

### 3.1 Warfarin Home visits Survey

Accountable Managers:

Rita and Misha

Purpose:	For the customer:	To improve their experience
	For the business:	To carry out home visits more efficiently
	For the shareholder:	To make the service more profitable

### Results

Dates of survey:	4 <sup>th</sup> – 13 <sup>th</sup> May 2021
Patients sent survey link:	26
Patients who took part:	4
Proportion:	15%

### Main Action(s) from the survey

- No actions required from this survey as the results are super positive.
- Praise the HCAs for their excellent work.

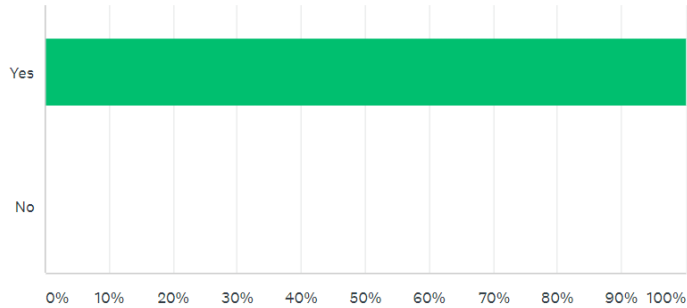
### Plan for the follow up survey

Follow Up cohort:	N/A
Date for Follow up survey:	Maintenance survey in 2022.

Q1.

Have all of your booked Home Visit appointments been attended as expected?

Answered: 4 Skipped: 0

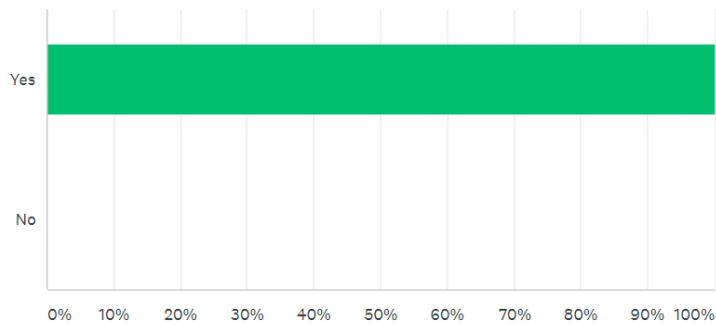


Key feedback:	All customers who completed the survey have had appointments attended as expected
Ideas on how to improve:	This is excellent management on the HCA team. No improvement required.

Q2.

During your appointment, did the Healthcare Assistant successfully draw enough blood with one finger prick?

Answered: 4 Skipped: 0

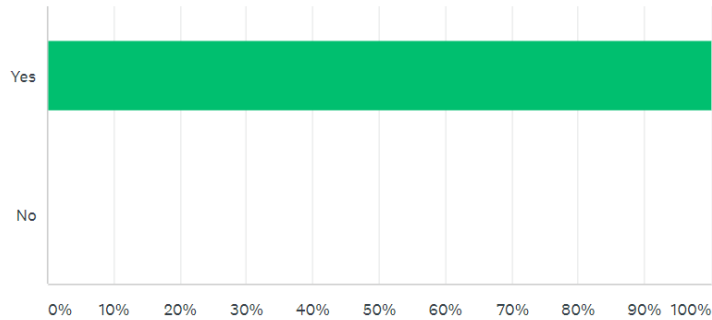


Key feedback:	All customers who completed the survey had successful blood finger pricks
Ideas on how to improve:	This is excellent customer care by the HCAs. No improvement required.

Q3.

During your time of using the warfarin monitoring service, has the information from the Healthcare Assistants, Pharmacists and Doctors been clear and informative?

Answered: 4 Skipped: 0



Key feedback:	All customers who completed the survey received informative information
Ideas on how to improve:	This is excellent customer service by the HCAs and Misha. No improvements required.

Q4.

Overall, how would you rate your experience with the warfarin home visit service?

Answered: 4 Skipped: 0

4.0★  
average rating



	1	2	3	4	5	TOTAL	WEIGHTED AVERAGE
★	25.00% 1	0.00% 0	0.00% 0	0.00% 0	75.00% 3	4	4.00

Key feedback:	One out of four customers are not happy with the service.
Ideas on how to improve:	This may be an error with a confused customer?