

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 2024 we received 253 responses, and have summarised the results.

How do patients normally contact Patient Choice?

45% contact Patient Choice by phone.

43% contact Patient Choice by email or online.

Did you find Patient Choice polite?



said excellent, good or satisfactory

Why do patients normally contact Patient Choice?

81% place a prescription request

10% discuss an existing order

How easy did you find it to contact Patient Choice?

98% said it was easy to find and contact Patient Choice

Does Patient Choice deliver is discreet packaging?

99% said yes.



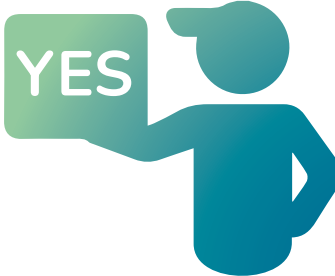
Did Patient Choice take the time to understand your needs?

100% said excellent, good or satisfactory



Does Patient Choice deliver promptly at an agreeable time?

97% said



Did Patient Choice refer you to the correct department?

100% said excellent, good or satisfactory

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

95% said excellent, good or satisfactory

How would you describe the Patient Choice service overall?

98% said excellent, good or satisfactory

Were Patient Choice efficient with answering your questions?

100% said excellent, good or satisfactory

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

94% said excellent, good or satisfactory

Did you find Patient Choice's response prompt?

98.7% said excellent, good or satisfactory

“ Always been helpful, called if there is an issue and to say how issue will be sorted. Very good service.”

“ Service was excellent.”

“ An outstanding and prompt service!”