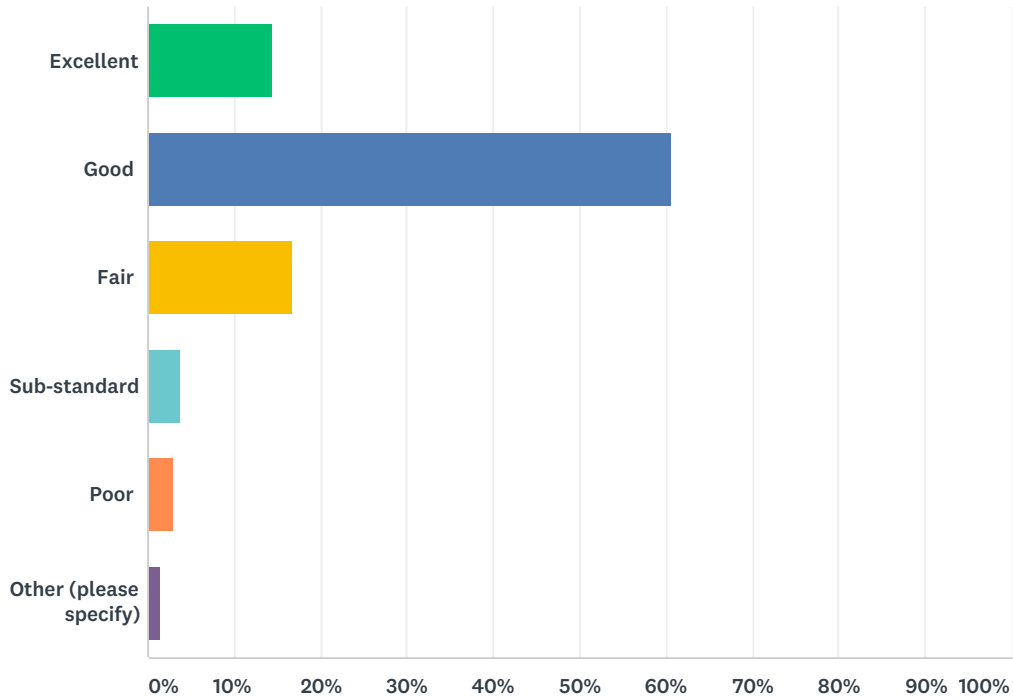


Q1 Please rate your experience of Millbrook Healthcare

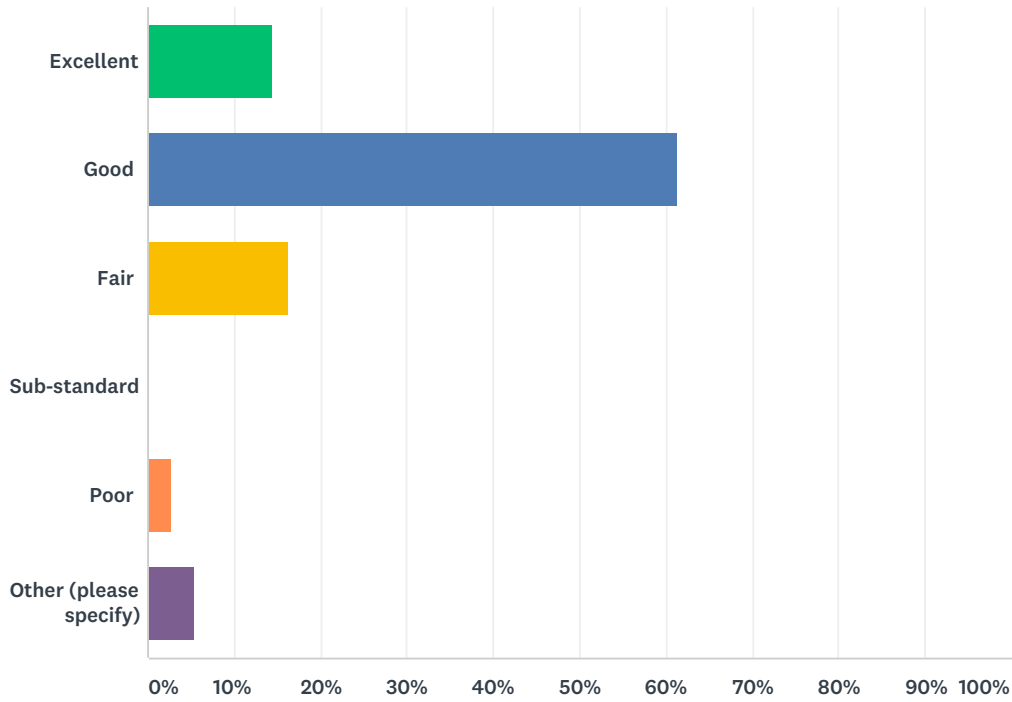
Answered: 132 Skipped: 0



ANSWER CHOICES	RESPONSES	
Excellent	14.39%	19
Good	60.61%	80
Fair	16.67%	22
Sub-standard	3.79%	5
Poor	3.03%	4
Other (please specify)	1.52%	2
TOTAL		132

Q2 Please rate your experience of Millbrook Healthcare's online ordering system

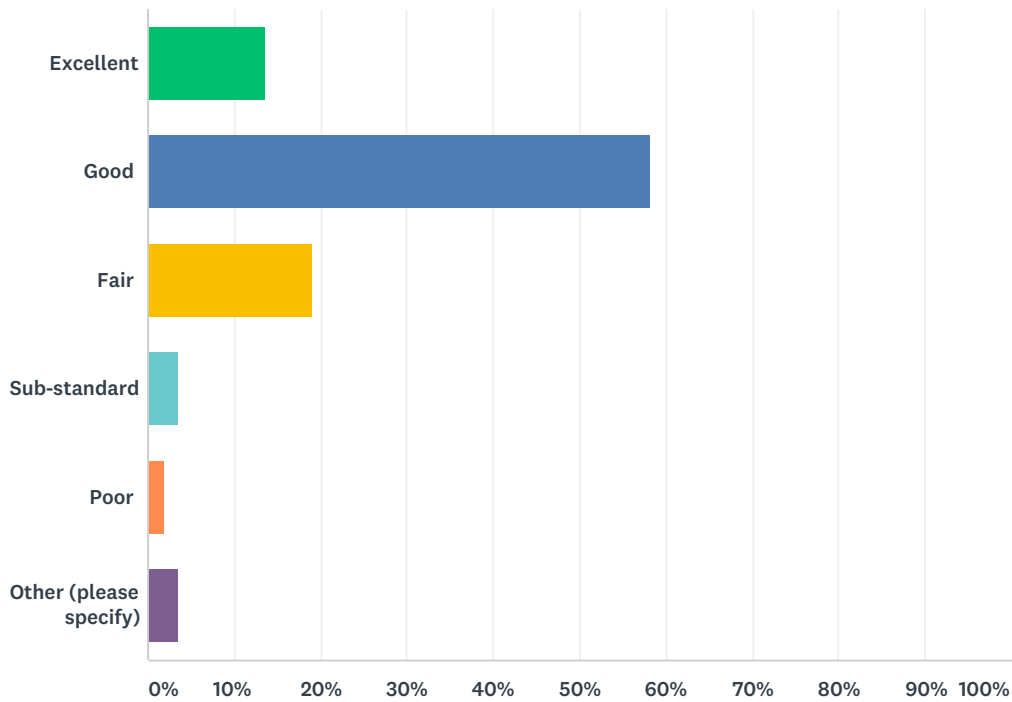
Answered: 111 Skipped: 21



ANSWER CHOICES	RESPONSES	
Excellent	14.41%	16
Good	61.26%	68
Fair	16.22%	18
Sub-standard	0.00%	0
Poor	2.70%	3
Other (please specify)	5.41%	6
TOTAL		111

Q3 How would you rate the stability of Millbrook Healthcare's online ordering system

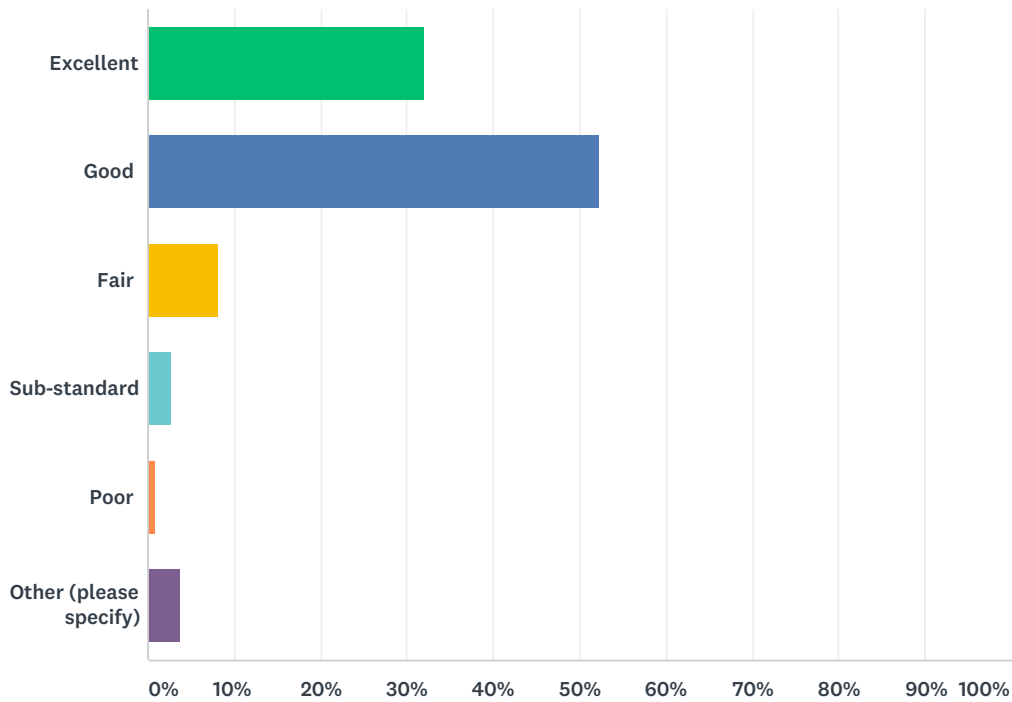
Answered: 110 Skipped: 22



ANSWER CHOICES	RESPONSES	
Excellent	13.64%	15
Good	58.18%	64
Fair	19.09%	21
Sub-standard	3.64%	4
Poor	1.82%	2
Other (please specify)	3.64%	4
TOTAL		110

Q4 Please rate your experience of dealing with Millbrook Healthcare's call centre staff

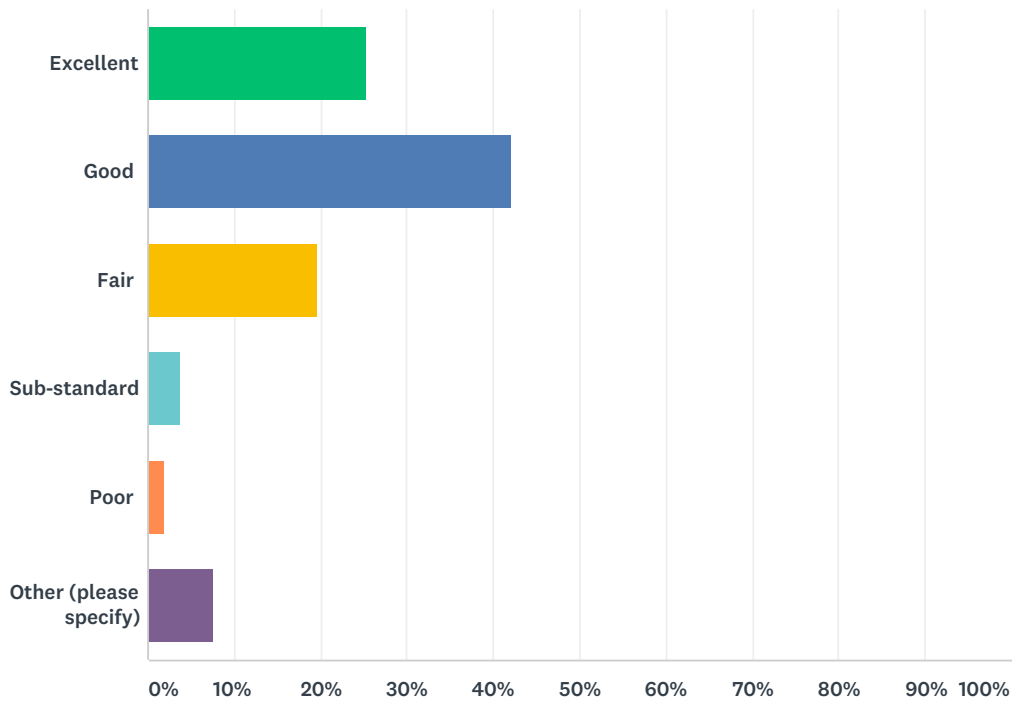
Answered: 109 Skipped: 23



ANSWER CHOICES	RESPONSES	
Excellent	32.11%	35
Good	52.29%	57
Fair	8.26%	9
Sub-standard	2.75%	3
Poor	0.92%	1
Other (please specify)	3.67%	4
TOTAL		109

Q5 Please rate the communication between Millbrook Healthcare's call centre staff and prescribers

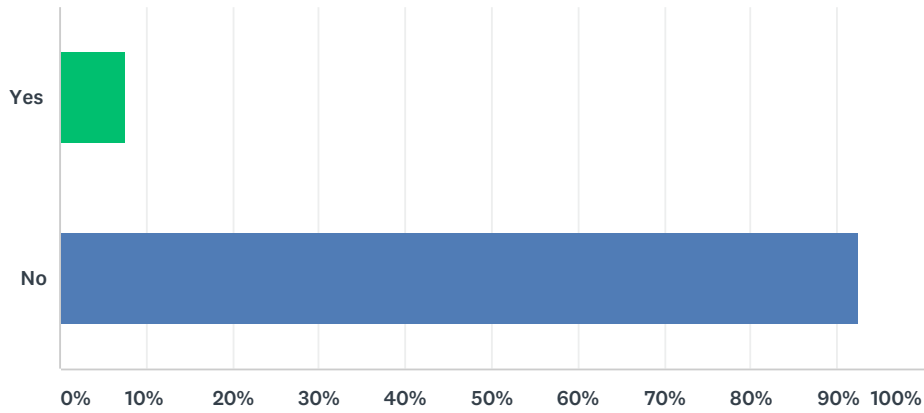
Answered: 107 Skipped: 25



ANSWER CHOICES	RESPONSES	
Excellent	25.23%	27
Good	42.06%	45
Fair	19.63%	21
Sub-standard	3.74%	4
Poor	1.87%	2
Other (please specify)	7.48%	8
TOTAL		107

Q6 Have you ever logged an official complaint with Millbrook Healthcare?

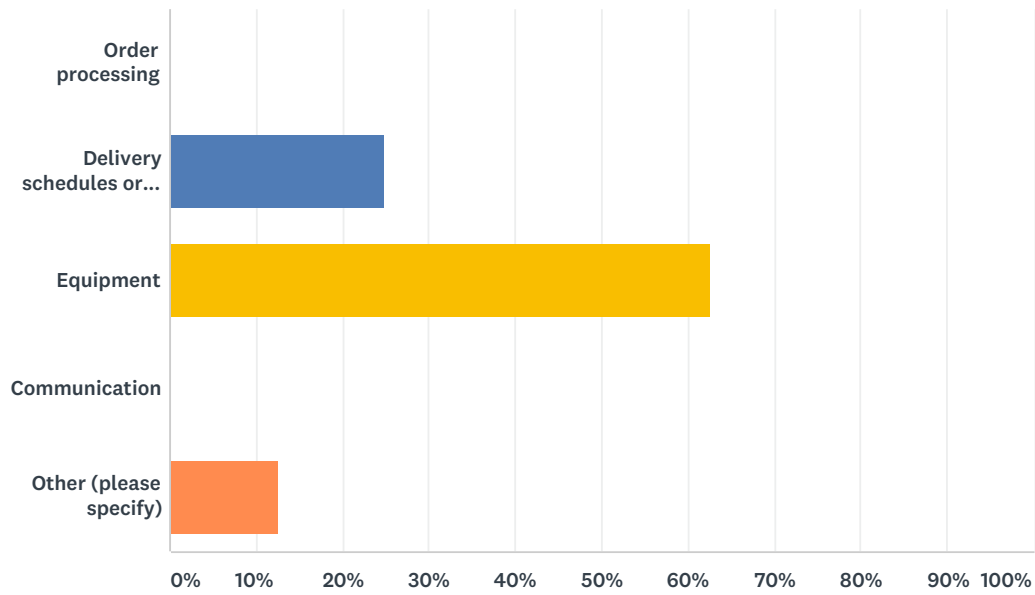
Answered: 107 Skipped: 25



ANSWER CHOICES	RESPONSES	
Yes	7.48%	8
No	92.52%	99
TOTAL		107

Q7 Which of the following areas of service have you had reason to make a complaint to Millbrook Healthcare about?

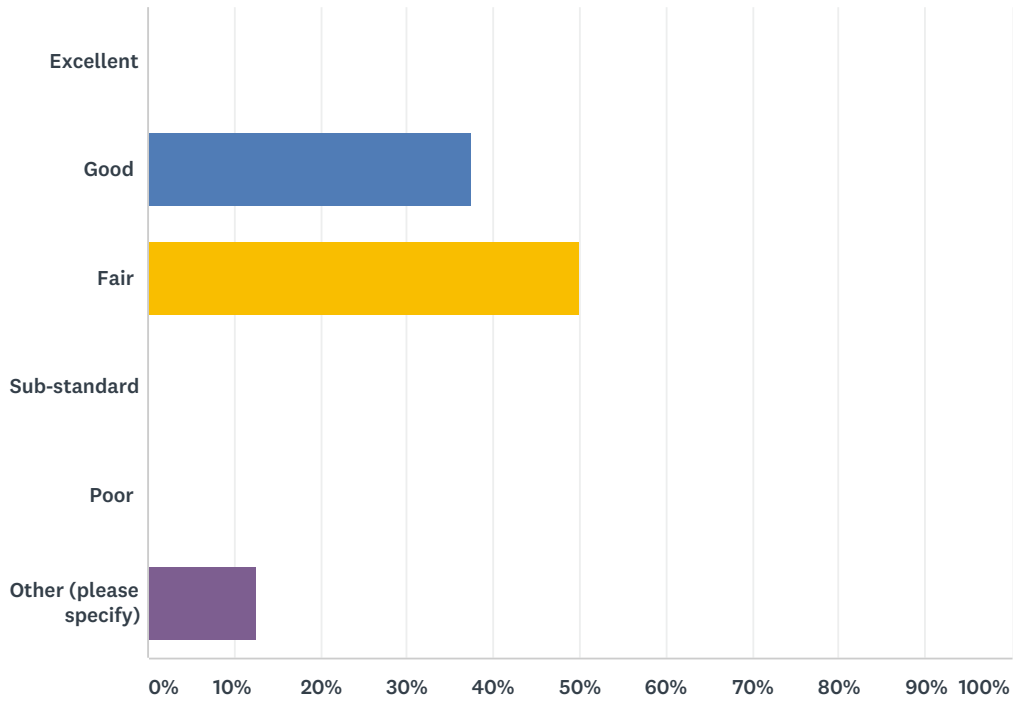
Answered: 8 Skipped: 124



ANSWER CHOICES	RESPONSES	
Order processing	0.00%	0
Delivery schedules or response times	25.00%	2
Equipment	62.50%	5
Communication	0.00%	0
Other (please specify)	12.50%	1
TOTAL		8

Q8 Please rate your experience with the way your complaints have been processed

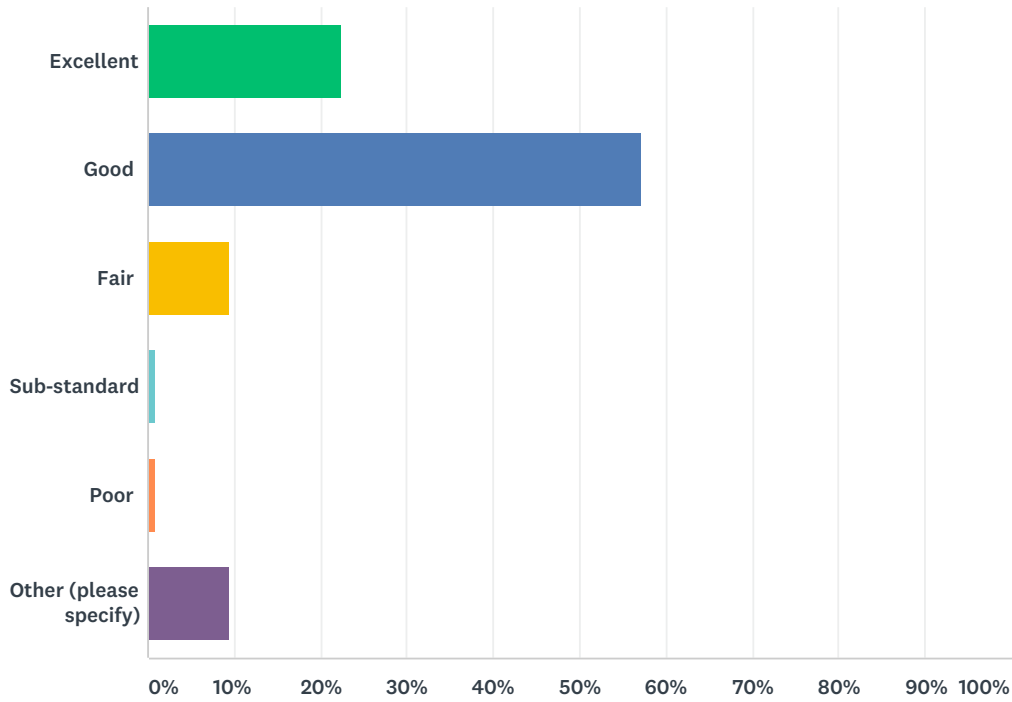
Answered: 8 Skipped: 124



ANSWER CHOICES	RESPONSES	
Excellent	0.00%	0
Good	37.50%	3
Fair	50.00%	4
Sub-standard	0.00%	0
Poor	0.00%	0
Other (please specify)	12.50%	1
TOTAL		8

Q9 In your experience, how would you rate Millbrook Healthcare's technicians?

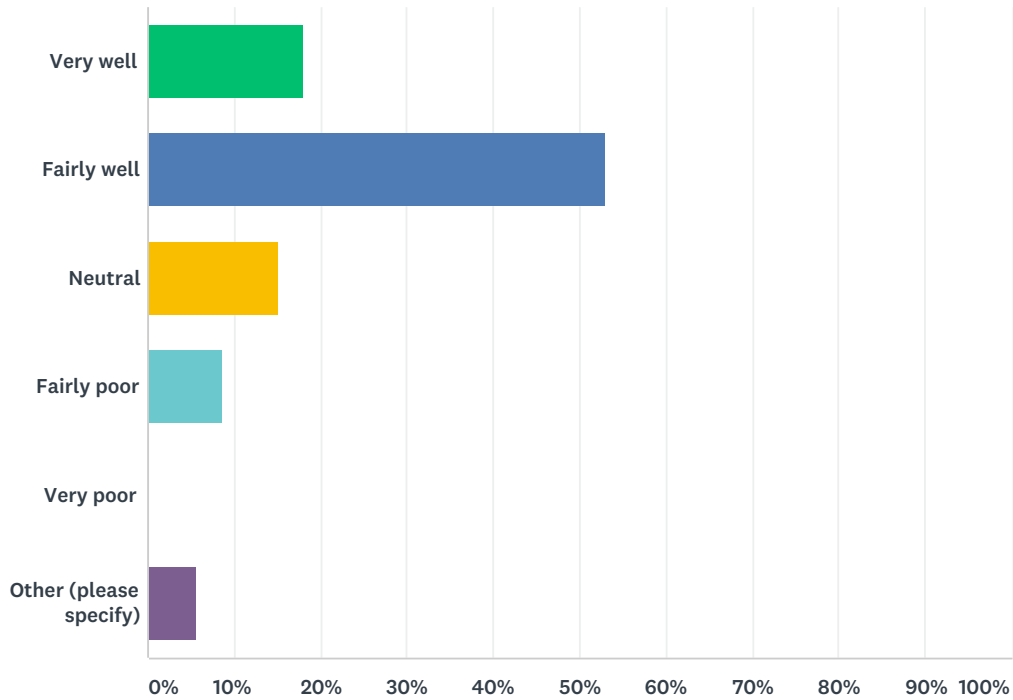
Answered: 107 Skipped: 25



ANSWER CHOICES	RESPONSES	
Excellent	22.43%	24
Good	57.01%	61
Fair	9.35%	10
Sub-standard	0.93%	1
Poor	0.93%	1
Other (please specify)	9.35%	10
TOTAL		107

Q10 How well does the catalogued product range cover overall service user requirements?

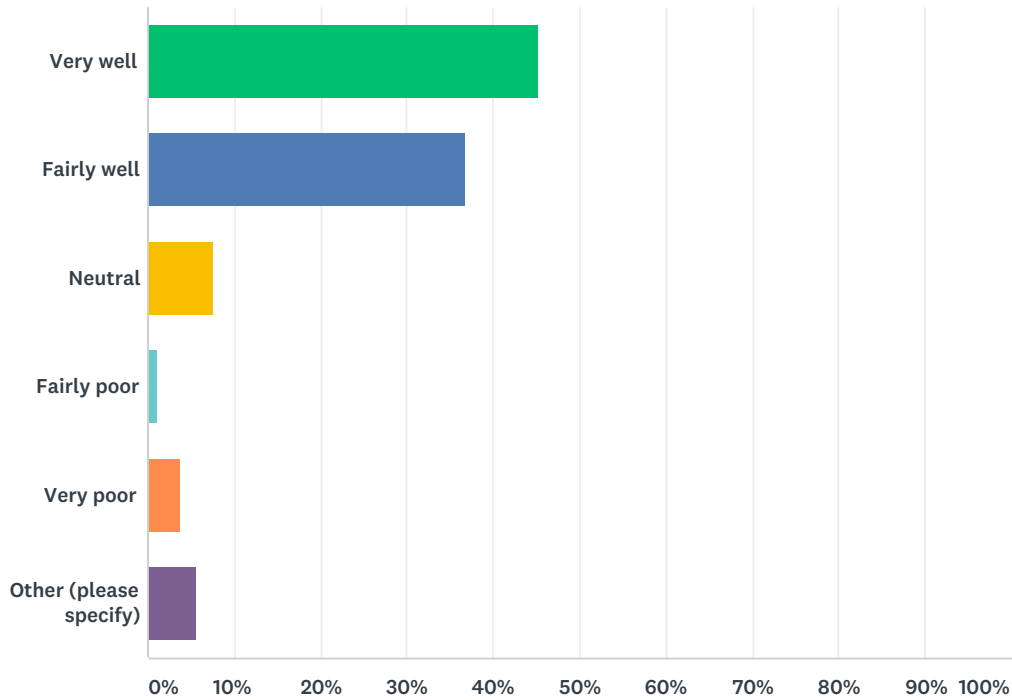
Answered: 106 Skipped: 26



ANSWER CHOICES	RESPONSES	
Very well	17.92%	19
Fairly well	52.83%	56
Neutral	15.09%	16
Fairly poor	8.49%	9
Very poor	0.00%	0
Other (please specify)	5.66%	6
TOTAL		106

Q11 How does the quality of the products being delivered by Millbrook Healthcare meet your expectations (e.g. cleanliness, fit for use etc)?

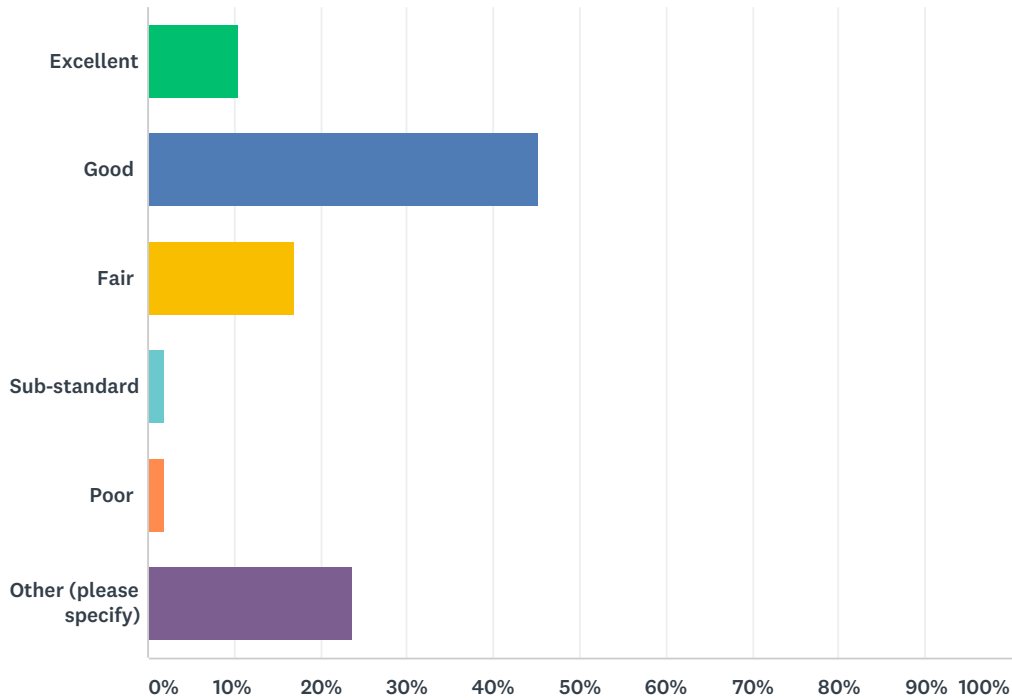
Answered: 106 Skipped: 26



ANSWER CHOICES	RESPONSES	
Very well	45.28%	48
Fairly well	36.79%	39
Neutral	7.55%	8
Fairly poor	0.94%	1
Very poor	3.77%	4
Other (please specify)	5.66%	6
TOTAL		106

Q12 How do you rate the repair service provided by Millbrook Healthcare?

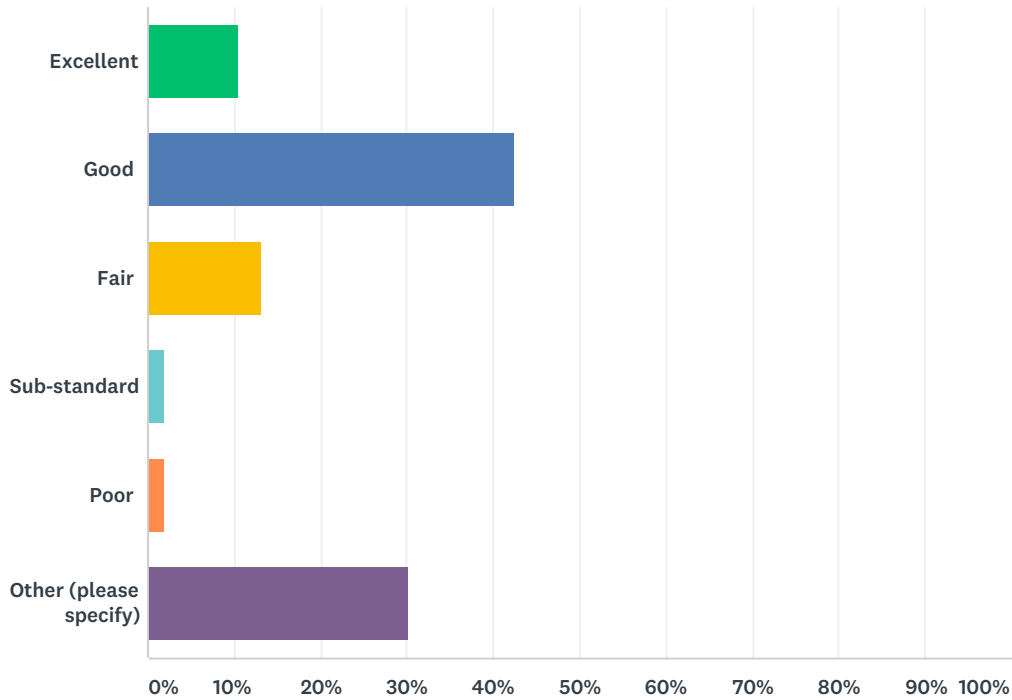
Answered: 106 Skipped: 26



ANSWER CHOICES	RESPONSES	
Excellent	10.38%	11
Good	45.28%	48
Fair	16.98%	18
Sub-standard	1.89%	2
Poor	1.89%	2
Other (please specify)	23.58%	25
TOTAL		106

Q13 How do you rate the maintenance service (PPM's) provided by Millbrook Healthcare?

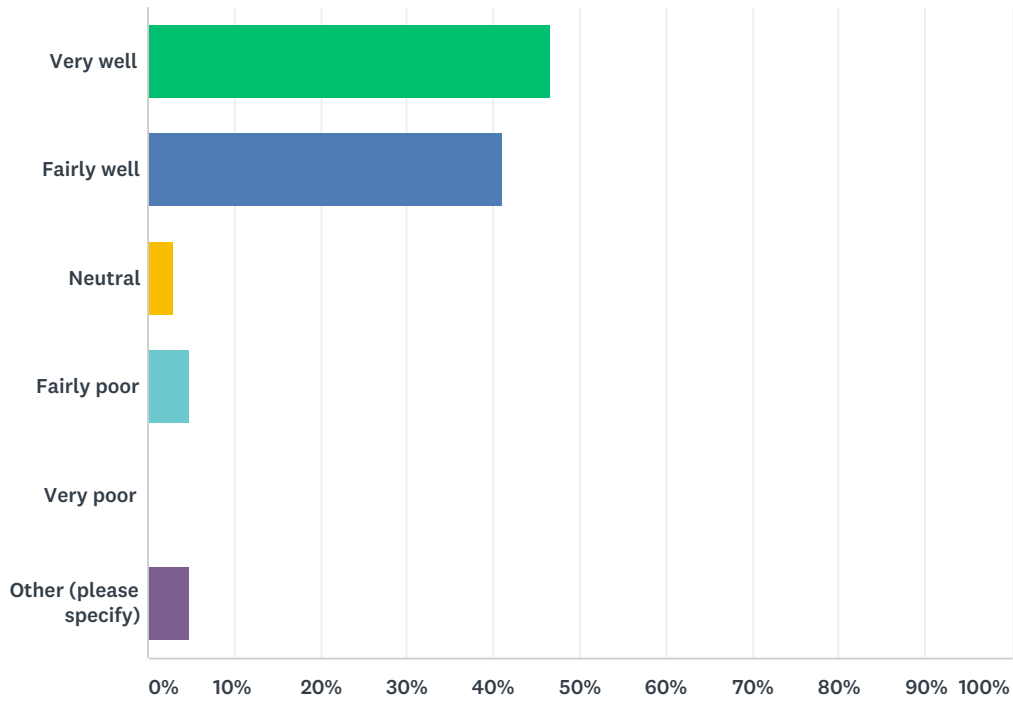
Answered: 106 Skipped: 26



ANSWER CHOICES	RESPONSES	
Excellent	10.38%	11
Good	42.45%	45
Fair	13.21%	14
Sub-standard	1.89%	2
Poor	1.89%	2
Other (please specify)	30.19%	32
TOTAL		106

Q14 How do you feel Millbrook Healthcare meets the required response times?

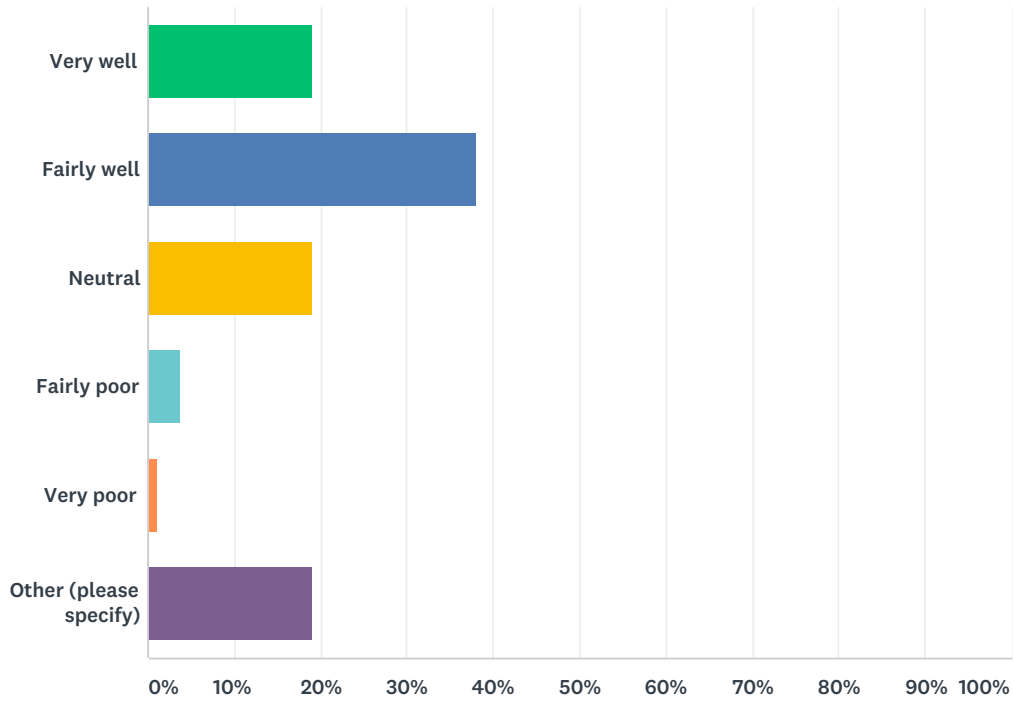
Answered: 105 Skipped: 27



ANSWER CHOICES	RESPONSES	
Very well	46.67%	49
Fairly well	40.95%	43
Neutral	2.86%	3
Fairly poor	4.76%	5
Very poor	0.00%	0
Other (please specify)	4.76%	5
TOTAL		105

Q15 How well do Millbrook Healthcare handle and process orders for special/non-catalogue items?

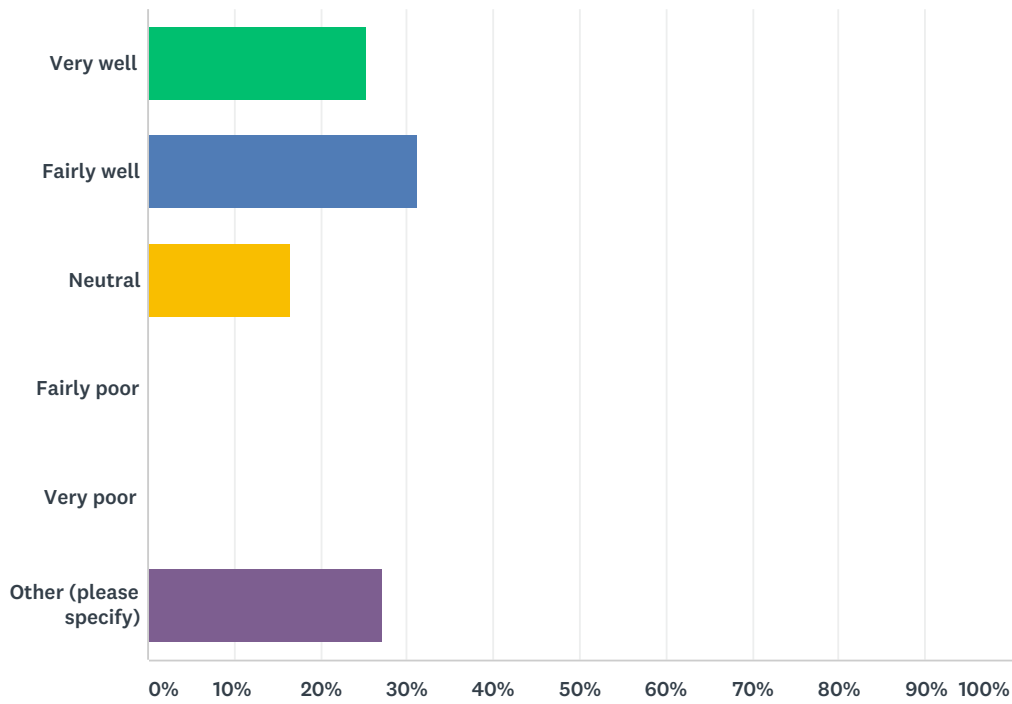
Answered: 105 Skipped: 27



ANSWER CHOICES	RESPONSES	
Very well	19.05%	20
Fairly well	38.10%	40
Neutral	19.05%	20
Fairly poor	3.81%	4
Very poor	0.95%	1
Other (please specify)	19.05%	20
TOTAL		105

Q16 How well do Millbrook Healthcare handle and process requests for joint visits?

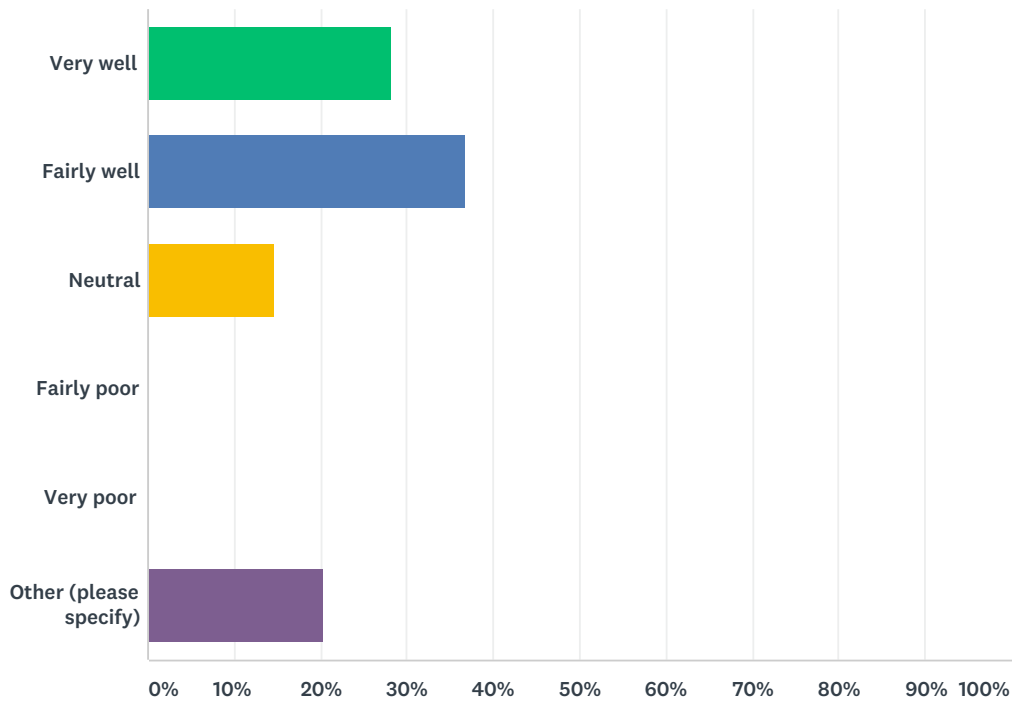
Answered: 103 Skipped: 29



ANSWER CHOICES	RESPONSES	
Very well	25.24%	26
Fairly well	31.07%	32
Neutral	16.50%	17
Fairly poor	0.00%	0
Very poor	0.00%	0
Other (please specify)	27.18%	28
TOTAL		103

Q17 How well do Millbrook Healthcare handle and process requests for minor adaptations?

Answered: 103 Skipped: 29



ANSWER CHOICES	RESPONSES	
Very well	28.16%	29
Fairly well	36.89%	38
Neutral	14.56%	15
Fairly poor	0.00%	0
Very poor	0.00%	0
Other (please specify)	20.39%	21
TOTAL		103

Q18 If there are points that you feel are not addressed or you wish to make any comments, please feel free to use the box below.

Answered: 27 Skipped: 105