

Quarter 2 Results 2014/15

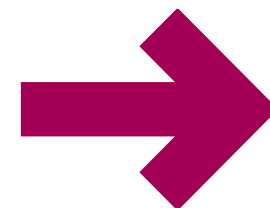
Customer Contact
Centre

21st May 2015



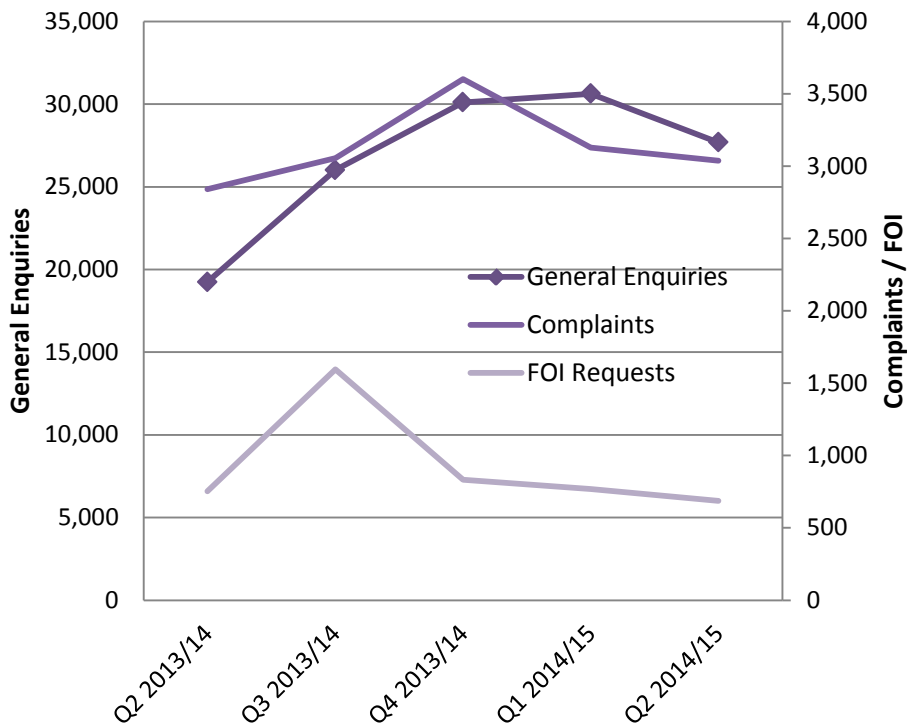
Summary

- In Quarter 2 overall contacts decreased by 9% on the previous quarter, but increased by 37% on the same period the previous year.
- The average handling time for General Enquiries fell, and the proportion resolved within 3 working days improved compared with the previous quarter.
- There was progress towards meeting the 85% target for acknowledging Complaints within 3 working days. The figure for Q2 was 79%, up from 72% the previous quarter and 33% in the same period the previous year.
- Only 38% of Complaints were resolved within 25 working days, and whilst we recognise that this is a positive improvement, there is clearly a lot more work to be done in this area.
- 94% of FOIs were resolved in 20 working days.
- Both the percentage of calls answered within 45 seconds and the proportion of abandoned calls moved close to reaching their targets. Calls answered within 45 seconds increased significantly to 84% from 38% the previous quarter.

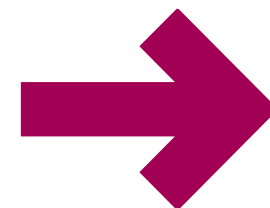


Summary of contacts received

Contacts by type, 2013/14 Q2 to 2014/15 Q2



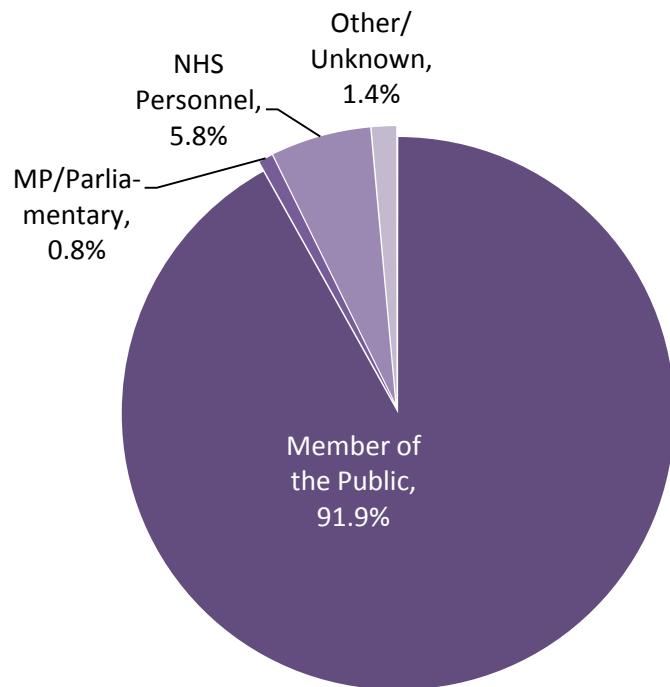
- In Quarter 2 2014/15 there were a total of 31,647 contacts to the NHS England Customer Contact Centre (CCC). This was down 9% on the previous quarter, but an increase of 37% on the same period the previous year.
- As a result, 87% of cases created were logged as General Enquiries, 10% were Complaints and 2% were registered as Freedom of Information requests.
- The number of all types of contact fell between Q2 and Q3. However compared with the same period the previous year, General Enquiries increased by 44% and Complaints by 7%.



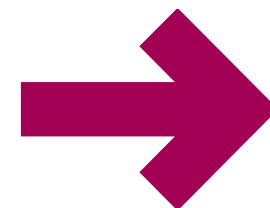
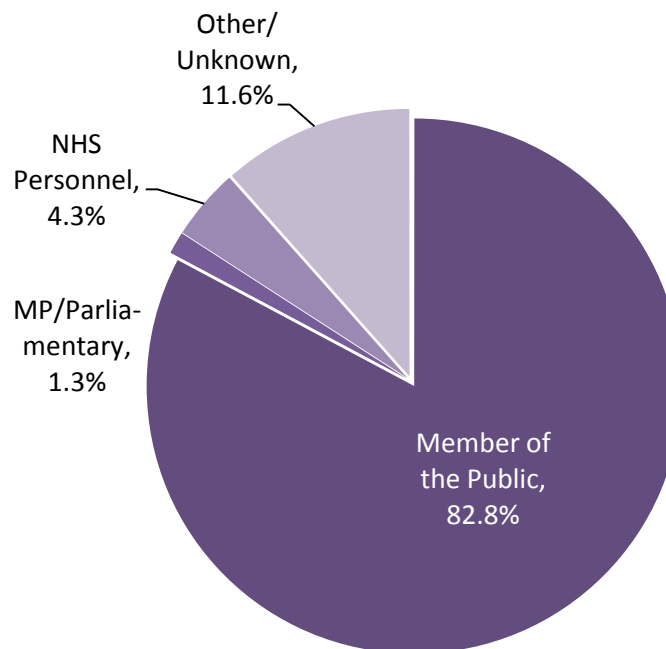
Contact Types

- The majority of contacts were by members of the public (83%), followed by NHS Personnel (4.3%) and MP/Parliamentary (1.3%).
- The charts below show that the proportion of calls from Members of the Public fell compared with the same period the previous year, with a corresponding increase in the proportion of other/unknown contact types.

2013/14 Q2 Contact Types



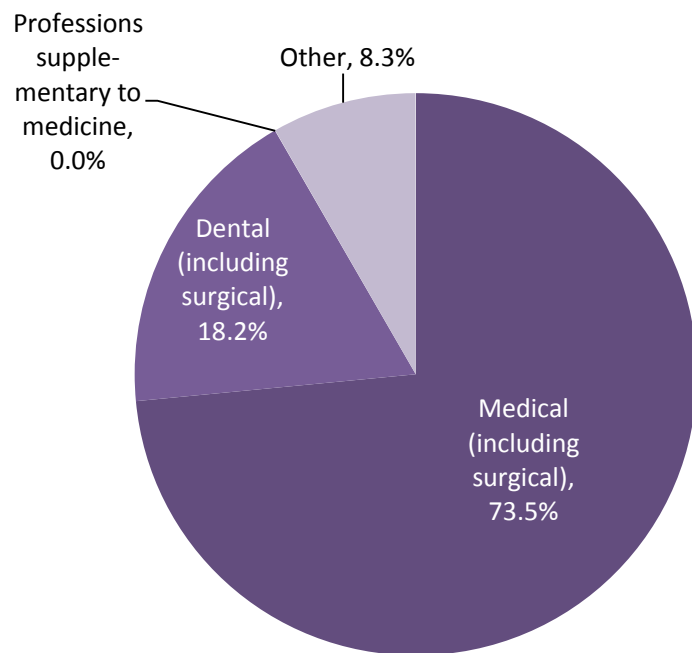
2014/15 Q2 Contact Types



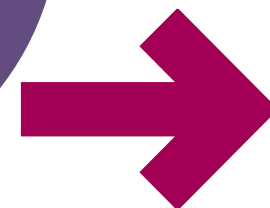
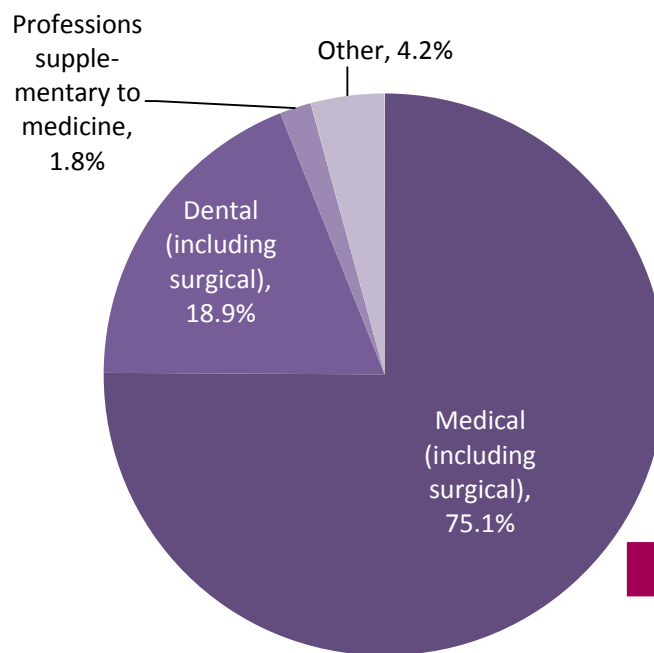
Complaint Categories

- The charts below show the broad categories of Complaints in Q2 2014/15 and the corresponding period the previous year.
- 75% related to Medical issues, up slightly from 74% the previous year. The second largest category was Dental issues, which accounted for 19% of Complaints. 2% related to supplementary professions, which represented less than 1% the previous year.

2013/14 Q2 Complaint Categories



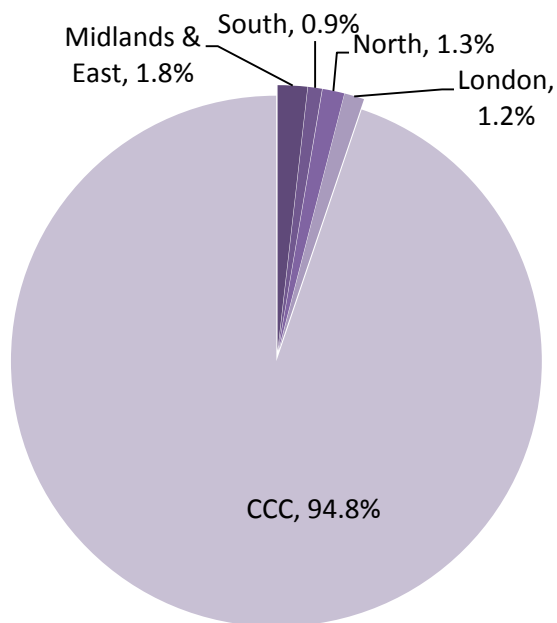
2014/15 Q2 Complaint Categories



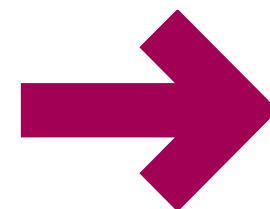
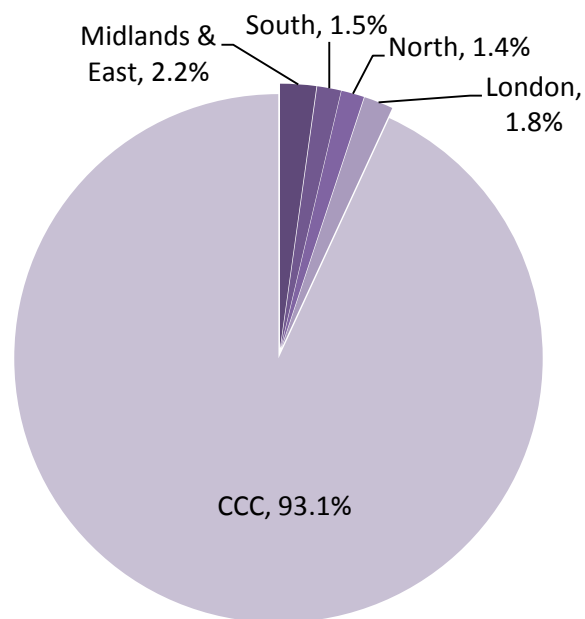
Enquiry Handling

- The vast majority of General Enquiries were handled at a national level by the Customer Contact Centre (CCC). Over 93% were handled in this way, down slightly from Quarter 1 (95%).

2014/15 Q1 Enquiries by location handled



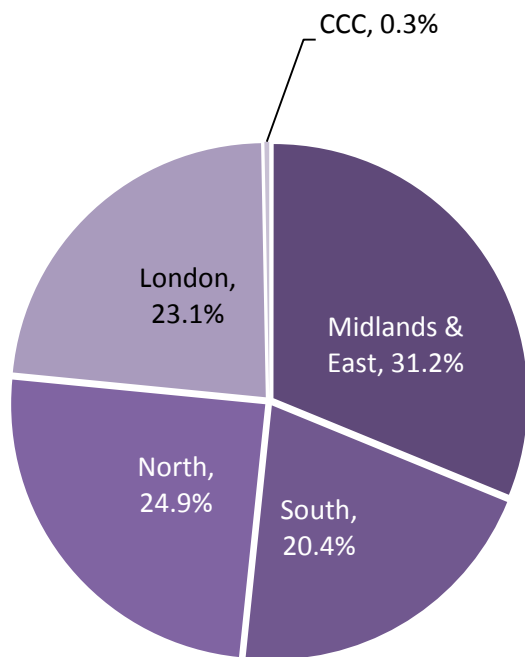
2014/15 Q2 Enquiries by location handled



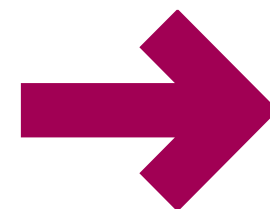
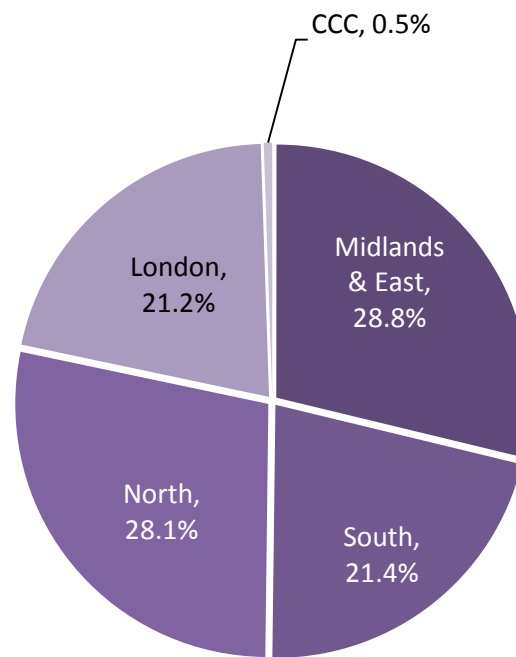
Complaint Handling

- The majority of complaints were dealt with at a sub-national level, with over 99% handled in this way in Q2.
- The charts below show that the proportions dealt with by each region can vary significantly from quarter to quarter. In Q2 they ranged from 21% (London) to 29% (Midlands and East), while in Q1 the range was 20% (North) to 31% (Midlands and East).

Q1 Complaints by Location Handled

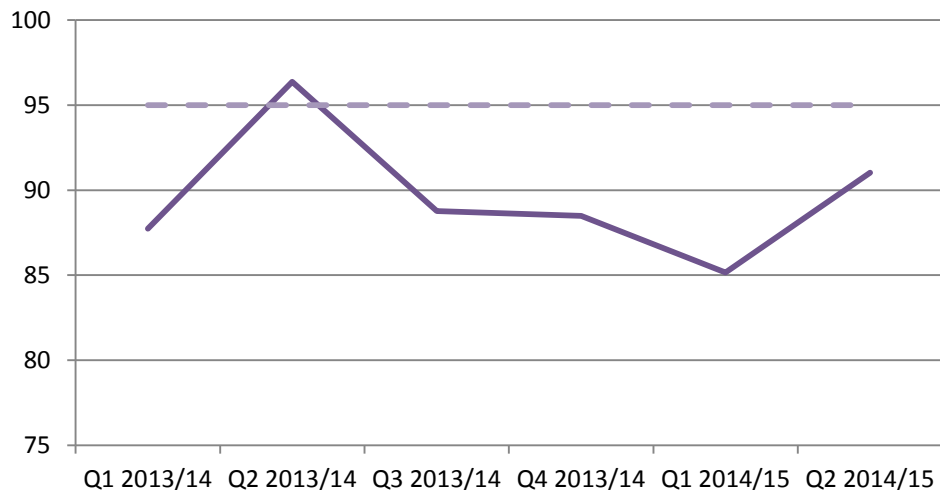


Q2 Complaints by Location Handled



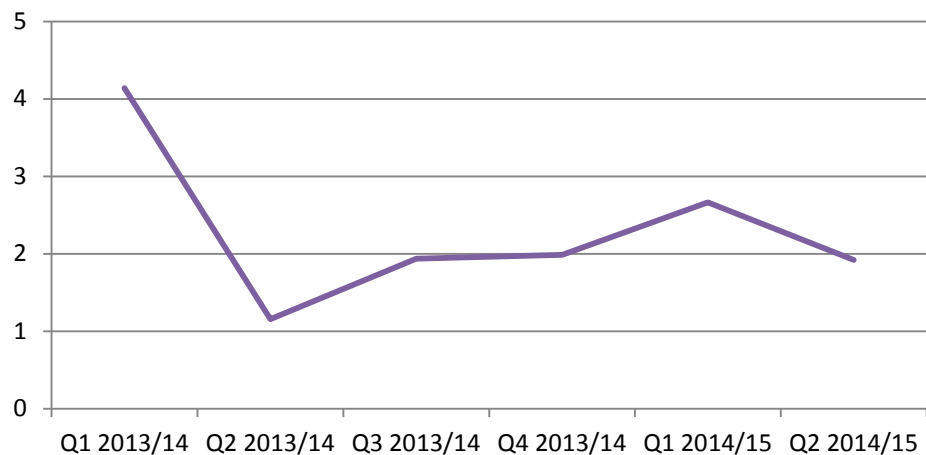
Key Performance Indicators (KPIs): General Enquiries

KPI: % of enquiries resolved within 3 working days

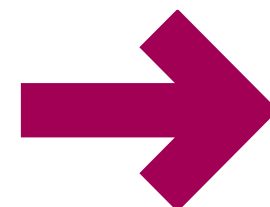


- The percentage of Enquiries resolved within 3 working days was 91%, up from 85% the previous quarter.

Enquiries: Average response time (mean, days)

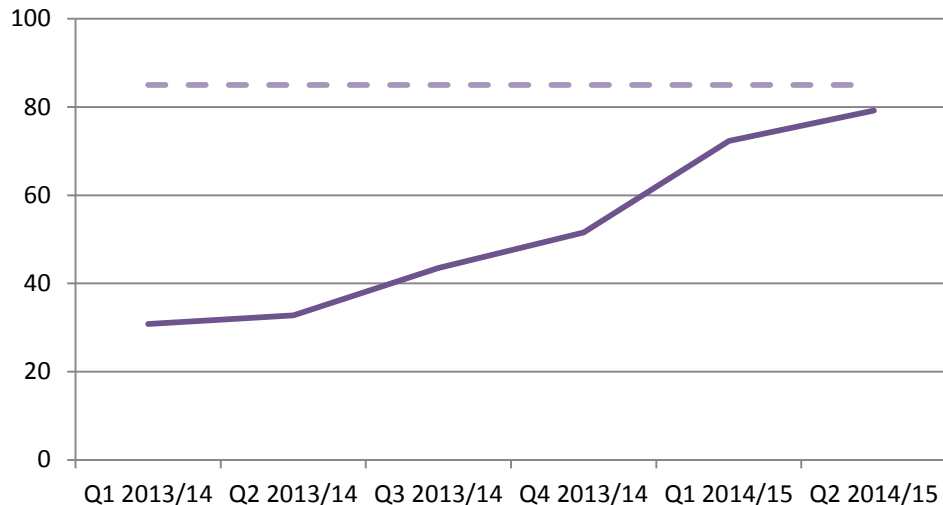


- There was a corresponding fall in the average response time for General Enquiries, which averaged 1.9 days; down from 2.7 days in the previous quarter.



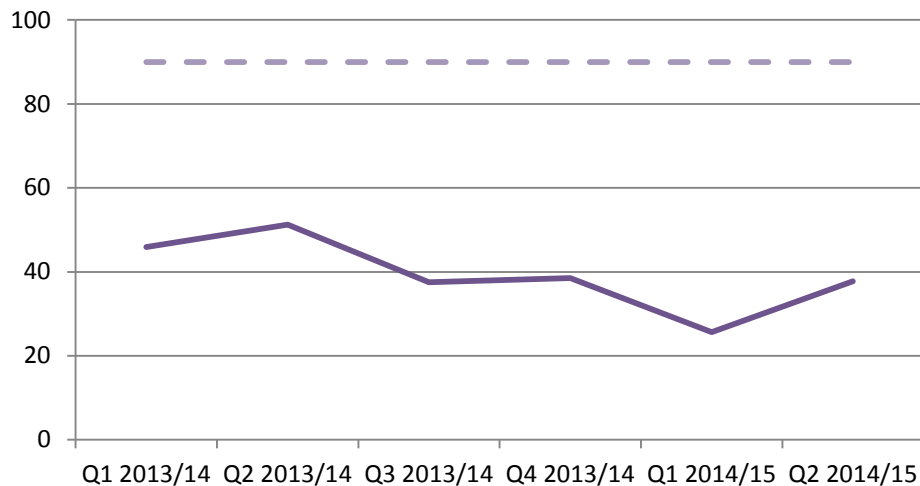
Key Performance Indicators (KPIs): Complaints

KPI: % of complaints acknowledged within 3 working days

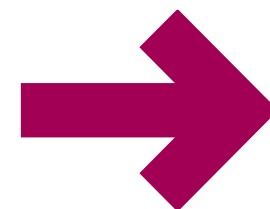


- The percentage of Complaints acknowledged within 3 working days was 79% in Q2 2014/15. This was up from 72% the previous quarter and 33% in the same period the previous year, but short of the 85% target.

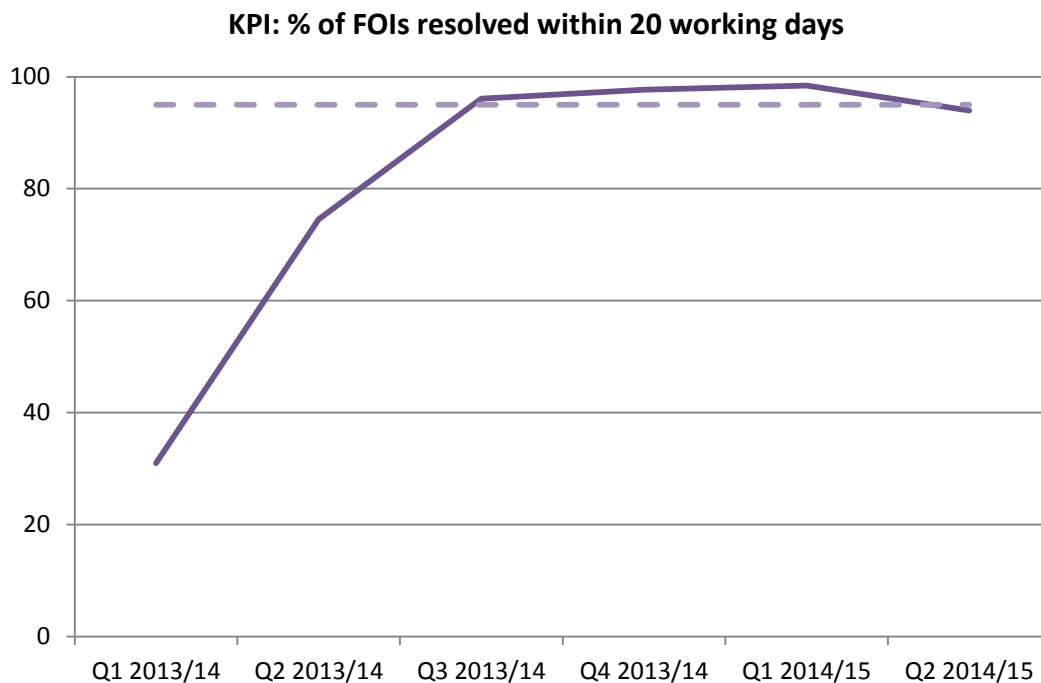
KPI: % of complaints resolved within 25 working days



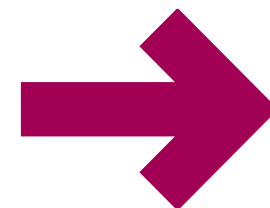
- The percentage of Complaints resolved within 25 working days increased in Q2 2014/15. The proportion stood at 38%, up from 26% the previous quarter. This was well below target.



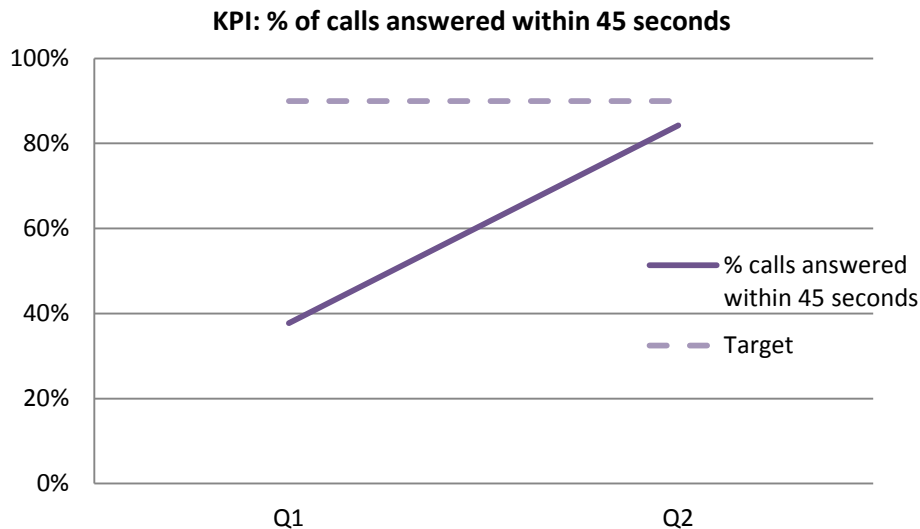
Key Performance Indicators (KPIs): FOIs



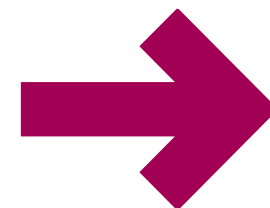
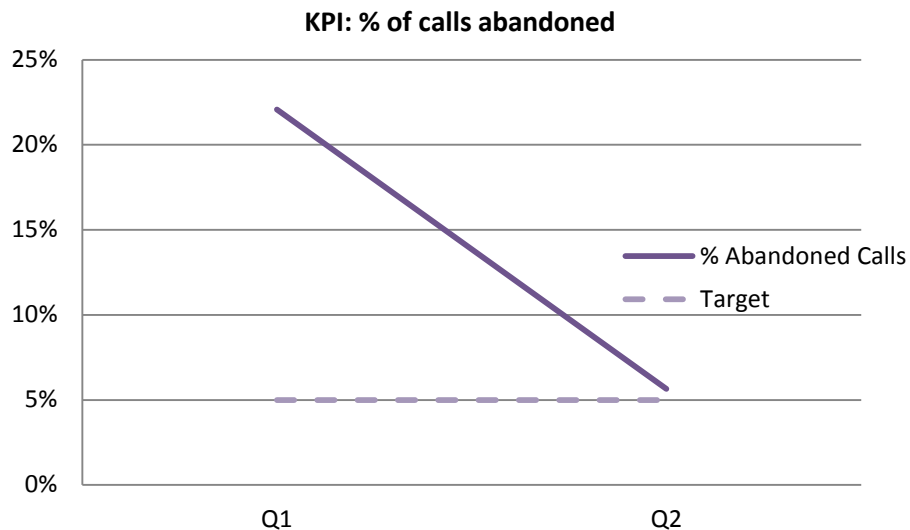
- The percentage of FOIs resolved within 20 working days stood at 94% in Q2 2014/15, down from 98% the previous quarter.



Key Performance Indicators (KPIs): Tier 1 Response (1)



- In Quarter 2, both the percentage of calls answered and the proportion of abandoned calls moved close to reaching their targets.
- Calls answered within 45 seconds stood at 84%, up from 38% the previous quarter.
- Abandoned calls fell from 22% to 6% between Q2 and Q3 2014/15.

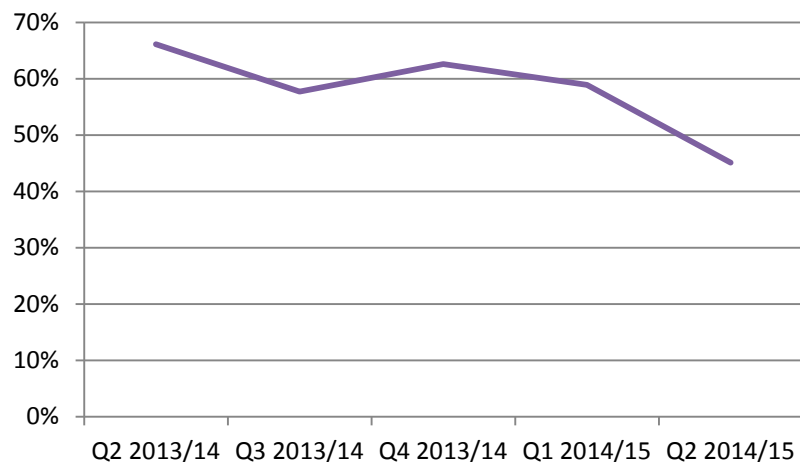


Customer Satisfaction Survey: Early Results

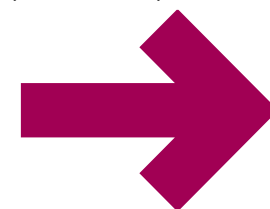
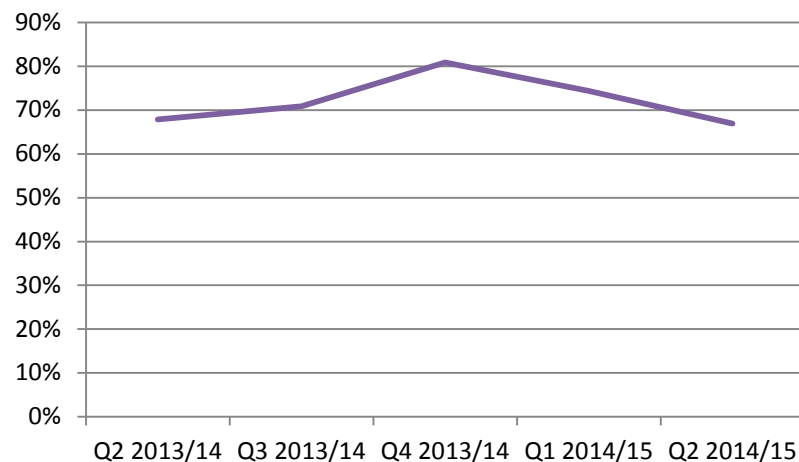
The CCC began conducting a Customer Satisfaction Survey in 2013/14, and preliminary results are shown below. The sample size is still small, and will be expanded later in the financial year. As a result confidence intervals surrounding these figures are wide, and should be used with caution.

Satisfaction with the outcome of Enquiries/Complaints fell between Q1 and Q2, which should be considered when looking at the other results.

How satisfied were you with the outcome of your enquiry or complaint?



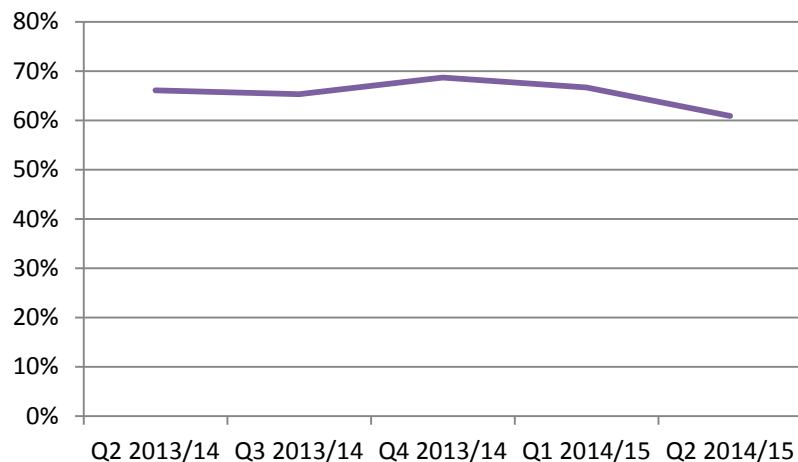
How satisfied were you with the length of time it took us to respond to your enquiry or complaint?



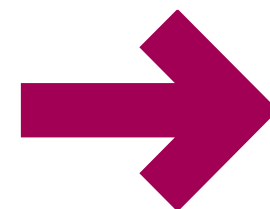
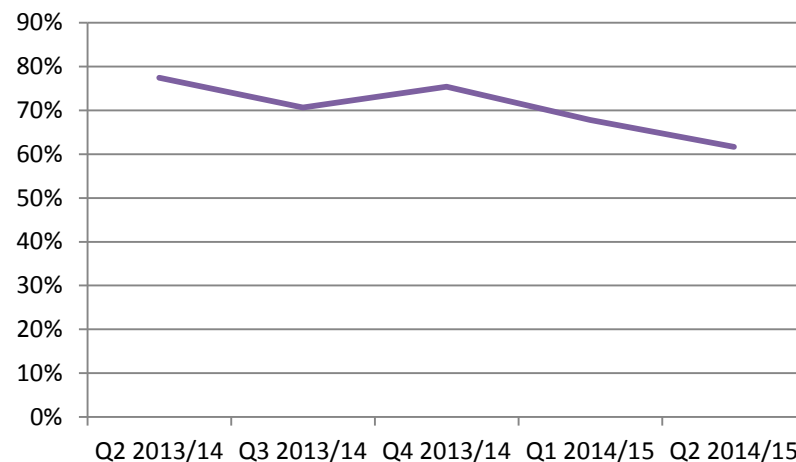
Customer Satisfaction Survey: Early Results

Overall satisfaction with the service fell between Q1 and Q2 but remained between 60% and 70%.

How satisfied were you with the length of time it took us to resolve your enquiry or complaint?



How satisfied were you with the overall quality of the service you received?



Customer Satisfaction Survey: Early Results

An alternative question to gauge overall satisfaction is to ask about customers' propensity to recommend the service. This fell from around 80% to around 70% between Q1 and Q2.

How likely are you to recommend this service to friends or family if they had a similar complaint or enquiry?

