

2023

CUSTOMER FEEDBACK REPORT



We asked our customers to rate our services on a scale from Extremely Satisfied to Extremely Unsatisfied. We are pleased to have achieved a high level of customer satisfaction across all areas of the business.

Overall Service

98%



Overall Customer Satisfaction across all of our services.

Relationship

98%

Overall Satisfaction when asked about how we maintain our relationships.



Support Desk

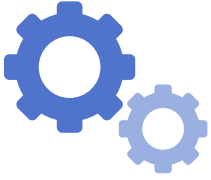


97% **Overall Satisfaction** with our Support Desk team.

"Friendly and very helpful staff, nothing is too much trouble. Very knowledgeable, we could not work without their support - Thank you!"

HR & Operations Manager

Engineering



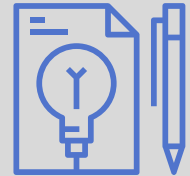
98%

Overall Satisfaction with our Onsite Engineering Team

Projects and Programmes

98%

Overall Satisfaction with our Projects and Programmes Team



Reccomendations



92%

Of our customers would **recommend Trusted Technology Partnership**

"Trusted Technology has been essential to the smooth running of our Practice. We are extremely grateful for the help and support we receive from your friendly, professional team."

IT and Data Lead

Dealing with the IT issues within the surgery for the past 5 years, I have spent a lot of time working with Trusted Technology. My experience over the last year has been amazing. Phones have been answered very quickly and there is always a friendly member of staff ready to help. If my issue has not been resolved, I have been informed of next steps.

Recently, using the support portal has been amazing, I can keep track of the tickets I have open without having to go through all the emails! We have one regular engineer who comes to our practice, I am always informed when he will be attending and he will always go above and beyond to help me.

GP Admin

From an end-user point of view I have found Trusted Technology to be willing to look at a number of options in order to fix any issues I have with computers at the partnership. Their experts are friendly and happy to discuss how to perform fixes without necessarily having to take control of each device.

Lead Peer Specialist

Honestly the best IT support I've worked with in any situation. The helpdesk are knowledgeable, helpful and professional, and the technicians on site are generally superb. Very grateful to be supported by TT.

Project Manager

Really polite, helpful staff. Always able to sort my IT issues quickly

Practice Business Manager

Team are always friendly and strive to get a resolution in an environment of General Practice which is not always the easiest!

Practice Manager

Very efficient and excellent communication from start to finish. Great customer service and very quick to respond.

Thank you!

Social Prescriber

I have always found the team very pleasant and helpful.

GP

TT always answer promptly- you can always chat to a human who sorts me out immediately rather than having to be put through to another or await on a call-back, which may never come, so its reassuring!

Clinical Pharmacist

Customer Feedback

Your Team has always been my immediate 'go to' for any problems and I encourage all my colleagues to do the same. My experience using your service has always been that of patience, understanding and as helpful as you could possibly be from the most trivial to the most complex of problems you may be presented with.

Director of Performance

Whenever I've had an issue, TT has been able to either rectify almost immediately or find a solution to an issue both over the phone or on site. Everyone is knowledgeable and helpful.

Assistant Practice Manager

I have always found ALL Staff to be very helpful & attentive to the problem or enquiry presented to them, no matter how major or trivial it may be. Promises and assurances to call back, follow-up etc. are followed through with patience!

Communication & Patient Liaison Officer

When your engineers visit the site they are always total legends and very friendly and efficient.

Pharmacy Technician

Trusted Technology team are very responsive, keen to work with clients, they understand the needs, listen to the issues and deliver within target times in a budget to suit the current climate.

Clinical Digital Lead

The entire team always show such knowledge in their field whenever needed to contact them. They help almost immediately with remote fix or will arrive on site if needed. The team always prioritise a call if required by the caller. Thank you team, you're great!

Medical Secretary

Every time I have called they have been polite, helpful and patient even when I do not have a clue what I am doing. The instructions given are easy to follow and all issues are always sorted in a timely manner. The calls are answered very quickly.

Would definitely recommend.

Prescription Coordinator

All the TT helpdesk people are so professional, polite and patient. I couldn't ask for more. Thanks for never making me feel stupid with any tech issues I seek your support with!

Social Prescriber



Your Trusted Partner

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