

# Quarter 3 Results 2014/15

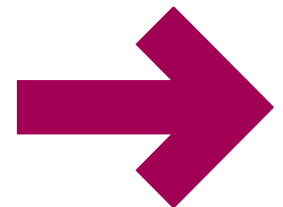
Customer Contact  
Centre

21st May 2015



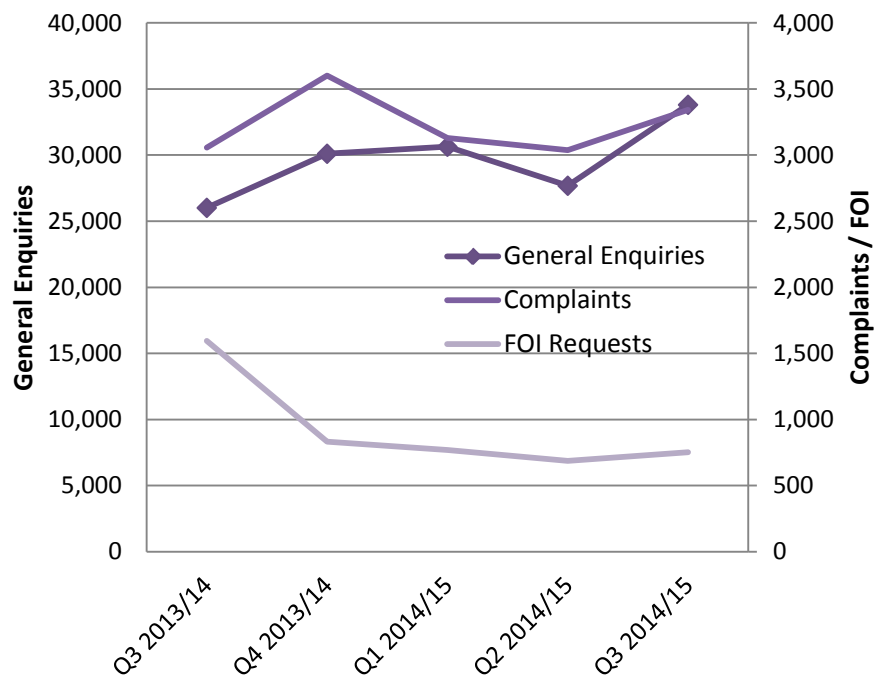
## Summary

- Overall contacts increased by 21% on the previous quarter, and 23% on the same period the previous year.
- Compared with the same quarter of the previous year, Medical complaints made up an increased proportion of complaints at 80%.
- The target for acknowledging Complaints was met for the first time in Q3, although the targets for resolving enquiries and particularly complaints remained below target despite quarterly improvements.
- 90% of KPIs were resolved in the target 20 working days.
- Tier 1 call and mail handling targets were exceeded for the first time in Q3. The proportion of General Enquiries resolved at first contact improved, but still fell short of target.

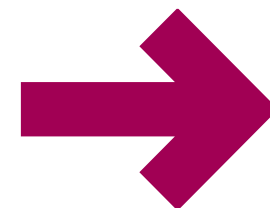


# Summary of contacts received

Contacts by type, 2013/14 Q3 to 2014/15 Q3



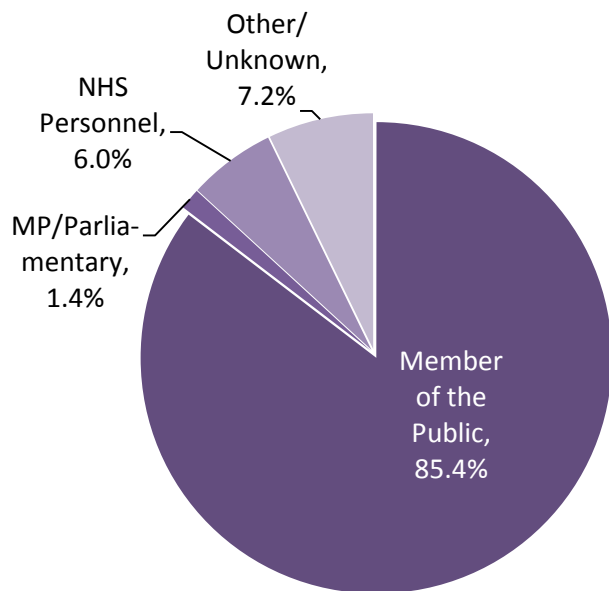
- In Quarter 3 2014/15 there were a total of 38,133 contacts to the NHS England Customer Contact Centre (CCC). This was an increase of 21% on the previous quarter, and 23% on the same period the previous year.
- As a result, 33,800 (89%) were General Enquiries, 3,343 were Complaints (9%), and 752 were Freedom of Information requests (FOI) (2%).
- The number of General Enquiries and Complaints increased compared to the same period the previous year, by 30% and 9% respectively. The number of FOIs fell by 53%.



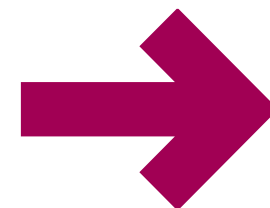
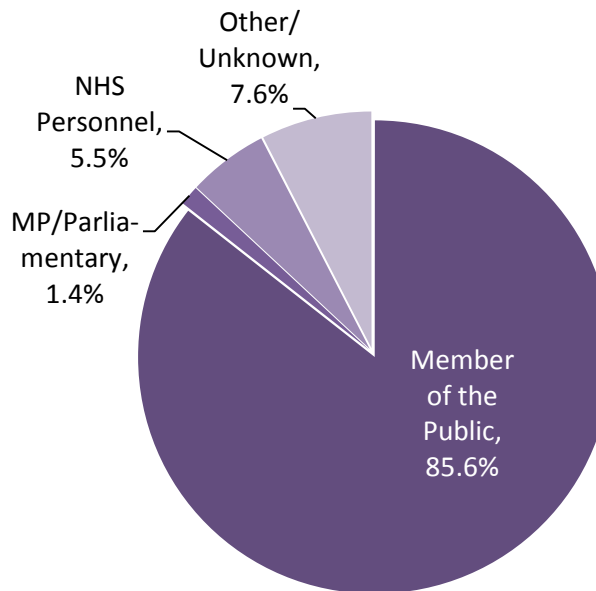
# Contact Types

- The majority of contacts were by members of the public (86%), followed by NHS Personnel (5.5%) and MP/Parliamentary (1.4%).
- The charts below show that these proportions were broadly similar to the same period the previous year.

2013/14 Q3 Contact Types



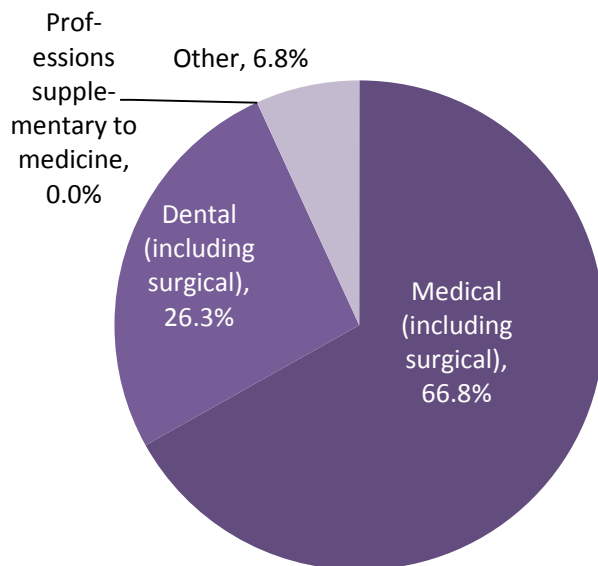
2014/15 Q3 Contact Types



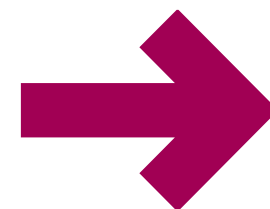
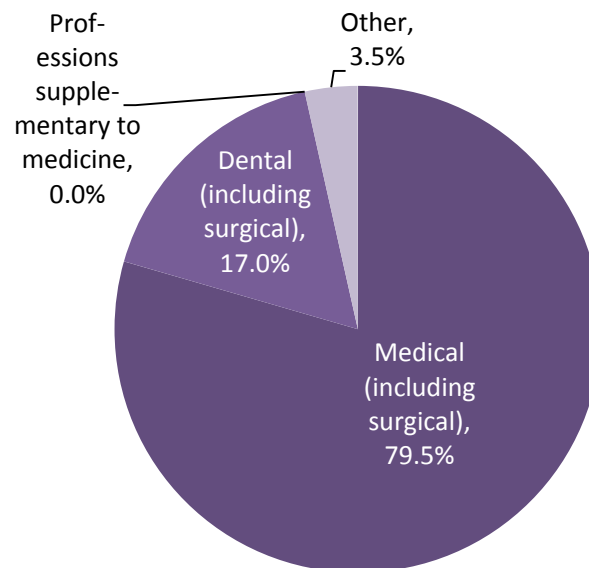
# Complaint Categories

- The charts below show the broad categories of Complaints in Q3 2014/15 and the corresponding period the previous year.
- Some 80% related to Medical issues, up from 67% the previous year. The second largest category was Dental issues, which accounted for 17% of Complaints. This was down from 26% the previous year.

**2013/14 Q3 Complaint Categories**



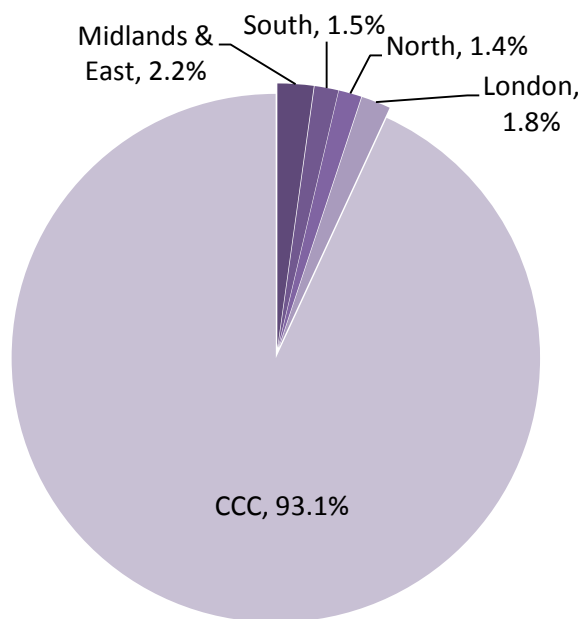
**2014/15 Q3 Complaint Categories**



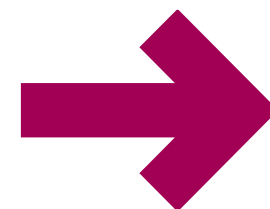
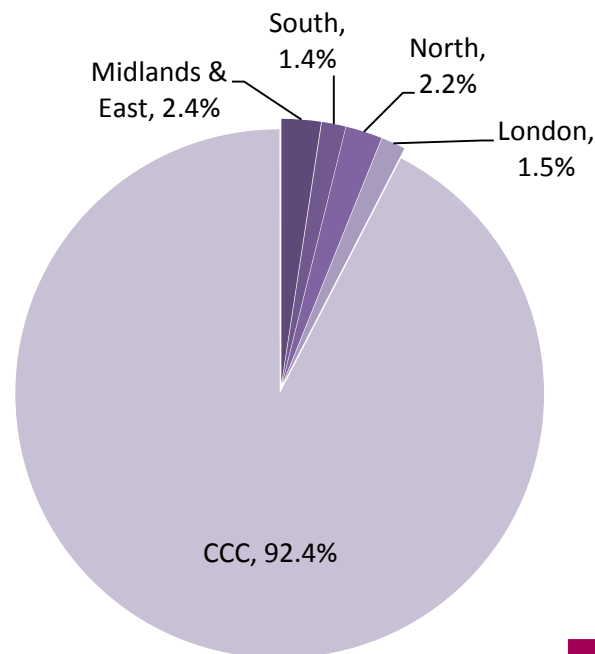
# Enquiry Handling

- The vast majority of General Enquiries were handled at a national level by the Customer Contact Centre (CCC). Over 92% were handled in this way, down slightly from Quarter 2 (93%).

2014/15 Q2 Enquiries by location handled



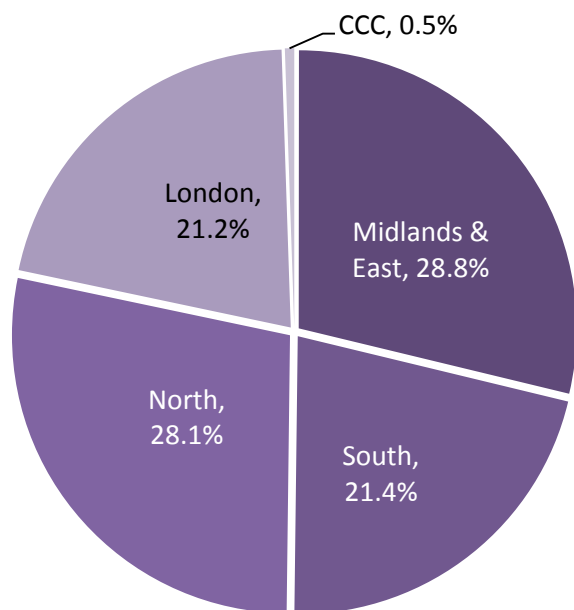
2014/15 Q3 Enquiries by location handled



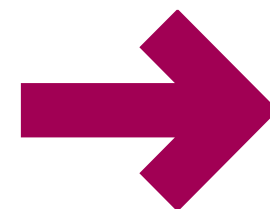
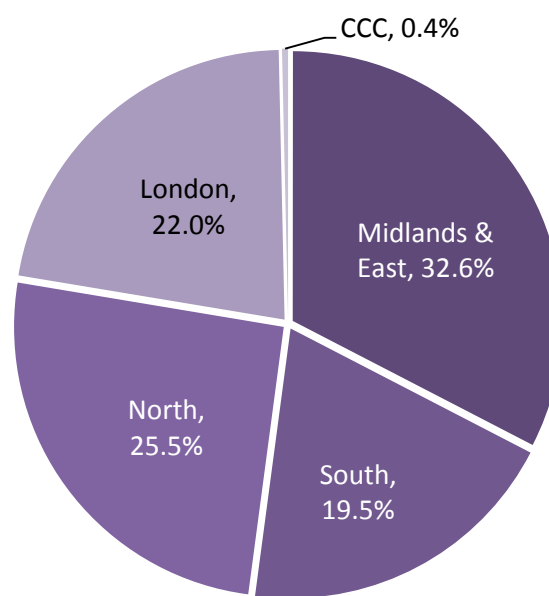
# Complaint Handling

- The vast majority of complaints were dealt with at a sub-national level, with over 99% handled in this way in Q3.
- The charts below show that the proportions dealt with by each region can vary significantly from quarter to quarter. In Q3 they ranged from 20% in the South to 33% in the Midlands and East. In Q2 the range was from 21% (London) to 29% (Midlands and East).

**Q2 Complaints by Location Handled**

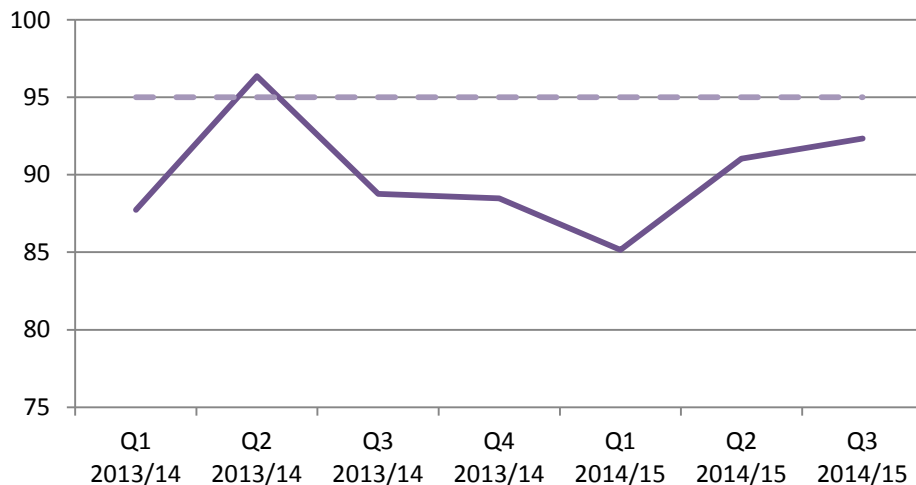


**Q3 Complaints by Location Handled**



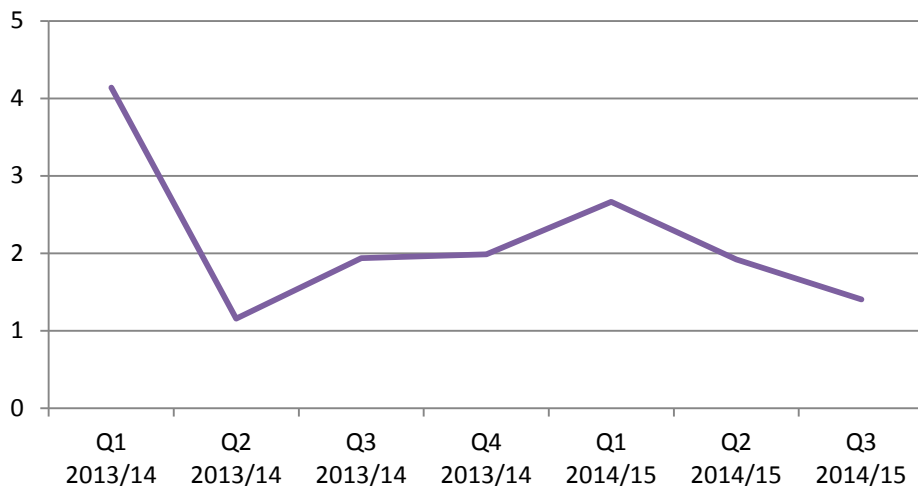
# Key Performance Indicators (KPIs): General Enquiries

KPI: % of enquiries resolved within 3 working days

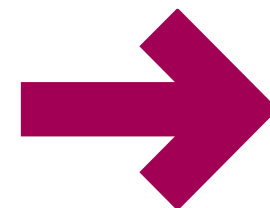


- The percentage of Enquiries resolved within 3 working days was 92%, up from 91% the previous quarter and 89% in the same period the previous year.

Enquiries: Average response time (mean, days)



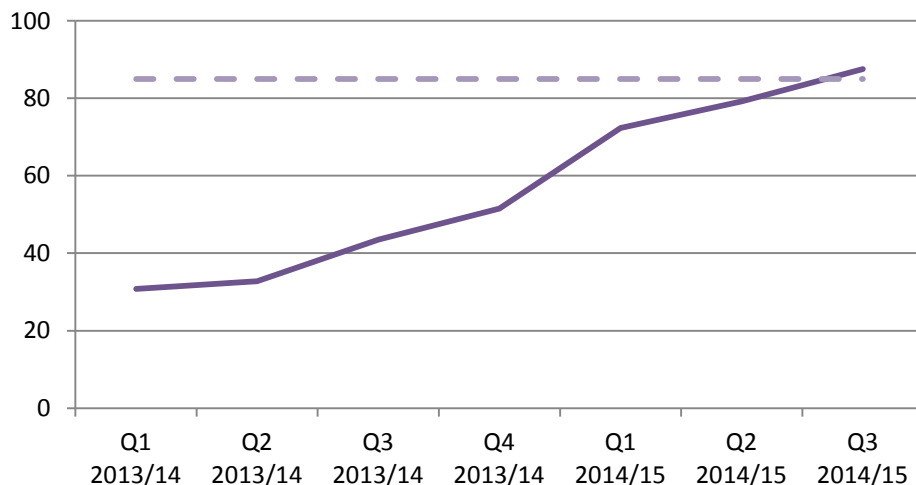
- There was a corresponding fall in the average response time for General Enquiries, which averaged 1.4 days; down from 1.9 days in the previous quarter.





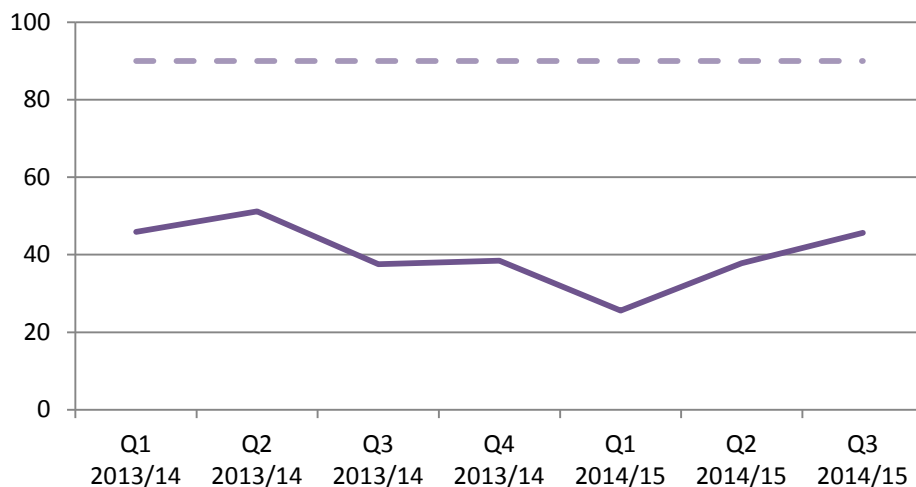
# Key Performance Indicators (KPIs): Complaints

KPI: % of complaints acknowledged within 3 working days

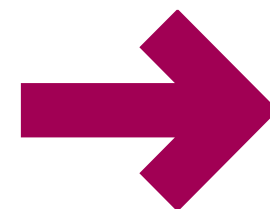


- The percentage of Complaints acknowledged within 3 working days exceeded its target for the first time in Q3 2014/15. The proportion stood at 88%, up from 79% the previous quarter and 43% in the same period the previous year.

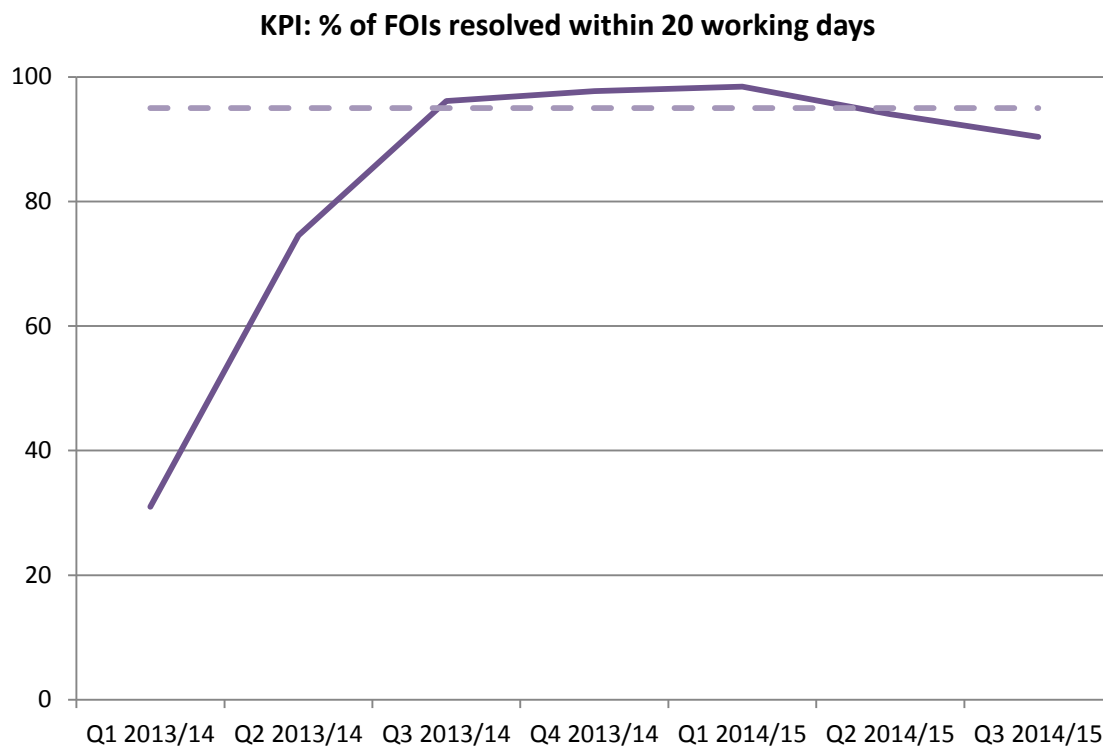
KPI: % of complaints resolved within 25 working days



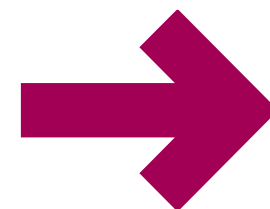
- The percentage of Complaints resolved within 25 working days increased in Q3 2014/15. The proportion stood at 46%, up from 38% the previous quarter. This was well below target.



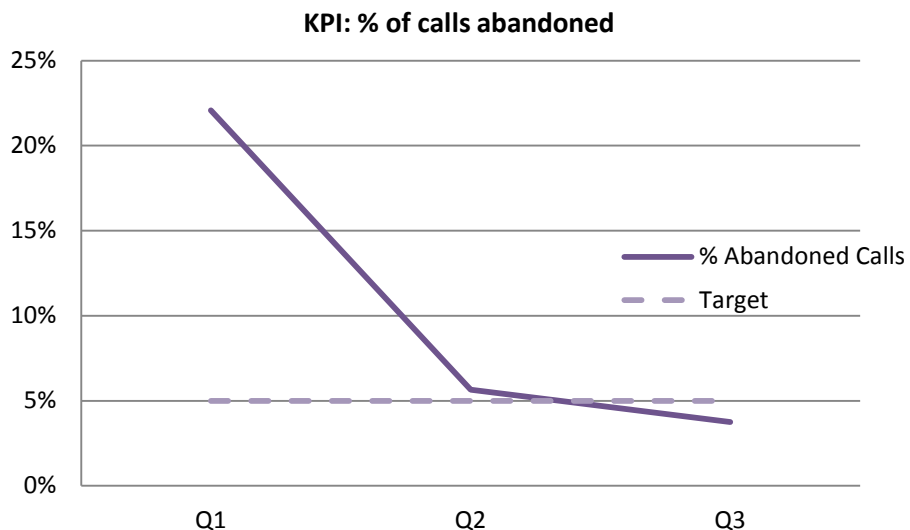
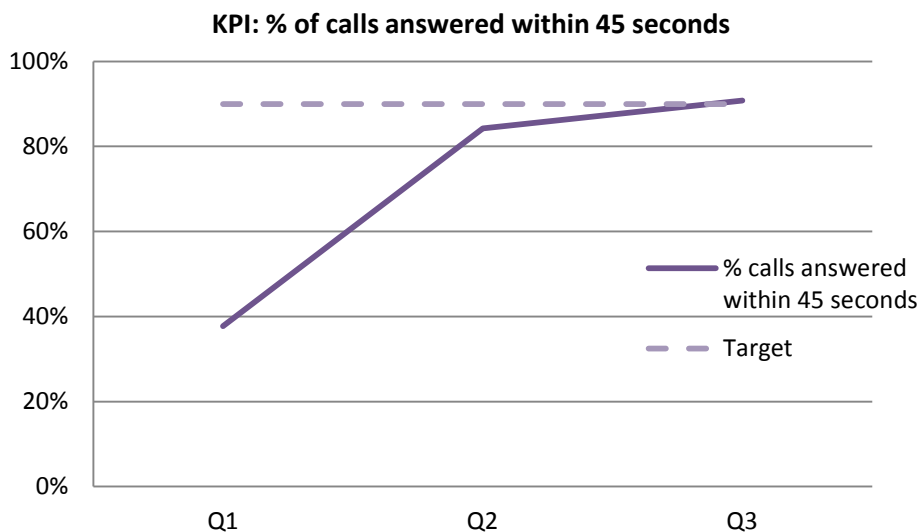
# Key Performance Indicators (KPIs): FOIs



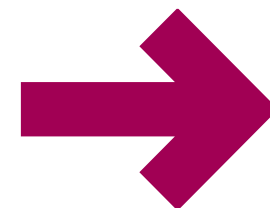
- The percentage of FOIs resolved within 20 working days stood at 90% in Q3 2014/15, down from 94% the previous quarter, and below the 95% target.



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



- In Quarter 3, both the percentage of calls answered and the proportion of abandoned calls exceeded their targets for the first time.
- Calls answered within 45 seconds stood at 91%, up from 84% the previous quarter.
- Abandoned calls fell from 6% to 4% between Q2 and Q3 2014/15.

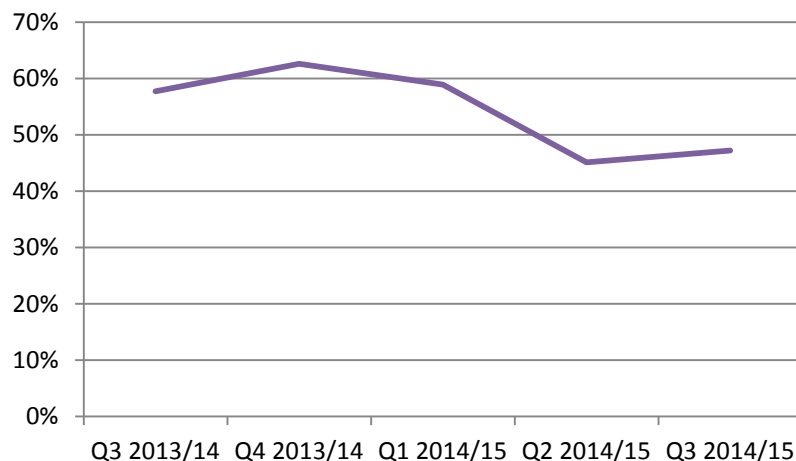


## Customer Satisfaction Survey: Early Results

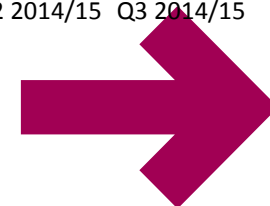
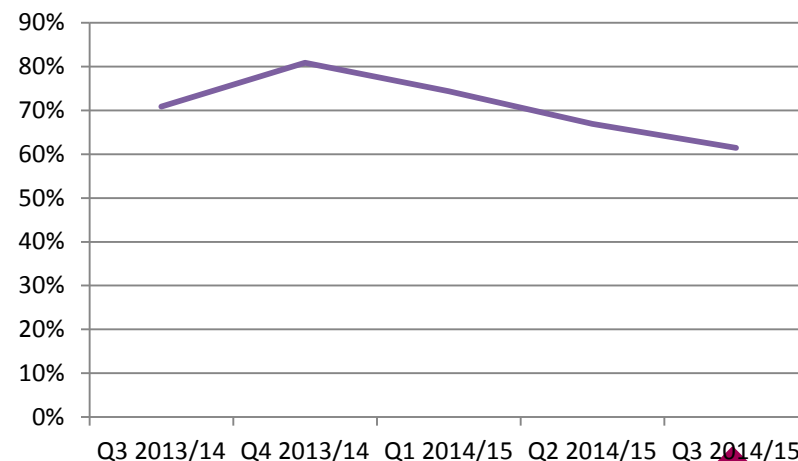
The CCC began conducting a Customer Satisfaction Survey in 2013/14, and preliminary results are shown below. The sample size is still small, and will be expanded later in the financial year. As a result confidence intervals surrounding these figures are wide, and should be used with caution.

Although satisfaction with the outcome of Enquiries/Complaints remained stable between Q2 and Q3, satisfaction with the time taken to respond to contacts and to resolve them appeared to fall.

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



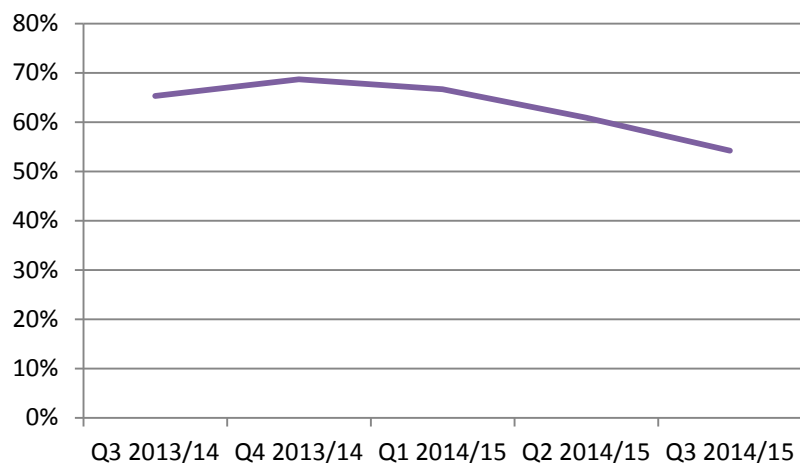
**How satisfied were you with the length of time it took us to respond to your enquiry or complaint?**



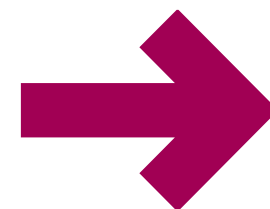
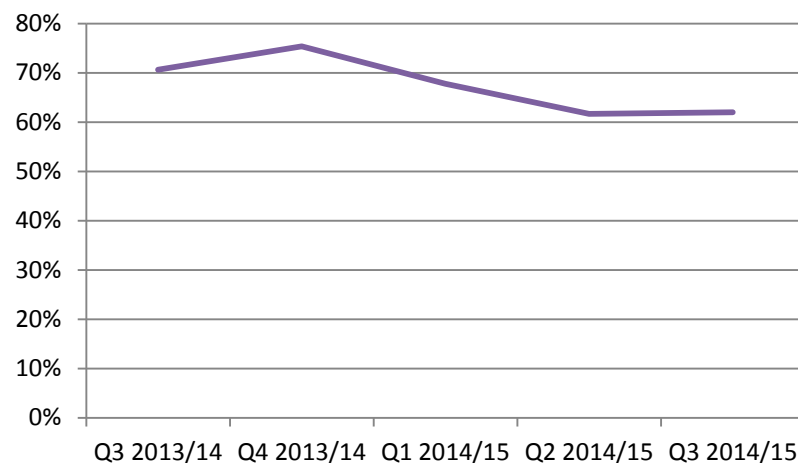
# Customer Satisfaction Survey: Early Results

Overall satisfaction with the service remained stable between Q2 and Q3 at just over 60%.

**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 70% to around 60% between Q2 and Q3.

