to be brilliant! Although fit and able to collect my medication if required, I feel very privileged that it is delivered and think it must be a life-saver for people with complex needs. Thanks to all.

I am very happy with the service. I get my medication delivered in a timely and efficient way. Lloyds are easy for me to contact, but often contact me first to arrange deliveries.