


Patient Choice is a Dispensing Appliance Contractor providing services on behalf of the NHS. In accordance with Department of Health guidelines we send out patient surveys. During 2022 we received 330 responses, and have summarised the results.

How do patients normally contact Patient Choice?

 **54%** contact Patient Choice by phone.

 **53%** contact Patient Choice by email or online.

How easy did you find it to contact Patient Choice?


96% who answered said very easy, easy or satisfactory.

Did Patient Choice take the time to understand your needs?

98% said very good or good.



How do you rate the quality of the appliance customisation service provided by Patient Choice?

 **98.5%** said very good or good.

★ **How would you rate Patient Choice** – considering experiences with staff, the information materials, contact options, quality and reliability of delivery, and the service.

★ **97.6%** said very good, good or satisfactory.

Did you find Patient Choice polite?



who answered said very good or good.

Does Patient Choice deliver promptly at an agreeable time?

95% said



How would you describe the Patient Choice service overall?

98.2% said very good or good.



“ Patient Choice staff have always been very helpful, courteous, and a pleasure to deal with.”

“ Excellent service. Always happy to help, wonderful understanding, considerate staff, thank you. I would recommend Patient Choice to anyone.”

“ Patient Choice have always been great with me and with my clinician (who does the ordering) - they are efficient and friendly when I contact them.”

“ I was very impressed with my reordering experience, very quick and efficient thank you”

“ They're brilliant!! Used to take me a minimum of 8 weeks to get my products through my GP. Now within a couple of weeks, usually much less, they're here. Love this service & it has greatly reduced the stress of getting products. Would highly recommend to anybody.”

“ I could not have asked for more - it was a real pleasure for me to speak with individuals who were efficient, knowledgeable, friendly and reassuring at a time when I was unwell with Covid and grieving the loss of my lifelong Partner (to mixed dementia). Thank you so much.”