

Scottish Infected Blood Support Scheme

2018 Customer Satisfaction Survey Final Report



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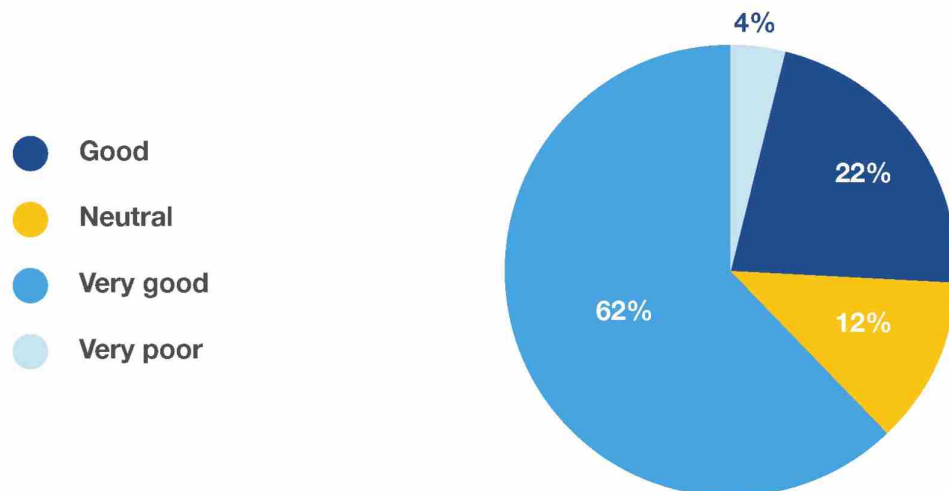
Introduction

As part of our commitment to delivering high quality service, Scottish Infected Blood Support Scheme (SIBSS) carried out a customer satisfaction survey in May/June 2018.

Of the 286 scheme members surveyed, 135 returns were received giving a response rate of 47%.

Overall performance

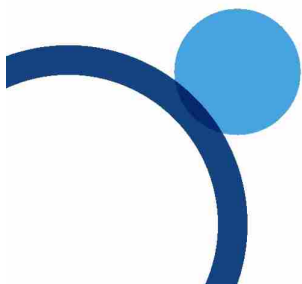
We asked scheme members to comment on: **'The overall service provided by Scottish Infected Blood Support Scheme.'**



We are really pleased that members rate our overall performance as being good/very good 84% of the time.

We realise that we don't get it right all the time and this survey provides one method of assessing how our members feel we are doing.

It will provide a baseline to measure our improvement against as we go forward.



Payment Services

We asked members to comment on:

- how well SIBSS processes any payments due to you?
- the accuracy of your payments.

Members said:	Our response:
<p>96% of members surveyed said SIBSS was good or very good at meeting payment timescales.</p> <p>96% of members said we were good or very good at payment accuracy.</p>	<p>Payment services are at the core of what we do. We will continue to ensure that each and every payment is accurate and is processed as quickly as possible.</p>

Customer Services

We asked scheme members:

- to tell us about the ease of contacting SIBSS?
- how effectively your query was dealt with?
- how timely the advice is received to your query?
- how courteously your query is dealt with?
- to comment on the quality of the advice received
- to comment on the overall service provided by SIBSS

Members said:	Our response:
<p>90% of members said that the ease of contacting SIBSS was good or very good. 84% of members felt their queries were dealt with effectively and 82% said advice was received in good or very good time.</p> <p>86% of members recognised that their query was dealt with courteously by SIBSS staff and that the quality of the advice was good or very good 84% of the time.</p> <p>84% of members said the overall service was good or very good.</p>	<p>Providing consistently good customer service is very important to us. We take our members' feedback very seriously and strive to improve the services we provide.</p> <p>Since our launch in April 2017, we have listened to our members and made updates to our service as a result of their feedback. We reviewed the scheme criteria to extend annual widows payments to long-term cohabiting partners. We've also changed our guidance notes to make the eligibility criteria, support and assistance grants and appeals process clearer.</p>

Communication

We asked:

- how useful is the bi-annual SIBSS newsletter?
- how useful is the SIBSS Website?

Members said:	Our response:
83% of members rated the SIBSS newsletter as good or very good. 64% of members rated our website as good or very good.	The newsletter continues to be the primary communication method with our members who have opted to receive it. We are continually working to make the newsletter more engaging for our members with better content, design and increased interactivity. The success of a website depends on how easily visitors can find what they are looking for. Member feedback has been positive but some visitors still find it difficult to navigate the website and a number of our members don't have access to the internet.

Feedback themes from scheme members

As well as answering the structured questions in the survey, members were invited to provide more general comments and feedback. Many took the opportunity to provide very positive feedback and praise for teams and individual staff which we very much appreciate. These compliments have been passed on to staff. We have analysed the feedback further and produced an action plan of proposed improvements based on the suggestions received. Each action falls into one of five main themes which we have categorised accordingly.

Communication, Newsletter and Website

Communication

- Do not keep in touch I have been waiting for an answer for 40+ weeks.
- I didn't know when I was supposed to claim the money.
- Little or no advice on what everyone is entitled to claim.

Our response

We have set a standard to process applications received within two weeks and are happy to report that the average turnaround for applications is 5.5 days. Emails and telephone calls are responded to immediately so if you have not received an answer to a question then we can safely say we are unaware of it. Call us on **0131 275 6754** and a member of the SIBSS team will be happy to advise you, immediately, if it is something that we can help you with.

At the scheme launch we sent a welcome letter to everyone providing information and contact details for the team and our website. We included a Contact Preference form to establish how members would like to be contacted. For those members that did not reply we have assumed that they prefer not to be contacted. We rely on our website and our bi-annual newsletter to keep members informed of scheme news and changes; however, the survey results suggest that this does not meet everyone's needs therefore we will review the contents of our next newsletter to address the issues raised.

Newsletter

- I don't think I received the newsletter.
- Would find SIBSS newsletter interesting if I received it.
- Have a better newsletter with information we can use and not what you want to us to believe.
- I would like more pro active contact from SIBSS.
- Annually send very short summary of scheme.

Our response

We sent our most recent newsletter by post in March 2018. If you didn't receive it then we may not have an up-to-date postal address for you. Please email nss.sibss@nhs.net or call us on **0131 275 6754** and we'll be happy to check your address on our database. We normally send the newsletter by post but in future we intend to send the majority by email. If you received our survey by email then you can expect to receive the next newsletter by email too.

We have over 500 scheme members; however, only 286 members have elected to receive the newsletter or other non-essential mailings. We plan to promote the newsletter the next time we are sending out an essential mailing to all members as it may be that some do not realise that as a requirement of the General Data Protection Regulation they have to give us their consent before we can send it to them.

Website

- Don't have access to internet.
- Would probably not use website.
- Ended up having to navigate through screens and still did not fully get what needed.
- I don't use the website cause I just don't get around to it. So I appreciate the newsletter and a helpful voice at the other end of the phone.

Our response

Whilst we are making every effort to improve our website we are aware that many of our members don't have online access or prefer not to use this service so we will continue to encourage our members to email nss.sibss@nhs.net or call us **0131 275 6754** during business hours (8:30 to 4:30 Monday to Thursday, 8:30 to 4:00 Friday). Our team will be happy to offer guidance and talk you through form completion.

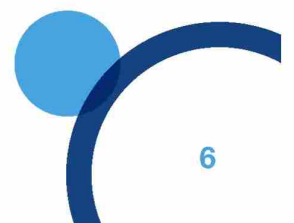
Payments and Scheme criteria

Payments

- Advise when the monthly payment has been made.
- If there are benefits that everyone is entitled to i.e. heating supplement just pay the benefit.

Our response

Although we don't routinely notify you when the monthly payment has been made, we are happy to do this on request. Contact us by email at nss.sibss@nhs.net or call us on **0131 275 6754** and we'll arrange this for you. Members are required to apply for the annual Living Cost Supplement payment initially; however, if you applied last year, we intend to pay subsequent years automatically.



Scheme Criteria

- Use of threshold levels. Why?
- You can't apply for practical goods, so really the scheme isn't any use to me.
- Why were stage 1 and stage 2 payment different.
- Treatment used to clear hep c could cause other problems to patients but there is no assistance for that.
- I would say help with practical things, like white goods, glasses would be beneficial to people.
- Provide access to a benefits advisor in the future.
- Scottish Government promised that they would look after us and it would not be means tested.
- I felt there could be more support for people who have difficulty in explaining why they struggle emotionally and physically.

Our response

SIBSS make payments on behalf of the Scottish Government using the criteria set out in the Scheme document which you can access on our website or we can send you a hard copy on request. The Financial Review Group recommended that there should be an evidence-based clinical review of the health impacts of chronic Hepatitis C. This clinical review has been undertaken by Professor David Goldberg, with support from a number of clinical experts and people from organisations representing beneficiaries. The clinical review report is available online at <https://www.gov.scot/Publications/2018/07/1542/0>. Ministers are currently considering the review recommendations. We will inform any members affected by these decisions as soon as possible once they become available.

If you would like to talk to someone about mental health problems or other worries relating to your Hepatitis C or HIV, SIBSS can help you to access counselling or other support if you don't already have access to this. Please get in touch if you would like to apply for a grant for this; you do not need to provide details of your income to be able to access counselling support as it is not means-tested.

Action Plan

Over the next few months we will be working on our action plan and the outcome of the clinical review.

Communication, Newsletter and Website

We will expand the information on our newsletter to include a summary of scheme criteria on website.
We will send newsletter out by email.
We will include a 'Did you know?' section on newsletter.
We will re-issue a contact preference form to members to increase the readership of our newsletter.

Payments and Scheme Criteria

At the point of publication we don't know the outcome of the clinical review and we will inform members of the changes to be implemented as soon as they become available.

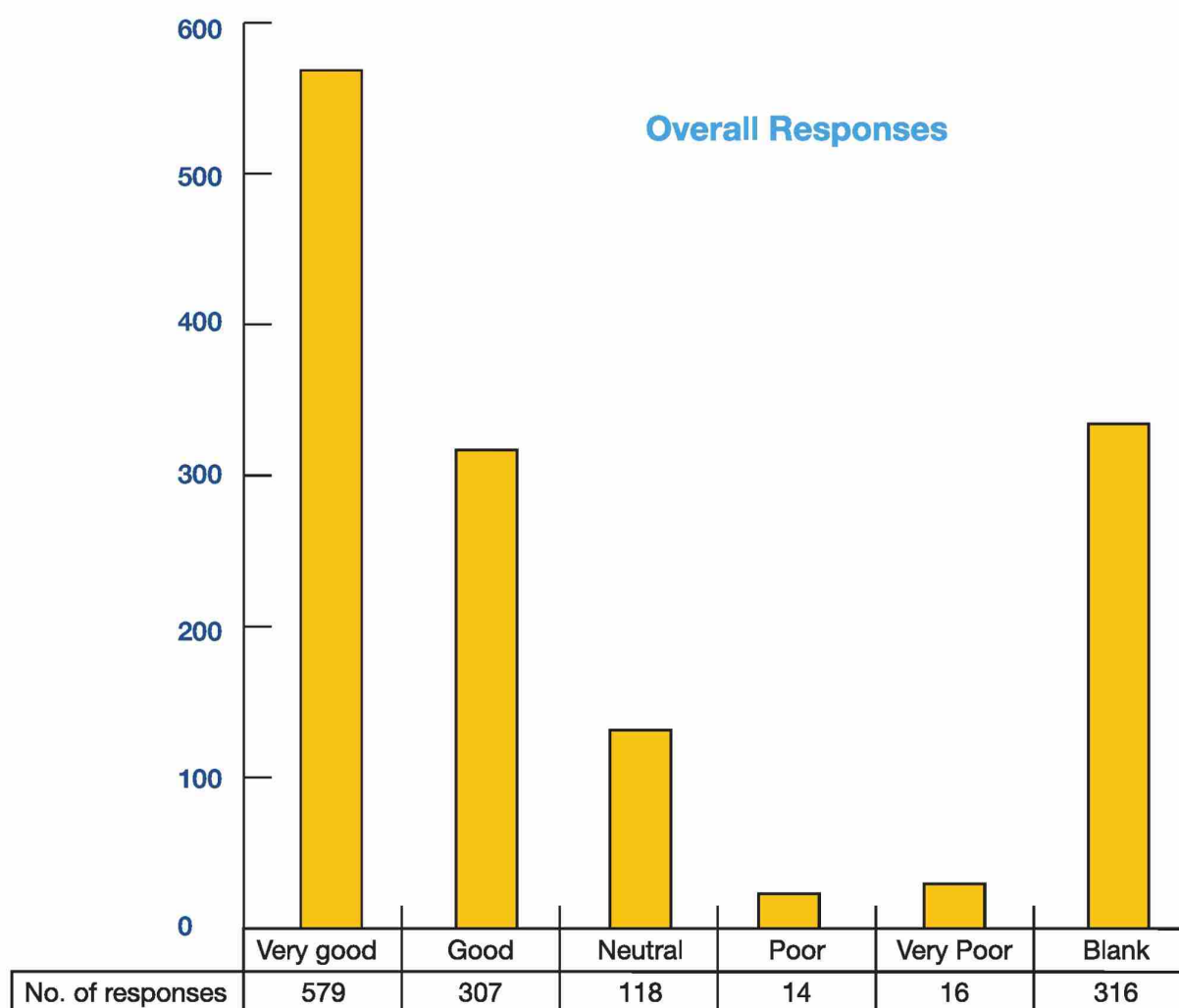
Appendix 1

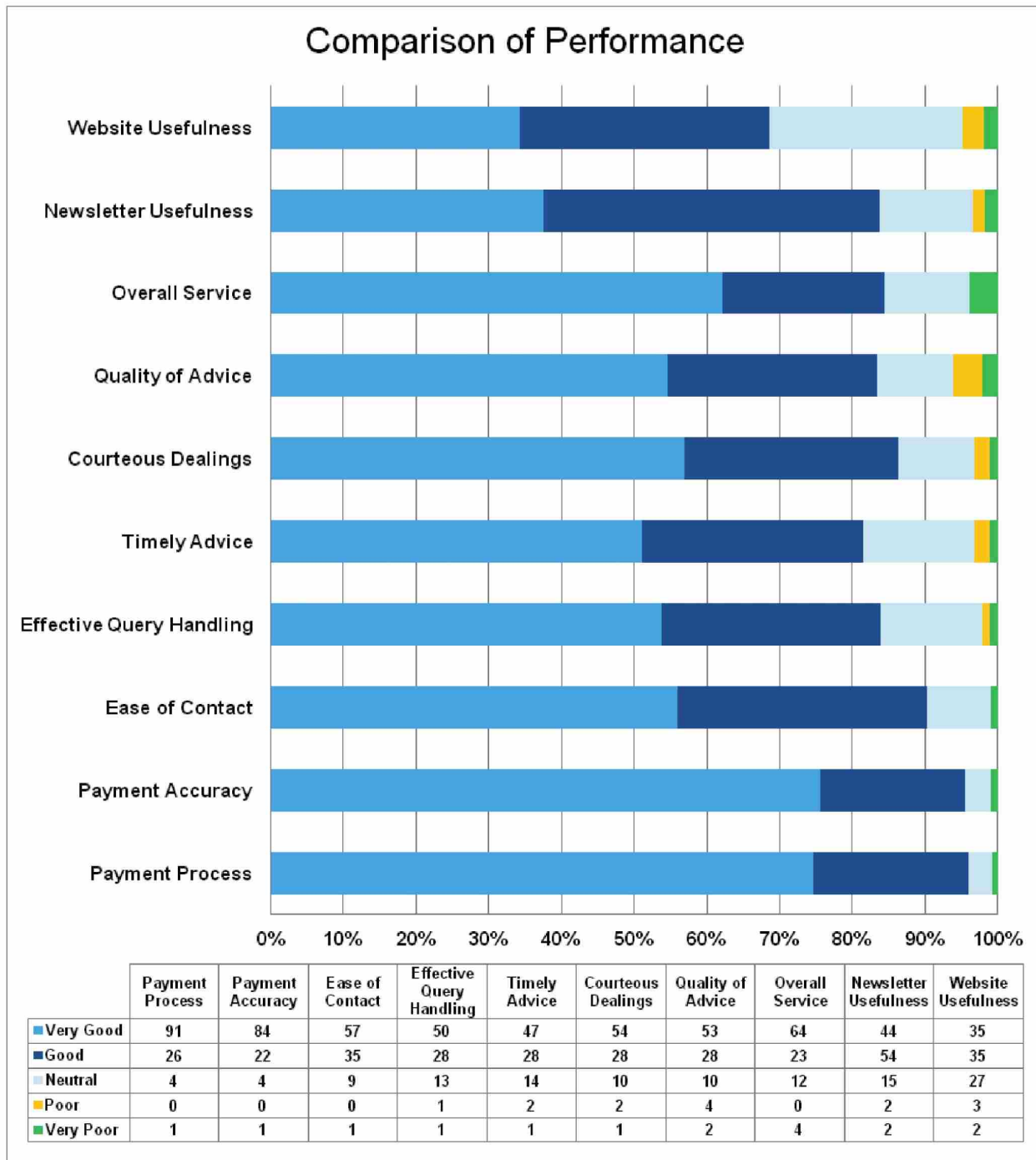
Each member was asked to rate the following questions on a scale of **Very Poor** to **Very Good**

- Q1.** How well SIBSS processes any payments due to you?
- Q2.** The accuracy of your payment?
- Q3.** Ease of contacting SIBSS?
- Q4.** How effectively your queries are dealt with?
- Q5.** How timely advice is received on your queries?
- Q6.** How courteously your queries are dealt with?
- Q7.** The quality of the advice received?
- Q8.** The overall service provided by SIBSS?
- Q9.** How useful the bi-annual SIBSS newsletter is?
- Q10.** How useful is the SIBSS website?

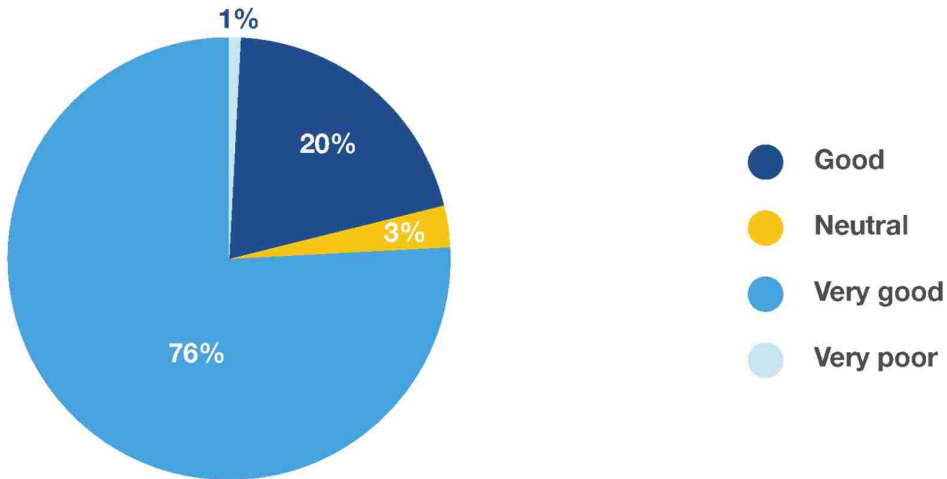
The following pages contain detailed analyses of the results for each question

The graphs 1 & 2 show all responses received to the 10 questions posed.

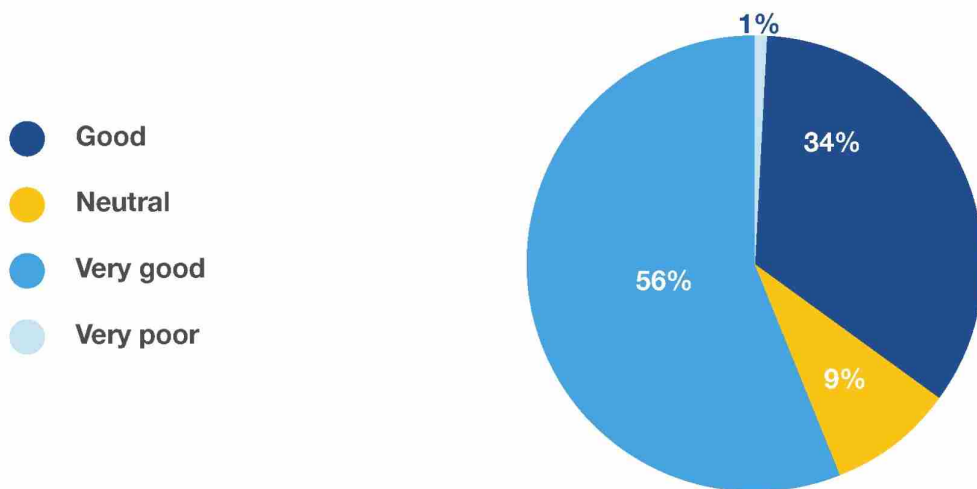




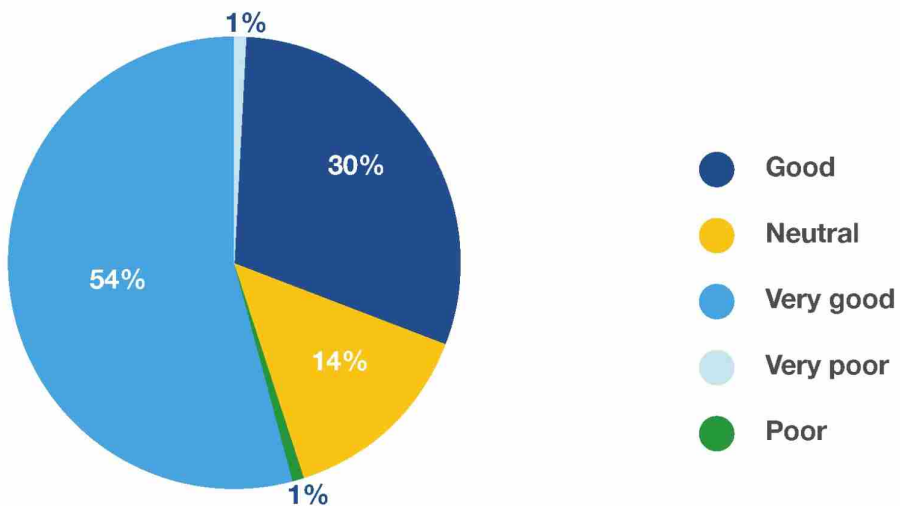
Accuracy of Payments



Ease of Contacting NSS

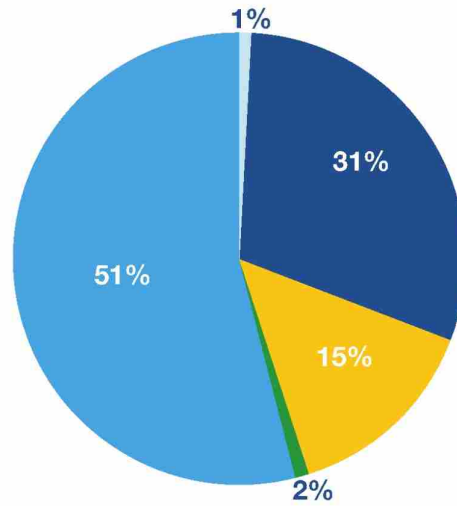


Query Effectively Handled

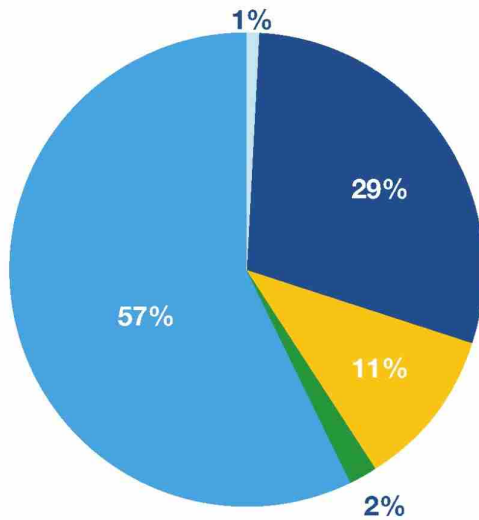


Timely Advice

- Good
- Neutral
- Very good
- Very poor
- Poor



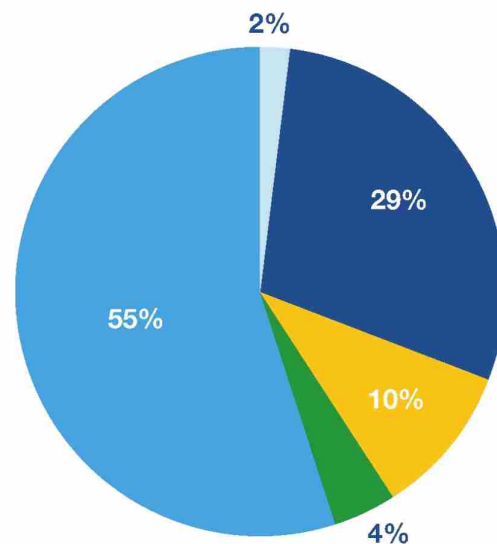
Courteously Handled



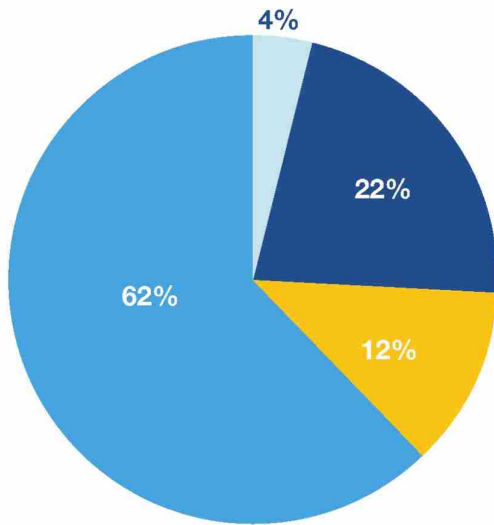
- Good
- Neutral
- Very good
- Very poor
- Poor

Quality of Advice

- Good
- Neutral
- Very good
- Very poor
- Poor

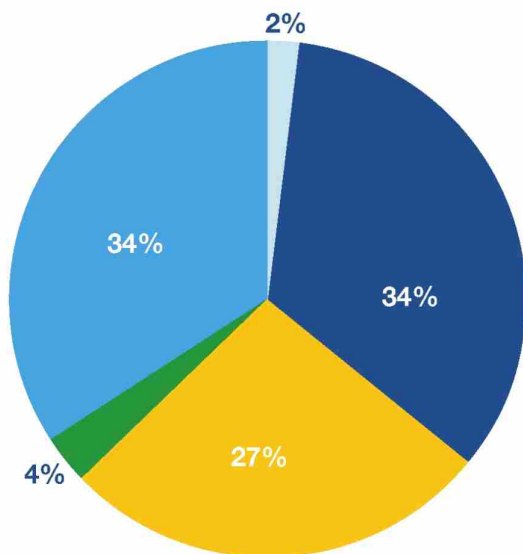
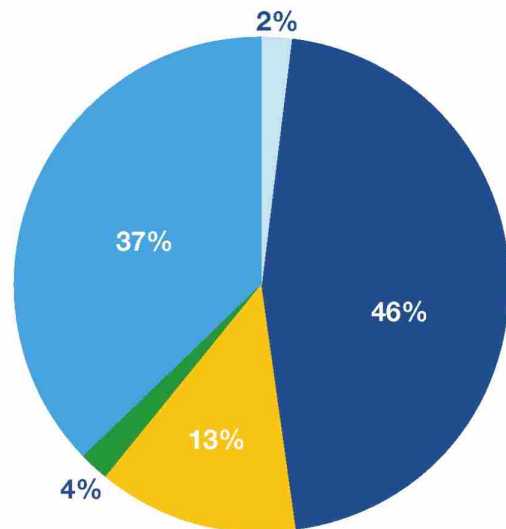


Overall Service



- Good
- Neutral
- Very good
- Very poor

- Good
- Neutral
- Very good
- Very poor
- Poor



- Good
- Neutral
- Very good
- Very poor
- Poor